

Commercial Diving Institute of Canada (CDI)

### **Student Support Services Policy**

Name of Policy

**November 16, 2010**

Implementation Date

**Vernon Johnston**

Director

**April 12<sup>th</sup>, 2025**

Date of Last Revision

### **ITEM 1.1.0 STUDENT SUPPORT SERVICES POLICY**

The Student Support Services Policy has been developed to provide an educational and operational framework that identifies services that are available for the students. During the Admissions and Orientation Process, the Senior Educational Administrator (SEA) will brief all students on the school's support services available.

Students on the course have daily access to the SEA or Supervisor for refamiliarization of the support services and may seek assistance for a service not identified in this policy.

### **ITEM 1.1.1 STUDENT SUPPORT SERVICES**

All students undergo a 2-day orientation at the start of the program. During the orientation the Senior Educational Administrator will present all the Student Support Services that are available while attending school.

#### **1. Support Services Available:**

- Learning support services. Access to and use of the online self-study management system will be introduced through the Clearing in Process. The online content management system has been designed to assist students with additional educational support while at school.
- Academic tutorials are available and may be required depending on the grades scored on the quizzes, mid-term and final exam. Any score below 75% requires a mandatory tutorial prior to scheduling a re-write. *Reference: Student Learning & Assessment Policy.*
- Multi-media educational tools are built into the educational delivery system to assist with positive learning outcomes. The SEA will discuss the instructional methodology platform during the orientation.
- Student housing options. The Admissions Department will provide assistance to each student on securing safe accommodation while attending school.
- Kelowna Mental Health Services including Addiction will be discussed during the program orientation: Support Organizations - Canadian Mental Health Association. 250.861.3368 Okanagan Mental Health Society 250.7173007
- Naloxone and the training required to administer naloxone safely is part of the program curriculum. During the program orientation, the location where naloxone is stored will be shown.
- Student Financial Aid. Reference Financial Aid on Main Page for options that are available for qualified student. During the program orientation these options will be review.
- Program Progression Assistance. An Individual Action Plan (I.A.P.) can be put

- together to assist with student success if academic or physical challenges are experienced. The SEA will be the one to develop the Individual Action Plan.
- Student financial account status and reporting. The Admissions Office will provide digital copies of all transactions and monthly statements.
  - Communication with student finance regulatory officials. The SEA will provide direct support on behalf of a student with officials if requested by the student.
  - Personal Equipment Insurance. It is recommended that students have personal equipment insurance. The school recommends BFL Canada. Contact Gordon Hammond. Office 1.778.737.3702.
  - Daily Life: Banking, health & wellness facilities, transportation, clinics, Kelowna General Hospital, childcare & animal day care will be covered off during the program orientation.
  - Emergency Services: The use of 911 Services will be discussed during the program orientation.
  - In-school Wi-Fi access will be provided during orientation.
  - Student lockers and equipment storage will be covered off during orientation.
  - Local Community Integration Supports: Kelowna Community Resource Centre for International Students with English as a second language. 1.250.763.8008
2. Employment Network Information (ENI). CDI students participate in an advanced job placement training program. This program is exclusively designed to ensure that the students learn established protocols for employment in both the civil and offshore diving sectors.

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