



SEASIDE COAST
COLLEGE

Student Handbook

Community Wellness Foundations Certificate — Older Adult Focus

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Student Handbook	Upon Institutional Certification	Version 1.4

Welcome

Welcome to Seaside Coast College. This handbook is your guide to the Community Wellness Foundations Certificate — Older Adult Focus: how the program works, what is expected of you, and the supports and rights available to you. It summarizes the institution's policies in plain language. The full policies are available on the institutional Learning Management System (Tutor LMS) and are provided to you before your program start date. Where this handbook and a policy differ, the policy governs.

About the Institution

Seaside Coast College is a private training institution located at 3514 Fairmont Road, North Vancouver, BC V7R 2W9. You can reach us at (604) 679-3769, lynth@seasidecoastcollege.com, or seasidecoastcollege.com.

About Your Program

The Community Wellness Foundations Certificate — Older Adult Focus is a theory-only, non-clinical program that prepares you for entry-level community and social-service support roles (NOC 4212, Social and community service workers, a non-regulated occupation). The credential awarded is a Certificate. The program is 300 hours over 10 weeks of full-time study, with a maximum of 10 students per cohort.

Scope of the Credential

This is a theory-only, non-clinical certificate. It does not include clinical, laboratory, simulated, or hands-on care instruction, and it does not qualify graduates for regulated health-care occupations such as Health Care Assistant (HCA). The program prepares graduates for entry-level, non-clinical community and social-service support roles.

How You Will Learn

The program is delivered entirely through synchronous distance education. You attend live online classes with your instructor and classmates, Monday to Friday, 9:00 a.m. to 4:00 p.m.,

using Microsoft Teams. Tutor LMS is the institution's learning management system and system of record: it hosts your course materials, assignments, quizzes, attendance, grades, and progress, and is available 24 hours a day, subject to scheduled maintenance. You will need reliable internet, a computer or laptop with a webcam and microphone, and your institutional login. See the Distance Education Policy for full details on delivery, technology requirements, and identity verification.

Admission Requirements

To be admitted, you must have completed British Columbia Grade 12 (or its Canadian equivalent) or qualify as a mature student (19 years of age or older before the program start date). If your first language is not English, you must show English proficiency through IELTS Academic 6.0 (no band below 5.5), TOEFL iBT 60, CELPIP-General 7, or the Duolingo English Test 105. Each test assesses reading, writing, listening, and speaking, and results must be dated within two years. You may be exempt from testing if you completed BC English Studies 12 (or equivalent) with C+ or higher, or prior education in English, as described in the Admissions Policy. Full details are in the Admissions Policy.

Tuition, Fees, and Payment

Tuition for the program is \$5,999.00 CAD, paid in three instalments: \$1,500.00 before the program starts, \$2,249.50 before the start of Week 4, and \$2,249.50 before the start of Week 7. There are no application or other fees, and course materials are included. Your full payment terms are set out in your Student Enrolment Contract.

Refunds and Withdrawal

If you withdraw or are dismissed, any refund is calculated according to the Tuition Refund Policy. Before the program starts, the refund depends on when the institution receives your written notice. After the program starts, it depends on how much of the program has been provided, measured by the scheduled hours of synchronous instruction the institution has delivered from the program start date. If you have paid less than the amount the institution is entitled to retain at the time you exit, you may remain responsible for paying the difference under your enrolment contract. To withdraw, give written notice by email, by registered mail, or in person, as described in the Withdrawal Policy. Please review both policies for the full rules and timelines.

Attendance

You are expected to attend at least 80% of scheduled synchronous instructional hours, both in each course and across the program overall. Your attendance (the hours you attend each day) is recorded in Tutor LMS. See the Student Attendance Policy for how attendance is tracked, how to report an absence, and what happens if attendance falls below the requirement.

Grades and Academic Progress

The passing grade for each course, and for the program overall, is 70%. If you believe a grade is incorrect, you may ask for a reassessment or appeal it; see the Reassessment Policy and the Student Grade Appeal Policy. You will receive clear information about how your work is assessed, and you receive written evaluations regularly throughout the program.

Academic Integrity

You are expected to do your own work, acknowledge your sources, and follow your instructor's directions about which tools (including AI tools) are permitted for each assessment. If a concern about academic integrity arises, it is handled fairly, with notice and an opportunity for you to respond. See the Academic Integrity Policy.

Conduct and Respectful Treatment

Everyone at Seaside Coast College is expected to treat others with respect. Harassment, discrimination, bullying, and intimidation are not tolerated, including in the online classroom. See the Student Conduct Policy and the Respectful and Fair Treatment of Students Policy. Serious or repeated breaches are addressed under the Student Dismissal Policy, which sets out the grounds and the fair process that applies before any dismissal.

Sexual Misconduct

The institution is committed to a learning environment free from sexual misconduct, which is strictly prohibited. Support and reporting options are available to you, and you can also contact VictimLinkBC at 1-800-563-0808 (toll-free, 24/7) for confidential support. See the Sexual Misconduct Policy.

Accommodation

If you have a disability or another need protected under the BC Human Rights Code, you can request reasonable accommodation. The institution will work with you while maintaining the academic standards of the program. See the Accommodation Policy for how to make a request and what information is needed.

Privacy and Your Records

Your personal information is collected and protected in accordance with the Personal Information Protection Act (PIPA). Student records are kept securely and retained for at least eight years. You may ask to see or correct the personal information the institution holds about you. See the Privacy and Records Policy.

Raising a Concern, Appeal, or Dispute

If you have a concern, you can raise it with the Senior Educational Administrator. Because the Senior Educational Administrator is also your instructor, reconsiderations and appeals are handled by the institution's Independent Reviewer, Lakshpreet Mann (independentreviewer@seasidecoastcollege.com), who was not involved in the original decision. There is no fee to use the dispute resolution process, you may be represented by an agent or a lawyer, and you receive written reasons within 30 days of making a written complaint. If you are dissatisfied with the initial determination and want the Independent Reviewer to reconsider it, you must submit your request for reconsideration in writing within 10 business days of receiving the initial determination. If your concern is not resolved and you believe you were misled about a significant aspect of the program, you may make a claim to PTIRU within one year of completing, being dismissed from, or withdrawing from the program. See the Dispute Resolution Policy.

Prior Learning

This program is delivered as a single, integrated cohort program. It does not grant transfer credit, advanced standing, or exemptions from any course. Relevant prior learning may support your admission (for example, as a mature student) but does not reduce program requirements. See the Prior Learning Assessment Policy.

Technical Support and Student Supports

If you experience technical difficulties, you can request help by raising a support ticket in Tutor LMS or contacting the institution, and you should let your instructor know as soon as possible so your learning is not interrupted. If a class is disrupted by instructor illness, a technology failure, or another unforeseen event, the institution will notify you through Tutor LMS and email about alternate arrangements. For non-academic supports, the institution's administrative coordination can help you connect with community-based resources for wellness, counselling, and crisis support; the institution does not provide internal counselling services.

Your Rights as a Student

You have important rights as a student, set out in the Student Statement of Rights, which is provided to you and available on Tutor LMS. These include the right to a clear written enrolment contract, access to the institution's policies, and access to a fair dispute resolution process. We encourage you to read it. To learn more about PTIRU and being an informed student, visit www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student.

Key Contacts

Role	Contact
Senior Educational Administrator / Lead Instructor	Lynth Brown · lynth@seasidecoastcollege.com
Independent Reviewer	Lakshpreet Mann · independentreviewer@seasidecoastcollege.com
Technical Support	Support ticket in Tutor LMS · support@seasidecoastcollege.com
Institution	(604) 679-3769 · 3514 Fairmont Road, North Vancouver, BC V7R 2W9 · seasidecoastcollege.com

Finding the Full Policies

All of the institution's student policies are available on Tutor LMS and are provided to you before your program start date, including the Admissions, Student Attendance, Academic Integrity, Reassessment, Student Grade Appeal, Student Conduct, Respectful and Fair Treatment of Students, Sexual Misconduct, Accommodation, Privacy and Records, Prior Learning Assessment, Distance Education, Withdrawal, Student Dismissal, Tuition Refund, and Dispute Resolution Policies, and the Student Statement of Rights. This handbook summarizes them for convenience; where the handbook and a policy differ, the policy governs.