



HERITAGE COMMUNITY COLLEGE

International Student Welcome & Orientation Overview

1. Welcome to Heritage Community College

Welcome to Heritage Community College (HCC) in British Columbia, Canada. We recognize that moving to a new country can feel exciting and stressful at the same time. You may be adjusting to a new education system, a new community, new rules, and new daily routines. HCC is committed to helping you settle smoothly and succeed.

HCC's goal is to provide:

- A respectful, inclusive learning environment
- Clear academic expectations and fair assessment
- Support services and guidance for student success
- Transparent policies for resolving concerns and complaints

We encourage you to read these materials carefully and return to them whenever you need a reminder of your responsibilities or where to get help.

2. Purpose of the International Student Orientation Program

HCC's International Student Orientation Program is designed to make sure that you:

- Understand how to study successfully in Canada
- Understand important rules that apply to international students (immigration conditions and work rules)
- Know HCC's academic standards and behaviour expectations
- Know how to access supports (academic, administrative, health, safety, and community resources)
- Know your rights and how to raise concerns safely and respectfully

Orientation is not just "information." It is a student protection step that helps ensure you are informed and supported.

3. What You Will Learn (Orientation Outcomes)

By the end of orientation, you should be able to:

3.1 Understand your role as a student in Canada: You will learn what it means to be a responsible student, including punctuality, class participation, respectful communication, and meeting deadlines.



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3.2 Understand academic rules and expectations: You will learn about attendance, academic progress, academic integrity, respectful classroom behaviour, and how grades and assessments work.

3.3 Understand immigration and work conditions: You will learn what you must do to maintain your legal status, including staying enrolled as required, and following the work conditions listed on your study permit.

3.4 Know how to get help: You will learn how to contact HCC for academic or administrative support and what to do in urgent situations (including emergencies).

3.5 Know how to raise concerns and file complaints: You will learn the steps for informal problem-solving, formal complaints, and appeals, including dispute resolution options if needed.

4. Orientation Requirements (Mandatory Participation)

All international students must:

- Review the orientation materials (this PDF set)
- Attend the post-arrival orientation session(s) scheduled by HCC (in-person or virtual)
- Complete and submit the Orientation Acknowledgement Form

If you do not understand any part of orientation, you must ask questions and request clarification. HCC encourages early communication.

5. Where to Access Orientation Materials

Orientation materials are available online so you can review them:

- Before you travel
- After you arrive
- During your program (anytime you need a reminder)

Students should keep digital copies and/or print key pages (emergency contacts, immigration reminders, and complaint steps).

6. Student Commitment to Success

HCC's orientation supports you, but your success also depends on your choices:

- Attend classes consistently
- Plan your schedule and study time
- Ask for help early
- Follow policies and immigration conditions
- Budget responsibly and manage stress