

Student Supports Policy

In Accordance with Section 4.2.4 of the 2025 EQA Policy and Procedures Manual

1. Purpose

This policy outlines the student support services that the Canadian National Institute of Business (CNIB) will maintain and make accessible to all students, particularly international students, to fulfill the Education Quality Assurance (EQA) requirements set out in Section 4.2.4 of the *EQA Policy and Procedures Manual – 2025*.

2. Scope

This policy applies to all CNIB staff, contractors, and students across all campus locations and delivery modes (in-person, hybrid, or online components where applicable).

3. Policy Requirements

3.1 Comprehensive Student Support Services

CNIB will provide the following student services, ensuring visibility on its website, student handbook, and enrolment materials:

- **Health and Well-being Support:**
 - Access to information on local and virtual mental health support services.
 - Links to provincial resources such as *Here2Talk* and *Wellness Together Canada*.
 - Guidance on Medical Services Plan (MSP) enrolment for international students.
 - Resources for addiction and overdose awareness, including Naloxone training opportunities and access points.
- **Mental Health Resources:**
 - [Here2Talk](#) – A free, 24/7 mental health counselling service for all post-secondary students in BC.
 - [Wellness Together Canada](#) – Provides free online resources and live support for mental health and substance use.
- **Medical Insurance and Health Care Access:**
 - [Medical Services Plan \(MSP\)](#) – Information and application portal for BC's public health insurance program.
 - [International Student Health Fee](#) – Details on coverage and fees for international students.

- **Substance Use and Overdose Prevention:**
 - [Stop Overdose BC](#) – Government information on overdose prevention, Naloxone access, and supports for people who use substances.
- **Crisis and Critical Incident Response:**
 - A **Critical Incident and Crisis Management Policy**, designating staff roles for emergency response.
 - Immediate access to emergency contact numbers and procedures (posted online and on campus).
- **Complaint Resolution:**
 - A **Student Complaint and Dispute Resolution Policy**, which:
 - Includes clear procedures for academic, administrative, and harassment/discrimination complaints.
 - Is publicly posted and available in multiple languages if needed.
- **Harassment, Anti-Racism, and Inclusivity:**
 - Active **Anti-Racism** and **Respectful Conduct** policies.
 - Annual diversity and inclusion training for staff and students.
 - Commitment to the BC Human Rights Code's protected characteristics.
- **Sexual Misconduct Policy:**
 - A **Sexual Violence and Misconduct Policy** in compliance with the *Sexual Violence and Misconduct Policy Act*.
 - Reporting procedures, support services, and prevention training for staff and students.
- **Academic and Career Support:**
 - Access to academic advising, tutoring, and career development services (resume clinics, interview preparation).
 - Transition support for international students on graduation, including sessions with licensed immigration consultants regarding post-graduate work permit (PGWP) eligibility.
- **Housing Information and Assistance:**
 - Online resource hub detailing:
 - Housing options near each CNIB campus.
 - Estimated costs, tenancy rights, and legal resources for renters in BC.
 - Referral to verified third-party housing support services.
- **Housing Information:**
 - [Living in BC – Housing](#) – Overview of rental options, tenant responsibilities, and typical costs.
 - [BC Residential Tenancy Branch](#) – Information on tenant rights and how to resolve disputes.
- **Student-Specific Support:**
 - [Places4Students](#) – National database for student housing listings.
 - [TRAC Tenant Resource & Advisory Centre](#) – Non-profit organization offering free legal education and advocacy for tenants in BC.

- **Transportation Services**

- [TransLink](#) – Public transit for Metro Vancouver, including buses, SkyTrain, and SeaBus.
- [BC Transit](#) – Public transportation services for areas outside Metro Vancouver (e.g., Victoria, Kelowna, Kamloops).
- [Compass Card](#) – Fare card for TransLink services in Metro Vancouver.
- [ICBC – Driver Licensing](#) – Info for newcomers on getting a BC driver's license or exchanging a foreign one.

- **Child Care and Parenting**

- [Child Care in BC](#) – Search licensed child care providers and learn about subsidy programs.
- [Affordable Child Care Benefit](#) – Financial assistance for eligible families.
- [WelcomeBC: Parenting and Child Care](#) – Overview of parenting resources for newcomers.

- **Communications (Phone, Internet, Mail)**

- [WelcomeBC: Communications](#) – Tips on choosing mobile phone plans, accessing the internet, and using postal services.
- [Canada Post](#) – Information on mailing, changing address, and setting up mail forwarding.

- **Banking and Financial Services**

- [WelcomeBC: Banking and Money](#) – How to open a bank account, use ATMs, and send/receive money.
- [Financial Consumer Agency of Canada – Banking for Newcomers](#) – Guidance on financial rights, bank account types, and budgeting.

4. Implementation and Accountability

- **Institutional Contact Role:** The EQA-designated institutional contact will be responsible for ensuring all student support resources are accurate, up-to-date, and publicly accessible as required under section 3.3 of the Manual.
- **Annual Review and Reporting:**
 - This policy will be reviewed annually by the Director of Student Services and the Senior Educational Administrator.
 - Updates and compliance reports will be submitted as part of the institution's annual EQA reapplication process.
- **Staff Training:**
 - All student-facing staff will receive annual training on the supports listed herein.
 - Training records will be maintained and made available during EQA compliance reviews or inspections.

5. Compliance

Failure to implement and maintain the above standards may result in the **revocation of EQA designation**, as outlined under Section 7.3 of the Manual.