



# 2025 STUDENT HANDBOOK



**SAE**  
INSTITUTE  
  
VANCOUVER

Volume 02.27.25 Effective February 27, 2025

**CANADA.SAE.EDU**

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# A Message from our General Manager & Chief Operating Officer

Hello & Welcome!

I want to thank you for choosing SAE Institute, a global leader in creative media education. We are thrilled to welcome you to our community. This is an exciting time in your life as you take an important step toward acquiring the knowledge and skills that will support you in achieving career growth and success. Here, we operate under a strong vision, with a purpose to support our students, while upholding an important set of values. All three of these tenants are designed to provide you with a positive educational experience.

**Our Vision:** To be one of the most trusted learning organizations in the world.

**Our Purpose:** Support student outcomes and student experience.

**Our Values:**

- We have conviction in our purpose and potential.
- We demonstrate drive by achieving and advancing together.
- We are adventurous in mind and spirit.
- We exhibit rigor in enhancing our professional reputation and credibility.
- We are genuine in the way we behave and deliver.
- We show respect by celebrating, valuing, and caring for people and the environment.

Our mission and values will never change. Each member of our community is committed to upholding these each day. We care deeply about your future and are here to help you achieve personal, educational, and professional success.

There are many things that make SAE Institute different from other colleges. One of the largest differences is the way we deliver the curriculum. Student-centered Active Education (S.A.E.) explains the way that SAE Institute prepares students for employment in their chosen fields. Students are actively involved in their learning and are taught the course information by applying it through practical, real-world assignments. Through these experiences, you'll develop and acquire practical experience that you can apply immediately upon graduation.

S.A.E. is just one of the many advantages that set SAE Institute apart—you'll discover even more as you continue your education. I wish you the best of luck with your studies and look forward to seeing you on campus.

Sincerely,



Jake Elsen  
General Manager & Chief Operating Officer

# ABOUT SAE INSTITUTE

## SAE Institute Canada

In Canada, SAE Institute debuted in October 2017 in Vancouver, BC. Previously known as Harbourside Institute of Technology, SAE Institute Vancouver offers diploma and certificate programs in audio.

At SAE Institute, we pride ourselves on delivering exceptional programs in professional-quality facilities. We ensure our students train on industry-standard equipment under the guidance of experienced professionals in order to be equipped with the skills needed to succeed in the industry after graduation.

## SAE Institute North America

SAE Institute was established in Australia as the School of Audio Engineering in 1976, making it the world's first audio engineering institute. The early success of SAE Institute and the demand for our practical, theory-based, and industry-relevant training quickly led to the establishment of other campuses across the world. SAE Institute has vastly expanded its curriculum and global network, now offering a diverse array of creative media instruction at more than 40 campuses around the world, to industry and academic acclaim.

In 1999, SAE Institute expanded its campuses to North America, opening the first two U.S. locations in New York and Nashville, Tennessee. Since then, three more locations have opened in Miami (2002), Atlanta (2007), and Chicago (2013). In 2017, SAE Institute expanded into Canada with the acquisition of the Harbourside Institute of Technology in Vancouver, British Columbia that is now known as SAE Vancouver. For a more detailed description of the history of SAE Institute, please visit the SAE Institute website at [www.sae.edu](http://www.sae.edu).

## Student Handbook

The purpose of this handbook is to provide key information to domestic and international prospective students and current students of SAE Institute Vancouver. This handbook contains information regarding policies that impact all students along with information for international students coming to Canada. It is strongly encouraged for you to fully read this document as all students are responsible for following the policies outlined in this handbook. Please see the Campus Director for any questions regarding anything within this document.

# Policies

## Attendance Policy

Regular classroom attendance is not only an essential ingredient for academic achievement but also a fundamental building block for success after graduation. Instructors and administration document attendance at the beginning of each class and students are expected to be present and on time for all scheduled classes.

SAE will maintain accurate and true records of student attendance in line with relevant legislation. SAE requires that students attend as many classes as possible to ensure their success in the program.

## Recording Attendance

SAE Instructors document attendance at the beginning of each class, and attendance will be monitored by the Administration. At the end of any week where instruction is given attendance records will be updated. Student attendance records will be retained on the student record.

## Attendance & the Recording of Hours

Student attendance records are used for the purposes of generating a record of the number of hours of instruction the student attended each day in an approved program of instruction. SAE applies the following calculation method of hours to student attendance;

- Present - a student who arrives on time and attends the full scheduled class will have the full-time allocation applied to their attendance record for that class, that week.
- Late - a student who arrives 30 minutes or later to a class will be marked absent and will not have any scheduled time added against their attendance record for that class and that week.
- Left Early - A student who leaves class prior to the conclusion of instruction will have their attendance allocation revised, unless mitigating circumstances apply.

## Notification of an Absence

Notification of an absence must be given by the student to their instructor or the Administration via phone call or email.

## Mitigating Circumstances

A student with approved mitigating circumstances such as documented illness or documented bereavement will have their attendance record omitted from the weekly hour's calculation for the course and class that they have been excused from.

## Attendance Requirements

The instructor and/or Senior Educational Administrator will monitor student attendance regularly. Students are required to maintain the following attendance requirements;

- Students are not allowed to miss more than 10 unexcused classes per term due to mitigating circumstances. When the limit of allowable absences is being approached the student will receive written notice. If attendance issues continue after a written warning has been issued, the student may receive an automatic failing grade and/or be removed from the course/program.
- Students who drop below 60% attendance for three consecutive weeks or drop below 12 hours for three consecutive weeks, will be dismissed from the program.
- Students receiving Student Aid are not permitted to miss more than 20% of the prescribed course load. Students who miss more than 20% will be reported to Student Aid, and their funding will be revoked or become immediately due.

## Errors & Omissions



If a student becomes aware of an error or omission to their attendance record, they must contact the Campus Director to correct their record.

## **Audio Visual Consent Policy**

As a practice based, industry aligned provider of creative media programs, SAE students collaboratively create a range of artefacts as part of their studies. Whilst enrolled, SAE students (and staff) may also be involved in the generation of various artefacts designed to enhance outcomes for students and/or promote the organization.

## **Commercial Usage Limitations**

Audio and video recordings produced on the SAE Institute Vancouver campus ("recordings") are the result of artistic collaboration among instructors, student producers, engineers, composers, arrangers, and musicians. The purpose of the recordings is to provide students with experiences they are likely to encounter in their professional careers. The recordings are for educational purposes only and not for commercial use by any party.

## **Rights**

SAE Institute Vancouver reserves rights in student participation in the recordings to promote the college and its programs, without payment of fees or royalties, and maintains ownership of the master recording for archival purposes. All rights in and to a composition remain the property of the composer(s).

## **Broadcast and Reproduction of Students and Student Likeness**

SAE Institute Vancouver reserves the right to record, edit, use, reproduce, publish, and distribute (via print, web, television, video, photography, and all other media) a student's visual and/or audio likeness, and is granted permission to use such likeness for news, educational, marketing, advertising, fund-raising, or other reasonable purposes.

## **Campus Security**

The safety of our students, staff, and faculty is of the utmost importance to us. To help ensure our campus remains a safe space for all those who visit them, we have policies and procedures in place.

The SAE Institute Campus Director can discuss any safety concerns with students or parents. Students and employees must report any crime that takes place on campus directly to the Campus Director. The Campus Director or his/her designee will contact law enforcement as needed to address any criminal activity on campus. Victims and witnesses can report criminal activity on a voluntary, confidential basis directly to the Campus Director. Students who are found guilty of criminal activity on-campus or off-campus during a school-sponsored activity will face disciplinary action from the school up to and including expulsion as well as a response from local law enforcement.

## **Campus Procedures**

Students and employees are encouraged to bring any security concerns directly to the Campus Director or Administration. In the case of an on-campus emergency, students must follow instructions from SAE Institute employees. In the event of an evacuation, students and employees should follow the evacuation maps found in each room on campus.

## **Sexual Misconduct Policy**

SAE Institute values civility, dignity, diversity, education, equality, freedom, honesty, and safety, as described in the Student Conduct, and is firmly committed to maintaining an environment free from sexual harassment, and sexual assault, collectively referred to in this policy as sexual misconduct.

Sexual misconduct jeopardizes the mental, physical, and emotional welfare of our students and employees, as well as the safety of our learning community. This policy provides information on how the school will proceed once it is made aware of sexual misconduct.

For purposes of this policy, sexual misconduct encompasses a range of behaviors that can create a hostile educational environment, including sexual assault and sexual harassment.

This policy applies to sexual misconduct that is committed by an SAE Institute student or employee whenever that sexual misconduct occurs on campus or off-campus in connection with an SAE Institute recognized program or activity or in a manner that may pose an obvious and serious threat of harm to, or that may have the effect of creating a hostile educational environment for any member(s) of the SAE Institute community. This policy also prohibits retaliation in connection with any reports of possible sexual misconduct that are made under this policy.

SAE Institute strongly encourages the prompt reporting of sexual misconduct to the Campus Director or other campus administrator. The report may be made by:

- A person who believes they experienced sexual misconduct (a “Complainant”); or
- A person who has information that sexual misconduct may have been committed by an SAE Institute student or employee.

If the Reporter or Complainant chooses not to participate in SAE Institute’s investigation of the incident, SAE Institute may, as described below, pursue the report without that person’s participation.

SAE Institute also encourages anyone who believes they experienced a sexual assault (or any other crime) to make a report to the local police department. Collection and preservation of evidence relating to the reported sexual assault is essential for law enforcement investigations, so prompt reporting of the incident to law enforcement is especially critical.

Once SAE Institute is put on notice of possible sexual misconduct, the Complainant will be offered appropriate confidential support and other resources. SAE Institute will take appropriate steps to prevent and/or address retaliatory conduct following a report. If requested, other participants in the process (such as Reporters or witnesses) may also be offered appropriate support services and information.

The Campus Director will determine the most effective method of investigating the concerns raised by the reported sexual misconduct. In all cases, SAE Institute will respond to the report in a prompt, thorough, procedurally fair, and effective manner. Upon receipt of a report, SAE Institute will strive to complete its investigation and notify the Complainant within 14 calendar days. The results of the investigation may include student or employee disciplinary action, up to and including permanent dismissal from SAE Institute. If deemed appropriate, SAE Institute may adjust the schedules of the students involved to ensure a safe learning environment. The decision may be appealed in writing to the General Manager/Chief Operating Officer. The General Manager/Chief Operating Officer or his designee will conduct a thorough investigation prior to rendering a decision to reverse, alter or uphold the disciplinary action. The decision of the General Manager/Chief Operating Officer is final.

## **Sexual Assault Education**

Sexual assault is a term that refers to an unwanted sexual act against or without a person’s consent. This type of assault encompasses more than violent physical incidents—sexual assault refers to any sexual,

physical, verbal, or visual act that forces a person against their will to join in unwanted sexual conduct or attention.

Sexual assault affects many lives—both directly and indirectly. It is a crime that spans age, sexual orientation, religion, and gender, and affects people of all socioeconomic backgrounds and education levels.

There are many short and long-term effects of sexual assault that affect the mind, body, and spirit. Many survivors experience one or more of these effects and they are not mutually exclusive. For example, a physical reaction to trauma such as self-injury can be the result of depression. The physical, mental, and spiritual effects following sexual assault and rape are difficult to cope with. If you or someone you know is experiencing effects from a sexual assault, there are many resources that can assist.

In an emergency situation, always call 911. Emergency situations include a recent threat of violence, a recent act of violence, or if someone's health is in imminent danger.

VictimLink BC is a toll-free, confidential, multilingual crisis hotline available 24 hours a day, 7 days a week.

[VictimLink BC](#)  
1-800-563-0808

## **Drug and Alcohol Abuse Prevention Policy**

SAE Institute forbids the use, possession, distribution, or sale of illegal drugs or alcohol by students, faculty, or staff anywhere within the school facilities or on campus grounds. Anyone in violation of provincial, federal, or other local regulations with respect to illegal drugs or alcohol may be subject to both school disciplinary action and criminal prosecution, up to and including school expulsion for students or termination of employment for employees.

### **Alcohol and Drug Abuse Prevention Information**

Alcohol and illegal drug consumption cause a number of changes in behavior and physiology, posing a significant threat to the health and welfare of our nation's citizens. Even minor usage can impair judgment, coordination, and abstract mental functioning.

Statistics show that the vast majority of violent behaviors (including acquaintance rape, vandalism, and assaults) involve alcohol and/or drug use. Additionally, continued use stresses social relationships and may lead to dependency, which often causes permanent damage to vital organs and is counterproductive to a healthy lifestyle.

### **Preventing Drug and Alcohol Abuse**

Drug abuse costs Canadian taxpayers billions of dollars in preventable health care, law enforcement, crime, and other costs, not to mention the emotional costs to the abusers and their families. But, as the sentence states, it is preventable. Addiction is a developmental disease, usually starting during adolescence when the brain is still going through critical developmental phases. Studies have shown that prevention and early intervention work best. Early intervention programs such as D.A.R.E. (Drug Abuse Resistance Education) and The Courage to Speak Foundation, which is "saving lives by empowering youth to be drug-free and encouraging parents to communicate effectively with their children about the dangers of drugs" are best at preventing future alcohol and drug abuse.

### **Drug and Alcohol Abuse Resources**

The results of alcohol and drug abuse can be devastating, but students and employees can find help. [HealthLink BC](#) provides resources to find help when needed.

## **Field Trip Waiver Policy**

As part of the curriculum offered by SAE Institute Vancouver, the student may have an opportunity to participate in one or more field trips.

Field trips are voluntary and attendance is within the student's personal discretion, as a condition of such participation the student agrees as follows:

1. The student understands and appreciates the risks inherent in travel of the nature of the field trip(s), and voluntarily and knowingly assumes those risks. The student releases SAE Institute Vancouver, its employees, officers, trustees, directors and assigns from any liability for any injury or loss the student might incur in connection with the trip(s) and waives and releases forever any and all rights for claims and damages against the Institute, its trustees, officers, employees and agents, including the staff members and supervisors, in any manner due to any personal injury or property loss sustained by me as a result of traveling to and from the field trip destination(s) and/or the student's participation in the activities associated with the field trip(s), including any activities the student may engage in during free time while participating on the field trip(s).
2. For participating in the trip(s) the student agrees to follow the directions of instructors and staff members and adhere to the Institute's code of conduct.
3. The student understands that he/she will be responsible for their own welfare and safety.

## Grade Appeal Policy

SAE applies assessment principles to ensure that student's assessments (and subsequent grades) are fair, valid, flexible and reliable. Where a student believes that one or more of these principles has not been applied

### Assessment Principles

Student assessment is a mechanism for ensuring the attainment and maintenance of academic standards. SAE Institute requires that student assessment strategies are:

- Fair,
- Valid, and
- Reliable.

The Institute will ensure assessment requirements are effectively communicated to students through the publication of course materials.

### Flexibility of Assessment

Where appropriate, students may be afforded some degree of flexibility in the means by which they can demonstrate their achievement of the learning outcomes of a module of study.

Such flexibility is usually only provided where mitigating circumstances are approved. Such mitigating circumstances and alterations to assessment may be granted at the sole discretion of the Senior Educational Administrator. In such cases, students will be provided written correspondence to confirm such an arrangement.

### Grounds for an Appeal of an Assessment

Students may appeal a grade provided for an assessment item within a course of study on the grounds that they have reason to believe that SAE has not applied to the Assessment Principles outlined in the section above.

### Process of a Grade Appeal of Assessment

Prior to a grade appeal, all students are encouraged to seek further feedback and clarification on their assessment from their instructor. If further feedback and clarification does not satisfy the student's concerns then a grade appeal may be lodged in accordance with the following steps:

1. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator within 5 school days of receiving their assessment grade. In this appeal, the student must provide a reason for their appeal which relates to how an instructor may not have applied SAE's Assessment Principles outlined in this policy.
2. At this stage, the Senior Educational Administrator will assess the student's written appeal and decide to either progress the matter, seek additional evidence or dismiss the appeal.
  - a. An appeal may be dismissed where the Senior Educational Administrator believes that insufficient rationale has been provided by the students to warrant a grade appeal and/or where the appeal does not adequately describe how SAE's assessment principles has been breached.
3. Where the Senior Educational Administrator believes there is ground for an appeal, they will obtain a copy of the assignment in question from the instructor and will have another instructor re-assess the assessment.
4. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student.

5. If the student achieves a lower grade on re-assessment, the original grade will be retained.
6. The grade will be considered final and cannot be appealed.
7. Decisions on the grade appeal will be provided to the student within 5 school days of receipt of the original written appeal.

## **Grade appeal of a Course Outcome**

SAE students may appeal the grade outcome of an individual assessment, but may not appeal the grade for an entire course.

## **Health & Safety Policy**

SAE is committed to promoting a safe and healthy facility and working environment for all administration, faculty, staff, contractors, students, and visitors. The Institute has established and maintains safe working practices through proper procedures and direction guided by the “Workers’ Compensation Act” and “WorkSafe BC Regulations.”

SAE receives a full inspection by the North Vancouver Fire Department on a yearly basis and is currently compliant with all regulations. The entire facility has a full sprinkler and fire alarm system, as well as certified foam extinguishers on site.

There are two full first aid kits in both classrooms, as well as in the office.

## **Release of Personal Information Policy**

SAE is required under various laws to provide third parties with personal information provided by students.

### **Personal Information**

The following personal information consisting of the student name, date of birth, gender, and postal code of the last known permanent address may be used to verify or assign a British Columbia Personal Education Number (PEN) to students. The main use of the PEN is to measure the participation of the population in the post-secondary sector and for program research or evaluation.

Other uses of personal information may include purposes of identification, statistical reporting, investigating student complaints, determining tuition refund entitlements, measuring program performance, or other requirements.

### **Research Purposes**

For research purposes, any information disclosed will be in a non-identifiable form.

### **Consent to Release Personal Information**

In accordance with Part 4(10)(1)(a) of the Personal Information Protection Act, SAE hereby notify students that your name and personal identification information, the name of your program of study, and the amount of the tuition paid will be forwarded to the Private Training Institutions Regulatory Unit (PTIRU) for the purpose of administering the Student Training Completion Fund. This information is collected by the PTIRU under section 26 of the Freedom of Information and Protection of Privacy Act.

### **Student Records**

Upon completion of a program of study or other termination from the program, the academic records of a student consisting of transcript and diploma (if issued), the enrollment contract, will be stored for the

purpose of maintaining an academic record archive on an electronic system as per the requirements of the PTIRU bylaws.

Under the Personal Information Protection Act, students are entitled to have access to their student file.

## **Respectful & Fair Treatment of Students Policy**

SAE Institute Vancouver is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

SAE Institute Vancouver is committed to providing a learning environment free from discrimination and harassment with equal opportunity for and fair treatment of all students. This commitment is based, in part, on the need to ensure that the Institute complies with anti-discrimination laws, but also is an extension of the Institute's organizational values and its commitment to providing a happy, authentic and student-centric learning environment.

The Institute will take all reasonable steps to identify and eliminate unequal opportunities, unfair treatment, harassment, bullying and discrimination from its practices to create an inclusive culture that fosters acceptance and respect of all students.

This policy on student equal opportunity and fair treatment (free of harassment and discrimination) applies to all activities in which higher education students may participate while a student at the Institute or potential student including admission and enrolments; teaching and learning; student management; course development and delivery; training and instruction; assessment and examination; access to resources and facilities; Institute culture.

### **Equal Opportunity**

Equal opportunity in student education is a principle of non-discrimination which emphasizes that opportunities in education should be freely and equally available to all students irrespective of their personal characteristics or attributes which are unrelated to their ability, performance, knowledge, skill or competence (e.g., race, gender, religion, disability etc.).

### **Discrimination**

Discrimination in student education occurs when a student is denied a benefit or the equal opportunity outlined above, or treated less favorably than another student, on the grounds of a personal characteristic or attributes (e.g. race, gender, religion, disability etc.).

Discrimination can be either direct or indirect. Direct discrimination occurs when unlawful distinctions are made between individual students and student groups based on any of the discriminatory grounds. Indirect discrimination occurs when a seemingly harmless policy, rule or practice has a discriminatory effect on an individual student or student group.

The following discriminatory grounds: age; breastfeeding; career status; family responsibilities; impairment/disability (past, present or future); industrial activity; lawful political belief or activity; lawful religious belief or activity; lawful sexual activity; marital status; parental status; physical features; pregnancy or potential pregnancy; race, color, nationality, ethnic or national origin; sex; personal association with a person identified by reference to one of the above attributes.

### **Sexual Discrimination**

Sexual discrimination is when a person is treated less favorable than that of a person of the opposite sex would be treated in the same or a similar circumstance. The following sexual discriminatory grounds

apply under various legislative instruments: sexual orientation; gender identity; intersex status; lawful sexual activity; personal association with a person identified by reference to one of the above attributes. The Institute does not tolerate any discrimination and higher education students who believe they may be subject to unlawful discrimination should initially discuss their concerns with the perpetrator if appropriate and safe to do so, or discuss their concerns with Institute Staff or lodge a complaint to the Campus Director as per the Student Dispute Resolution Policy found in this student handbook.

It must be highlighted that not all discrimination is unlawful, and in some instances, discrimination on certain educational grounds may be necessary and fair, such as entry age; language requirements; supplying special services or facilities for a person with an impairment that would impose an unjustifiable hardship on the Institute etc.

Unforeseen discrimination exemptions will be decided on a case-by-case basis by the Campus Director.

## **Harassment**

Harassment is perceived or actual unwelcome conduct that humiliates, offends, or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant to a situation. This includes words, as well as acts, pictures, and images that create a hostile or threatening atmosphere. Behaviors that can be considered harassment include: verbal abuse, offensive gestures, ignoring or segregating a person or group.

The effect of harassment is to make a person feel insulted, offended, intimidated and unable to perform a task effectively or, ultimately safely.

## **Sexual Harassment**

Sexual harassment is unwanted or unwelcome sexual behavior, whether verbal, physical or electronically communicated which makes a person feel offended, humiliated or intimidated. Behaviors that can be considered sexual harassment include: staring or leering; unnecessary familiarity, such as deliberately brushing up against a person or unwelcome touching; suggestive comments or jokes; insults or taunts of a sexual nature; intrusive questions or statements about a student's personal life; displaying screen savers of a sexual nature; sending sexually explicit emails or text messages; inappropriate advances on social networking sites; accessing sexually explicit internet sites; requests for sex or repeated unwanted requests to go out on dates; behavior that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment is not interaction, flirtation, mutual attraction or friendship which is mutual or consensual.

## **Bullying**

Bullying is a form of harassment and is when a person or group of people misuse power in a relationship to repeatedly and intentionally harm others. The outcome is the victim feels distressed, less powerful or helpless and there is a risk to their wellbeing.

Bullying can be overt (obvious) such as physical, verbal, or cyber harassment, or covert (hidden) such as social exclusion or intimidation. Examples of bullying behavior include: unfair and excessive criticism; excluding someone from a group (including online or in person); ignoring a person's point of view; constantly changing or setting unrealistic targets for a person; undervaluing the efforts of a person; intentionally and repeatedly hurting a person physically; stalking a person; taking advantage of any power over someone else.

Bullying is not mutual arguments, disagreements or dislikes.



The Institute does not tolerate any form of harassment and students who believe they are subject to harassment should initially discuss their concerns with the perpetrator if appropriate and safe to do so, or discuss their concerns with the Campus Director. Students can also lodge a complaint as per our Student Dispute Resolution Policy.

It must be also highlighted that harassment is not legitimate comment or advice (including negative comment or feedback) from others, such as genuine assessment feedback. Academic staff at the Institute are responsible for undertaking assessment of students' work and making a judgement about their attained knowledge and competency in a particular subject. They are also expected to provide academic guidance and advice to students to complement their assessment and may have to instruct them about academic policy, processes and timeline provisions. In itself, the act – including repeated acts – of correcting students or pointing out inadequacies of performance does not constitute harassment or bullying in an educational environment.

Similarly, invoking unsatisfactory performance procedures or misconduct procedures, or applying student progress procedures, academic integrity procedures or assessment due dates do not in themselves constitute harassment or bullying of students.

### **SAE Institute Responsibilities**

It is the Institute's responsibility to ensure that unlawful discrimination and harassment does not occur. If it does occur, the allegation will be investigated in a sympathetic, fair, confidential and in a timely manner according to the Student Dispute Resolution Policy.

If a student informs the Institute of allegations of harassment or discrimination that involves persons who are not staff members or students of the Institute, the Institute will consider on the appropriateness of the Institute's intervening or assisting. The decision to intervene or assist will be made by the Campus Director.

The Institute will take all reasonable steps to ensure itself that it does not engage in discriminatory or harassing behavior towards students including not vilifying or victimizing a student who has voiced a discrimination or harassment complaint.

All academic and non-academic staff are responsible for implementation of this policy.

The Campus Director is responsible for monitoring the compliance of all staff with this policy.

### **Staff Responsibilities**

It is part of the role and a legal obligation of academic and non-academic staff to take reasonable steps to ensure that the educational environment at the Institute is free from discrimination and harassment of students.

All staff at the Institute have a responsibility to take appropriate action if concerns about discrimination and harassment are brought to their attention by a student or personally witnessed.

Staff must ensure they do not engage in discriminatory or harassing behavior towards students themselves including ensuring that a student is not vilified or victimized unfairly by a staff member for making a discrimination or harassment complaint.

Any staff member found to be engaging in such behavior may be subject to consequential disciplinary action both by the Institute and through legal avenues (cost to be adhered by the staff in question).

### **Student Responsibilities**

The Institute requires all students to behave responsibly by complying with this policy and related policies, and to report unacceptable behavior to staff.

All students must ensure they do not engage in discriminatory or harassing behavior towards other students or staff members and may be subject to consequential disciplinary action both by the Institute and through legal avenues.

## **Procedure for Reporting and Acting on allegations of Discrimination or Harassment**

If harassment or discrimination occurs, the student is encouraged to act according to the processes set out below:

The Institute will ensure that:

- Students are provided with available support, if required when making a complaint or grievance.
- The student is not vilified or victimized for making a complaint or grievance.
- The complaint or grievance process will be dealt with in a professional and sensitive manner and will adhere to the principles of privacy and confidentiality.
- Support is offered to the student if required, and the student is able to have a third party of their choosing present at all meetings.
- Should the matter be referred to the Institute's legal representatives if required at which time students will be advised that legal representation may be required if they have not already sought this.
- The student is to ensure that they maintain confidentiality of information when making a complaint.
- If the student is dissatisfied with the internal process, they may refer the matter to a relevant external body (depending on the situation) such as: the General Manager & Chief Operating Officer as outlined in the Student Dispute Resolution Policy.

If the complaint is substantiated that a student has behaved in a discriminative or harassing manner to another student, the Institute can initiate Code of Conduct Policy as stated within the Dismissal Policy and associated procedures. The consequential actions of such behavior can include, but are not limited to:

- Requested apology to those involved.
- A formal warning on student perpetrator's file.
- Probationary enrolment for a period up to 12 months, subject to the perpetrator student's ongoing good behavior.
- Suspend the perpetrating student from the Institute for a specified period of time, not exceeding 12 months.
- Cancel of enrolment for any subject of the perpetrating student.
- Exclude the perpetrating student from the Institute permanently.

## **Sexual Misconduct Policy**

Sexual assault is a term that refers to an unwanted sexual act against or without a person's consent. This type of assault encompasses more than violent physical incidents—sexual assault refers to any sexual, physical, verbal, or visual act that forces a person against their will to join in unwanted sexual conduct or attention.

There are many short and long-term effects of sexual assault that affect the mind, body, and spirit. Many survivors experience one or more of these effects and they are not mutually exclusive. For example, a physical reaction to trauma such as self-injury can be the result of depression. The physical, mental, and spiritual effects following sexual assault and rape are difficult to cope with. If you or someone you know is experiencing effects from a sexual assault, there are many resources that can assist.

In an emergency situation, always call 911. Emergency situations include a recent threat of violence, a recent act of violence, or if someone's health is in imminent danger.

### [VictimLink BC](#)

1-800-563-0808

VictimLink BC is a toll-free, confidential, multilingual crisis hotline available 24 hours a day, 7 days a week.

SAE Institute Vancouver is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

SAE Institute is committed to the prevention of and appropriate response to sexual misconduct. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:

- sexual assault;
- sexual exploitation;
- sexual harassment;
- stalking;
- indecent exposure;
- voyeurism;
- the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
- the attempt to commit an act of sexual misconduct; and
- the threat to commit an act of sexual misconduct.

A complaint of sexual misconduct is different than a report of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A report is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

It is contrary to this policy for the institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.

Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.

## **Confidentiality**

All information related to a complaint or report is confidential and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

## **Initiating a Complaint**

A student making a Complaint will be provided with resolution options, appropriate accommodations, and will not be required or pressured to make a Report.

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Students are encouraged to report any incident of Sexual Misconduct to the Campus Director directly in-person or by the following:

- Brian Watson, Email: [b.watson@sae.edu](mailto:b.watson@sae.edu), Phone: 604.980.2882
- In the circumstance where the Campus Director is absent and/or named in the complaint, the student is then directed to contact the Student Success Manager directly in-person or by the following:
- Lillian Carr, Email: [l.carr@sae.edu](mailto:l.carr@sae.edu), Phone: 604.980.2882

Upon receipt of a complaint the institution will proceed with immediate safety first, to ensure the ongoing safety of the complainant such as providing emergency numbers, law enforcement contacts, medical assistance, mental health services, and other services as required/appropriate.

If required the institution will identify and help provide contact information for qualified on and/or off campus counsellors/victim services support providers who can offer an immediate confidential response.

If a report is made verbally, the institution will request a written statement by the student.

## Commencing an Investigation

The institution will provide a timely and thorough investigation. Barring exigent circumstances, cases of sexual misconduct will generally be resolved within a 60-day period once the incident has been reported. An extension of time may be necessary if witnesses are unavailable or uncooperative or due to other extenuating circumstances beyond the control of the investigator.

## Initial Response

Once the institution is put on notice of possible sexual misconduct, the Complainant will be offered appropriate confidential support, academic accommodations, and other resources and will be notified of applicable policies and procedures. Academic accommodations include the ability to change academic schedules, to withdraw from/retake a class without penalty, and access additional academic support. The Respondent also will be offered appropriate resources and notified of applicable policies and procedures.

## Interim Intervention

Pending a final determination and resolution of the matter, in order to protect the safety and well-being of not only the Complainant and Respondent, including members of the campus community at large; the Campus Director and/or Student Success Manager may take appropriate interim measures. These measures may include attempting to create no-contact between the two parties when on Campus by means of academic accommodations (as stated above), limiting access by either party to certain campus facilities and/or activities; in addition, the institution may also impose an Interim Suspension on the Respondent pending the resolution of an alleged violation.

## Decision to Proceed with Investigation

If the Complainant is willing to participate in the review and investigation process, the institution will proceed as described below.

If the Complainant requests a confidential investigation, the institution will seek to protect the privacy and confidentiality of the Complainant to the extent possible in accordance Government of British Columbia's Sexual Violence and Misconduct Policy Act and Provincial and Federal law. The Campus Director, will evaluate any request for confidentiality in the context of the institution's responsibility to provide a safe and nondiscriminatory environment to all members of its community.

If a confidential investigation is requested and agreed to, the institution will investigate without revealing the name of the Complainant in any interview or email and will not ask questions that inadvertently or reasonably could reveal the identity of the Complainant.

If the Complainant asks that the report of sexual misconduct not be pursued, the institution will consider the interests of the Complainant, the campus community, law enforcement, and/or other appropriate interests under the circumstances. The Campus Director, will make a final decision on whether and to what extent it will conduct an investigation, and notify the Complainant promptly.

## Investigation Procedure

During the course of an investigation, the institution will remain neutral and not function as an advocate for either Complainants or Respondents. However, the institution will identify advocacy and support resources for either Complainants or Respondents.

The Respondent will receive written notice of the report and the nature of the alleged misconduct. The Respondent will be advised in writing of the investigation process and opportunity to provide any relevant evidence.

The investigation will generally be conducted by the Campus Director, or their designee, if the Respondent is a student. If the Respondent is a faculty or staff member, appropriate executive leadership will also participate in the investigation.

Both Complainant and Respondent will be interviewed separately; both parties will be able to provide evidence and suggest other witnesses to be interviewed. The Campus Director will interview other relevant witnesses and review any other available relevant evidence. Both the Complainant and Respondent can have another individual, including legal counsel present during their own respective interviews.

## Determinations

For cases where the Respondent is a student.

- The Campus Director will gather and weigh the evidence presented and decide whether additional evidence is necessary for consideration. Ultimately, the Campus Director will make a determination of whether a violation of the Sexual Misconduct & Relationship Violence Policy or any other policy has occurred.
- In its course to come to a fair and just resolution, the institution reserves the right to convene an additional determination panel to review any evidence.

For cases where the Respondent is a Faculty or Staff Member.

- In all cases under the Sexual Misconduct policy, the Campus Director (or designee) by review of the evidence gathered will determine if a violation of policy has occurred.

## Potential Sanctions

If a violation of policy has been found, the Campus Director (or designee) will impose appropriate sanctions, as follows:

In the case of Students (including but not limited to):

- Coaching/Training
- Academic Suspension
- Dismissal/Expulsion
- Involvement of local RCMP/Police authorities

In the case of Staff, Faculty, Employees (including but not limited to):

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- Coaching/Training
- Written Warning
- Termination of Employment
- Involvement of local RCMP/Police authorities

## Outcome Notifications

Both the Complainant and Respondent will be notified in writing of the outcome of the investigation and of the sanctions imposed, if any.

## Appeals

If the Complainant or Respondent is a student, he or she may appeal the outcome determination by written appeal to the General Manager & Chief Operating Officer (or his designee), SAE Institute North America within 15 business days of notification of the outcome. Appeals are to be directed to:

- Jake Elsen, General Manager & Chief Operating Officer, SAE Institute North America. Email: j.elsen@sae.edu

An appeal may be made based only on one or more of the following reasons:

- New and significant evidence appeared that could not have been discovered by a properly diligent charged student or complainant before or during the original investigation and that could have changed the outcome.
- The Finding is Arbitrary and Capricious: Reading all evidence in the favor of the non-appealing party, the finding was not supported by reasonable grounds or adequate consideration of the circumstances. In deciding appeals, the General Manager & Chief Operating Officer is allowed to make all logical inferences in benefit of the non-appealing party.
- Disproportionate Sanctions: The sanctions were disproportionate to the findings.

The appeal shall consist of a written statement requesting review of the conduct decision or sanction and explaining in detail the basis for the appeal. The institution will notify the non-appealing party of the request for an appeal. Within five business days of receipt of the notice, the non-appealing party may submit a written statement to be included in the case file. The appeal may proceed without the non-appealing party's written statement if it is not submitted within the designated time limit.

The General Manager & Chief Operating Officer, or his designee, will endeavor to make a determination of the appeal within 15 business days of receipt and the appeal decision remains final.

## Student Dismissal & Code of Conduct Policy

SAE Students are expected to meet and adhere to the code of conduct set out in this policy while completing a program of study at SAE Institute Vancouver. Breaches of this policy may lead to student dismissal from the Institute.

### Definitions & Scope

Students are expected to meet and adhere to the code of conduct set out in this policy while completing a program of study at SAE Institute Vancouver. If necessary, students should request clarification from the Campus Director.

“Student” means a person who is presently enrolled at, and if applicable, including students participating in work experience placements.

### Code of Conduct

While on the premises of SAE Institute Vancouver or in the course of activities or events hosted by the institute, students:

- must comply with all applicable policies and procedures set forth by the institute;
- must treat all students and staff with respect and must not engage in physically aggressive, threatening, harassing, discriminatory or otherwise offensive behaviour;
- must not steal, misuse, destroy or deface institute property;
- must not consume, possess or distribute alcohol or controlled or restricted substances;
- must not contravene any provision of the Canadian criminal code or any other federal, provincial, or municipal statute or regulation;
- must not participate in acts of academic misconduct violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, this includes, but is not limited to, the following acts:
  - cheating: the act of deception by which students misrepresent that they or others have mastered information or a skill in an academic exercise.
  - fabrication: the intentional use of false information or the falsification of research or other findings with the intent to deceive.
  - plagiarism: the intentional unacknowledged use of someone else’s words, ideas, concepts or data. when a student submits work for credit that includes the words, ideas or data of others, the source of that information must be acknowledged through complete, accurate, and specific references in a style appropriate to the area of study. in all cases where the statements of others are used “verbatim”, quotation marks or block formatting will be used to identify the “quoted” material. by placing their names on work submitted for credit, students are certifying the originality of all work not otherwise identified by appropriate acknowledgements.

The above list sets out examples of prohibited conduct, it is intended to help students understand the type of conduct that will be subject to discipline and is not exhaustive.

## Breaches to the Code of Conduct

Students who violate the code of conduct will be subject to the procedures and discipline outlined below, which may include immediate dismissal from the Institute.

Discipline Procedure:

- All concerns relating to student misconduct may be brought by staff, students or the public and shall be directed to the Campus Director.
- The Campus Director will arrange to meet with the student to discuss the concern(s) within five school days of receiving the complaint. if the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Campus Director will meet with the student as soon as is reasonably possible.
- Following the meeting with the student, the Campus Director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- Any necessary inquiries or investigations shall be completed within five school days of the initial meeting with the student.
- The Campus Director will meet with the student and do one of the following:
  - determine that the concern(s) were unsubstantiated.
  - determine that the concern(s) were substantiated, in whole or in part, and either:
  - give the student a warning setting out the consequences of further misconduct;
  - set a probationary period with appropriate conditions; or
  - recommend that the student be dismissed from the Institute.

The Campus Director will prepare a written summary of the determination. A copy shall be given to the student, and the original will be placed in the student file. Students are prohibited from knowingly making false statements or knowingly submitting false information during any investigative procedures.

If the student is issued a warning or placed on probation, the Campus Director and the student will both sign the written warning or probationary conditions and the student will be given a copy. The original document will be placed in the student's file.

If the recommendation is to dismiss the student, the Campus Director will meet with the student to dismiss him/her from study at the institution. The Campus Director of the institution will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, in accordance with PTIRU bylaws.

If a refund is due to the student, the refund will be forwarded to the student within 30 days of the dismissal. For more information, please refer to the Student Refund Policy.

If the student owes tuition or other fees to the institution, the Institute may undertake the collection of the amount owing.

## Right of Appeal

Students will be provided procedural fairness in all matters. A student may appeal the decision only on the grounds that they have not provided procedural fairness. The appeal must be in writing to the General Manager/Chief Operating Officer. The General Manager/Chief Operating Officer or his designee will conduct a thorough investigation prior to rendering a decision to reverse, alter or uphold the disciplinary action. The decision of the General Manager/Chief Operating Officer or his designee is final.

## Firearms or Other Dangerous Weapons

SAE Institute has a zero tolerance policy regarding firearms or other dangerous weapons on campus. Any possession or use of firearms and other dangerous weapons or explosives and flammable materials on SAE Institute property or during any school sponsored activity off campus will result in the immediate and permanent dismissal of the student in possession of a firearm or other dangerous weapon as determined by the Campus Director.

The permanent dismissal for the possession of firearms or other dangerous weapons may be appealed in writing to the General Manager/Chief Operating Officer. The General Manager/Chief Operating Officer or his designee will conduct a thorough investigation prior to rendering a decision to reverse, alter or uphold the permanent dismissal. The decision of the General Manager/Chief Operating Officer or his designee is final.

## Student Dispute Resolution Policy

This policy governs complaints from Students respecting SAE Institute and any aspect of its operations. SAE will apply procedural fairness to the resolution of all complaints. Students will be afforded the right to natural justice and will be treated without prejudice until a complaint is substantiated. SAE will seek to find a resolution to all students disputes prior to these disputes becoming a formal matter.

## Overview and Principles

When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Campus Director, attention:

Brian Watson,



SAE Institute Vancouver, Administration Offices  
122 - 998 Harbourside Drive, North Vancouver, V7P 3T2  
Email: [b.watson@sae.edu](mailto:b.watson@sae.edu) / Tel: 604.980.2882

The student must provide the written complaint to the Campus Director who is responsible for making determinations in respect of complaints. If the Campus Director is absent or is named in a complaint, the student must provide the complaint to the Student Success Manager, attention:

Lillian Carr  
SAE Institute Vancouver, Administration Offices  
122 - 998 Harbourside Drive, North Vancouver, V7P 3T2  
Email: [l.carr@sae.edu](mailto:l.carr@sae.edu) / Tel: 604.980.2882

The student making the complaint may be represented by an agent or a lawyer. Students will not be subject to any form of retaliation as a result of filing a complaint.

## Process for Filing a Complaint

To file a complaint, the Campus Director will arrange to meet with the student to discuss the concern and desired resolution within 24 hours of receiving the student's written concern.

Following the meeting with the student, the Campus Director will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those enquiries may involve further discussion(s) with the student either individually or with appropriate school personnel.

The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved no later than 5 school days following the first meeting with the student.

If it is determined that the student's concerns are not substantiated, the Institution will provide a written explanation of the decision and deny the complaint.

If it is determined that the student's concerns are substantiated in whole or in part, the Institution will propose a resolution. The response must specify that the student will have 5 school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, with an additional copy placed in the student file.

If the student is not satisfied with the determination of the Campus Director the student must advise the Campus Director within 24 hours of being informed of the determination. The Campus Director will immediately refer the matter to the General Manager & Chief Operating Officer, SAE Institute North America, attention: Jake Elsen, email: [j.elsen@sae.edu](mailto:j.elsen@sae.edu)

General Manager & Chief Operating Officer, or his designee, will review the matter and if necessary, may talk with the student within five school days of receipt of the student's appeal.

The original decision will either be confirmed or varied by the General Manager & Chief Operating Officer, or his designee, in writing within five school days after receipt of the student's appeal or, if a meeting with the student occurred, within five school days of that meeting. The decision of the General Manager & Chief Operating Officer, or his designee, is final.

If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the Institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Regulatory Unit

([www.https://www.privatetraininginstitutions.gov.bc.ca](https://www.privatetraininginstitutions.gov.bc.ca)). Complaints must be filed with the PTIRU within one year of the date a student completes, is dismissed from, or withdraws from a program.

## **Student Learning & Evaluation Policy**

Through our online learning management system, student evaluation is ongoing; students have up to the minute access to their transcripts, assessment scores and attendance records. Instructors can efficiently share instructional resources and best practices on a class scale. Students have access to advanced collaborative tools that allow them to learn with peers, and remain fully informed.

Students who experience learning difficulties are brought to the attention of the Senior Educational Administrator, so that a learning assistance and/or tutoring program can be developed.

Successful graduates receive a Diploma in Audio Engineering and Music Production, Certification in Pro Tools 101, 110, 130 including Ableton 200 Certification.

## **Student Records Management Policy**

Record-keeping policies and procedures at SAE Institute Vancouver follow industry best practices and meet the compliance standards put forth by the Private Training Institutions Regulatory Unit (PTIRU) and set out in the Private Training Act Policy Manual.

### **Student record compliance standards**

Record-keeping policies and procedures at SAE Institute Vancouver follow industry best practices and meet the compliance standards put forth by the Private Training Institutions Regulatory Unity (PTIRU) and set out in the Private Training Act Policy Manual.

Certified institutions must keep an accurate and current record for each student enrolled in an approved program and must include all the required information listed in Appendix 11 of the Act Policy Manual.

A copy of these files must be provided to the student, when requested.

For Class A programs, institutions must retain a student record for at least eight years from the following date, whichever is applicable:

- The date the student completes the program
- The date the institution delivers to the student a notice of dismissal
- The date the institution receives a notice of withdrawal

### **Record storage standards**

Student records kept electronically are:

- In a format so that copies of the student record can be made
- Backed up at least once a month
- Stored in a secure manner on an isolated password protected server

Paper records are stored secure password-protected in a location on campus accessible to only approved staff.

### **Archiving Student Records Standards**

Student academic records are archived and stored with a secure third-party archiving service approved by the Minister of Advanced Education within 60 days of graduation; the date the institution receives a notice of withdrawal; or the date the institution delivers to the student a notice of dismissal.

Records are archived for 25 years from the date the record is provided to the third party.

SAE Institute Vancouver will not archive information containing sensitive personal information such as unmasked credit card numbers, Social Insurance Numbers, bank account numbers, Driver's License Numbers, Permanent Resident Card Numbers, etc. This information will be destroyed within 60 days of the following, whichever is applicable:

- The date the student completes the program
- The date the institution delivers to the student a notice of dismissal
- The date the institution receives a notice of withdrawal

## Student Statement of Rights

SAE Institute is certified by the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated fairly and respectfully by SAE Institute.

You have the right to a student enrolment contract that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIRU or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's dispute resolution process and to be protected against retaliation for making a complaint.

You have the right to make a claim to PTIRU for a tuition refund if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within one year of completing, being dismissed or withdrawing from your program.

For more information about PTIRU and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

## Tuition Refund Policy

SAE establishes clear and unambiguous tuition information and policies to ensure fair and transparent practices for potential and current students

**Before program start date, institution receives a notice of withdrawal (applies to all students):**

- No later than seven days after student signed the enrolment contract, and
- Before the program start date.

*100% tuition and all related fees, other than the application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.*

- More than seven days after student signed the enrolment contract, and
- Before the program start date.

*Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.*

**After the program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students):**

- No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal

*Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.*

- After the program start date, and up to and including 10% of instruction hours have been provided.

*Institution may retain up to 10% of tuition paid or payable under a contract.*

- After the program start date, and after more than 10% but before 30% of instruction hours have been provided.

*Institution may retain up to 30% of tuition paid or payable under a contract.*

- After the program start date, and after more than 30% but before 50% of instruction hours have been provided.

*Institution may retain up to 50% of tuition paid or payable under a contract.*

- After the program start date, and after more than 50% of instruction hours have been provided.

*No refund due*

**Student does not attend the program – “no-show” (applies to all students except those Enroled in a program delivered solely by asynchronous distance education):**

- A student does not attend the first 30% of the program.

*Institution may retain up to 50% of the tuition paid under a contract.*

- Institution receives a refusal of study permit (applies to international students requiring a study permit):
- Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:
  - The program start date in the most recent Letter of Acceptance
  - The program start date in the enrolment contract
- Student has not requested additional Letter(s) of Acceptance.

*100% tuition and all related fees, other than application fee.*

**Student enroled in a program without having met the admission requirements for the program:**

- If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.

*100% tuition and all related fees, including application fees*

The institution must pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit, providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

## **Withdrawal Policy**

SAE establishes clear, unambiguous policy regarding student withdrawal to support students.

### **Withdrawing**

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the Office of The Registrar. This must be done by e-mail, registered mail or in person.

### **Refunds**

Refunds are calculated according to the Institute's Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

### **International Students & Study Permits**

An international student whose application for a study permit has been denied is entitled to a refund but must provide a copy of a refusal of a study permit by email, by registered mail, or in person to Office of The Registrar prior to the program start date.

### **Early Release**

Students may require 'early release' from their program. To qualify for early release a student must complete and pass all required assignments and examinations. Under special circumstances, a student may request an exemption from completing all assignments and examinations. Consideration will be given to such requests and each case will be judged on its own merits. The Office of The Registrar must approve early release. If early release is granted, the student will receive credit for the term; this will normally be an average of standing marks. Credit for the term may be conditional upon the student writing substitute examinations or completing special assignments.

# Consumer Disclosures

## Campus Security

The SAE Institute Campus Director can discuss any safety concerns with students or parents. Students and employees must report any crime that takes place on campus directly to the Campus Director. The Campus Director or his/her designee will contact law enforcement as needed to address any criminal activity on campus. Victims and witnesses can report criminal activity on a voluntary, confidential basis directly to the Campus Director. Students who are found guilty of criminal activity on campus or off campus during a school-sponsored activity will face disciplinary action from the school up to and including expulsion as well as a response from local law enforcement.

To prevent unauthorized entry onto the campus, employees and students must wear their school identification badges at all times, clearly visible. All visitors must register at the front desk before proceeding on campus. A security guard may be on campus. Students and employees are encouraged to bring any security concerns directly to the Campus Director or security guard immediately. In the case of an on campus emergency, students must follow instructions from SAE Institute employees. In the event of an evacuation, students and employees should follow the evacuation maps found in each room on campus.

## Emergency Response and Evacuation Plan

Schools are required to maintain an Emergency Response and Evacuation Plan (EREP), which includes plans and instructions to be followed by campus administration, faculty, staff, students, and guests in the event of emergencies and evacuations. Each room on campus has an evacuation plan for emergencies which all students and employees are asked to follow.

## Copy Infringement

Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer material, including unauthorized peer-to-peer file sharing, may subject the students to civil and criminal liabilities. Legal penalties for copyright infringement include actual dollar amount damages and profits (with a range of \$200-\$150,000 for each work infringed), infringer pays all attorney and court fees. The court can issue an injunction to prevent infringed acts, impound illegal works and the infringer can go to jail.

SAE Institute reserves the right to dismiss, suspend, or place on probation any student who distributes copyrighted material without authorization. This includes illegal downloading of software.

## Vaccinations

SAE Institute does not require specific immunizations beyond those required by any federal or state law. SAE Institute does reserve the right to take steps to limit or restrict an individuals' access to any campus or to require medical documentation as reasonably necessary to verify that an individual does not pose a substantial risk to the community due to a communicable disease.

## Drug Free Campus and Workplace

SAE Institute forbids the use, possession, distribution, or sale of drugs or alcohol by students, faculty, or staff anywhere within the school facilities or on campus grounds. Anyone in violation of state, federal, or other local regulations with respect to illegal drugs or alcohol may be subject to both school disciplinary action and criminal prosecution.

# Accreditation and Regulatory Information

## The Private Training Institutions Regulatory Unit

The Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills administers the Private Training Act and associated regulations. Designated institutions such as SAE Institute meet additional requirements associated with a higher level of quality of instruction.



## Education Quality Assurance

The Education Quality Assurance (EQA) designation is available to public and private institutions in B.C. that meet or exceed quality assurance standards set by the province of B.C. Education Quality Assurance (EQA) designation, is required to enroll international students on study permits, and enrol students who wish to access financial assistance through StudentAid B.C.



# International Student Guide

## Pre-Departure & Arriving in Canada

### Prepare Your Required Documents

Carry your important documents with you at all times, and do not put them in your checked luggage. You may not be allowed into Canada if any of your documents are missing or any of the information on your application or letters of reference is incorrect.

### Arrive in Canada before you start studying

There is no set time frame for you to arrive in Canada before you begin your studies. You should just give yourself a reasonable amount of time to prepare before you start studying. You are not allowed to work on or off campus until you begin your studies in Canada.

### Documents You Must Have Before you Travel to Canada

- A valid passport (or other travel document)
  - A valid [Visitor Visa or eTA\\*](#)
  - A valid Study Permit or [Port of Entry \(POE\) Letter of Introduction](#)
  - New students require a Letter of Acceptance; continuing students must provide a Confirmation of Enrolment form.
  - Proof of [financial support](#) for yourself and any other family members who may come with you to Canada.\*
  - Medical exam results, in some cases only ([Find out if you need a medical exam](#))
  - Health Insurance: International students in British Columbia must have valid health insurance for the first 3 months in Canada.
  - Information about where you plan to live (or stay temporarily) in Canada, such as the address of the accommodation
  - Any other documents you were instructed to bring such as a letter of reference
- \*Not required for US citizens.

### Housing & Finances

- **Accommodation:** Secure housing before arrival. Options include homestays, rental listings, and student housing.
- **Know Your Cost of Living:** The cost of living in Vancouver is relatively high by global and Canadian standards, though this can vary considerably based on your personal situation. For more detailed information to help plan your budget visit:  
[EduCanada – Prepare your budget to study in Canada](#)  
[IRCC – Prepare financially](#)
- **Banking:** Research Canadian bank accounts and consider opening one upon arrival. Several major Canadian banks offer student accounts tailored for international students. Here are some options you might consider: ScotiaBank, CIBC, RBC Royal Bank, TD Canada Trust and BMO Bank of Montreal.
- **Currency:** Have some Canadian cash for initial expenses. Most places accept credit and debit cards.

### Packing & Essentials

- **Climate-Appropriate Clothing:** Vancouver has a mild coastal climate, but it rains frequently—bring waterproof clothing.
- **Electronics & Adaptors:** Canada uses 120V power outlets (Type A/B plugs).
- **Medications & Prescriptions:** Carry necessary medications along with a doctor's note or prescription. Please see [Canada's border regulations for medications](#).



- **Documentation:** Carry a copy of your prescription and a doctor's note explaining the necessity of the medication. This is particularly important for medications that require special handling or are administered via medical devices.
- **Packaging:** Keep all medications in their original, labeled containers. This helps in easy identification and verification at border checkpoints.
- **Declaration:** Always declare all medications to customs officials when entering Canada. Failure to do so can result in penalties or confiscation of the medication.
- **Medical Devices:** If you're bringing medical devices for personal use, ensure they are clearly intended for personal use and do not require professional assistance to operate.

## At the Airport

**Canada Border Services (CBSA):** Upon arrival, present your study permit approval letter, passport, visa/eTA, and proof of funds to the Canada Border Services Agency (CBSA) officer. Verify that your study permit is issued correctly before leaving.

## Getting Around

- **Public Transit:** Vancouver's SkyTrain and bus system are efficient ways to travel. Plan your trip using [TransLink](#). The nearest station to SAE Vancouver is Lonsdale Quay Station on Vancouver's North Shore.
- **Taxis & Rideshares:** Uber, Lyft, and taxis are available from the airport. [YVR](#) transportation options.
- **If you Plan to Drive:** Your driver's licence and driving insurance records are required.

## Settling In

- **BC Newcomers' Guide:** The [B.C. Newcomers' Guide](#) will help you settle into B.C. quickly and easily. It is available in English and seven other languages.
- **Health Insurance Enrolment:** Apply for BC MSP as soon as possible. [How to apply for MSP](#).
- **Student Services & Orientation:** Contact SAE Vancouver's Student Success team for guidance on your first steps, including campus orientation and academic support.
- **Mobile SIM & Internet:** Consider getting a [Canadian SIM](#) card for easier communication.

## Other Helpful Links from The Government of Canada

Review the following links for information from the Government of Canada to help you prepare for your trip:

- [Air Travel](#)
- [Entering Canada](#)
- [Customs declarations](#)
- [Travel Documents – International visitors to Canada](#)
- [Bringing food into Canada for personal use](#)
- [Travelling with a pet](#)

## Timeline for Study Permit

A study permit is usually valid for the length of your study program, plus an extra 90 days. The 90 days let you either

- prepare to leave Canada or
- apply to extend your stay

For additional support, contact SAE Vancouver's Student Success team.

## Health Insurance & MSP Coverage

### Private Medical Insurance & Government of B.C. Medical Insurance - Medical Services Plan (MSP)

The Medical Services Plan (MSP) is the health insurance plan of the Government of British Columbia. The MSP pays for medically required services, like doctor's appointments, surgeries, some medical exams, and most hospital-related services in Canada.

Under the [Medicare Protection Act](#), enrolment with the MSP is mandatory for all eligible residents of British Columbia (people living in the province) and their dependents. That includes international students living in B.C., who hold a valid study permit for at least six months and their dependents (spouse and children). Therefore, **international students must apply for MSP as soon as they arrive in British Columbia.**

In British Columbia, international students must have private medical insurance for the first three months after their arrival, as MSP (Medical Services Plan) has a waiting period before coverage begins.

International students must submit proof of adequate medical insurance coverage before being permitted to enrol in a program at SAE and must maintain medical insurance coverage at all times while a student at SAE.

### Coverage Timeline

- **Private Coverage** - International students can obtain temporary health insurance from providers such as Guard.me, StudyInsured, or TuGo to cover the MSP waiting period.
- **Arrival in BC** – Students should immediately apply for MSP, as processing takes time.
- **First 3 Months** – Students must have private medical insurance to cover any medical needs during this period.
- **Month 4 and Beyond** – If approved, MSP coverage begins.

MSP covers	MSP does not cover
Basic medical care within Canada	Dental care
Most doctor's visits	Prescription drugs
Most hospital visits	Eye exams and corrective lenses
	Travel

### Applying for MSP

International students and their dependents living in British Columbia for [six \(6\) months or longer](#) are required under the [Medicare Protection Act](#) to apply for MSP. Applying for MSP is the student's responsibility, and they must submit the MSP application as soon as they arrive in BC.

Required documents to submit an 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.

We encourage all international students to submit an online application. You may also apply in person or by mail as an alternative.

- [Apply online](#)
- [Apply in person at a ServiceBC location](#)
- [Apply using the paper application form](#)

## Coverage waiting period

[Register for MSP](#) as soon as you arrive in BC. It will take three months for your coverage to start (the month in which you arrive in BC plus two full calendar months).

Your MSP coverage and expiry date will match your status in Canada (study permit) validity. Every time you extend your study permit or apply for a different status in Canada (i.e., post-graduation work permit), you will need to update your MSP account.

## Medical Care Before MSP

If you need to see a doctor and your BC Services Card has not arrived you might have to pay at the time you receive your health care. Keep your receipts and request reimbursement from MSP once your card has arrived.

If you need urgent care, inpatient services (lab, radiology, or other procedures), or a visit to the emergency department in a hospital, please show a copy of your study permit to receive a reduced rate on services.

If you require non-emergency medical care outside of your doctor's hours, there are [walk-in clinics](#) that you can visit by calling ahead to them.

## MSP Cost

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. You may visit [Paying Your MSP Health Fee](#) to learn more.

If you change your home address, change your name, add/remove dependents or leave Canada permanently, you need to inform MSP.

If you are an international student in [maintained status](#) (have applied to extend or change your immigration status in Canada), you may have temporary MSP coverage until a decision is made by Immigration, Refugees and Citizenship Canada (IRCC) on your application. To learn more, please visit [Medical Services Plan coverage continues for people with maintained status](#).

Please visit the [Health Fee for International Students Q&A](#) for more information.

## Using MSP

The MSP covers most medically required services, like doctor's appointments, surgeries, some medical exams, and most hospital-related services in Canada. Please note that MSP doesn't cover dental care, eye examinations for vision care, corrective lenses, prescription drugs, or travel.

When your application is processed, your MSP card, or [BC Services Card](#) (formerly known as "BC Care Card"), will be mailed to the address you provided in your application.

To use your MSP, you should show your BC Services Card (government-issued ID with your name and Personal Health Number) whenever seeking medical services at walk-in clinics or hospitals. It is recommended that people seek clinics for minor illnesses or injuries and hospitals for emergency medical care. To request help or an ambulance, call 911.

## Contacting MSP

[Health Insurance BC \(HIBC\)](#): For MSP enrolment, cancelling coverage and other services.  
Monday to Friday from 8:00 am to 4:30 am Pacific Standard Time.

- Lower Mainland: (604) 683-7151
- Elsewhere in B.C.: 1 (800) 663-7100 (toll-free)
- Email: [mспенquiries@hibc.gov.bc.ca](mailto:mспенquiries@hibc.gov.bc.ca)

[Revenue Services of British Columbia \(RSBC\)](#): For billing, payments and refund information.  
Monday to Friday from 8:30 am to 4:30 am Pacific Standard Time.

- MSP 1-877-405-4909
- Health fee for international students 1-877-383-0016
- Email: [RevenueServicesBC@gov.bc.ca](mailto:RevenueServicesBC@gov.bc.ca)

## PharmaCare

If you will be living in BC for six months or longer you may be eligible for PharmaCare to cover some prescription drugs and designated medical supplies. [Register for PharmaCare](#) as soon as you get your BC Services Card.

## Additional Resources

- [In Case of an Emergency](#): Call 911. Life-threatening situations (police, fire, or ambulance).
- [HealthLink BC](#): Call 811 (free of charge) for provincial health information and advice. Registered nurses at HealthLink BC are available to residents of British Columbia any time of the day or night, every day of the year (24 hours a day, 7 days a week). Translation services are available in different languages.
- [Here2Talk](#): Available 24/7 via an app, phone, and web. Here2Talk connects students with mental health support. All BC post-secondary institution students have access to free, confidential counselling and community referral services.
- [Crisis Centre BC](#): Call 604-872-3311. The Crisis Centre of BC is a leader in crisis intervention and suicide prevention. As a non-profit organization, they are committed to providing help and hope to individuals, organizations, and communities.
- [Medimap](#): For walk-in clinics nearby you.
- [Regional health authorities](#) around Metro Vancouver:
- [Vancouver Coastal Health](#) (Vancouver, West Vancouver, North Vancouver, Richmond, and more)
- [Fraser Health](#) (Burnaby, New Westminster, Port Moody, Coquitlam, Port Coquitlam, Surrey, Langley, and more)

## Housing & Cost of Living

### Guide for Finding Housing in Vancouver

SAE Institute Vancouver does not provide student housing or placement services; the following information is provided as a reference to help you prepare and get started.

Welcome to Vancouver! Finding housing in this beautiful and diverse city can be a challenge, but with the right approach, you can secure a place that meets your needs. Here's a guide to help you navigate the housing market.

We strongly suggest you read through our 12 following points, which can make your rental process easier:

### Understanding Vancouver's Neighborhoods

Vancouver and its surrounding areas are composed of various neighbourhoods, each with its own unique character and price range. For students attending a college at SAE in North Vancouver, the following neighbourhoods are worth considering:

- **North Vancouver:** Conveniently located near campus, it offers easy access to nature, though it can be expensive.
- **West Vancouver:** Also close to campus, offers quiet neighbourhoods and ocean views but can be pricey.
- **Downtown Vancouver:** City living! Very accessible via public transportation.
- **Kitsilano:** Popular with students for its beaches, parks, and laid-back atmosphere.
- **East Vancouver:** More affordable and diverse, with good transit links. Artistic population with fun cafes and vintage shops.
- **Burnaby:** Slightly farther but often more affordable and still accessible by public transit.

### Know Your Cost of Living and Set Your Budget

Vancouver is one of Canada's most expensive cities, so it's crucial to set a realistic budget. Consider all costs, including rent, utilities, internet, groceries, transportation, and other personal expenses.

Room in a shared house/apartment:	\$700 - \$1,200 per month
Studio/Bachelor apartment:	\$1,200 - \$1,800 per month
One-bedroom apartment:	\$1,500 - \$2,800 per month

#### Average rent by listing type

Unfurnished

Municipality/City	1 br.	2 br.	3 br.
Vancouver	\$2,589	\$3,903	\$4,984
Langley	\$1,780	\$2,401	\$3,025
Burnaby	\$2,386	\$3,113	\$3,732
Surrey	\$1,889	\$2,513	\$3,101
Richmond	\$2,282	\$2,880	\$3,784
North Vancouver	\$2,499	\$3,557	\$4,515
West Vancouver	\$2,828	\$3,977	\$5,970
Coquitlam	\$1,972	\$2,722	\$3,164
New Westminster	\$2,080	\$2,857	\$3,334

Source: liv.rent

## Cost of Living Calculator

The cost of living varies by location and lifestyle choices. While studying in Canada may not be as expensive as in other countries like the U.S. or the U.K., it still represents a significant investment. As of December 2023, the proof of financial support required for a study permit application is [\\$20,635](#) for one student. International students need to budget accordingly when planning to study in Canada, ensuring they have sufficient funds to cover living expenses in addition to tuition and fees.

Utilities can range from \$50 to \$150 depending on what is included in the rent, and transportation costs can vary between \$50 and \$200 based on the modes of transport used. Generally, it is wise to budget a minimum of \$1,500 to \$3,000 per month. Costs may increase if you are bringing family members with you.

Here are some online resources that may be helpful budget planning tools:

- [Numbeo cost of living estimate](#)
- [Livingcost.org](#)
- [Budget Planner](#) from the Government of Canada

## Start Your Search Early

The housing market in Vancouver is competitive. We recommend starting your search 3-1 month(s) before your planned move-in date.

## Find Your Home with VanMates

SAE Vancouver students can explore comfortable and convenient housing options through VanMates, a trusted provider of student accommodations. VanMates offers fully furnished rental apartments, co-living spaces, and homestay arrangements designed for students and young professionals.

With flexible lease terms, modern amenities, and a community-oriented living experience, VanMates provides a convenient option for those relocating to Vancouver for their studies.

For more information, visit [VanMates Student Housing](#).

[Student Housing](#): Vanmates offers affordable, fully furnished rental apartments and rooms in Vancouver and other Canadian cities, serving as an alternative to on-campus accommodations. These spaces are designed to foster a supportive community atmosphere, enhancing both academic and social experiences for students.

[Co-Living Spaces](#): For individuals seeking a communal living environment, Vanmates provides co-living options that feature fully furnished apartments with shared common areas. These spaces are ideal for meeting new people and building connections, all while enjoying modern amenities and flexible lease terms.

[Homestays](#): Vanmates connects international students with carefully selected host families across Canada. This arrangement offers a unique opportunity to immerse oneself in local culture, with homestay packages typically including a furnished room, meal plans, and utilities.

[Relocation Services](#): Recognizing the challenges of moving, Vanmates offers personalized relocation assistance to ensure a smooth transition. Their services encompass finding suitable housing and helping newcomers settle into their new communities.

## Additional Online Resources

Several websites and platforms can help you find available rentals:

- Facebook Marketplace: Very popular rentals and sublets.
- Craigslist: A popular site for finding various types of housing.
- PadMapper: Offers a map-based search for rental listings.
- Kijiji: Another ‘classifieds’ site with housing listings.
- Rentals.ca: Provides a wide range of rental options.
- Facebook Groups: Join groups like "Vancouver Housing Rentals" for community posts.

Among the above rental platforms, Craigslist and Zumper offer the most options for rentals, but they are also where people encounter most rental scams.

## Consider Subletting & Homestays

- Subletting can be a flexible and cost-effective option. See our notes on “Subletting” below.
- Homestays are available for students all over Vancouver. You must start your search early! - [Liane’s Vancouver Homestay](#) and [Vancouver Central Homestay](#) help match International students with Host Families in Vancouver and the surrounding areas.

## Visit Potential Places in Person

If possible, visit the rentals in person. This helps you verify the condition of the property and its surroundings. If you’re out of town, ask for a virtual tour.

## Be Aware of Scams

Unfortunately, rental scams are out there. Be cautious of deals that seem too good to be true, and never send money before seeing the place and signing a lease.

## Prepare Your Documents

Landlords in Vancouver often require several documents:

- Proof of income or a letter of employment
- Bank statements
- References from previous landlords
- A credit report
- Identification (passport, driver’s license, etc.)

## Understand Your Lease

Lease is the commonly-used local term for a tenancy agreement. It is a legal document in Canada that an individual may sign with a landlord or property manager in order to rent a property. Once a lease is signed by both parties, a tenancy is begun and the leaseholder and any other occupants listed on the lease (i.e. family members, housemates, etc.) become tenants. In BC, tenants have certain rights as well as responsibilities as established by the Residential Tenancy Act.

Before signing any lease, we strongly recommend for you to:

- Familiarize yourself with the local area. Explore different areas to see where you might like to live. We suggest spending at least a few months in the Vancouver area before considering signing a lease in your name.
- Educate yourself on tenant’s rights and responsibilities. Visit the [Province of British Columbia Tenant rights page](#). Complete the free, online [Renting it Right](#) courses and review the other resources on the [Tenant Resource & Advisory Centre](#) website along with their [Tenant Survival Guide](#).
- Contact the landlord or property manager to book a time to inspect the property in person. Bring a friend or family member with you if possible. Make note of any damage (taking photos if necessary) and bring it to the landlord’s attention. Walk around the neighborhood and check for

amenities that may be important to you such as transit connections, grocery stores, parks, cafes, etc.

- Read the lease carefully. Take your time and make sure that you fully understand the terms, including the duration of the lease, rent payment schedule, and policies on subletting, pets, and damages, since it becomes legally binding once you sign it.

## Be Insured

For anyone in rental accommodation it is a good idea to arrange for renters insurance in order to protect personal belongings in case of break-in, flood, fire, etc. This is available to purchase from a company such as [BCAA](#).

## Consider Transportation

Ensure that your potential home is accessible to public transportation, especially if you do not have a car. Vancouver's public transit system (TransLink) includes buses, SkyTrain, and SeaBus, which can make commuting easier.

Use Google Maps or Apple Maps to understand the route between SAE & your potential rental. Set the time 3. of your predicated daily commute within the App. SAE's Address: 998 Harbourside Drive, North Vancouver.

## Check for Local Amenities and Services

Look for nearby amenities such as grocery stores, laundry facilities, libraries, and recreational centers. Proximity to these services can significantly enhance your living experience.

## Network and Ask for Help!

Talk to current students and use SAE's New Student Facebook Group to network about housing. Accepted students will receive an invitation to this group upon acceptance. Personal recommendations can sometimes lead to the best housing opportunities.

By following these tips and staying organized, you'll be well on your way to finding a comfortable and convenient place to live in Vancouver. Don't hesitate to reach out to us with any questions.

## Transit & Getting Around

### Getting Around Vancouver: A Guide for New International Students

Welcome to Vancouver! As a new international student, navigating the city efficiently will help you settle in and make the most of your time here. Here's an overview of the best transportation options available to you:

#### Public Transit (TransLink)

Vancouver has a reliable and extensive public transit system operated by TransLink, which includes buses, SkyTrain, and the SeaBus.

- **Compass Card:** A reloadable card that provides discounted fares compared to cash payments. Available for purchase at SkyTrain stations, select retail locations, and online.
- **SkyTrain:** Three lines (Expo, Millennium, and Canada Line) connect various parts of the city and suburbs.
- **Buses:** Extensive routes cover all major areas. Use the TransLink website or Transit app to check schedules.
- **SeaBus:** A ferry connecting downtown Vancouver with North Vancouver.



In Vancouver, the Compass Card offers a convenient and cost-effective way to access public transit services, including buses, SkyTrain, and SeaBus.

## Compass Card Overview

- **Purchase Fee:** A small refundable deposit is required to obtain a Compass Card.
- **Where to Buy:** Available at Compass Vending Machines in SkyTrain and SeaBus stations, online through [the Compass Card website](#), by phone, or at select retailers such as 7/11.

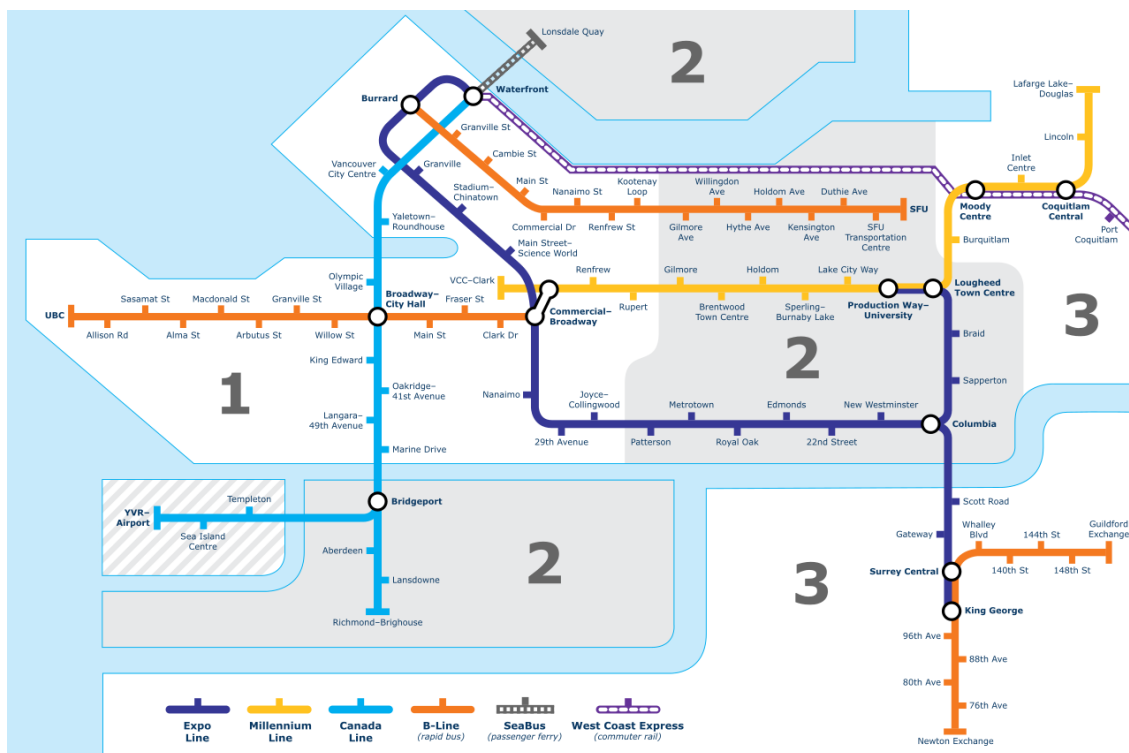
## Stored Value Fares

- **Bus Fare:** A flat rate of \$3.20 per ride, regardless of zones traveled.
- **SkyTrain and SeaBus Fares (Weekdays until 6:30 p.m.):**
  - 1 Zone: \$3.20
  - 2 Zones: \$4.65
  - 3 Zones: \$6.35
- **Evenings and Weekends:** All trips are charged at the 1-zone rate.

Monthly Pass Options:

- 1-Zone Pass: \$107.30
- 2-Zone Pass: \$143.50
- 3-Zone Pass: \$193.80

For the most up-to-date fare information, visit [TransLink's fare pricing page](#).



Monthly passes provide unlimited travel within the selected zones for the calendar month. They can be purchased starting on the 20th of the preceding month until the 15th of the current month. For example, a pass for March can be bought from February 20th to March 15th.

Utilizing a Compass Card with a monthly pass or stored value not only offers savings compared to cash fares but also provides seamless transfers across the transit system.

**Website:** [www.translink.ca](http://www.translink.ca)

**Trip Planner:** Use Google Maps or the Transit app.

## Taxis & Ride-Sharing

Taxis: Traditional taxi services operate throughout Vancouver. Popular companies include:

- Yellow Cab: (604) 681-1111
- Vancouver Taxi: (604) 871-1111
- Black Top & Checker Cabs: (604) 731-1111

Ride-Sharing:

- Uber and Lyft are available in Vancouver.
- Download their respective apps and set up an account for easy booking.

## Bike & E-Scooter Rentals

Vancouver is a bike-friendly city with dedicated cycling lanes and scenic routes.

- Mobi by Shaw Go: The city's official bike-sharing program. You can rent a bike at one station and return it to another.
- E-Bikes & E-Scooters: Companies like Lime and Bird operate rental services in select areas.
- Cost: Pay-per-use or monthly membership plans are available.

Website: [www.mobibikes.ca](http://www.mobibikes.ca)

## Car Rentals & Car Sharing

- Car Rentals: Companies like Enterprise, Hertz, and Budget offer short- and long-term rental options.
- Car Sharing:
  - Evo Car Share: A popular service where you can rent a car by the minute, hour, or day.
  - Modo Car Co-op: A membership-based service with various vehicle options.

Evo Website: [www.evo.ca](http://www.evo.ca)

Modo Website: [www.modocoop.com](http://www.modocoop.com)

## Walking in Vancouver

Vancouver is one of Canada's most walkable cities, with pedestrian-friendly streets and green spaces. Be sure to explore:

- Downtown Vancouver: Safe and accessible on foot.
- Stanley Park Seawall: A beautiful walking and cycling route.
- Granville Island: A vibrant area with markets, shops, and entertainment.

By using these transportation options, you'll find it easy to explore Vancouver and get where you need to go efficiently. Welcome to your new home! If you have further questions, reach out to Student Services at SAE Vancouver.

# Understanding Your Study Permit

## What is a Study Permit

International students planning to study at a [Designated Learning Institution \(DLI\)](#) in Canada for more than six months are required to [obtain a study permit](#) from Immigration, Refugees and Citizenship Canada (IRCC). This permit grants you permission to study in Canada for the length of your program (as specified on the permit).

It's important to understand that a study permit is not the same as a visa. While the permit allows you to study, you may also need a separate entry document, such as an [Electronic Travel Authorization \(eTA\)](#) or [a Temporary Resident Visa \(TRV\)](#), to actually enter Canada. The specific entry document you need depends on your nationality. When you apply for your initial study permit from outside of Canada, IRCC typically issues both the study permit approval and any required visa at the same time, unless you already have a valid visa.

We strongly recommend applying for your study permit as early as possible. [Processing times](#) can vary significantly depending on where you are applying from, so early application helps ensure you can begin your studies as planned.

Applying for a study permit to study in Canada involves several key steps. Below is a comprehensive guide to assist you through the process:

## Study Permit Application Guide

### Obtain a Letter of Acceptance (LOA) from a Designated Learning Institution (DLI):

- Designated Learning Institution (DLI): Ensure your chosen institution is recognized by the Canadian government.
- Application Process: Apply to the DLI and secure an official LOA, which is mandatory for your study permit application.

### Acquire a Provincial or Territorial Attestation Letter (PAL/TAL):

- Requirement: Most students must include a PAL/TAL from the province or territory where they plan to study.
- Exceptions: Some students may be exempt from this requirement.
- Quebec Students: If you intend to study in Quebec, obtain a Quebec Acceptance Certificate (CAQ) instead.

### Prepare the Required Documentation:

- Proof of Identity: A valid passport or travel document.
- Proof of Financial Support: Evidence demonstrating sufficient funds to cover tuition fees, living expenses, and return transportation.
- Additional Documents: Depending on your country of residence, you may need a medical exam, police certificate, or biometrics.

### Submit Your Study Permit Application:

- Online Application: It's recommended to apply online through the IRCC Portal.
- Application Fee: The standard processing fee is \$150.00 CAN
- Processing Times: These vary by country; check current processing times to plan accordingly.

### Provide Biometrics and Attend Interviews (if required):

- Biometrics: Some applicants need to provide fingerprints and a photo.
- Interviews: In certain cases, an interview may be requested by the visa office.

**Await Application Decision:**

- Approval: If approved, you'll receive a Port of Entry (POE) Letter of Introduction and, if applicable, a Temporary Resident Visa (TRV) or Electronic Travel Authorization (eTA).
- Processing Delays: Ensure all documents are complete to avoid delays.

**Prepare for Arrival in Canada:**

- Documentation: Carry your LOA, POE Letter of Introduction, proof of finances, and other relevant documents.
- Study Permit Issuance: The actual study permit will be issued upon your arrival in Canada.

**Additional Resources:**

- [Study Permit Application Guide](#)
- [EduCanada: Study Permits and Visas](#)

Applying for a study permit is a critical step toward your educational journey in Canada. Ensure all requirements are met and documents are prepared to facilitate a smooth application process.

## Designated Learning Institution Number (DLI)

SAE Institute Vancouver is a Designated Learning Institution (DLI) approved by IRCC to accept international students. To apply for a study permit in Canada, you'll need to include our Designated Learning Institution number.

Our DLI number is: O19330716802 (The DLI number begins with the letter "O"). Including the correct DLI number on your study permit application is essential. Your application may be delayed or rejected if this information is missing.

For more information about DLIs, visit the official [Immigration, Refugees and Citizenship Canada website](#).

## Provincial Attestation Letter (PAL) - A Key Requirement for Your Study Permit

As of January 22, 2024, most international students applying for a Canadian study permit must include a Provincial Attestation Letter (PAL) with their application to Immigration, Refugees and Citizenship Canada (IRCC). This requirement applies to students studying in most Canadian provinces and territories. Applications submitted to IRCC without a PAL (unless you are exempt) will be considered incomplete and returned.

### How to Obtain Your PAL at SAE Vancouver:

Upon admission to SAE Vancouver, we will provide you with your PAL along with your Letter of Acceptance (LOA). This will be sent to you automatically; no separate application is required from you for the PAL itself.

### Next Steps: Applying for Your Study Permit:

Once you have received both your LOA and PAL from SAE Vancouver, you can then submit your complete study permit application to IRCC.

## Study Permit Approval Letter

After IRCC approves your study permit application, you will receive a Port of Entry (POE) Letter of Introduction (sometimes called a POE letter, correspondence letter, or introductory letter).

This letter from IRCC confirms initial study permit approval, but it is not your actual permit. You must show this letter to a Canada Border Services Agency (CBSA) officer when you arrive in Canada. The CBSA officer will then issue your official study permit.

## **Understanding and Maintaining Your Study Permit Conditions**

While studying in Canada, you are responsible for maintaining your legal status and following all rules set by Immigration, Refugees and Citizenship Canada (IRCC). Your study permit outlines specific conditions you must meet.

- **Enrolment:** Maintaining full-time student status at a Designated Learning Institution (DLI) (unless authorized for part-time study). Not taking any leaves longer than 150 days.
- **Progress:** Making reasonable progress towards completing your program.
- **Work Restrictions:** Adhering to any limitations on working on or off campus.
- **You must inform IRCC** any time you change post-secondary schools.
- **Departure:** Leaving Canada when your study permit expires (unless you apply for and are granted an extension).

Failure to meet these conditions can lead to serious consequences, including losing your student status and being required to leave Canada.

## **Maintain your legal status as a student in Canada**

### **Study Permit Extension**

If you need to extend your study permit, we recommend you submit your extension application three to four months before your current study permit expires.

To submit your study permit extension application, please check the detailed instructions from IRCC's website [Extend Your Study Permit Guide](#).

### **Maintained status (previously called implied status)**

Once you have applied to extend your study permit before its expiry date, you are still considered a temporary resident of Canada even after the expiry date of your study permit. This is called [maintained status](#). With maintained status, you may continue to stay and study until you receive a response from IRCC as long as you remain in Canada and continue to meet the conditions of your study permit.

Since your BC MSP will end on the expiry date of your current immigration document, you must take action to maintain health insurance coverage before your MSP expires. BC MSP announced that eligible students with maintained status may be eligible for temporary coverage for an initial six months. For more information on how to extend your BC MSP insurance, please click [here](#).

### **Temporary Resident Visa (TRV) extension**

After you have received your new study permit, some students, depending on your home country, can [apply to extend your TRV](#). Like a study permit extension, you can also apply for a TRV extension through your online IRCC Online Account. A TRV is issued with the same expiry date as your study permit.

If you plan to leave and come back to Canada after your current TRV expiry date, start your TRV extension process in advance. IRCC advises applicants to apply at least two months in advance of a planned departure from Canada.

## Work While You Study

International students in Canada can work while studying if their study permit includes work authorization. This allows eligible students to work on-campus or off-campus without needing a separate work permit.

[The following IRCC page](#) outlines work-off-campus rules for international students, including eligibility, hours, and restrictions.

## You Will Need A Social Insurance Number (SIN)

- A SIN is required to be paid legally in Canada.
- If your study permit does not allow work, you cannot apply for a SIN until you update your permit.

## How Can You Apply For A SIN?

- You must be physically in Canada to apply for a SIN. You can apply:
- Online, once you arrive and have your valid study permit
- In person at a Service Canada Centre
- By mail, if required

## Requirements to Apply

- A valid study permit stating that you are allowed to work.
- Enrolment in a full-time program at a designated learning institution (DLI).
- Valid Passport
- Proof of residence (if applying by mail)

Once approved, you'll receive your SIN immediately (in person) or within a few business days (online/mail).

## Work Limits

- On-campus: No hour restrictions.
- Off-campus: Up to 20 hours per week during regular academic terms and full-time during scheduled breaks.

## Looking For Work

Balancing work and studies in Canada can be a valuable experience. Here's a step-by-step guide to help you navigate the job search process, from exploring opportunities to securing employment.

## Explore Your Options

- On-Campus Opportunities: Due to the small size of SAE Vancouver, on-campus job opportunities are limited. However, students can check with student services, the career center, or job boards for available opportunities. These roles, when offered, are specifically for students and provide a convenient way to gain experience.
- General Job Boards and Websites: Numerous online job boards and websites cater to students and recent graduates. Popular options include:
  - [WorkBC](#)
  - [Job Bank \(Government of Canada\)](#)
  - [Indeed Canada](#)
  - [Workopolis](#)
  - [TalentEgg \(For students & recent grads\)](#)

- [LinkedIn Jobs](#)
  - [Glassdoor Canada](#)
  - [Monster Canada](#)
  - [Eluta \(Direct employer postings\)](#)
- Networking: Networking is crucial. Attend career fairs industry events, and connect with people in your field. Inform your professors, classmates, and friends that you're looking for work.
  - Your Institution's Career Services: SAE Vancouver offers career counselling, resume advice, and job search assistance. Take advantage of these resources!
  - Company Websites: If you have specific companies in mind, visit their websites directly to see if they have any open positions.

## Prepare Your Job Search Materials

- Resume and Cover Letter: Tailor your resume and cover letter to each specific job you apply for. Highlight your skills and experience, even if it's volunteer work or extracurricular activities. Get feedback on your resume from your institution's career services or a career counsellor.
- References: Have a list of references ready to provide to potential employers. Ask professors, previous employers, or volunteer supervisors if they'd be willing to be a reference for you.
- Portfolio (If Applicable): If you're in a creative field, have a portfolio of your work ready to share.

## Develop Your Job Search Skills

- Networking Skills: Practice your networking skills so you can confidently introduce yourself and make connections at events.
- Interview Skills: Prepare for interviews by researching common interview questions and practicing your answers. Dress professionally for interviews.
- Communication Skills: Strong communication skills are essential for both written and verbal communication.

## The Application Process

- Apply Online: Most job applications are submitted online. Follow the instructions carefully and ensure all your documents are complete.
- Follow Up: After applying, it's a good idea to follow up with the employer to express your continued interest.

## During Your Job Search

- Be Patient: Finding a job can take time, so be patient and persistent. Don't get discouraged if you don't hear back from every application.
- Stay Organized: Keep track of the jobs you've applied for and the status of your applications.
- Continue Learning: Use your job search time to develop new skills or gain experience through volunteering or online courses.

## Important Considerations for International Students

- Study Permit Conditions: Remember that your ability to work is tied to your study permit status. Maintain full-time student status (unless authorized for part-time) and adhere to any work-hour restrictions.
- Social Insurance Number (SIN): You will need a Social Insurance Number (SIN) to work in Canada. You can apply for a SIN after you arrive in Canada and have a valid study permit. [Apply for a SIN here.](#)

- **Tax Implications:** Understand the tax implications of working in Canada. You will need to file a tax return each year. More information is available on the Canada Revenue Agency (CRA) website. [You can also refer to the Tax Guide for International Students.](#)
- **Know Your Rights:** As an international student worker, you are protected under Canadian labour laws. Learn about your rights, including fair wages, workplace safety, and protection against discrimination. Visit the following Provincial and Federal websites to understand your rights:
  - [Government of Canada's Workplace Standards](#)
  - [Employment Standards, Province of British Columbia](#)
  - When you start your job, some of the things your employer must do are:
    - Give you a written employment agreement.
    - Not charge you a fee for giving you a job.
    - Pay you at least the minimum wage.
    - Give you paid rest breaks and unpaid meal breaks.
    - Ensure you receive your minimum entitlements for public holidays.
    - Not take money from your wages unless it is for a lawful purpose, is reasonable, and you have agreed to it in writing.
    - Provide a safe workplace.
    - Not discriminate against you.
    - Treat you fairly and with respect.

## Final Tips for Finding a Job

- Start your job search early—competition can be high.
- Focus on student-friendly jobs (close to campus, retail, hospitality, customer service).
- Improve your English or French skills to increase your job prospects.
- Build a LinkedIn profile to connect with employers.
- Always be professional in applications and interviews.

Finding a job in Canada as an international student takes effort and preparation, but it's definitely achievable. By following these tips and utilizing the resources available to you, you can increase your chances of success.

## Mental Health & Well-Being

### Your Well-Being

Moving to a new country can be both exciting and challenging, bringing a mix of stress and adjustment. At SAE, we are dedicated to fostering a supportive learning environment where students can succeed. As an international student, prioritizing your health and well-being is essential as you settle into life in Canada and begin your studies.

### Self-Care and Adjusting to Life in Canada

Moving to a new country brings both excitement and challenges. During this transition, students may experience culture shock at different stages, which is a natural part of adapting to a new environment. Everyone adjusts at their own pace, and it's important to prioritize self-care throughout the process. Developing healthy habits and seeking support when needed can make a significant difference.

Here are some general tips to help maintain well-being:

- Ensure you get enough sleep each night
- Eat balanced meals at regular times
- Set limits on screen time
- Stay connected with family and friends
- Engage in regular physical activity
- Spend time outdoors for fresh air



- Reach out to trusted individuals or professionals for support

## Stress Management Strategies

Balancing school, work, and personal responsibilities can bring various stressors into daily life. Experiencing stress is a natural response, helping us adapt and build resilience over time. Each time we manage stress effectively, we strengthen our ability to handle future challenges.

Stress isn't always negative—it can motivate and drive productivity. However, excessive stress can lead to burnout, anxiety, or panic, while too little can result in lack of focus and motivation. Developing resilience allows us to navigate setbacks and restore balance. Recognizing signs of stress and taking proactive steps to manage it is essential for overall well-being.

Here are some effective ways to cope with stress:

- Practicing calm breathing exercises
- Cultivating gratitude
- Practicing self-compassion
- Staying connected with your community

## Nutrition & Healthy Eating

A well-balanced diet plays a crucial role in maintaining energy levels, supporting mental clarity, and promoting overall well-being. Eating nutritious meals regularly can help manage stress, enhance concentration, and improve mood.

Tips for healthy eating:

- Incorporate a variety of fruits and vegetables into your meals
- Choose whole grains and lean proteins for sustained energy
- Stay hydrated by drinking enough water throughout the day
- Limit processed and sugary foods to avoid energy crashes
- Plan meals ahead to ensure balanced nutrition even during busy times

## Physical Exercise: Mental Health & Well-Being

Regular physical activity is essential for both physical and mental health. Exercise helps reduce stress, improve mood, enhance focus, and promote better sleep. Engaging in physical activities can also be a great way to explore your new surroundings and meet new people.

Ways to stay active:

- Walk or bike to nearby locations instead of taking public transport
- Join a local gym or fitness class
- Participate in outdoor activities like hiking, jogging, or yoga
- Find sports or recreational groups within your community
- Incorporate short stretching or movement breaks during study sessions

## Emergency and Crisis Support

The following crisis and information lines are open seven days a week during the times listed. All the lines will take calls from anywhere in the Lower Mainland.

## BC Mental Health Support Line

[Heretohelp](#): 310-6789 (do not add 604, 778 or 250 before the number). It's free and available 24 hours a day.

## Here2Talk

[Here2Talk](#) connects post-secondary students with mental health support 24/7 via app, phone and web. All students currently registered in a post-secondary institution have access to free, confidential counselling and community referral services.

- Canada-wide toll-free, dial: 1-877-857-3397
- Canada-wide direct, dial: 604-642-5212

[BC Suicide Prevention and Intervention Line](#): 1-800-784-2433 (24 hours/day)

Greater Vancouver: 604-872-3311(24 hours/day)

[Fraser Health Crisis Line](#): 604-951-8855 or 1.877.820.7444 (24 hours/day)

[BC Alcohol & Drug info line](#): Confidential information and referral services to British Columbians in need of support with any kind of substance use issue (alcohol or other drugs). | 1.800.663.1441

## Land Acknowledgment & Indigenous History of Canada

SAE Institute Vancouver acknowledges that our campus is located on the traditional, ancestral, and unceded territory of the Musqueam, Squamish, and Tsleil-Waututh Nations. As part of our commitment to reconciliation and respect, we encourage our students—especially those new to Canada—to learn about the history, cultures, and contributions of Indigenous Peoples.

### A Brief History of Indigenous Peoples in Canada

Indigenous Peoples have lived on this land for thousands of years, with diverse cultures, languages, and traditions that continue to shape Canadian society today. There are three recognized Indigenous groups in Canada:

- **First Nations** – The original inhabitants of much of what is now Canada, with over 600 nations and 50+ distinct languages.
- **Métis** – A distinct Indigenous group with mixed First Nations and European ancestry, primarily found in the Prairies.
- **Inuit** – Indigenous peoples of the Arctic regions, known for their resilience and unique traditions in the North.

### Colonization and Its Impact

The arrival of European settlers in the 15th century led to profound and lasting effects on Indigenous communities. Colonization brought displacement, forced assimilation, and policies such as the Indian Act and Residential Schools, which aimed to erase Indigenous cultures and languages. These schools, operating from the 1800s to the 1990s, were government-funded and church-run institutions where Indigenous children were forcibly removed from their families and subjected to abuse and neglect. The legacy of colonization continues to impact Indigenous communities today, but through resilience, advocacy, and cultural revival, Indigenous Peoples are reclaiming their histories, traditions, and rights. The Truth and Reconciliation Commission of Canada (TRC), established in 2008, outlined 94 Calls to Action to address past injustices and promote reconciliation.

### Indigenous Culture and Presence in Vancouver

Vancouver is home to a vibrant Indigenous community, with cultural centres, businesses, and events that celebrate Indigenous heritage. Students are encouraged to explore Indigenous-led initiatives such as: The Bill Reid Gallery of Northwest Coast Art – Showcasing Indigenous art and storytelling. The Vancouver Indigenous Fashion Week – A platform for Indigenous designers and artists. The Talking Stick Festival – An annual festival highlighting Indigenous performing arts.

### Respecting Indigenous Protocols

As a student in Canada, it is important to recognize and respect Indigenous cultures. This includes:

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Effective: 02.27.25

- Acknowledging the land and its original caretakers.
- Engaging with Indigenous perspectives in education and the arts.
- Supporting Indigenous businesses, artists, and community initiatives.

By learning about Indigenous history and contributions, we contribute to a more inclusive and respectful community at SAE Institute Vancouver.

For more information, visit the [First Peoples' Cultural Council](#) or the [National Centre for Truth and Reconciliation](#).

