



加拿大華人神學院溫哥華
Canadian Chinese School of Theology Vancouver

培育主僕裝備信徒

Student Handbook

2024 August

CCST Vancouver Student Handbook

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1. Introduction

The CCST Vancouver Student Handbook provides basic community information, standards and expectations. We expect every student to read and become familiar with the content so that you may understand and take part in the CCST Vancouver community.

CCST Vancouver Vision Statement:

“Based on biblical truth, we provide relevant theological training to nurture God’s servants to pass on ministry and mission, fulfilling Christ’s commandment. “

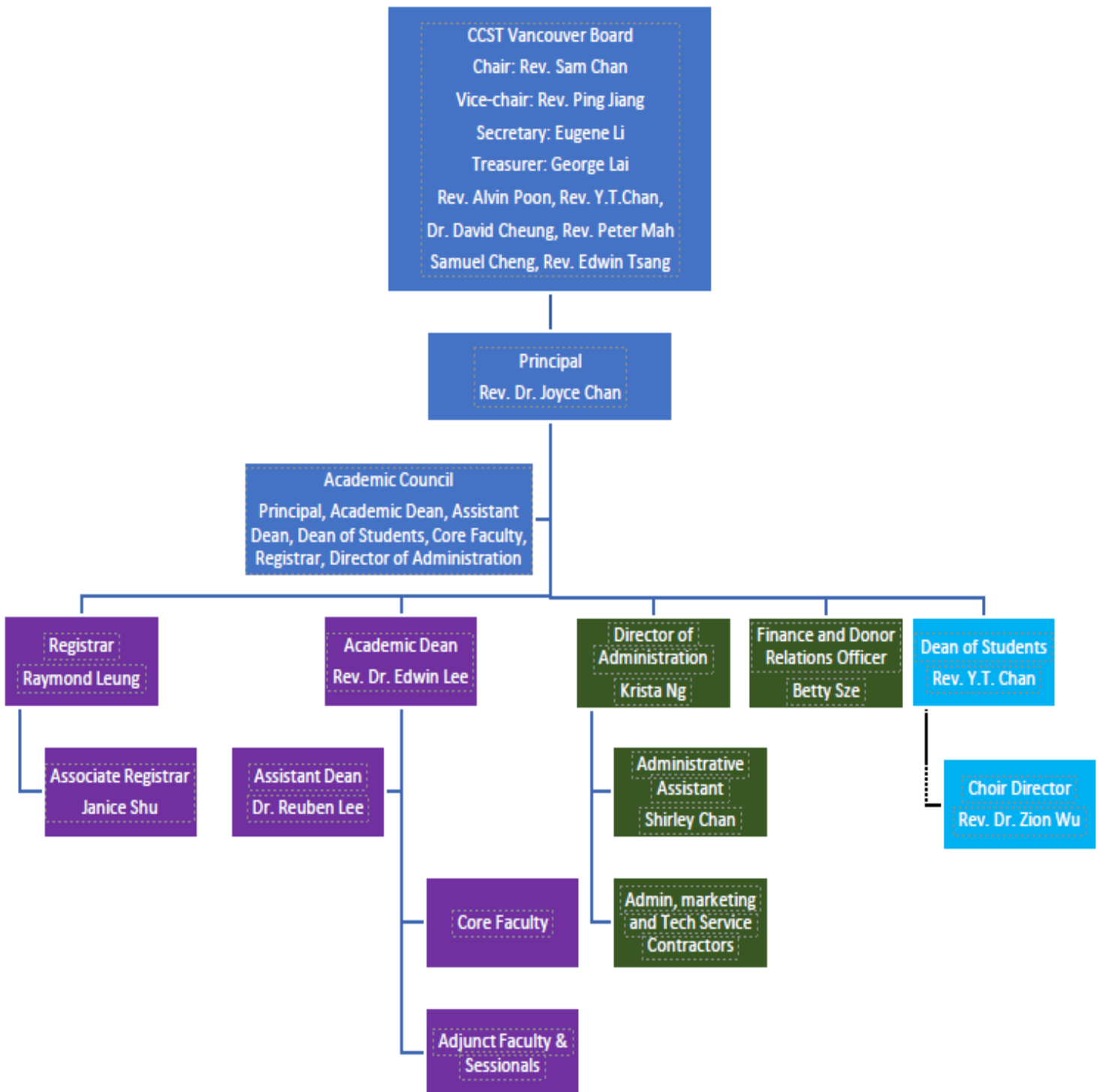
CCST Vancouver Mission Statement:

“To nurture God’s servants and equip the laity. “

CCST Vancouver Motto:

“And the things you have heard me say in the presence of many witnesses entrust to reliable people who will also be qualified to teach others.” Timothy 2:2 (NIV)

2. CCST Vancouver Operational Structure



3. Student Services

Tuition and Fees 學費及有關費用*

Note: The fees posted below are for the 2024 – 2025 academic year of CCST Vancouver.

Application Fees and Deposits

Master/Diploma Application Fee for Canadian applicants	\$55
Master/Diploma Application Fee for International applicants	\$165
D.Min. Application Fee for Canadian applicants	\$110
D.Min. Application Fee for International applicants	\$220
Annual Application Fee for Auditors	\$25
Tuition Deposit for Canadian applicants (non-refundable)	\$300
Tuition Deposit for D.Min. Canadian applicants (non-refundable)	\$500
Tuition Deposit for International applicants (non-refundable*)	\$3,150
Tuition Deposit for D.Min. International applicants (non-refundable*)	\$2,840

*If international applicants are compelled to withdraw their application due to the rejection of their study permit application within 2 years of the L.O.A. issued date, they are eligible to request a refund of the deposit.

Master & Diploma Tuition and Basic Fees

Tuition (per 3 credit course)	\$960
Resource Fee per course	\$40
Administration Fee per course (non-refundable)	\$50
Internship fee per unit	\$350
Total Tuition & Fees (per 3 credit course)	\$1,050

Doctor of Ministry Tuition Fees

Registration Fee per school year	\$55
Tuition (per 3 credit course)	\$1,420
Oral Defense	\$750

General Fee Schedule

Audit (per course)	\$400
Late Registration (full-time and part-time returning students)	\$50
Official Statement/Letter	\$20
Official Transcript	\$20
Official Transcript – rush service	\$30
Transfer Credit Evaluation (per course)	\$50
D.Min. Transfer Credit Request Fee (per course)	\$100
Bounced Cheque due to Non-sufficient funds	\$50

ETC Tuition and Basic Fees

Fee per course 每科學費	\$80
Full-time Pastor and Spouse, Full-time staff in church and Christian Organization	FREE
CCST Vancouver D.Min., and Master programs Students / Alumni	\$40

Certificate for Specialized Ministry

Certificate (include online seminars, in person training and group supervision)	\$300
Audit (include online seminars and in person training)	\$180
In person day training only (priority given to those who have attended online seminars)	\$90
Individual online seminars audit per session	\$40
Host church audit package (20 participants)**	\$3,000

**For those who wish to complete the certificate, they need to pay \$120 per person to complete the specialized ministry group supervision requirement.

Library Fees

Library Card annual fee for Certificate students & CCST Vancouver Alumni	\$25
Lost Card Fee	\$15

Wire Transfer

All wire transfer payments are subject to additional wire transfer handling fee, covered by applicants or students.

Course Registration and Tuition Payment

1. New students are required to pay a \$300 deposit (master's level) and \$500 deposit (D. Min.) with the signed admission letter or the tuition fee for the next term.
2. Returning master and doctoral students are required to book an academic advising appointment with the Academic Dean or Academic Adviser before filling in their registration form for the next term. All registration must be done a month before an academic term and all payment or payment by installation should be paid two weeks before the first class. A late fee of \$50 will be applied if a returning student fails to do so.
3. All students must pay tuition in full no later than two weeks before the first class of each course.
4. Payment can be made by cash or cheque payable to "CCST Vancouver". Please pay at the administration office in person, send a cheque by mail or leave a cheque in the administration office.
5. Students may request to pay their tuition by WECHAT pay or ALI pay. Please contact the administration office directly for these payment arrangements.
6. Students must use the online registration system to Add/Drop a course after having the approval from the Assistant Dean. All changes must be done in the online registration window in each semester i.e. one month prior to the coming semester. Students need to contact the registration office for assistance when the registration window is closed.
 - a. Add/Drop a course should be done by the first 20% of a course.
 - b. Dropping a course by the first 20% of a course is considered dropping a course. In the transcript, there will be no indication about this decision.
 - c. Dropping a course after the first 20% of a course is considered withdrawal. In the transcript, there will be an indication. But there will be no impact on the GPA.
 - d. Incomplete status will be assigned for a course when a student fails to submit the Add/Drop request but been unable to complete an assignment by the due date. "Incomplete" is a transition/temporary status ONLY. During the transition, the "incomplete" status has no impact on a student's GPA. Teachers may or may not give the student a reasonable grace period. After the grace period or, in the case that a grace period is not granted, five weeks after the due date (see "Late Submission of Assignments" below), the assignment will be automatically awarded a zero if it is still not submitted. If the total of the student's assignments falls to the "FAIL" range, the registrar office will enter a FAIL grade for that course.
7. Students who would like to audit a course need to register and pay the audit fee accordingly. No one should sit in a class without paying or notifying the school office. Audit students do not need to complete homework or examination. They may be encouraged to participate in the class, but the priority of the class time will be given to credit students.
8. Students are responsible for providing updated personal information to the school office. It is also their responsibility to update their personal information in the registration system themselves.
9. Students can apply for changing their study program and fill in the Change of Program Request Form.

Withdrawal & Refund Schedule

1. Read the chart below to determine refund amount and grades recorded during the specified period.
2. Switching from credit to audit is considered as dropping and adding.
3. Please use the Add/Drop Form to withdraw from a course or switch classes. This form is available at the Registrar's Office.
4. The date the Add/Drop Form/Withdrawal Notification Form received by the Registrar's Office will determine the refund amount.
5. In most cases, a refund will be credited to the student's account. Upon written request, the school will issue a refund cheque for those who paid with cash, cheque or e-transfer. Upon written request, the school will refund those who pay by WeChat Pay or AliPay with the original payment method.

Deadlines 最後日期	Withdrawal & Refund 退科與退款	Transcript 成績記錄
On or before the 2 nd session (20% of the class time)	100% 100% (*Administration fees applied)	
Between the 2 nd session to the 5 th session (40% of the class time)	50%	Grade = W (withdraw)
After the 5 th session	0%	F (fail)

*The non-refundable Administration Fee per course (\$50) will be deducted from the tuition amount.

4. Financial Assistance

CCST Vancouver Bursary

Full-time diploma and master students, taking a minimum of 3 courses each semester, and no less than 9 courses in a school year, who demonstrate excellent academic achievement and Christian character during their studies are eligible to apply for the bursary. International students are eligible to apply for this bursary from their second year onward.

The amount of grant is subject to the applicant's personal financial situation and actual needs. Approval will be made by the Bursary Evaluation Committee after an interview with the applicant. Eligibility will be reviewed at each term.

Spousal Discount

Spousal Discount is provided as an encouragement to a full-time student's spouse. A discount of 50% off towards the tuition will be automatically applied to all full-time student's spouse when he/she registers as a full-time or part-time student in the same term as the primary student. Primary student is the one who is taking full-time with relatively more courses at CCST Vancouver. The primary student needs to pay full tuition upon registration. His or her spouse will receive a 50% discount when registering in the same semester. The eligibility will be reviewed at each term.

CCST Vancouver Scholarship

Scholarship is awarded to the top 3 students each academic year. Eligible students should enroll full time and demonstrate excellent academic achievement and Christian characters during their studies. The amount awarded to individuals is given according to the following scale.

\$2,500 - GPA greater or equal to 3.9

\$2,000 - GPA greater or equal to 3.7 but under 3.9

\$1,500 - GPA greater or equal to 3.5 but under 3.7

NGUY NGO HUE TRINH Memorial Bursary/ Scholarship

This award is given to students who have high academic standing or experience financial hardship; and who are enrolled full time (minimum 9 credits in a semester). This award was established in 2016 by Mr. Nguy Thanh's family in the memory and love of Madam Nguy Ngo Hue Trinh.

Students with financial hardship or with academic promise and good Christian character should have achieved minimum grade point average 3.0 (on a scale of 4.0) for all subjects attended or attending. There will be a maximum of 3 recipients annually and each of them will be awarded with a \$1,000 scholarship.

The Matching Scholarship

1. This Scholarship is a matching church gift program that is eligible for all students at CCST Vancouver.
2. CCST Vancouver will match, dollar-for-dollar, church gifts towards a student's education up to a maximum of \$100 per course. Academic year maximum: \$900 for Master Level students, and \$500 for D. Min. Students.
3. The school's matching gift will be credited to the student's account each semester.
4. The cheque must be pre-printed with the church name.
5. Cheques must be made payable to "CCST Vancouver" and sent to:

P.O. Box 365, 186 – 8120 No. 2 Road, Richmond, BC V7C 5J8

(Preferably by August for the Fall Semester and December for the Spring Semester)

Canadian Chinese School of Theology Vancouver Alison Yeung Bursary

This bursary is specially offered to encourage students to pursue their studies in the M.Div. Program at the Canadian Chinese School of Theology Vancouver for pastoral ministry in the future. The program is funded by the Alison Yeung Bursary Fund donated by Mrs. Alison Yeung.

An applicant must be enrolled in the M.Div. program as a full-time student and take a minimum of three courses per semester in the last school year. The student should meet an average GPA standard of B or above.

The applicant will receive a reimbursement upon graduation. The subsidized amount will be half of the final year's tuition, which is equal to half price of the last 10 courses (not including the internship fee), on condition that all eligibility criteria are met. This taxable bursary should be reported on your tax return. This bursary is limited to 20 eligible M.Div. students ONLY.

5. Library Services

Library Hours

Monday to Friday	9:30 a.m. – 4:30 p.m.
Saturday	2:30 p.m. – 4:40 p.m.
Sunday, and Holiday	CLOSED

Hours may vary during reading week, summer break, and other special occasions and are subject to change without notice. Changes in hours will be posted at the library. Phone for information: (778) 251-5678 or Email: library@ccstvan.ca or WhatsApp 778-251-4339 ◦

Library Catalogue

Students may use the following web page, available 24 hours a day, to search, hold, and renew books at <https://wo.almega.com.hk/woc/?client=ccst>

Online Service

Patrons are given a username and password in order to access the online service of the Library Catalogue. Patrons may search for items by a book's title, author, editor, publisher, and more. Patrons may also hold books that are not available immediately at the library. Patrons may also renew any books that are being checked out, but not on hold.

Who May Borrow

Anyone may use the materials in the library, but the privilege of checking out materials is limited to students who have registered in the current school term, faculty and staff with valid I.D. cards. Students must register for at least 1 course prior to the activation of their library card. Auditing students who have registered in the current semester with valid I.D. cards may also borrow books from the library. All replacement cards are subject to a CAD\$15.00 service charge.

Alumni and certificate students are welcome to check-out our library materials after filling out an application form and paying an annual library card fee of \$25.00.

Loan Information

Borrowing service is only available during the library hours. Patrons may choose to use the self-checkout or seek assistance from the librarian on-duty.

Reserved	Always remain in the library collection
Semester Reserved	Materials marked “Semester Reserves” are to be read only on campus to allow easy access for everyone taking specific courses. Students are required to sign in and sign out any of these items.
Videos, CDs, DVDs	21 days with renewals of up to 2 times if not requested by another person (14 days for each renewal)
General Materials	21 days with renewals of up to 2 times if not requested by another person (14 days for each renewal)
Journals	Always remain in the library collection

Loan Limits

A total of up to 15 items can be borrowed at the same time. Details are as follow:

General Materials, Videos, CDs, DVDs	No more than 15 items
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Late Return Charges

General Materials, Videos, CDs & DVDs – CAD\$0.50 per day

Students cannot borrow or hold items if they have any outstanding balance. Maximum overdue charge is CAD\$20.00 per item. The library reserves the right to exceed the maximum fine in extenuating circumstances. As a service, the library seeks to notify patrons of overdue materials as time permits. The responsibility to return library materials on time lies with the borrower. Books not returned after a reasonable period will be declared lost, and the library will try to replace them. Costs will be charged to the borrower at the following rate: For each book under CAD\$150, the charge will be CAD\$150 plus \$20 service fee. If the cost is more than CAD\$150, the borrower will be charged at the actual cost plus \$20 service fee.

Personal Requests

Whenever an item owned by the library is not immediately available for loan, patrons may place a hold on it using the library catalogue page. Once the item requested is available, patrons will be notified immediately. Patrons have 7 days to pick up the item. A CAD\$2.00 charge will be applied if the item exceeds the 7-day limit, and the item held will be available immediately to other patrons. Reserved materials are loaned on a first-come-first-served basis. No requests or holds for reserved materials made through the library catalogue page will be processed by the library.

Re-shelving

Library users are not allowed to re-shelve any library materials. They may be returned to the Circulation Desk or placed on the book carts provided.

Photocopying and Scanning

Care should be taken to conform to copyright laws. The user is responsible for copying the materials. The copy cost is posted by the photocopier.

Wireless Internet Access

Internet access is provided throughout the campus. Passwords are posted on the notice board and in the classrooms.

6. Student Community Activities

Student Activities

The activities for students are designed to promote student participation in social, and spiritual discipline and leadership. Our Student Leadership Team presently consists of the Dean of Students and Student Council members.

Community Chapel Worship

The Community Chapel Worship is to facilitate spiritual growth and unity as the body of Christ. Through corporate worship, students are given the opportunity to plan and lead worship, to build community, and to raise an awareness of contemporary issues Christians face in the modern world. The Dean of Student is responsible for Chapel planning.

The Program of Chapel Worship Schedule

Thursdays	Worship in Songs	11:45 a.m. – 12 noon
	Message	12 noon – 12:30 p.m.
	Announcement	12:30 p.m. – 12:35 p.m.
	Group Prayer & Fellowship	12:35 p.m. – 1 p.m.

Every student is expected to attend the chapel.

Silent Retreat

A half-day Silent Retreat is organized once every quarter. The purpose of this retreat is to provide an opportunity for students to intentionally get away from their daily routines and spend time alone with God, meditating on His word and listening to the voice of the Holy Spirit. All students are expected to attend.

Care Group

Master students and Diploma students are assigned to a care group for prayer and fellowship support. Each group is led by a student appointed by the Dean of Students.

CCST Vancouver Choir

CCST Vancouver Choir practices on every 4th Friday morning of each month from 10:00 a.m. to 12 noon on campus. The choir will serve at the annual seminary's graduation ceremony, special events, and occasionally at chapel worship.

Students in the Diploma program, Master's programs, and D.Min. program are welcome to join through audition. For those interested, please contact the Director of CCST Vancouver Choir Rev. Dr. Zion Wu at zionwu@ccstvan.ca.

Missions Outreach

Global: Students are encouraged to participate in global mission outreach. M.Div. students can apply for approved mission outreach as practicum credit units. CCST Vancouver will try to provide mission opportunities each year.

Local: We encourage all students to participate in local outreach organized by their local churches.

Annual Student Retreat

All students (D.Min., M.Div., M.T.S., M.Min. & Dip.C.S.), faculty, board members and staff are invited to join our Annual Student Retreat at the end of August each year. Limited space are provided for spouses of the students as well. This is an opportunity to learn, share and pray together as a community. We hold our student orientation in the retreat as well.

Counselling, Academic And Spiritual Direction Services

Counselling: Students who require counselling are expected to contact the Dean of Students. If further help is needed, the Dean of Students will recommend referral to other CCST Vancouver Faculty members or other external professionals.

Counselling is based on safety and trust. What is shared is confidential and will not be disclosed except:

1. Someone is in danger of being seriously harmed;
2. The law requires disclosure; or
3. The student signs a waiver allowing or requesting information to be disclosed to another person(s).

Academic and Spiritual Direction: Students are requested to first make an appointment with the Principal.

The Student Council

The CCST Vancouver Student Council is an appointed body, prayerfully serving the school community as a liaison between students and administration. Council members are appointed to serve for one year. The Council seeks to create avenues to nurture and strengthen community life on campus. Since school life involves more than the classroom experience, the Student Council hosts a number of opportunities for students to join together for prayer, worship and community service projects throughout the academic year.

For information regarding the Summer Retreat or other Student Council related enquiries, please contact the Student Council members.

The Council consists of:

- President
- Vice President
- Coordinators (Prayer)
- (Activities)
- (Spiritual)

To be eligible for a leadership position a student must register for at least 3 courses per semester.

CCST Vancouver Alumni Association

1. Unite and connect CCST Vancouver alumni for mutual support and encouragement;
2. Help to build better relationships with churches through the alumni;
3. Nurture a sense of belonging with their alma mater, providing a good model to current students.
4. Form partnership with their alma mater in the development of the school.
5. Alumni graduated from master programs may audit one master course for free every calendar year with a proper registration.
6. Starting in the Spring 2015 semester, alumni are responsible for a \$50 technology fee for each free audit course.

7. General Student Information

Medical Policies

1. The individual student is responsible for providing medical care and notifying relatives if such care is needed.
2. We maintain a healthy and safe environment. First-aid kits are located in the kitchen in unit 104 and 207.
3. All students must provide proof of medical insurance coverage (for self and for family if applicable) at the time of registration.

Medical Procedures

Students should notify any medical conditions to the Dean of Students so as to facilitate assistance in case of emergency (i.e. diabetes, epilepsy etc.).

If a student becomes ill and must be taken to the hospital, CCST Vancouver will notify the student's emergency contact person.

When a student requires medical attention, the following procedures are to be followed:

1. Minor Illness

Make an appointment with your own doctor.

2. Critical Emergencies (Life and Death)

CALL -- 9 1 1.

Communicable Diseases

A student who has a communicable disease or infestation, such as Chicken Pox, Mononucleosis ("Mono"), Tuberculosis, Hepatitis, Measles, Mumps, or head lice that may be spread by ordinary, casual contact and is therefore considered a health risk to the campus population will be excluded from the campus until a doctor's certificate verifies that the period of contagion has passed.

Term Breaks

1. July & August (exact days will be determined according to the academic schedule of the year)
2. Last two weeks of December

8. Student Communications

Advertising and Postings

The policy concerning advertising includes:

1. All non-school-generated items for bulletin boards should be brought to the Director of Administration for approval and posted on the bulletin board in the dining room.
2. All school generated events/information may be posted by the staff on designated bulletin boards.

Advertisements in violation of these policies will be removed.

Email

Faculty and staff can be contacted via email.

Telephones and Voicemail

Faculty and staff can be contacted by phone and voicemail through CCST Vancouver Office 1-778-251-5678.

Student Mailbox

All currently registered students are assigned a mailbox for official communications. They are located in Study Room 210.

Please remember to communicate any personal address changes to the Registrar's Office.

Dress

CCST Vancouver expects students to display appropriate attire on campus so that others are not offended. Since the CCST Vancouver facilities combine worship, classrooms, library and office areas, students need to be sensitive to the fact that appearance appropriate in some settings may not be appropriate to others. Care should be taken to wear clothes suitable for public places on the Campus.

Dining Room

The Dining Room located in Unit 200 is designated for students to rest and eat before and between classes. The Kitchen across from the Dining Room is equipped with a refrigerator, microwave ovens, and a sink. The Student Council has provided non-perishable food for students who have not brought lunch or dinner in between classes. There is no charge for the food. To maintain a good standard of hygiene, please dispose of all trash in the appropriate bins and wash all utensils after use.

Student Library I.D. Cards

All students registered for credit must have a valid CCST Vancouver Student Library I.D. card. This card will be used to borrow books from the library.

9. CCST Vancouver Students' Community Standards Statement

This statement describes standards for appropriate personal and communal conduct for the students of CCST Vancouver.

In keeping with the school's Mission and Statement of Faith, we agree to uphold and observe the following standards at all times, on and off campus, while studying at CCST Vancouver:

CCST Vancouver expects that our students will participate regularly in the life of the local church in order to benefit from church life and the communal wisdom of the people of God manifested in church communities.

Students of CCST Vancouver will refrain from inappropriate practices including but not limited to the use of illegal drugs or abuse of prescription drugs, drunkenness, dishonest practices including plagiarism, theft or fraud, the promotion of religious beliefs incompatible with evangelical Christian faith, engagement with pornography, breach of trust or confidence, gambling, profane and obscene speech, violent or abusive behaviour, and harassment of any kind.

The CCST Vancouver community accepts, in submission to our understanding of Christian scriptures, an understanding of marriage as an exclusive, lifelong partnership of love and faithfulness between a man and a woman, formalized in a legally-sanctioned Christian marriage. Students of CCST Vancouver will follow the Biblical teaching that such a marriage is the exclusive context for sexual intimacy.

10. CCST Vancouver Expectations

By virtue of admission to CCST Vancouver, students should understand the regulations and community standards set by the school. Students should also understand its spirit and purpose as stated in the Academic Calendar.

Academic Requirement

Please refer to the CCST Vancouver Academic Catalogue 2024 - 2025.

Church Commitment

CCST Vancouver encourages students to commit to the ministry of a local church.

Personal Spiritual Disciplines

CCST Vancouver, as a Christian institution of higher education, recognizes the need to include spiritual discipline practiced by the early church in Acts 2:42-47.

Promoting spiritual growth and maturity is central to the reason for CCST Vancouver's existence. If we are to develop our intellects, sharpen our abilities, steward our time, expand our vision of God's purposes and learn to care, we must corporately experience a vital communion with God. This can only happen when individuals within the community exercise personal spiritual discipline and responsibility.

Tobacco and Vapour/Drug-Free

CCST Vancouver is a drug and smoke free campus. All students are not allowed to use illegal non-prescription drugs, tobacco, and vapour products while on campus or while involved in an event officially sponsored by CCST Vancouver Possession of alcohol or non-prescription drugs is prohibited on campus.

11. Campus Security and Safety

Campus Access

The Campus is open during normal office hours Monday to Friday and when classes are in session. The School will not be responsible for personal belongings left anywhere in the campus.

Fire

Fire escape instructions are posted in all classrooms. Students should be familiar with them.

Emergency Procedures

1. If you are aware of a fire, alert our school staff.
2. Call 911. They do not mind being notified by more than one person.
3. If you are in the room with the fire, get out. Close the door and window if time permits.
4. If a doorknob is hot, stay in the room, put towels along the base of the door, and wait near the window for rescue.
5. Follow the directions of those who are in positions of leadership.
6. In case of fire, everyone should be aware of disabled persons who may need assistance.
7. Do not return to your room from another part of the building. Quickly and calmly proceed out of the building. Do not run.
8. Use the stairwells nearest to you. Go straight to the bottom and get out of the building. Do not stand in the fire route.
9. Move to the designated area along the fence and away from the front entrance driveway.
10. Do not enter the building when the alarm ceases. Wait until those in charge tell you to re-enter.

Fire Prevention

1. Nothing can be stored in hallways or stairwells.
2. Fire doors should be kept closed at all times.

We depend upon your complete co-operation. Most fires are caused by some type of carelessness. Let us work together to ensure the safety of the whole CCST Vancouver community.

Fire Safety Equipment

Because of the dangers involved, anyone tampering with fire protection equipment may be disciplined. There are fire extinguishers installed throughout the campus.

Parking

Campus parking slots are limited. There are parking slots on the streets around the school campus. You can also park at Bridgeport Skytrain Station (paid parking at River Rock Casino). All students should obey all instructions provided by signs, traffic signals and flaggers.

12. Discipline and Appeals

Redemptive Discipline

CCST Vancouver seeks to uphold the moral teachings of the Scripture. We reserve the right to dismiss or refuse re-admission to a student who, in its assessment, does not support the standards of the school by actions and/or attitude.

By virtue of attending CCST Vancouver, students become members of this community, and therefore have agreed to adhere to the standards and expectations of CCST Vancouver, including those outlined in this handbook.

Student's behaviours that CCST Vancouver considers unacceptable include interfering with the learning environment at CCST Vancouver; persistently disturbing others in the class room; property abuse; inappropriate sexual behaviour; disregard for the safety and the property of others; disobeying safety rules; theft; copying keys or possession of unauthorized keys; use of tobacco on campus; verbal, emotional or physical abuse; uncooperative response to discipline processes, or other conduct that significantly affects the welfare of the community and/or the witness to the neighbourhood; and behaviour (including that which is web-based) that damages the reputation of CCST Vancouver.

CCST Vancouver is not primarily a therapeutic environment and cannot take care of students who are psychologically unstable.

All CCST Vancouver students in the accountability process have the right to natural justice. Natural justice principles include transparency, unbiased decision making, and the right to appeal. All students accused of violating CCST Vancouver community standards have the right to understand the nature of the complaint. CCST Vancouver will attempt to protect the dignity of all parties involved in accountability/disciplinary processes.

After a decision has been made in due process, the accused has a right to process of appeal. Appeals must conform to the standards in the appeals process detailed below.

Stage One:

Students are encouraged to approach friends, consult a trusted staff or faculty member, or make contact with counselors as they work through issues.

Stage Two:

When serious offenses occur, or when a complaint directed toward a student arises, the Dean of Students will become involved in the following ways:

1. **Discussion:** Often a discussion with the Dean of Students will help to clarify for the student what CCST Vancouver's expectations and requirements are, and will be adequate to bring about the required compliance.
2. **Formal complaints:** At other times, or when offenses are repeated, the problem may be described in writing by staff/faculty member or another student, which is then forwarded to the Dean of Students for his/her consideration. When necessary, a complaint received from either a faculty or staff member will be addressed according to Appendix Two of this Handbook.

Those who write complaints against a student must identify themselves and cannot remain anonymous. All formal complaints will be taken seriously and explored reasonably, if possible, to the fullest extent.

Stage Three:

The Dean of Students will attempt to meet with the student to resolve the issue, and may discuss it with the school Principal and other parties as deemed necessary by the Dean of Students.

Intervention in non-emergency situations:

1. The Dean of Students, in consultation with the student and appropriate faculty, and, if needed, the student's family members, will evaluate the circumstances to determine the appropriate sanction or discipline if they are severe enough to request the student to withdraw.
2. If that is the case, the Dean of Students or a designate shall counsel the student in order to facilitate a voluntary withdrawal.
3. At CCST Vancouver's discretion, an external and independent psychological evaluation of the student's ability to continue as a member of the school may be requested from the student at the student's expense.
4. An informal meeting may be held with the student and any other people deemed appropriate by the Dean of Students, depending on the circumstances. The student may be accompanied by a family member or another person of the student's choice from within the CCST Vancouver community.
5. Where determination by CCST Vancouver is made that withdrawal is appropriate, a written statement of the reason for the decision will be given.
6. Fees of the course attending will be refunded according to the policies in the Academic Calendar and Student Handbook.
7. If the student refuses to withdraw at the request of CCST Vancouver, a recommendation for dismissal will be utilized.

Reinstatement for medical withdrawals (as it pertains to mental or physical health matters and attempts of harm to self):

1. A student who has voluntarily withdrawn at the request of CCST Vancouver in order to seek medical help for emotional problems will need the permission of the Dean of Students and the Principal before being readmitted.
2. A student returning to campus may be asked to provide CCST Vancouver with an acceptable note from a medical professional certifying that the student is able to continue his or her studies without the risk of harm to oneself or others.
3. The Dean of Students, in consultation with other appropriate parties, will determine one of the following options:
 - a. The student will be allowed to return to classes, if applicable.
 - b. The student will not be allowed to return to classes for a specified period of time.
4. If a student is not permitted to return to classes, a letter will be given to the student outlining what needs to be accomplished before the student may be readmitted.

An appeal may be made following the standard appeal process as outlined in this Handbook.

B. Official Notification

If an incident or infraction of CCST Vancouver's standards or expectations (please see Chapter 10) is considered to be severe or demonstrated in repetitive behaviour; the Dean of Students, after meeting with the student, may place the student on "Official Notification." Official Notification is a written record of the issue and the person involved and will include a clear statement of what is needed to resolve the issue and satisfy expectations. Receiving an Official Notification can be one step away from being placed on a non-academic disciplinary probation and should be considered to be a very serious matter.

13. Grade Appeal

1. If a student has good reason(s) to disagree with the given grade of an assignment or examination, a formal appeal can be filed to the Academic Dean.
2. The grounds of appeal must be based on academic reasons:
 - a. There is a SIGNIFICANT error in the determination of the final grade or an assignment/examination of the course.
 - b. Credible evidence of the bias or discrimination of the instructor.
3. Student should NOT file an appeal, if the nature of the complaint is about
 - a. The overall performance of an instructor throughout the course
 - b. The poor design of the course or the ways of instruction
 - c. The instructor's severe grading, as long as the same assignment is graded in the same fashion and standard for all students enrolling in the same course of the same academic term.
4. Procedure
 - a. Review the policy
Students should review the whole appeal policy carefully. The ground(s) for appeal must be based on one or more of the academic reasons above. The appeal must be made within 10 business days after a grade is received.
 - b. Consult with the instructor
Students should first approach and discuss with the instructor, to find out if the grade is due to an error in the clerical and administrative procedure. After the discussion, if the problem is not resolved and the student insists on appealing, the next step below can be taken.
 - c. Write a formal appeal to the Academic Dean
If a resolution is not reached with the instructor, and the student believes that there are still sufficient grounds to support the appeal, a formal letter of 2 to 3 pages can be written to state clearly the ACADEMIC reasons, facts, and evidence to support the legitimate grounds above.
It is not appropriate to express negative comments on the instructor or the class in the formal letter.
 - d. Decision
The review of the assignment may result in its final grade being raised, lowered, or remaining unchanged.
CCST Vancouver has the ultimate authority to determine the final grade.

APPENDIX ONE

Sexual Harassment

A. Preamble

1. Sexual harassment in any situation is reprehensible and is in clear violation of the Scripture.
2. All members of the CCST Vancouver community share responsibility for bringing about and maintaining an environment that is free of sexual harassment.

Any member of the CCST Vancouver community can file complaint about sexual harassment alleged to have been committed by any other member of the CCST Vancouver community.

"Member of the CCST Vancouver community" means student, office staff, Faculty, adjunct Faculty, member of the Board of Directors, or volunteer.

B. Definition of Sexual Harassment

1. Making submission to an unsolicited sexual advance or solicitation, expressly or by implication, a term or condition of a person's right to academic success, or continuation of or advancement in academic success,
2. Using or threatening to make use of rejection of B.1. to affect the person or the person's advancement or progress; and/or
3. Engaging in a course of vexatious comments or conduct that is known or ought reasonably to be known to be unwelcome, which occurs on CCST Vancouver premises or in the pursuance of CCST Vancouver activities that, due to its sexual nature, content or innuendo is made in a manner which the initiator knows or ought to reasonably know is unwelcome.

C. Making a Complaint

1. A written complaint containing the facts of the alleged sexual harassment may be made to the Principal, Academic Dean, the Dean of Students, by an individual or individuals who claim to have been directly affected by sexual harassment.
 - a) Procedure
 - i) Any member of the CCST Vancouver community may report an incident of alleged sexual harassment to any of the individuals named in C.1. on behalf of another or others.
 - ii) If such a report is made on behalf of another, a complaint shall not proceed in any manner unless any of the individuals named in C.1. also receive a complaint from the individual on whose behalf the report was made.
 - b) If a complaint allegedly involves any of the individuals named in C.1., such complaint may be made to any of the other individuals named in C.1.

- c) The administration and implementation of this policy shall be the responsibility of the person hereafter identified in this policy as the Presiding Sexual Harassment Officer. The identification of the Presiding Sexual Harassment Officer shall be determined as follow:

<u>Respondent</u>	<u>Presiding Sexual Harassment Officer</u>
Student	Dean of Students
Faculty	Principal
Non-teaching staff	Principal
Principal	Chair of the CCST Vancouver Board
Member of the CCST Vancouver Board	Chair of the CCST Vancouver Board
Chair of the CCST Vancouver Board	Person to be determined by the remaining members of the CCST Vancouver Board

- d) If the above indicated Presiding Sexual Harassment Officer is a Respondent to allegations under this policy the Principal will appoint an appropriate person to serve in this capacity. If the Principal is unable, for whatever reason, to make such an appointment, the Chair of the CCST Vancouver Board will do so.
2. The person receiving the complaint shall forward it to the Presiding Sexual Harassment Officer within two (2) days of receipt of the complaint.
 3. The Presiding Sexual Harassment Officer shall consult with the Complainant within two (2) days of such notification.
 4. Following consultation with the Presiding Sexual Harassment Officer, the Complainant may:
 - a) Take no further action; or
 - b) Submit to the Presiding Sexual Harassment Officer a written authorization for the Presiding Sexual Harassment Officer to proceed with the complaint.
 5. If the Complainant decides to take no further action,
 - a) The Presiding Sexual Harassment Officer shall not proceed with the complaint.
 - i) Notwithstanding (4.a.), the Presiding Sexual Harassment Officer shall proceed with the complaint if he or she deems it necessary to do so in the interest of justice, including the avoidance of sexual harassment in the future.
 6. The Presiding Sexual Harassment Officer may refuse to deal with the complaint, if:
 - a) The complaint does not fall within the definition of sexual harassment in this policy; or
 - b) Either the Complainant or the Respondent is not a member of the CCST Vancouver community; or
 - c) The complaint is trivial, frivolous, made in bad faith or, in the opinion of the Presiding Sexual Harassment Officer, clearly is unfounded in fact; or
 - d) The subject matter of the complaint occurred more than six months before the complaint was filed, unless the Presiding Sexual Harassment Officer is satisfied that the delay was incurred in good faith and that no substantial prejudice will result to any person affected by the delay; or

- e) The Complainant has filed a complaint under the Human Rights Code dealing with the same subject matter.
7. If the Presiding Sexual Harassment Officer refuses to deal with the complaint, he or she shall provide written reasons for this determination to the Complainant. Such a determination may be made at any time during the processing of the complaint.
8. Written records of valid complaints and the "Record of Resolution" achieved through either "Informal Resolution" or "Mediation" (see below) and sustained complaints and the action taken in response to those complaints following a "Formal Hearing" (see below) will remain on file in the office of the Presiding Sexual Harassment Officer for seven (7) years plus a day following the issuance of that complaint.
9. The Presiding Sexual Harassment Officer shall not deal with a complaint if doing so might impede an investigation of a possible criminal offence.

D. Processing a Complaint

1. Upon accepting the written complaint for processing, the Presiding Sexual Harassment Officer shall inform the Respondent of the allegation(s) in writing and shall provide the Respondent with a copy of the written complaint.
2. The Presiding Sexual Harassment Officer shall investigate the complaint and shall interview such persons as he or she deems appropriate. At the conclusion of his or her investigation, the Presiding Sexual Harassment Officer shall prepare an investigation report setting out his or her findings, including his or her decision as to whether the Respondent engaged in sexual harassment. This report should then be given to the CCST Vancouver Board of Directors.
 - a) The Complainant has the right to withdraw the complaint in writing at any time in the process. The decision to withdraw the complaint shall, in most circumstances, bring the matter to an end under this policy.
 - b) Notwithstanding (2.a.), the Presiding Sexual Harassment Officer shall proceed with the complaint if he or she deems it necessary to do so, in the interest of justice including the avoidance of sexual harassment in the future.
3. If the current relationship between Complainant and Respondent is that of student and a faculty, the Presiding Sexual Harassment Officer shall take whatever steps he or she deems necessary, with the approval of the Academic Dean, to ensure that the student may complete any outstanding course work without prejudice.
4. If the relationship between Complainant and Respondent is that of Faculty and staff, and if the Complainant's performance is normally evaluated by the Respondent, the Presiding Sexual Harassment Officer shall take whatever steps he or she deems necessary to ensure that the Complainant is protected from any adverse employment-related consequences of the Complainant-Respondent reporting relationship during the processing of the complaint.
5. The Complainant and the Respondent may at any stage of the procedure outlined in this policy be accompanied by one person of his or her choice.
6. Informal Resolution
 - a) The objective of "Informal Resolution" is to secure a reasonable and responsible resolution of the complaint which is consistent with the spirit of this policy, the nature of the complaint, and the character of CCST Vancouver.
 - b) The Presiding Sexual Harassment Officer shall discuss the written complaint with both the Complainant and the Respondent with a view to reaching a reasonable and responsible resolution within 10 days of receiving the written complaint.

- c) If a reasonable and responsible resolution is achieved through Informal Resolution, a "Resolution Report" shall be drawn up by the Presiding Sexual Harassment Officer, signed by both the Complainant and the Respondent, and the Presiding Sexual Harassment Officer shall proceed no further with the complaint. This Resolution Report is then to be provided by the Presiding Sexual Harassment Officer, with the investigation report, to the Board of Directors.
- d) If the Presiding Sexual Harassment Officer is unable to achieve an Informal Resolution, he or she shall require that the complaint be submitted to the mediation process, and shall so inform the Complainant and Respondent.

7. Mediation Process

- a) If a complaint proceeds to a "Mediation Process," the Presiding Sexual Harassment Officer shall, in consultation with both the Complainant and the Respondent, and to be approved by the CCST Vancouver Board of Directors appoint a Mediator who is able to respond impartially and without bias towards both the Complainant and the Respondent.
- b) The Mediation Process shall begin within ten (10) days from the time of the Presiding Sexual Harassment Officer's referral to engage in the Mediation Process, unless both the Complainant and the Respondent agree to an extension of that time.
- c) The Presiding Sexual Harassment Officer shall provide the Mediator with a copy of the written complaint and this policy.
- d) The objective of the Mediation Process is to secure a reasonable and responsible resolution of the complaint which is consistent with the spirit of this policy, the nature of the complaint, and the character of CCST Vancouver.
- e) The Mediation Process shall be concluded within ten (10) days of the first meeting, unless both the Complainant and the Respondent agree to an extension of that time.
- f) The Mediator shall be responsible to conduct any and all discussion(s) required in the Mediation Process.
- g) The Mediator, the Complainant and the Respondent shall attend all meetings during the Mediation Process.
- h) If either the Respondent or the Complainant refuses to attend at the Mediation meetings, the Mediator shall so inform the Presiding Sexual Harassment Officer and the Mediation Process shall end, thus requiring a "Formal Hearing."
- i) The Mediator shall discuss the written complaint with both the Complainant and the Respondent with a view to reaching a reasonable and responsible resolution.
- j) If, in the opinion of the Mediator, a reasonable and responsible resolution is achieved through the Mediation Process, a "Resolution Report" shall be drawn up by the Mediator and signed by both the Complainant and the Respondent, and the matter shall proceed no further with the exception of whatever administrative or other action is needed to implement the resolution.
- k) If the Mediator determines is unable to achieve a reasonable and responsible resolution through the Mediation Process, s/he shall inform the Presiding Sexual Harassment Officer, the Complainant and the Respondent in writing that a "Formal Hearing" will be required for the complaint to be processed further.

8. Formal Hearing

- a) A "Formal Hearing" may not be initiated unless:

- i. the Complainant requests in writing that a Formal Hearing be held, or
 - ii. the Respondent has refused to participate in the Informal Resolution and/or Mediation Process.
- b) Upon receipt of a written request from the Complainant to hold a Formal Hearing, the Presiding Sexual Harassment Officer shall notify the Respondent in writing that a Formal Hearing has been requested.
- c) A Formal Hearing shall be held within thirty (30) days from the time of the request to initiate a Formal Hearing, unless both the Complainant and the Respondent agree to an extension of that time.
- d) A Formal Hearing Panel shall be established consisting of the following individuals. Where any such individual is directly involved as Complainant, Respondent, or witness to the allegations, the Chair of the CCST Vancouver Board shall appoint an appropriate person to act in his or her place. The Formal Hearing Panel shall consist of the following individuals:
 - i. The Academic Dean,
 - ii. One person chosen by the Complainant and approved by the chair of the CCST Vancouver Board, and
 - iii. One person chosen by the Respondent and approved by the chair of the CCST Vancouver Board.
- e) The Complainant shall present any evidence and the testimony of any witnesses pertaining to the complaint.
 - i. The Formal Hearing Panel will be free to ask questions of the Complainant regarding the statements made and the evidence given by the Complainant.
 - ii. The Complainant may not be questioned on previous behaviour or character for purposes other than to establish credibility of the present complaint.
- f) The Respondent will present any evidence and the testimony of any witnesses pertaining to the complaint.
 - i. The Formal Hearing Panel can freely ask questions of the Respondent regarding the statements made and evidence given by the Respondent.
 - ii. The Complainant will respond to the Respondent.
 - iii. The Respondent will respond to the Complainant.
- g) The Formal Hearing Panel will meet in closed door to evaluate the evidence arising from the complaint and to recommend an appropriate response.
- h) The standard of proof of the sexual harassment allegedly committed by the Respondent shall be that of proof on clear and convincing evidence.
- i) The decision of the panel shall be the decision of the majority of members of the panel. The panel shall make written reasons for its decision, including any dissent, and provide those reasons to the Complainant and the Respondent.
- j) If the complaint is sustained, the Formal Hearing Panel shall prepare its recommendations for a disciplinary response and just restitution. This written response will be given to the Complainant, the Respondent, the Principal and the Chair of the CCST Vancouver Board.

9. Discipline

- a) Upon receipt of an investigation report, a resolution report or the decision and recommendations of the Formal Hearing Panel, the CCST Vancouver Board shall determine what discipline, if any, shall be imposed on the Respondent or, if circumstances require, the Complainant.
- b) In deciding whether or not to impose discipline on the Respondent, or in deciding the form or severity of discipline, the Board of Directors shall consider the following items:
 - i. The knowledge and intent of the Respondent in carrying out the actions which form the subject of the complaint;
 - ii. the effect of the Respondent's conduct on the CCST Vancouver community;
 - iii. the effect of the Respondent's conduct on the Complainant's ability to participate fully in the life of the CCST Vancouver community; and
 - iv. anything else deemed appropriate.
- c) The CCST Vancouver Board shall be responsible for final determination and implementation of just restitution to any and all parties.

10. Related Policy

Sexual Misconduct Policy can be found on Appendix TWO.

APPENDIX TWO

SEXUAL MISCONDUCT POLICY

PURPOSE STATEMENT

CCST Vancouver has a responsibility to create safe and respectful campus environment. It will ensure that victims are provided with appropriate support and treated with compassion. The Dean of Students will be the first person to respond to any complaint or reporting of sexual misconduct, and if needed he/she will consult with the principal to form a 3-person committee to address the situation. CCST Vancouver respects the privacy and procedural fairness of the victim and alleged offender.

SCOPE AND APPLICATION

This policy applies to misconduct involving students primarily, and only secondarily to other campus personnel including faculty, staff, administration.

The space of application is mainly on the physical campus, but not excluding official activities conducted online and off campus.

Sexual misconduct includes the following: sexual assault, sexual exploitation, sexual harassment, stalking, indecent exposure, voyeurism, distribution of sexually explicit photograph or video of a person, attempt to commit an act of sexual misconduct, threat to commit an act of sexual misconduct.

This policy may be considered as special addition to the CCST Vancouver policy against sexual harassment in the Student Handbook Appendix One.

RESPONDING TO DISCLOSURES/COMPLAINTS AND REPORTS OF SEXUAL MISCONDUCT

CCST Vancouver is committed to act in accordance with the principles of procedural fairness in dealing with allegations of sexual misconduct.

CCST Vancouver encourages immediate reporting by those who have knowledge of incidents of sexual misconduct to the Dean of Students.

CCST Vancouver will take immediate action to assign the Dean of Students to speak with the involved parties to understand and assess the situation to see if further action needs to be taken. If deemed necessary, the Dean of Students will notify and consult with the Principal.

CCST Vancouver when deemed necessary will alert the seminary community of potential danger due to the occurrence of the incident.

A person may choose to disclose an incident of sexual misconduct without filing a formal report.

After receiving a disclosure, the Dean of Students may provide counseling to the victim, and if needed to first notify and consult with the Principal, and subsequently refer to professional counsellor, and/or request the Academic Dean to make necessary accommodations to his/her academic requirements.

In the case of a formal report being filed to CCST Vancouver, the filing person may choose to withdraw the report, in which case CCST Vancouver may choose to continue or terminate the investigation.

Filed report will be viewed by the Dean of Students to determine if it is properly substantiated.

If the report is found to be properly substantiated, the alleged offender will be approached by the Dean of Students, and in consultation with the Principal, with the full report.

CONFIDENTIALITY AND INFORMATION SHARING

CCST Vancouver will keep the complaint or report as confidential, unless it is necessary to make it public to avoid further incidents or required by law. In case the incident needs to be made public, personal info such as names will not be disclosed to protect all parties involved. In circumstances when victim's name is involved, a signed consent will be required.

REVIEW

This policy will be reviewed every 3 years or as directed by the Minister of Advanced Education.

In the review process, a team of 5 representing administration, faculty and staff, together with 2 representatives appointed by student council will be formed for the task.

RELATED DOCUMENTS AND LEGISLATION

Campus Sexual Violence: Guidelines for a Comprehensive Response, Ending Violence Association of BC, May 2016 (http://endingviolence.org/wp-content/uploads/2016/05/EVABC_CampusSexualViolenceGuidelines_vF.pdf)

Sexual Violence and Misconduct Policy Act ([Sexual Violence and Misconduct Policy Act \(gov.bc.ca\)](http://www.gov.bc.ca/sexualviolence/))

SEXUAL MISCONDUCT PROCEDURES

RECEIVING A DISCLOSURE/COMPLAINT OF SEXUAL MISCONDUCT

Anyone receiving a disclosure/complaint should try to hear out the person without judgment and with compassion. It is the right of the victim to decide to what extent he/she wants to disclose.

RESPONDING TO DISCLOSURE/COMPLAINTS/REPORTS OF SEXUAL MISCONDUCT

After ensuring the safety of the victim, the person receiving a disclosure may suggest to refer the victim to the Dean of Students. If the victim agrees, the victim may do it by himself/herself, or request someone to do it on his/her behalf.

After receiving a complaint, the Dean of Students may decide whether counseling, medical help for the victim is needed. In serious situations, the Dean of Students may in consultation with the Principal report to the police.

REPORTING OPTIONS

Disclosure Only

The victim can decide if he/she just wants to disclose the incident to someone trustful in order to seek support.

Police

The victim may also consider filing a formal report to the police as a criminal offence, in which case the victim should be accompanied by the Dean of Students for support.

Non-Criminal Processes

The victim should follow procedures of complaint as stated in the Student Handbook Appendix One on Sexual Harassment.

Criminal Processes

The Dean of Students, in consultation with the Principal, will arrange to have a police officer to meet with the victim on campus to discuss the possibility of making a criminal report.

The Dean of Students, in consultation with the Principal, may also accompany the victim to the police station to file a report. If criminal charges are laid, the Dean of Students may further act as liaison between the police and the victim if necessary.

If necessary, the Dean of Students may assign another person in his/her place in the Criminal Processes, with written consent of the victim.

Unless the safety of others is involved, the victim in general will decide if reporting to the police is necessary.

ROLES AND RESPONSIBILITIES

The Dean of Students will be the first person to take care of complaints of sexual misconduct.

In case of his/her absence, the Principal will assume this role of the Dean of Students.

If the Dean of Students deems it necessary, a 3-person response team can be formed in consultation with the Principal to handle the situation.

RESOURCES

靈機輔導-中信溫哥華中心 CCM Centre Vancouver:

<https://centre.vancouver.ccmcanada.org/%E9%9D%88%E6%A9%9F%E8%BC%94%E5%B0%8E/>

Burnaby Counseling Group: <https://counsellinggroup.org/>

RELATED POLICIES AND PROCEDURES

Student Handbook Appendix One: Sexual Harassment

APPENDIX THREE

A. Non-Academic Complaints Against Students

1. Any complaint (with the exception of behaviour described under the policy on Sexual Harassment) against a student or students made by a member of faculty, staff, or administration should normally, in the spirit of Matthew 18, should be addressed at first instance personally and directly to the student(s) involved. However, it is recognized that under certain conditions, the aggrieved person may choose to involve the presence of a third person and that this too would be understood as an appropriate initial response.
2. If resolution is not achieved through such direct communication, the aggrieved person may file a complaint with the Dean of Students.
3. The Dean of Students may impose interim conditions in cases where the alleged offence is serious and, if proven, could
 - (1) constitute a significant personal safety threat to other members of the CCST Vancouver community,
 - (2) result in a significant disruption of the learning environment, or (3) result in significant damage to the property or reputation of the or School. These conditions will balance the need of the aggrieved person with the requirement of fairness to the student(s).
4. The Dean of Students shall meet with the individuals involved separately and will attempt to bring resolution to the matter.
5. Should the Dean of Students be unable to bring about a resolution to the complaint, if he or she considers the complaint to be unfounded or the subject matter of the complaint to be trivial, frivolous, vexatious, or made in bad faith, he or she may refuse to deal further with the complaint. The decision of the Dean of Students under this section is final.
6. If the Dean of Students is unable to resolve the complaint and has not decided to refuse to deal further with the complaint, he or she may, in his or her discretion, involve the Principal for further action.
 - a. The Dean of Students and the Principal shall meet with both parties and attempt to bring about resolution of the matter.
 - b. If at any point during this process it is evident that the resolution process is not effective, one or both parties may terminate the mediation process.
 - c. If the process is successful, the resolution documentation will be kept on file and the matter closed.
7. If the matter has still not been resolved, the Dean of Students together with the Principal shall present the mediation report to the Academic Dean
8. If the Academic Dean views the subject matter of the complaint to be serious and the evidence in support of the complaint to be reliable, the Academic Dean may take whatever steps he/she deems appropriate to attempt to reach a settlement of the matter; Failing to reach a settlement, the complaint process shall be deemed to have ended.

B. Complaints Against Faculty/Administrative Staff

Against Teaching Faculty

1. Any complaint (with the exception of behaviour described under the Policy on Sexual Harassment) against a teaching faculty member made by another faculty member, a member of the staff, a student or other member of the CCST Vancouver constituency should normally, in the spirit of Matthew 18, be addressed at first instance personally and directly to the faculty member involved. However, it is recognized that under certain conditions, the aggrieved person may choose to involve the presence of a third person and that this too would be understood as an appropriate initial response.
2. If resolution is not achieved through such direct communication the aggrieved person may refer the matter to the CCST Vancouver Academic Dean.
3. The CCST Vancouver Academic Dean shall meet with the individuals involved separately and will attempt to bring resolution to the matter.
4. Should the CCST Vancouver Academic Dean be unable to bring about a resolution to the complaint, if he or she considers the complaint to be unfounded or the subject matter of the complaint to be trivial, frivolous, vexatious, or made in bad faith, he or she may refuse to deal further with the complaint. The decision of the CCST Vancouver Academic Dean under this section is final.
5. If the CCST Vancouver Academic Dean is unable to resolve the complaint and has not decided to refuse to deal further with the complaint, he or she shall appoint a mediation committee consisting of three people. Two members of this committee shall be persons chosen by the CCST Vancouver Academic Dean from a list of three people submitted by each of the two parties involved, all of whom must be Christians who agree with CCST Vancouver's Statement of Faith and Community Standards Statement. The Academic Dean shall appoint the third person who will serve as chair of the committee, with the agreement of both of the two parties involved. If the two parties are unable to agree on the chair, the CCST Vancouver Academic Dean shall appoint the chair.
 - a. The mediation committee shall meet with both parties and attempt to bring about resolution of the matter.
 - b. With assistance from the mediators, both parties will review possible resolutions and then choose the best option and agree upon the specifics of the resolution.
 - c. The mediators will document the agreed upon resolution.
 - d. Both parties will sign and date the resolution as an indication of agreement.
 - e. If at any point during this process it is evident that the resolution process is not effective, one or both parties may terminate the mediation process. The mediation committee shall provide a full report to the CCST Vancouver Academic Dean and he/she must be contacted.
 - f. If the process is successful, the resolution documentation will be given to the CCST Vancouver Academic Dean.
6. If the process is not successful, the CCST Vancouver Academic Dean shall present the committee report and a summary of the process to the Principal.
7. If the Principal views the subject matter of the complaint to be serious and the evidence in support of the complaint to be reliable, the Principal may request that the matter be referred to the CCST Vancouver Board. Before the Principal decides to refer the matter to the CCST Vancouver Board, the Principal may take whatever steps he or she deems appropriate to attempt to reach a settlement of the matter, and in the case of such settlement, the matter shall not be referred to the CCST Vancouver Board. If the Principal decides not to request that the matter be referred to the CCST Vancouver Board, the complaint process shall be deemed to have ended.

8. Upon referral of a complaint to it, the CCST Vancouver Board may consider such materials, receive such submissions and make such a decision as it deems appropriate.
9. If the faculty member concerned is not content with the decision of the CCST Vancouver Board, that faculty member may appeal the decision. The appeal will follow the Appeal Process in the Faculty Handbook. The person who initiated the complaint may not appeal the decision of the CCST Vancouver Board.

Against Administrative Staff

1. Any complaint (with the exception of behaviour described under the Policy on Sexual Harassment) against an administrative staff made by another faculty member, a member of the staff, a student or other member of the CCST Vancouver constituency should normally, in the spirit of Matthew 18, be addressed at first instance personally and directly to the department involved. However, it is recognized that under certain conditions, the aggrieved person may choose to involve the presence of a third person and that this too would be understood as an appropriate initial response.
2. If resolution is not achieved through such direct communication the aggrieved person may refer the matter to the CCST Vancouver Principal.
3. The Department Head shall meet with the individuals involved separately and will attempt to bring resolution to the matter.
4. Should the Department Head be unable to bring about a resolution to the complaint, if he or she considers the complaint to be unfounded or the subject matter of the complaint to be trivial, frivolous, vexatious, or made in bad faith, he or she may refuse to deal further with the complaint.
5. If the Department Head is unable to resolve the complaint and has not decided to refuse to deal further with the complaint, he or she shall refer the complaint to the Principal. The Principal shall form a committee consisting of three people. Two members of this committee shall be persons chosen by the CCST Vancouver Principal from a list of three people submitted by each of the two parties involved, all of whom must be Christians who agree with CCST Vancouver's Statement of Faith and Community Standards Statement. The Principal shall appoint the third person who will serve as chair of the committee, with the agreement of both of the two parties involved. If the two parties are unable to agree on the chair, the CCST Vancouver Principal shall appoint the chair.
 - a. The mediation committee shall meet with both parties and attempt to bring about resolution of the matter.
 - b. With assistance from the mediators, both parties will review possible resolutions and then choose the best option and agree upon the specifics of the resolution.
 - c. The mediators will document the agreed upon resolution.
 - d. Both parties will sign and date the resolution as an indication of agreement.
 - e. If at any point during this process it is evident that the resolution process is not effective, one or both parties may terminate the mediation process. The mediation committee shall provide a full report to the CCST Vancouver Principal and he/she must be contacted.
 - f. If the process is successful, the resolution documentation will be given to the CCST Vancouver Principal.
6. If the process is not successful, the chair shall present the committee report and a summary of the process to the Principal.
7. If the Principal views the subject matter of the complaint to be serious and the evidence in support of the complaint to be reliable, the Principal may request that the matter be referred to the CCST

Vancouver Board. Before the Principal decides to refer the matter to the CCST Vancouver Board, the Principal may take whatever steps he or she deems appropriate to attempt to reach a settlement of the matter, and in the case of such settlement, the matter shall not be referred to the CCST Vancouver Board. If the Principal decides not to request that the matter be referred to the CCST Vancouver Board, the complaint process shall be deemed to have ended.

8. Upon referral of a complaint to it, the CCST Vancouver Board may consider such materials, receive such submissions and make such a decision as it deems appropriate.
9. If the administrative staff concerned is not content with the decision of the CCST Vancouver Board, that administrative staff may appeal the decision. The appeal will follow the Appeal Process in the Staff Handbook. The person who initiated the complaint may not appeal the decision of the CCST Vancouver Board.

C. Complaints Against Principal and Academic Dean

1. Any complaint (with the exception of behaviour described under the policy on Sexual Harassment) against the Principal by a faculty member, staff member, or a student, is normally, in the spirit of Matthew 18, to be addressed directly to the Principal. However, it is recognized that under certain conditions, the aggrieved person may choose to involve the presence of a third person and that this too would be understood as an appropriate initial response.
2. If the Principal and the person(s) making the complaint are unable to resolve the complaint, the Principal and the aggrieved person shall immediately provide written letters to the Chair of the CCST Vancouver Board outlining the nature of the complaint and the response to it as at the current time.
3. The CCST Vancouver Board shall consider the complaint and shall proceed in such manner and make such a decision as the CCST Vancouver Board deems just.
4. Any complaint (with the exception of behaviour described under the Policy on Sexual Harassment) against the Academic Dean made by another faculty member, a member of the staff, a student or other member of the CCST Vancouver constituency should normally, in the spirit of Matthew 18, be addressed at first instance personally and directly to the Academic Dean. However, it is recognized that under certain conditions, the aggrieved person may choose to involve the presence of a third person and that this too would be understood as an appropriate initial response.
5. If resolution is not achieved through such direct communication the aggrieved person may refer the matter to the Principal.
6. The Principal shall meet with the individuals involved separately and will attempt to bring resolution to the matter.
7. Should the Principal be unable to bring about a resolution to the complaint, if he or she considers the complaint to be unfounded or the subject matter of the complaint to be trivial, frivolous, vexatious, or made in bad faith, he or she may refuse to deal further with the complaint. The decision of the Principal under this section is final.
8. If the Principal is unable to resolve the complaint and has not decided to refuse to deal further with the complaint, he or she shall appoint a mediation committee consisting of three people. Two members of this committee shall be persons chosen by the Principal from a list of three people submitted by each of the two parties involved, all of whom must be Christians who agree with CCST Vancouver's Statement of Faith and Community Standards Statement. The Principal shall appoint the third person who will serve as chair of the committee, with the agreement of both of the two parties involved. If the two parties are unable to agree on the chair, the Principal shall appoint the chair.

- a. The mediation committee shall meet with both parties and attempt to bring about resolution of the matter.
 - b. With assistance from the mediators, both parties will review possible resolutions and then choose the best option and agree upon the specifics of the resolution.
 - c. The mediators will document the agreed upon resolution.
 - d. Both parties will sign and date the resolution as an indication of agreement.
 - e. If at any point during this process it is evident that the resolution process is not effective, one or both parties may terminate the mediation process. The mediation committee shall provide a full report to the Principal and he/she must be contacted.
 - f. If the process is successful, the resolution documentation will be given to the Principal.
9. If the Principal views the subject matter of the complaint to be serious and the evidence in support of the complaint to be reliable, the Principal may request that the matter be referred to the CCST Vancouver Board. Before the Principal decides to refer the matter to the CCST Vancouver Board, the Principal may take whatever steps he or she deems appropriate to attempt to reach a settlement of the matter, and in the case of such settlement, the matter shall not be referred to the CCST Vancouver Board. If the Principal decides not to request that the matter be referred to the CCST Vancouver Board, the complaint process shall be deemed to have ended.
10. Upon referral of a complaint to it, the CCST Vancouver Board may consider such materials, receive such submissions and make such a decision as it deems appropriate.
11. If the Academic Dean is not content with the decision of the CCST Vancouver Board, the Academic Dean may appeal the decision. The appeal will follow the Appeal Process in the Faculty Handbook. The person who initiated the complaint may not appeal the decision of the CCST Vancouver Board.

RELATED POLICIES AND PROCEDURES

Student Handbook Appendix Four: Dispute Resolution Policy

APPENDIX FOUR

Dispute Resolution Policy

CCST Vancouver is committed to live and work for the honor of Jesus Christ. Providing a Christ-centered education and a safe environment to our students is the center of this policy. Disputes yet may arise between members of our community, and we are committed to resolving those disputes in a manner consistent with Christian values.

This policy outlines the steps that we will take to resolve disputes.

1. Informal Resolution

Whenever possible, we encourage our community to resolve issues through informal resolution when a dispute arises. The parties should first attempt to resolve the issue through informal means. This may include discussion and negotiation between the parties involved or with the assistance of a faculty member or staff member.

If the dispute cannot be resolved through informal means, the parties may initiate a formal resolution process. This may include the following procedure, depending on the involved parties.

2. Between Students

- a. If a student has complaint about other students other than academic matters or sexual misconduct concerns (which are covered in other sections), a formal letter should be filed to the Dean of Students within 10 business days from the occurrence of the incident. Anonymous complaints will not be accepted.
- b. After receiving the complaint in writing, the Dean of Students will investigate the complaint and meet with all involved parties and seek resolution within 10 business days. The resolution if agreed upon by all parties concerned, then it will be laid out in writing and signed by all parties and to be kept as record in the office of the Dean of Students.
- c. If more time is required to come up with a resolution, it may be agreed by all parties to extend for 10 more business days.
- d. After hearing evidence and arguments from both parties, the Dean of Students may make a decision and seek agreement from both parties. Thus, the parties may agree to submit the dispute to binding arbitration.
- e. If no resolution can be finally reached, the complaint may be resubmitted to the Principal.
- f. If the Dean of Students is not available or is named in the complaint, the dispute must be submitted to the Principal. The final written resolution in this case will be filed in the Principal's office.

3. Between School and Students

- a. If a student has complaint about the school other than academic matters or sexual misconduct concerns (which are covered in other sections), a formal letter should be filed to the Dean of Students within 10 business days from the occurrence of the incident. Anonymous complaints will not be accepted.
- b. After receiving the complaint in writing, the Dean of Students will investigate the complaint and meet with all involved parties, and seek resolution within 10 business days. The resolution if agreed upon by all parties concerned, then it will be laid out in writing and signed by all parties and to be kept as record in the office of the Dean of Students.
- c. If more time is required to come up with a resolution, it may be agreed by all parties to extend it for 10 more business days.
- d. After hearing evidence and arguments from both parties, the Dean of Students may make a decision and seek agreement from both parties. Thus, the parties may agree to submit the dispute to binding arbitration.
- e. If no resolution can be finally reached, the complaint may be resubmitted to the Principal.
- f. If the Dean of Students is not available or is named in the complaint, the dispute must be submitted to the Principal. The final written resolution in this case will be filed in the Principal's office.

4. Between School and Faculty

- a. If a faculty member has complaint about the school other than sexual misconduct concerns (which is covered in other sections), a formal letter should be filed to the Academic Dean within 10 business days from the occurrence of the incident. Anonymous complaints will not be accepted.
- b. After receiving the complaint in writing, the Academic Dean will investigate the complaint and meet with all involved parties, and seek resolution within 10 business days. The resolution if agreed upon by all parties concerned, then it will be laid out in writing and signed by all parties and to be kept as record in the office of the Academic Dean.
- c. If more time is required to come up with a resolution, it may be agreed by all parties to extend it for 10 more business days.
- d. After hearing evidence and arguments from both parties, the Academic Dean may make a decision and seek agreement from both parties. Thus, the parties may agree to submit the dispute to binding arbitration.
- e. If no resolution can be finally reached, the complaint may be resubmitted to the Principal.
- f. If the Academic Dean is not available or is named in the complaint, the dispute must be submitted to the Principal. The final written resolution in this case will be filed in the Principal's office.

5. Between Faculty and Students

- a. If a student has complaint about a faculty member other than sexual misconduct concerns (which is covered in other sections), a formal letter should be filed to the Academic Dean within 10 business days from the occurrence of the incident. Anonymous complaints will not be accepted.
- b. After receiving the complaint in writing, the Academic Dean will investigate the complaint and meet with all involved parties, and seek resolution within 10 business days. The resolution if agreed upon by all parties concerned, then it will be laid out in writing and signed by all parties and to be kept as record in the office of the Academic Dean.
- c. If more time is required to come up with a resolution, it may be agreed by all parties to extend it for 10 more business days.
- d. After hearing evidence and arguments from both parties, the Academic Dean may make a decision and seek agreement from both parties. Thus, the parties may agree to submit the dispute to binding arbitration.
- e. If no resolution can be finally reached, the complaint may be resubmitted to the Principal.
- f. If the Academic Dean is not available or is named in the complaint, the dispute must be submitted to the Principal. The final written resolution in this case will be filed in the Principal's office.

In any of the above situations, if even the Principal is unable to find a resolution, a complaint may be sent to the CCST Vancouver Board of Directors for final appeal.

CCST Vancouver is committed to resolving disputes in a manner consistent with Christian values. We encourage our community to work together to resolve any disputes that arise, and we are committed to providing a fair and impartial process for resolving any disputes.