#101-102,9486-120St, Surrey , BC V3V 4B9
604-603-ACE1(2231)
info@acecollegecanada.com

Dismissal Policy	2025-09-17
Name of Policy	Implementation Date
Supneet Chawla, Senior Education Administrator **Oshin Charly, Program Coordinator**	2025-09-17
Position(s) Responsible	Date of Last Revision

ACE Community College expects students to meet and adhere to the rules and regulations of the College and its Code of Conduct (as set out in the College's ***Respectful-Fair Treatment Policy***) while completing a program of study. Failure to adhere to the College's rules, regulations and/or code of conduct may result in dismissal or disciplinary actions.

Procedure for dismissal or disciplinary measures:

1. All concerns relating to a student's conduct/misconduct shall be directed in writing to Senior Education Administrator (Supneet Chawla, schawla@acecollegecanada.com) or Program Coordinator (Oshin Charly, support@acecollegecanada.com). Concerns may be brought by staff, students, instructors, or the public.

2. The Senior Education Administrator and/or Program Coordinator will arrange to meet with the student to discuss the complaint within 5 business days of receiving notice of the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Senior Education Administrator and/or Program Coordinator will meet with the student as soon as possible.

3. Following the meeting with the student, the Senior Education Administrator and/or Program Coordinator will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.

4. Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.

5. Upon completion of all inquiries and investigations the Senior Education Administrator and/or Program Coordinator will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination. the dispute shall be resolved in accordance with the College's Dispute Resolution Policy.

6. In the event the complaint has been substantiated, the Senior Education Administrator and/or Program Coordinator may:

    a. Give the student a written warning, a copy of which will be signed and acknowledged by the student and placed on the student's file.

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b. Set a probationary period with conditions that must be fulfilled or demonstrated. During a probationary period, a student's conduct will be monitored by the Senior Education Administrator and/or Program Coordinator. Any notice of a probationary period will be signed and acknowledged by the student and placed in the student's file.

c. Relocate the student to another class.

d. Dismiss the student from the program of study. In the event of a dismissal, Senior Education Administrator and/or Program Coordinator will provide the student with a written notice of dismissal which will include a calculation of any refund that may be due under the ***Tuition Refund Policy***.
Any refund deemed to be owing under the Tuition Refund Policy shall be delivered to the student within 30 days of the date of the notice of dismissal by cheque or bank transfer. A copy of the cancelled cheque and/or bank transfer receipt will be kept on file for future reference. In the event the student owes tuition or other fees to the College at the time of the dismissal, the Senior Education Administrator and/or Program Coordinator may undertake collection of the amount owing, forthwith upon dismissal.

e. Request immediate payment or compensation in the event of any physical damage caused by the student to the College's equipment or facility.