

Student Support Services Policy

Name of Policy

2025-10-24

Implementation Date

Senior Education Administrator

Position(s) Responsible

2025-10-24

Date of Last Revision

Ace Community College is committed to providing comprehensive support services to assist students in their academic journey and personal well-being. This policy outlines the institution's commitment to informing current and prospective students about available services, supports, and facilities before application, after arrival, and on an ongoing basis. This information is made publicly accessible to ensure transparency and ease of access.

This policy applies to all current and prospective students at Ace Community College and is publicly accessible on the institution's website.

1. Student Support Services

1.1 Information on Residential Tenancy

We provide a helpful list of rental accommodations and student housing options to the students. We also adhere to and encourage students to follow the Residential Tenancy Act, which protects tenants in British Columbia by outlining their rights regarding rent, repairs, privacy, and dispute resolution. For detailed information on tenancy rights and responsibilities, please visit the Government of British Columbia's Residential Tenancies website: <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>.

1.2 Health, Safety, and Mental Health Services

Ace Community College prioritizes student health and safety by providing information and support regarding:

- Access to local healthcare providers, walk-in clinics, and hospitals.
- Sharing a list of safety, mental health, addiction, and overdose support services, along with counseling referral organizations, available to support students at ACE Community College.

- Providing full support to students by sharing information on government-directed health and safety guidelines and priorities.
- Maintaining emergency response procedures and campus safety protocols.

1.3 Education/Program Progression Assistance

- ACE Community College provides personalized support where Program Advisors help students with course selection, career planning, and achieving their educational goals. This guidance also covers program requirements and advancement opportunities for continued success. For more specific assistance, please contact your Program Advisor directly.

1.4 Learning Support Services

- **Tutoring Services:** ACE Community College maintains a database of alumni who have committed to providing tutoring support to current and prospective students facing academic challenges. These tutors offer comprehensive assistance, including study strategies, time management techniques, and exam preparation guidance to enhance student success.
- **Accessibility Services:** Accommodations and support are provided to ensure an inclusive learning environment for students with disabilities.

1.5 Daily Life Information

- To help students navigate daily life, the Admissions Team at ACE Community College provides essential resources and guidance. This includes offering information on public transit options, schedules, and student discounts. For family support, they provide referrals to licensed childcare providers and information on other available services. You can contact them at admissions@acecollegecanada.com for assistance.