



# Orientation Package

## International Students

For students beginning their studies in British Columbia: [Surrey](#) [Victoria](#) [Keowna](#)

# Welcome to Excel Career College

Moving to a new country to begin your studies is an important step, and we want to make that transition as smooth as possible. This Arrival Guide provides practical information to help you prepare for travel, reach your campus, understand what to expect in your first days, and access the services and supports available to you as an ECC student.



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# Before You Travel

Before travelling to Canada, make sure your documents, travel plans, and accommodation arrangements are in place. Keep important documents in your carry-on luggage so they are easy to access at the airport.

## Required documents

- Valid passport
- Study permit approval documents or letter of introduction
- Letter of Acceptance from Excel Career College
- Tuition receipt or proof of payment
- Health insurance information
- Address and contact details for your accommodation in British Columbia
- Any other academic, immigration, or relevant documents to your situation

## Before you depart

- Confirm your accommodation before boarding your flight.
- Review your route from the airport to your campus city and save it on your phone.
- Ensure your phone can access email and maps on arrival, or plan to purchase a SIM card at the airport.
- Keep Student Services informed if your arrival plans change.
- Advise the College in advance if you require special accommodations related to disability, health, or accessibility.
- Keep emergency contact names and numbers with you in case your travel is delayed



## Arrival Checklist



Accommodation confirmed



Important documents packed



Airport route reviewed



ECC contact details saved



Phone/data plan prepared

# Arriving in Canada & Getting to Your Campus

When you arrive in Canada, follow airport signage to immigration, baggage claim, and customs. Keep your passport, study permit documents, and Letter of Acceptance ready. After clearing the airport, use the transportation option that best matches your campus location and arrival plans



# Surrey Campus

130-9850 King George Blvd,  
Surrey, BC V3T 0P9



## At Vancouver International Airport (YVR)

- Proceed through immigration and present your study documents if requested.
- Collect your study permit at the border if it is issued on arrival.
- Pick up your baggage before exiting customs.
- Before leaving the airport, connect to Wi-Fi, confirm your route, and notify family or contacts that you have arrived safely.

## Getting to Campus



### Option 1: SkyTrain

From YVR Airport: → Take Canada Line → Waterfront Station → Transfer to Expo Line → King George Station → Walk to campus



### Option 2: Taxi or ride-share

Take a taxi or ride-share directly from YVR to the Surrey campus or your accommodation.

# Victoria Campus

225-1207 Douglas St,  
Victoria, BC V8W 2E7 

## At Vancouver International Airport (YVR)

- Proceed through immigration and present your study documents if requested.
- Collect your study permit at the border if it is issued on arrival.
- Pick up your baggage before exiting customs.
- Before leaving the airport, connect to Wi-Fi, confirm your route, and notify family or contacts that you have arrived safely.

## Getting to Campus



### Option 1: Ferry + Bus

From YVR Airport: → Take SkyTrain → Bridgeport Station → Take Bus #620 → Tsawwassen Ferry Terminal → Take Ferry → Swartz Bay (Victoria) → Take Bus #70 or #72 → Downtown Victoria → Walk to campus



### Option 2: Flight

From YVR Airport: → Take a flight → Victoria International Airport (YYJ) → Take Bus #88 → McTavish Exchange → Bus #70 or #72 → Downtown Victoria → Walk to campus

# Kelowna Campus

103-565 Bernard Ave,  
Kelowna, BC V1Y 8R4



## At Vancouver International Airport (YVR)

- Proceed through immigration and present your study documents if requested.
- Collect your study permit at the border if it is issued on arrival.
- Pick up your baggage before exiting customs.
- Before leaving the airport, connect to Wi-Fi, confirm your route, and notify family or contacts that you have arrived safely.

## Getting to Campus



### Option 1: Flight + Transit

From YVR Airport: → Take a flight → Kelowna International Airport (YLW) → Take Bus #23 → Downtown Kelowna → Walk to campus



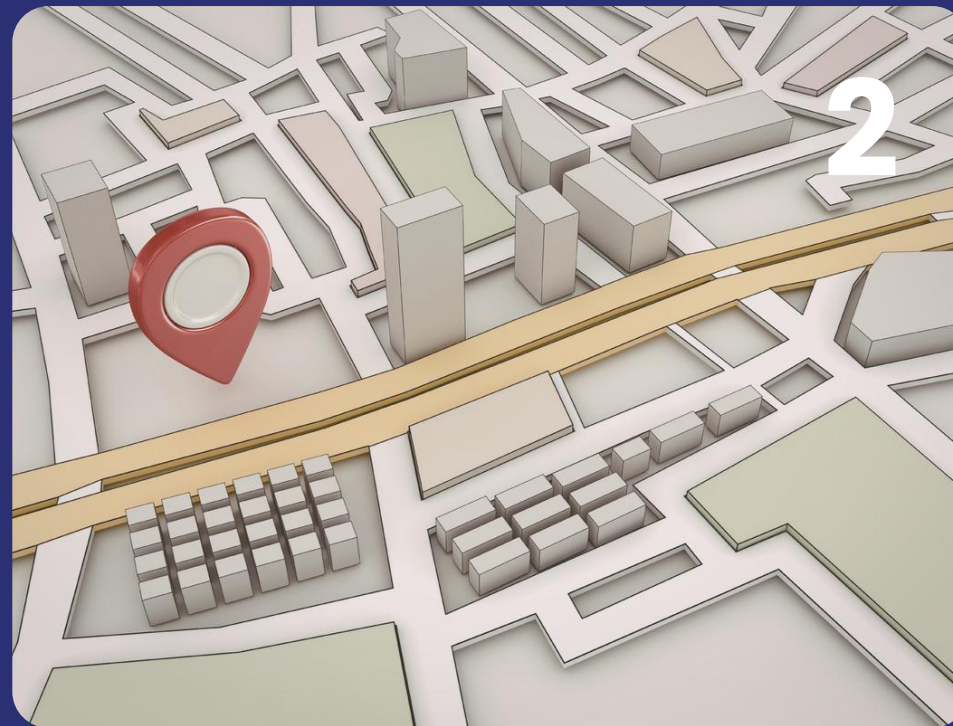
### Option 2: Taxi or ride-share

Take a taxi or ride-share directly from the airport to your accommodation or the campus area.

# Transit tips



**Use a Compass Card in Metro Vancouver and a Umo card or app for transit in Victoria and Kelowna.**



**Check live schedules before travelling, especially if your arrival is late in the evening.**



**Keep your phone charged and your campus address saved in your maps app.**

# Orientation

## First-Day Expectations and Student Support

Excel Career College provides an orientation for international students at the start of their program.

Orientation materials are provided to students by email and through an Orientation batch in ClassTrack (LMS), where key resources, including the International Student Orientation presentation and additional supporting documents, are available.

**The purpose of orientation is to support students in their transition to study and life in Canada.**

**Student portal:** [www.loginecc.com](http://www.loginecc.com)



### What orientation materials cover

- The International Student Orientation presentation
- Key policies and procedures
- Information on attendance, academic expectations, and student conduct
- Practical settlement information for living and studying in British Columbia
- Student support, emergency support, and contact information



### What to expect on your first day

- Arrive on time and bring your required identification and study documents.
- Review your schedule, class delivery method, and student expectations.
- Make sure you can access your student portal and class links.
- Be prepared to participate professionally and ask questions if anything is unclear.



### Learning management system

We use ClassTrack as a primary learning management system. Students use it to access schedules, attendance records, grades, course materials, assignments, and class links. Students are expected to check their portal and email regularly for schedule updates and important notices.



### Student support services at ECC

- Course planning and enrolment assistance
- Access to digital learning materials & resources
- Career planning and job search support
- Administrative support for attendance, progression, and student records
- Work-integrated learning information, where applicable to the program

# Attendance

Regular attendance and active participation are essential to student success. International students are expected to maintain full-time study and remain engaged throughout their program.

## Attendance expectations

- International students are required to maintain an attendance rate of at least 70% of each module.
- Attendance is recorded daily by instructors in the learning management system.
- Students must contact their instructor if they will be absent or late, including for online classes.
- Students receiving StudentAid BC funding must also meet any additional attendance and participation requirements connected to that funding.

## Late arrivals and missed class time

- Students who arrive 10 minutes late may be required to wait until the first scheduled break before entering class.
- If a student returns late from a break, they may be required to wait until the next break or the next class, depending on the timing.
- Time missed due to lateness is recorded.

# Academic Progression

## Academic progression and standing

- All weighted courses must be passed to earn a credential.
- If a student's attendance falls below the minimum required to pass a course, the student may be required to retake it.
- A course retake fee may apply. In some medically supported situations, a retake fee may be waived at the discretion of the Campus Operations Lead.
- A Student Improvement Plan (SIP) may be used to support students who are experiencing academic, attendance, or behavioural challenges.

## Withdrawal and dismissal related to attendance

- Any student who is absent for two consecutive calendar weeks of study is considered withdrawn.
- Students are expected to maintain full-time participation in their program and should contact Student Services early if they are having difficulty meeting attendance requirements.
- Repeated failure to meet attendance, academic, conduct, or financial expectations may result in warnings, probation, or dismissal in accordance with College policy.

# Academic Progression

## Academic integrity

- All submitted work must be the student's own. If unsure, students should consult their instructor before submission.
- Plagiarism includes using someone else's words, ideas, or work without proper credit, including material from articles, books, classmates, websites, or digital tools.
- Cheating includes copying or giving answers during exams, using unauthorized materials, submitting false information, or reusing work in multiple courses without permission.

## Use of artificial intelligence (AI)

- Students must follow the College's Artificial Intelligence policy and any specific directions given by their instructor.
- Using AI tools for work that is meant to be completed independently may be treated as unauthorized collaboration and academic misconduct.
- Students should not assume that AI use is permitted simply because a tool is publicly available

# Classroom Expectations

## Online and combined-delivery expectations

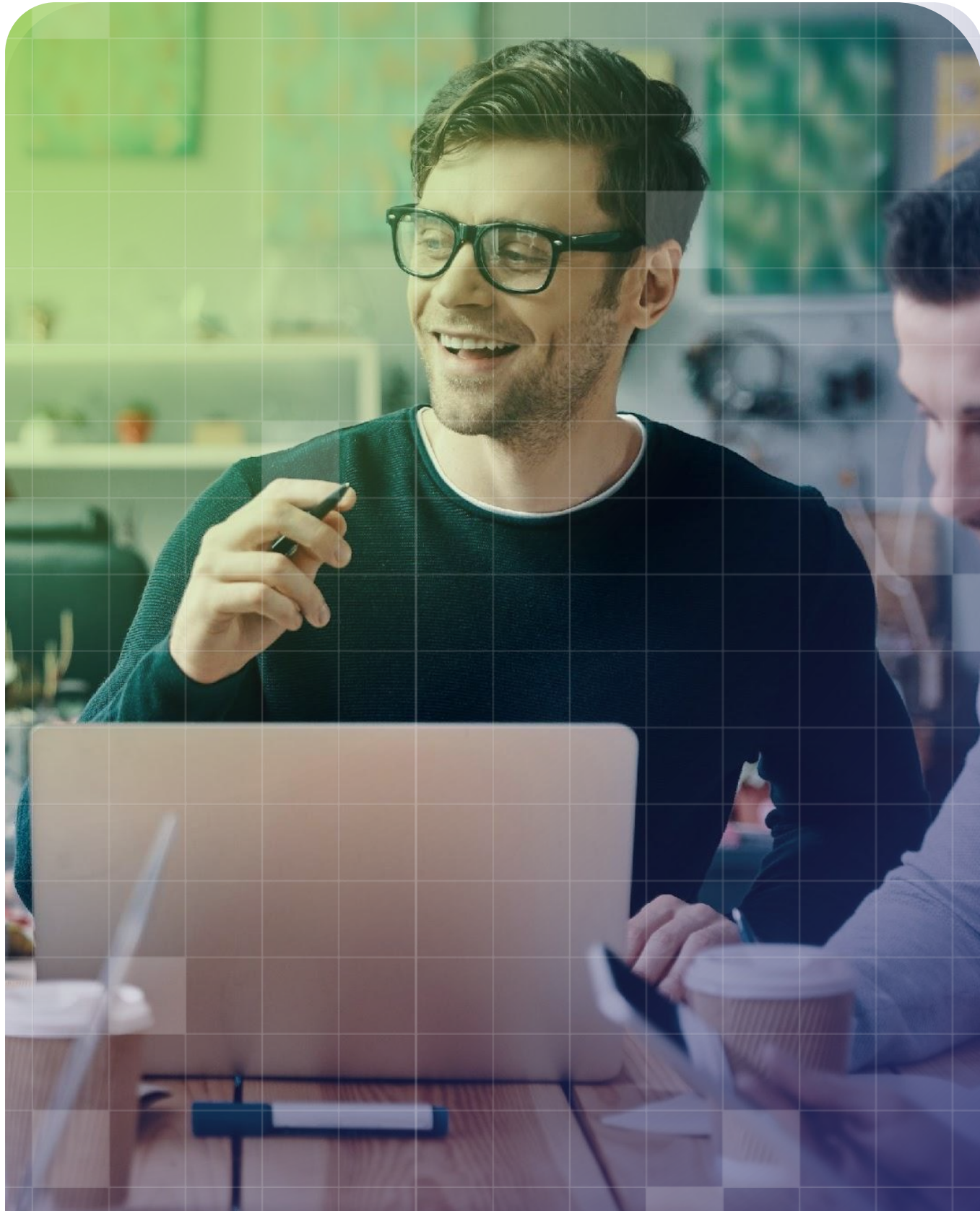
- Cameras are expected to be on during online class sessions, attendance, lectures, discussions, quizzes, tests, and examinations, unless prior approval for an exception has been granted.
- Students should attend online classes from a quiet space with a stable internet connection and minimal distractions.
- Professional conduct is expected in both in-person and virtual learning environments.

# Complaints, Appeals, and Key Student Policies

Students have the right to fair and respectful treatment and to access Excel Career College's policies and dispute resolution processes without retaliation.

## Student documents and policies

- On enrolment, students receive their enrolment contract, program outline, student handbook, and key policy information.
- Important policies include attendance, grade appeal, dispute resolution, dismissal, withdrawal, respectful and fair treatment, sexual misconduct and harassment, health and safety, acceptable computer and internet use, academic misconduct, plagiarism, artificial intelligence, and the camera-on policy for online learning.



# Complaints, Appeals, and Key Student Policies

## Dispute resolution

- Students should first try to resolve concerns directly with the individual or department involved when appropriate.
- Formal complaints should be submitted in writing within 30 days.
- Students are protected against retaliation for making a complaint.
- Complaints may be escalated through Student Services, the Campus Operations Lead, or the Vice President of Academic Affairs, in accordance with the College's policy.

## Grade appeals

- A grade appeal must be submitted within 5 days of receiving the grade.
- The instructor reviews the appeal and provides a written response within 3 business days.
- If the matter is not resolved, the appeal may be escalated in accordance with College policy.

## Respectful and fair treatment

- Students are expected to contribute to a learning environment that is respectful, inclusive, and safe.
- Bullying, discrimination, harassment, threats, unsafe conduct, and unauthorized sharing of personal information are not acceptable.
- If a concern cannot be resolved directly or it is not appropriate to address it directly, students should report it to Student Services or the Campus Operations Lead.

# Complaints, Appeals, and Key Student Policies

## Sexual misconduct and confidentiality

- Excel Career College maintains a zero-tolerance approach to sexual misconduct and harassment.
- Reports are handled seriously and as confidentially as possible, subject to safety and legal obligations.
- Students can seek support even if they are not ready to make a formal report.

## Financial responsibilities

- Students are responsible for making tuition payments according to their enrolment contract or payment plan.
- The College issues reminders and warnings for overdue fees.
- Late payment penalties may apply, and students who remain overdue may be debarred from classes or examinations in accordance with College policy.

## Health, safety, and privacy

- Students are expected to act professionally, respectfully, and in a way that supports a safe learning environment.
- Emergency procedures, including evacuation routes, are posted on campus.
- Critical incident procedures and lockdown procedures are part of the College's health and safety framework.
- Personal information is handled through College systems and processes designed to protect student privacy

# Living in British Columbia

Starting life in a new city involves practical setup tasks as well as budgeting for day-to-day living. The information below brings together common steps and planning points for international students in British Columbia.

## Cost of living and budgeting

- Living costs vary by city, neighbourhood, and lifestyle. Students should build a budget for accommodation, food, transportation, communication, and personal expenses.
- Published prices often do not include taxes. In BC, most purchases include a 5% Goods and Services Tax (GST), and many items also include a 7% Provincial Sales Tax (PST).
- Use the WorkBC cost of living calculator and current local listings when planning your budget.

## Setting up in your first week

- Open a Canadian bank account. Most banks will ask for identification and proof of address.
- Apply for a Social Insurance Number (SIN) if your study permit allows you to work in Canada.
- Apply for a BCID to get a provincial photo identification card.
- Set up a cell phone plan that matches your needs and budget.
- Purchase a transit card or mobile transit pass if you plan to use public transportation regularly.
- Complete your MSP application as soon as possible after arrival if you are eligible

# Living in British Columbia

## Housing and accommodation

- Rental costs vary significantly. Shared accommodation is often less expensive than renting a private unit.
- Arrange temporary or long-term housing before arrival whenever possible.
- Use caution when responding to online rental advertisements, and avoid sending money before you have confirmed the legitimacy of the listing.
- Keep copies of rental agreements, receipts, and landlord contact details.
- Student guides recommend comparing neighbourhoods, setting a budget, and considering shared housing or home-stay where suitable.
- Common rental search tools used by students include Craigslist, PadMapper, Zumper, Rentals.ca, Kijiji, and Facebook Marketplace.
- Consider whether renters insurance would be appropriate for your situation, especially if you are bringing valuable electronics or equipment.

## Banking, phone plans, and everyday setup

- Most major Canadian banks offer student-friendly accounts with online and mobile banking options.
- Students commonly compare prepaid and contract phone plans based on data, calling, and device needs.
- Keep your address, phone number, and emergency contact information up to date with the College.

# Living in British Columbia

## Healthcare, MSP, SIN, and BCID

- International students studying in B.C. on a valid study permit for six months or more must apply for the Medical Services Plan (MSP) as soon as they arrive.
- New residents generally complete a wait period before MSP coverage begins, so students should maintain private health insurance while waiting.
- International students enrolled in MSP are also required to pay the B.C. International Student Health Fee.
- ECC student guides reference StudyInsured as private coverage support during the initial period before MSP begins.
- A SIN is required to work in Canada and to access certain government services. Students should keep their SIN secure and only provide it where legally required.
- A BCID can be useful for banking, identification, and everyday services if you do not have a B.C. driver's licence.

## Transportation, groceries, and daily life

- Compass Card is used in Metro Vancouver, including Surrey.
- BC Transit operates public transit in Victoria and Kelowna, including Umo as a fare product or app.
- Students should check schedules and route maps before travelling, particularly when moving between the airport, ferry terminal, and campus city.
- Student guides also include practical information about grocery shopping, neighbourhoods, and common city services to help students settle in more confidently

# Employment Rights & Workplace Safety in British Columbia

Many international students work while studying. Before accepting employment, make sure your study permit allows you to work and understand the basic protections provided under British Columbia law.

## Basic employment standards

- As of June 1, 2025, the general minimum wage in British Columbia is \$17.85 per hour. The province updates minimum wage annually, so students should check the current rate if they are reviewing this package later
- Most employees must be paid at least minimum wage regardless of whether they are paid hourly, salary, commission, or by incentive.
- Eligible employees can access paid sick leave after meeting the required employment threshold.
- Overtime rules apply in British Columbia. In many situations, employees are paid time-and-a-half for overtime and double-time for extended daily overtime.

# Employment Rights & Workplace Safety in British Columbia

## Your responsibilities as a worker

- Read your work schedule, pay records, and workplace policies carefully.
- Keep copies of job offers, contracts, pay statements, and schedules.
- Ask questions if you do not understand your duties, hours, or pay.
- Do not begin any work that your permit does not authorize.

## Workplace safety

- WorkSafeBC oversees workplace health and safety in British Columbia.
- Workers have the right to know about workplace hazards, to participate in health and safety activities, and to refuse unsafe work.
- If you are injured at work, report it immediately to your employer and follow the workplace reporting process.

# Tenancy Rights in British Columbia

Students renting in British Columbia are protected by the Residential Tenancy Act in most standard rental situations. Understanding the basics of a tenancy can help you avoid misunderstandings and protect your rights.

## Key tenancy basics

- A landlord can usually charge up to one-half of one month's rent as a security deposit at the start of a tenancy.
- If pets are allowed, a separate pet damage deposit may also apply.
- Tenancy agreements should clearly state the address, rent amount, services included, and the terms of the tenancy.
- Landlords are responsible for providing safe, clean, and well-maintained housing.

## Good practices for student renters

- Always ask for a written rental agreement.
- Keep records of rent payments, deposits, and communication with your landlord.
- Inspect the unit when moving in and document any damage.
- Provide your forwarding address when moving out so the process for returning deposits can begin properly.
- Be cautious about listings that request large upfront payments, wire transfers, or deposits before you have verified that the accommodation is legitimate.

## Housing support resources

- The Residential Tenancy Branch (RTB) provides legal information, policy guidance, and dispute resolution.
- The Tenant Resource and Advisory Centre (TRAC) offers tenant education and information.

# Indigenous Peoples of British Columbia and Canada

Excel Career College respectfully acknowledges that its campuses operate on the traditional, ancestral, and unceded territories of Indigenous peoples in British Columbia. Students are encouraged to learn about the lands they are living and studying on and to approach this learning with respect.

## ECC land acknowledgement

- Surrey campus: Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt, and Tsawwassen First Nations
- Victoria campus: Lekwungen peoples, including the Songhees, Esquimalt, and W̱SÁNEĆ First Nations
- Kelowna campus: Syilx / Okanagan Peoples

## Why this matters

- Indigenous peoples have lived on these lands since time immemorial.
- Residential schools and colonial policies caused deep harm to Indigenous communities across Canada.
- Reconciliation includes learning, respect, and building relationships in the communities where we live and study.

## Suggested ways to continue learning

- Explore Indigenous Tourism BC and local Indigenous cultural organizations.
- Use reliable educational resources from the Government of Canada and First Nations organizations.
- Take part respectfully in cultural learning opportunities offered in your community

# Community Integration

Settling into a new place takes time. Community participation, access to support, and knowing where to go for help can make your transition smoother.

## Community integration

- Attend student events whenever possible.
- Explore your city using public transit and community resources.
- Make time to build healthy routines, including sleep, meals, movement, and study habits.
- Seek help early if you are feeling overwhelmed academically, financially, or emotionally.

## Everyday support ideas

- Use student guides to identify grocery stores, major service centres, and helpful city resources near your campus.
- Build a support network by staying connected with classmates, instructors, and Student Services.
- Keep a copy of your class schedule, campus address, and emergency contacts available on your phone

# Excel Career College contacts

Contact	Details
Student Services	studentsupport@excelcareercollege.com
Campus Operations Lead	operations@excelcareercollege.com
Vice President, Academic Affairs	rob.fahlman@excelcareercollege.com
Surrey Campus	130-9850 King George Blvd, Surrey, BC V3T 0P9
Victoria Campus	225-1207 Douglas St, Victoria, BC V8W 2E7
Kelowna Campus	103-565 Bernard Ave, Kelowna, BC V1Y 8R4
Main phone	778-802-9235

# Emergency and support resources

Service	Details
Emergency	911
HealthLink BC	8-1-1
Here2Talk	1-877-857-3397   <a href="https://www.here2talk.ca">here2talk.ca</a>
Crisis line / 1-800-SUICIDE	1-800-784-2433 or 9-8-8
Trans Lifeline (Canada)	1-877-330-6366   <a href="https://www.translifeline.org">translifeline.org</a>
Residential Tenancy Branch	<a href="https://www.gov.bc.ca/landlordtenant">gov.bc.ca/landlordtenant</a>
WorkSafeBC	<a href="https://www.worksafebc.com">worksafebc.com</a>
MSP information	<a href="https://www.gov.bc.ca/msp">gov.bc.ca/msp</a>
Service Canada SIN	<a href="https://www.canada.ca/sin">canada.ca/sin</a>
WorkBC cost of living calculator	<a href="https://www.costofliving.workbc.ca">costofliving.workbc.ca</a>

# Naloxone Training and Overdose Response

Excel Career College encourages students to become familiar with naloxone training and overdose response resources available in British Columbia. Naloxone is a medication that can temporarily reverse the effects of opioid poisoning and may help save a life in an emergency. In B.C., free take-home naloxone kits and training are available through the provincial Take Home Naloxone program at many community pharmacies, health sites, and other approved locations. Students can also access online naloxone education resources through B.C. harm reduction programs. In any suspected overdose or drug poisoning emergency, Call 9-1-1 immediately

## Overdose response

- Recognize Overdose Signs: Slow or no breathing, blue lips/fingertips, unconsciousness, snoring/gurgling sounds, not responding to stimulation
- Call for Help Immediately: Dial 911 and alert campus staff or security right away
- Administer Naloxone: Use the naloxone kit as directed (spray or injection) to temporarily reverse opioid effects
- Provide Basic Care: Place person in recovery position, monitor breathing, and stay with them until help arrives
- Support Emergency Response: Give clear information to paramedics about what happened and what was administered
- Follow Up: Ensure incident is reported according to campus emergency procedures and seek further medical attention for the individual
- Free Naloxone 101 Training Course:  
[www.towardtheheart.com/naloxone-course](http://www.towardtheheart.com/naloxone-course)



## Need help after reading this package?

Contact Student Services early if you need support with your arrival, attendance, schedule, technology access, or understanding College expectations. Asking for help early is one of the best ways to stay on track.