



INTERNATIONAL STUDENT PACKAGE

Updated March 9th, 2026

Equity, Diversity, Inclusion and Belonging (EDI-B) Statement



The Vancouver College of Dental Hygiene Inc. (VCDH) recognizes the important role we play as a dental educational institution that serves and protects the public interest.

We are committed to informed equity, diversity, inclusion and belonging (EDI-B) action to minimize systemic barriers and to help build a more inclusive and equitable dental educational system for all, including Indigenous peoples, immigrants, refugees, people who are racialized, people with disabilities and the 2SLGBTQIA+ communities.

Welcome to VCDH

Thank you for considering Vancouver College of Dental Hygiene Inc. (VCDH) as part of your Educational Journey. Our team is dedicated to providing you clear, sufficient and accurate information regarding VCDH, the student experience and career prospects after completion of the program. VCDH has created this document to provide you information all the way from the beginning of your application process to post-graduation to ensure you are fully prepared to start your Educational Journey!

Please contact our Admissions Department to assist you further. We look forward to hearing from you!

Phone: 1-800-457-3189 (Toll Free)

Email:- info@vancouver-college-dental.org



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BEFORE YOU START:

The Vancouver College of Dental Hygiene (VCDH) is here to help you with the Study Permit process and documents you need to apply as an international student. When completing your application with VCDH, you will be required to provide your Evidence of Status in Canada. The school must verify that you are eligible to study in Canada prior to your enrolment. International Students will be required to provide a valid Study Permit issued by Immigration Canada and proof of health insurance.

STUDY PERMIT PROCESS

All international students in programs longer than 6 months are required to have a valid study permit. The study permit will show a start date and an expiry date. VCDH will be checking the dates on your documents to ensure you are able to study for the full length of the program. Due to the time it can take to renew a study permit, a study permit that will expire during the program, will not be accepted.

When applying for a study permit, the applicant may be required to provide the following documents:

- Acceptance Letter
- Provincial Attestation Letter (PAL)
- Proof of Financial support
- Medical Exam

You may also need the following:

- A medical exam
- A custodian declaration (minors only), or
- Other documents

<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/get-documents.html>

PAL

As of January 22nd, 2024, Study Permit applicants will require a PAL from the Province of British Columbia. Each institution has been allocated a maximum number of PAL's and will issue you one, if needed and if available. This means each institution has a maximum number of international students it can accept.

When completing your Study Permit application, please reach out to VCDH to discuss receiving a PAL if required.

You can read more information regarding PAL's on the government website:

[Government of Canada-PAL](#)

[Government of Canada-Study Permit and PAL Process](#)

[Provincial Attestation Letter Website](#)

TRAVELLING TO CANADA

Before you travel to Canada, make sure you have the following valid documents for arrival at the airport:

- Approved Study Visa or Electronic Travel Authorization (ETA)
- Study Permit is issued at the port of entry.
<https://www.cbsa-asfc.gc.ca/travel-voyage/td-dv-eng.html>
- Valid Passport
- Health Insurance

Additional tips for travelling:

- Remember to check luggage requirements when booking your flight so you can have your luggage prepared
 - This includes size and weight limits of luggage
 - Payment for additional baggage
 - Check restrictions on food, alcohol and tobacco products
 - Liquids must be less than 100ml

- Prevent lost or stolen luggage by placing a tag, ribbon or sticker on your luggage so you can easily identify it when you arrive at the luggage counter.
- Keep your documents safe
 - Scan and take photos of all important documents in case it gets lost
 - Keep your passport, ID, financial documents (debit/credit cards, proof of financial support/bank records), study visa or ETA, insurance and acceptance letter on you at all times

HEALTH INSURANCE

- International students are only able to enrol to the Medical Services Plan (MSP) after they arrive in Canada, have the ability to provide a copy of their status in Canada (copy of their study permit) and provide proof of a residential address. The MSP has a 3-month waiting period for issuance. To cover the MSP waiting period, international students must obtain private medical insurance for the first three months of their arrival in Canada.
- The Medical Services Plan (MSP) is the Government of British Columbia's health insurance plan. The MSP pays for medically required services, like doctor's appointments, surgeries, some medical exams, and most hospital-related services in Canada.
- Required information/documents to submit with the MSP application:
 - Applicant's full name, date of birth, and gender information.
 - Copy of a valid study permit (main applicant).
 - Copy of a valid open work permit, study permit or visitor permit (dependents, accompanying spouse or child) – if applicable.
 - Marriage certificate or divorce decree – if applicable.
 - Residential and mailing address in British Columbia.
 - Phone number – if available.

- MSP Monthly Fee
 - The MSP costs \$75.00 per month for study permit holders (subject to change); however, it is free of charge for the work permit and visitor permit holders. The monthly fee must be paid to the Government of B.C., and the monthly invoice will be issued by Revenue Services of B.C.
- We encourage all international students to submit an online application. You may also apply in person or by mail as an alternative.

<https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/eligibility-and-enrolment/how-to-enrol>

ADDITIONAL IMMIGRATION RESOURCES

Items prohibited upon arrival to Canada:

[Government of Canada-Restricted and Prohibited Goods](#)

Checklist of Study Permit Requirements:

[Government of Canada-Study Permit Document Checklist](#)

Plan your Trip to Canada:

[EduCanada-Getting to Canada](#)

LIVING IN CANADA

It is important to consider the cost of living and housing when preparing financially for your studies. Depending on the type of accommodation you are looking for, rentals can range from, \$1,000 (bedroom in a shared house) to \$3,000 (condo or small home). Please reference the Cost of Living Calculator available on the British Columbia website to give you an approximate idea of living and housing costs:

[WorkBC- Cost of Living Calculator](#)

HOUSING AND LIVING COSTS

Applicants should consider all living costs when determining the financial resources, they will need to have available during their studies. This should include:

- Housing (rental payments)
 - Utility payments if required (Hydro is the most common utility that might be the tenant's responsibility when renting, however, some landlords might ask the tenant to be responsible for water, gas, hot water tank rental or propane tank rentals during their tenancy).
- Food
 - Groceries
 - Restaurants and dining
 - Food delivery services may charge additional usage fees
- Transportation
 - Vehicle costs such as gas, insurance, car payments, maintenance
 - Public transit fees
- Clothing and Personal Items
- Entertainment Costs

Based on the Government of Canada website, most Canadians spend 35% to 50% of their income on housing and utilities. Please ensure to use the calculator included under the *Living in Canada* section to determine your estimated living costs.

[Government of Canada-Prepare Financially](#)

LINKS TO HOUSING RESOURCES

Please see a list of resources to find housing. Ensure to enter the Province as British Columbia and city as New Westminster.

*Note, to avoid scams, it is highly advised you do not provide any rental deposits until you see the unit in person.



**VCDH is listing the websites below as suggestions ONLY and is not responsible or liable for your tenancy or payments to the landlord.

[Rentals.ca](#)

[Zillow.com](#)

[Condos.ca](#)

[Realtor.ca](#)

*Realtors are a great option for tenants. In most cases the landlord is responsible for paying the realtor when a unit is rented out which means using a realtor is free for tenants. When using Realtor.ca, ensure to select Filters-Transaction Type-For Rent.

TENANCY RIGHTS

As a tenant, you have rights! In most rentals, a Tenancy Agreement is required. This is a contract between a landlord and tenant that is signed by both parties. This agreement, also called a lease, will include the cost of your rent, whether it is a fixed term or monthly term and standard terms describing rights and responsibilities of landlords and tenants.

The British Columbia government website provides detailed information regarding Tenancy Agreements (Leases), your rights during your tenancy, ending a tenancy, rent increases and more.

It is highly recommended that all future and current tenants read through the Residential Tenancy Agreement and the British Columbia Residential Tenancies website prior to signing so you know what is required of you and your landlord:

[British Columbia-Residential Tenancies](#)

[British Columbia-Residential Tenancy Agreement](#)



SERVICES WITHIN VCDH

The Vancouver College of Dental Hygiene Inc. offers free-of-cost, confidential counselling.

If you are finding it difficult to manage academic stress, or situations outside of school are making it difficult to focus on academics, VCDH offers counselling to all students. We recommend you to book an appointment with Ms. Maya Brstilo the VCDH Counsellor.

SERVICES OUTSIDE OF VCDH

There are many excellent resources and services located in the city of New Westminster, BC. This includes Health and Medical Resources, Daycares, Transit options and more!

HEALTH AND MEDICAL

Hospitals:

[Royal Columbian Hospital](#)

[Burnaby Hospital](#)

[Mount Saint Joseph Hospital](#)

Walk-in Clinics:

[ForeMed Walk-In Clinic](#)

[Royal Columbia Medical Clinic](#)

[Care Point Medical Centre Clinic](#)

Dental Care:

[Fraserview Dental Centre](#)

[Queens Park Dental](#)



Vancouver College
of Dental Hygiene Inc.

Child Care Services:

Westcoast Child Care Resource Centre: A non-profit society providing a list of all childcare providers in the lower-mainland

Child Care BC: access to quality child care at an affordable price, so parents can have peace of mind when they pursue opportunities in the workforce.

<https://www.wstcoast.org/>

<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children>

Mental Health:

Here2talk.ca.

Mental health is essential to the post-secondary journey, and access to confidential supports can be a serious. There's someone available to listen and help you talk things through. Connect via app, phone or web at Here2talk.ca.

Homelessness, Addiction and Overdose Supports:

[BC Shelter Services](#)

Run by the Salvation Army, Harborough Light provides a mix of community and residential services such as community meals, shelters, detox, addiction treatment and more.

[Overdose Prevention Sites: Fraser Health Authority](#)

Provides onsite monitoring of people who are at risk of overdose. Sites are equipped with fentanyl test strips and naloxone kits which will reverse the effects of opioid overdoses.

[Naloxone Kit](#)

Naloxone is a medication that reverses the effects of overdoses from opioids such as heroin, morphine, fentanyl, carfentanil and codeine. These kits are available without a prescription and are normally administered as an injection.



Kits are available at no cost to those at risk of an opioid overdose. With 2000 distribution sites across BC, individuals can participate in the [Take Home Naloxone Program](#) run by the BC Centre for Disease Control.

TRANSIT

TransLink will provide you with information concerning the transit system schedules, routes and fees for the Greater Vancouver Regional District.

<https://www.translink.ca/about-us.aspx>

<https://www.translink.ca/schedules-and-maps.aspx>

<https://www.translink.ca/rider-guide.aspx>

Tips:

New Westminister Skytrain Station to the school: Bus 112 (10 min)

22nd Street Skytrain Station to the school: Bus 101 or 155 (7 min)

Please be aware that only public, post-secondary schools within the Metro Vancouver region, as determined by the Ministry of Advanced Education, are eligible to join the U-Pass BC Program in Metro Vancouver. Privately-funded, post-secondary schools are not eligible to join the U-Pass BC Program at this time.

SERVICES WITHIN THE FACILITY

PHYSICAL FACILITY

The teaching facility at VCDH is fully equipped with high quality and up to date equipment and was designed and built specifically as a Dental Hygiene College to benefit students.

Featuring 27 Fully Operational Dental Chairs, 3 of which include digital radiography rooms and an additional 8 radiographic units, all students will use state of the art equipment. Students can also expect to participate in pre-clinic lab which features an open environment and all necessary pre-clinical equipment. Here, students will work on typodonts (teeth models) with their instructors' guidance to learn for the first time how to provide Dental Hygiene services

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POINT OF CONTACT

VCDH has Admissions Coordinators dedicated to assisting applicants with their application to the college and arrival to Canada. These coordinators can assist applicants with information on admission requirements, equivalency assessments, study permits, housing and living resources.

The Senior Educational Administrator will be the point of contact for all International Students during the program. This individual is happy to assist International Students with their transition to Life in Canada including resources in the community such as housing, food and health services. This individual will also track your grades and attendance to ensure you are progressing successfully through the program.

MENTAL HEALTH-VCDH COUNSELLOR

If you believe you might require mental health services, we encourage you to meet with our therapist, who maintains regular hours depending on the semester. This is free resource for students!

APPLICATION PROCESS

The Vancouver College of Dental Hygiene is committed to supporting international students throughout their educational journey—from the application process through to program completion. Our dedicated Admissions and Student Services teams are available to assist international students with information, guidance, and support.

ADMISSIONS TEAM

Contact: admissions@vancouver-college-dental.org

Admissions Coordinators assist prospective and newly admitted students with the application and enrollment process. They can help answer questions related to:

- Program admission requirements
- Application procedures and documentation
- Tuition and fee information
- Important application deadlines
- Guidance for international applicants submitting required documentation

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The Admissions team supports international applicants to ensure that all required materials are submitted correctly and that students understand the steps involved in the admissions process.

ADMISSION REQUIREMENTS

Applicants of the Dental Hygiene program with a dental background or other related courses will not be granted advanced standing or exemptions.

All courses must be taken and completed successfully in order to graduate from the program offered at VCDH.

Recommended Admission Requirements

- Good vision and visual perception with or without corrective lenses
- Manual dexterity that allows manipulation of small instruments with repetitive motions
- Good interpersonal communication skills
- Confidence speaking in front of individuals and/or groups
- Problem solving and critical thinking skills
- Emotional maturity with an internal value of helping and caring for others
- Ability to co-operate with others
- Ability to handle responsibility
- Self-motivation
- Good organizational and time management skills
- Attention to detail

The student must provide one of the following English Proficiency Requirements:

- Evidence that 3 years of full-time secondary (Grades 8-12) or post-secondary education has been completed in the program’s language of instruction in a country where the program’s language of instruction is one of the principal languages. (Language courses cannot be included in this calculation)
- Where English is the program’s language of instruction, evidence of achievement in a recognized standardized language test/assessment at an overall level equivalent to IELTS 6.0 (academic) or higher.
- All language tests/assessments are listed below with a minimum score/level specified for each.
Or equivalent’ will not be accepted.
- Tests must include assessments of reading, writing, listening, and speaking.
- Evidence of graduation from a language program with an established pathway/articulation agreement allowing direct entry (no further testing required) to a diploma or degree program at a public institution in Canada.

Test	Minimum score
IELTS - International English Language Testing System (Academic)	6.5, with no part less than 6.0
TOEFL - Test of English as a Foreign Language Internet-based test	Overall: 79 Reading: 18 Listening: 17 Writing: 17 Speaking: 20
CAEL or CAEL Online - Canadian Academic English Language Assessment	Overall 60

The English Proficiency Requirement is not a substitute for the Vancouver College of Dental Hygiene Inc. applicants’ Pre-admission exams.



Mandatory Pre-Admission Interview

Applicants must achieve above 70% on the mandatory pre-admission exam in order to be granted a pre-admission interview.

All pre-admission interview applicants are evaluated on their communication skills, critical thinking skills and professional demeanor.

To be successful, applicants must achieve 70% or above during the mandatory pre-admission interview.

Mandatory Pre-Admission Exam

- The student must write the mandatory pre-admission exam which will include demonstrating language proficiency at a generally accepted standard. Students who achieve above 70% on the exam will be asked to participate in the mandatory pre-admission interview. Students who achieve 70% or above on the pre-admission interview are considered to have met the minimum requirement level for conditional acceptance to the Dental Hygiene program.

- The pre-admission exam consists of the following:
 - Biology Questions
 - Spatial Relations Questions
 - Written Component

The Applicants' Pre-admissions exam is not a substitute for the Vancouver College of Dental Hygiene Inc. English Proficiency Requirements.

- The student must formally accept the conditional acceptance offer in writing. Please complete, sign, and date the form and fax it to 604-215-7660 - Attention: Admissions Department.

- The student must ensure that an original copy of their university transcript, college transcript or evaluation from the International Credential Evaluation Services (ICES) is brought to the school. The following first-year prerequisites must be successfully completed:



- 6 Credits of Human Anatomy and Physiology (with lab)
 - 6 Credits of Chemistry (with lab)
 - 6 Credits of English
 - 6 Credits of Psychology
 - 3 Credits of Statistics
 - 3 Credits of an Elective
-
- The student must submit the Pre-Entrance Immunization Report provided in the conditional acceptance package completed and signed by a health care professional. This includes proof of immunization status for Hepatitis B and Tuberculosis and a health care professional's interpretation of the results (chest x- ray may be required if the TB tests are positive.)
 - The student must sign the Enrolment Contract Agreements provided by the school.
 - Proof of current Basic Life Support (HCP) Certification. Valid for 1 year. This must be valid for the entire duration of the program. If the certification expires while in the program, it is the student's responsibility to renew it prior to it expiring. VCDH does not accept any online BLS courses. Students must attend an in-class course with a practical component.
 - A current Criminal Records Check with the Vulnerable Sector Screening. Registration with the British Columbia College of Oral Health Professionals (BCCOHP) is mandatory to practice as a dental hygienist in B.C. A history of criminal offences or charges of professional misconduct in another jurisdiction or profession may interfere with your ability to become registered in B.C., other provinces, or other countries.
 - The student must show evidence of their status in Canada by providing a copy of one of the following documents:
 - Canadian Passport;
 - Canadian Citizenship Card;
 - Birth Certificate;
 - Documentation of Permanent Residence Status;
 - Documents of Landed Immigration Status; or
 - Documentation of Study Visa*
- *Study Visa must be valid for the duration of the program.



*International students must provide the college with evidence of health insurance valid for three months from their start date (renewal will be required for the remaining duration of the program)

EQUIVALENCY AND CREDENTIAL ASSESSMENTS

Applicants who have graduated from a post-secondary institution in a foreign country are required to have their diplomas evaluated on a course-by-course basis by the International Credential Evaluation Service (ICES). This is to determine if their foreign education is equivalent to the first-year university transfer courses listed above, which are required for admission into the Dental Hygiene program.

All applicable fees associated with ICES are the responsibility of the applicant. Both Comprehensive and Supplemental Evaluations are required. Applicants must arrange to have copies of the evaluation forwarded to the Vancouver College of Dental Hygiene Inc. directly from ICES by the required deadlines.

ENROLMENT

STUDENT SERVICES TEAM

Contact: studentservices@vancouver-college-dental.org

Once students are admitted, the Student Services team provides ongoing support throughout the program. They can assist students with:

- Orientation to the college and program expectations
- Academic resources and student success support
- Student life and campus services
- Connecting students with available support services
- Guidance to help students adjust to studying and living in Canada

All accepted international students receive an International Student Package and participate in an in-person orientation session prior to the start of the program.



This orientation helps students become familiar with the college, available resources, and expectations for their studies.

Together, the Admissions and Student Services teams work to ensure international students have the information, resources, and support needed to succeed both academically and personally while studying at the Vancouver College of Dental Hygiene.

FEES

VCDH does not hide fees. All applicants are able to view Program Fees and Financing on the [Vancouver College of Dental Hygiene Inc.](#) website. The Program Fees & Financing section includes up-to-date Tuition Fees, Textbooks, Expendable Materials, Uniforms and Equipment and other Compulsory Fees.

Applicants interested in viewing the Refund policy can do so through the VCDH website under Frequently Ask Questions (FAQS).

Applicants can also request to view all admission and enrolment documents physically onsite. Please schedule an appointment with an Admissions Coordinator for more information.

INTERNATIONAL STUDENT FEE

International Student Fee: \$8,000.00

POLICIES

VCDH has implemented an Active Participation Policy to ensure all students are attending and progressing through the program successfully.

ACTIVE PARTICIPATION POLICY

Upon enrolling in the program, students are placed in groups and subgroups (e.g., Group A1B1 as well as A1 or B1). If a student would like to make any changes to the assigned group, this must be approved and made at the start of the first semester of the program. No changes to the assigned group will be permitted in subsequent semesters.



All students are expected to attend their classes and clinical sessions. Attendance will be taken in every course at VCDH. Due to the practical and participatory nature of the learning environment, it is imperative that students are punctual and maintaining regular attendance is strongly encouraged. Please note there will be no marks assigned for attendance, however marks may be deducted for failure to attend; please see below.

Attendance in classes is necessary in order to cover a course adequately. Regular participation in class discussion and completion of all term work are essential in obtaining a successful grade.

Once a student arrives in class they are expected to remain in the class, for the entire time. If there are any extenuating circumstances where a student may have to leave the class early, they must notify the instructor before the class starts. Any student who is away from the class for more than 15 minutes would be marked "absent".

Should a student require supplemental clinics, labs or supplemental examinations that may take place in week 8, 19, or 20 of the semester- the student must be available to attend.

Students that require supplemental examinations or supplemental clinics or labs will not proceed to the next semester until all assessments are successfully completed in the current semester they are in.

MAXIMUM NUMBER OF ABSENCES

Didactic:

VCDH strongly believes that attendance is vital as each class provides students with important information and an opportunity to discuss different concepts and ideas. In order to promote attendance, VCDH has very strict policies regarding attendance in any didactic course.

Each student is permitted two (2) missed classes per didactic course per semester. This missed class time should only be used to attend any legal issues, illness, or if there is an extenuating situation. Students are advised to choose their missed time wisely.

Absence days cannot be taken if there is any type of evaluation taking place (in class assignment, presentation, quiz, test or exam). Please refer to section 7.6: test/exams/conditions.



If a student is absent for a third time in any didactic course, an automatic penalty of 2% will be deducted from their overall final grade.

If a student is absent for a fourth time in any didactic course, an automatic additional penalty of 3% (for a total of 5%) will be deducted from their overall final grade and the student will be required to attend a mandatory meeting with the Dean of Students to discuss their attendance.

If a student is absent for a fourth time in any didactic course, the student will be required to attend a mandatory meeting with the Dean of Students and the student will be released from the program.

Each subsequent absence after the fourth absence will be reviewed on an individual basis. Possible outcomes could include repetition of the course or release from the program

VCDH PASSING GRADE AND SUPPLEMENTAL POLICY

VCDH has set a grade of 65% as its didactic passing grade. This is made clear on all of the course outlines. All clinic and laboratory courses have a passing grade of 70% to ensure client safety, as noted as a "SAT" on the transcript.

If a student is below 65% in a didactic course, they will need to write a supplemental exam. Any grade of 64.5 or higher will automatically be bumped to a 65%. All grades 64.4 and below will be considered a failing grade.

Once all exams are marked and graded faculty and/or administration (i.e., the educational coordinators) will notify the student if they are below 65% in their respective didactic subjects.

If a student is below 70% in a laboratory course (i.e., radiology lab), the student will need to successfully pass a supplemental exam. For Clinic Practice I, II and III, students must meet the clinical course requirements as noted in the course outlines and in section 7.14 of this manual. If a student does not meet the clinical course requirements, the student may or may not qualify for supplemental clinical sessions (see section 7.15 b). Any grade of 69.5% or higher will automatically be bumped to 70%. All grades 69.4% and below will be considered a failing grade.

The objectives of the supplemental policy are to promote student success by providing a second opportunity for students to demonstrate competency in a course.

Supplemental Didactic and/or Clinical Examinations, Assignments and/or Projects are not a right of the student but a privilege, granted by the Dental Hygiene Program Committee.



A Student must have a minimum grade of 55% in order to be eligible to write a didactic supplemental exam. A grade of 54.5% or above would automatically be rounded to a 55%. In laboratory courses (i.e., radiology lab) and II a minimum of grade of 60% is required in order to be eligible for a supplemental. A grade of 59.5 would be rounded to a 60%.

REPETITION OF A DIDACTIC/LAB/CLINICAL COURSE

If a student is unsuccessful in the writing of their supplemental exam, didactic or clinical, they must return to repeat the didactic course and then apply to return to a full course load.

Repetition of a didactic course is a privilege and not a right. It will be discussed and decided by the Dental Hygiene Program Committee. If a student is unsuccessful in any didactic course or lab, they must return to repeat the didactic course and then re-apply to return to the program as a full-time student. Please be advised that there must be a clinical chair available in order for the student to return to the program as a full-time student. VCDH cannot guarantee that this will be possible.

A student is allowed to repeat no more than two (2) didactic/lab/clinic courses during the entire program.

To clarify: if a student fails three (3) didactic/lab courses, they will be released. If a student fails three (3) clinic courses, they will be released. If a student fails one (1) clinic courses and two (2) didactic courses, or any other combination they would be released.

If the student repeats a course and fails the same course for a second time, the student will be released/dismissed from the program. If a student is repeating a course, they will not be granted supplemental privileges. For example, if a student fails microbiology twice, they would be released/dismissed. If a student fails Clinic Practice II twice, they would be released/dismissed.

Please be advised that all courses must be completed before a student can proceed to the following semester, as they are prerequisites of other courses.



DISPUTE RESOLUTION POLICY

1. This policy governs complaints from students respecting Vancouver College of Dental Hygiene Inc. and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process to make a complaint is as follows:

STUDENT DISPUTE RESOLUTION PROCEDURE:

Step 1: The student will submit a completed written complaint to the Program Director, using the following contact information:

Mr. Himanshu Laul RDH(C), BDS, Ad. Ed. Cert Dental Hygiene
Program Director
1205-6th Ave New Westminster, BC
V3M 2C1
604-215-7611, himanshul@vancouver-college-dental.org

Should the Program Director be absent or named in the complaint, the written complaint will be submitted to the Business Director using the following contact information:

Ms. Carole-Anne Masic Dip. DH, RDH, PID, BHSc
Business Director
1205-6th Ave,
New Westminster, BC
V3M 2C1
604-215-7611
caroleannem@vancouver-college-dental.org.

Step 2: The Program Director/Business Director will arrange a meeting with the student within 14 business days of receipt of the written complaint.

The student will be provided an opportunity for an oral presentation and minutes will be taken.

The Program Director/ Business Director will provide a written reason to the student for the determination and reconsideration (if any) within 30 business days of date on which the student made the complaint.



The written response will specify whether the decision is final.

Step 3: If the decision is subject to reconsideration, the student will submit a completed written complaint to the Dean of Students using the contact information:

Dr. Boris Pulec
Dean of Students
1205-6th Ave
New Westminster, BC
V3M 2C1 604-215-7611
Drpulec@vancouver-college-dental.org

The Dean of Students will arrange a meeting with the student within 14 business days of receipt of the written complaint.

The student will be provided an opportunity for an oral presentation and minutes will be taken.

The Dean of Students will provide a written reason to the student for the determination and reconsideration (if any) within 30 business days of date on which the student made the complaint.

The written response will specify whether the decision is final.

The complaint process will not impose any fees in relation to the complaint.

The complaint process must be available for at least one year after the student completed, or was dismissed or withdrew from the program.

Step 4: A student dissatisfied with the institution's final decision may file a claim with the Private Training Institutions Regulatory Unit (PTIRU) (www.privatetraininginstitutions.gov.bc.ca) on the grounds that the institution misled the student regarding a significant aspect of the program. The time limit for filing the claim is one year after the student completes, is dismissed from, or withdraws from the program. A student making the complaint may be represented by an agent or lawyer.

POST-GRADUATION

VCDH is not part of the Post-Graduation Work Permit Program at this time. Graduates interested in receiving a work permit, should contact Immigration Canada for more information.

[Government of Canada-Work or Live in Canada after you Graduate](#)

EMPLOYMENT RIGHTS AND CONDITIONS

The Employment Standards Act is a law to protect workers in British Columbia. This applies to full-time, part-time and casual workers.

[BC Employment Standards](#)

Students on a Study Permit are permitted to work up to 24 hours per week without a work permit. For more information, please review the requirements for working while you study

[Work Off Campus as an International Student](#)

EMPLOYMENT STANDARDS-KEY NOTES

Here are some important points from the Employment Standards Act:

- Time Off: Employees are entitled to a 30-minute break after 5 hours of work
- Pay: Most employers pay their employees every 2 weeks or twice a month by direct deposit into your bank account. This must be agreed upon in writing to receive direct deposit. Your employer must pay you within 8 days after the end of each pay period.
 - Deductions from your pay may include:
 - Income Tax
 - Canada Pension Plan (CPP)
 - Employment Insurance (EI)
 - Taxable Benefits
 - Union Dues
 - Voluntary deductions



- Vacation: All workers must get at least 2 weeks of paid vacation after working 1 year.
- Sick Days: After 90 days of employment, employees are eligible to have 5 days of unpaid, job-protected leave each year.

HUMAN RIGHTS CODE

The B.C. Human Rights Code is a law that protects workers from unfair treatment. This ensures that employers are hiring in an inclusive and non-discriminatory way. If you experience discrimination for any reason included in the Human Rights Code, you can submit a complaint to the B.C. Human Rights Tribunal.

[BC Human Rights Tribunal](#)