

## ADMISSION AND ACADEMIC POLICIES

The following Admission and Academic policies have been created so that ELS Language Centers in Canada Programs are offered in accordance with Canadian Education regulatory bodies.

### Admission Policy

ELS Language Centers welcomes students from around the globe and is committed to providing accurate information to prospective students to ensure they can make informed decisions about their program of study.

Admission criteria are well publicized and applied consistently. Guidance is offered to students on our websites, in our promotional materials and through our student advisors to assist in the process of gaining admission.

ELS Language Centers accepts students who are 16+ years of age into all levels of English (except Youth Summer and Winter Camps). Entry assessment tools and admission requirements ensure students are placed in an appropriate level to which they have the competencies and the basic knowledge, skills and abilities to achieve program outcomes.

Program Specific Admission Requirements:

<b>Program</b>	<b>Admission Requirement</b>
Academic English	
General English	16+ yrs of age.
Semi-Intensive English	
Super-Intensive English	
IELTS Prep	16+ yrs of age.
TOEFL iBT Prep	ELS Placement Level of 106 or above
English for Business	

Admission requirements may not be waived by the student nor any staff at ELS Language Centers.

### Student Code of Conduct and Dismissal Policy

In order to promote an environment in which students, employees, and visitors are provided a safe, secure, and healthy learning environment, students must receive, acknowledge through signatory, and adhere to the ELS Student Code of Conduct.

The ELS Student Code of Conduct provides the following expectations regarding student behavior. Students are expected to:

- Attend all classes on time and be prepared to learn.
- Not use electronic devices such as cell phones, headphones and other types of equipment in the classroom.
- Treat all ELS Language Center staff and classmates with dignity and respect.
- Follow all ELS Language Center and Host Institution facility rules, policies and regulations, including policies on smoking, alcohol consumption and the use of illegal substances.
- Treat all ELS Language Center's and Host Institution's facilities, resources and equipment with care and respect.
- Not harass or intimidate ELS Language Center or Host Institution staff or classmates or act in any way that causes mental or emotional distress.
- Abide by the terms of their student visas, if applicable.

In general, the following steps will be taken for violation of this ELS Student Code of Conduct.

**1st Offense:** The student will be reminded of the rule that was broken and given a verbal warning. If the student is a minor, the student's parent or guardian will be informed of the violation. This warning will be dated and placed in the ELS student file.

**2nd Offense:** The student will be given a written warning which will be dated and signed by the student and the ELS staff member. The student's sponsoring agency or agent will be notified, as will the student's parent or guardian if the student is a minor. A copy of the written warning will be included in the student file.

**3rd Offense:** The student will be expelled from the program and will be given an ELS Expulsion Letter, which will instruct the student to either immediately transfer to another school or immediately return to his/her home country. Expelled students cannot continue studies at any ELS Language Center. The student's sponsoring agency or agent will be notified, as will the student's parent or guardian if the student is a minor. A copy of the Expulsion Letter will be included in the student file.

ELS reserves the right to immediately bypass the normal disciplinary process in cases of extreme violations or serious misconduct. Any bypass of the normal disciplinary process must be approved by the District Director.

The Code further outlines the expectation of Academic Honesty for students and the importance that ELS places upon Academic Honesty.

In the event of a dismissal or expulsion from the college, students will be eligible for a refund within 30 days of dismissal in accordance with the Tuition and Refund Policy.

### **ELS Academic Honesty Policy**

ELS Language Centers believes in the importance of academic honesty. This means that we expect that each student will produce his or her own work on all assignments and will not cheat on any exam. This also means that students will not help other students cheat.

- When cheating is suspected, ELS has the right to retest the student or require the student to redo the homework or writing assignment in a supervised setting.
- Anyone who is caught cheating on a test, as witnessed by a teacher, or who hands in an essay, research paper, or other writing assignment which he/she did not write, and ELS possesses evidence of this, will immediately fail the level and will be placed on academic probation.
- Anyone caught cheating a second time will be expelled from ELS Language Centers.

This policy protects you: accurate assessment of your English skills will ensure that you are in the appropriate level. Being promoted to a level that is too high for your proficiency will delay your ability to learn and succeed. This policy is similar to policies set by many universities in English-speaking countries. If you are going to study in English at a university, you must understand and respect these policies in order to succeed.

### **Withdrawal Policy**

If a student decides to withdraw from a program or course of study, they must provide a dated, written, notice of the withdrawal to the Center Director. Refunds are calculated according to ELS Tuition and Refund Policy and the date of withdrawal from the program.

### **Tuition and Refund Policy**

1. Written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
2. The application fee is non-refundable.
3. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
4. All tuition due under contract will be refunded if visa is denied so long as (A) student informs ELS Language Centers within a reasonable period; (B) student provides ELS Language Centers with written verification from Canadian Immigration that visa has been denied.
5. The institution will refund the tuition received if written notice of withdrawal is received no later than seven days after the effective contract date and before the contract start date.
6. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
7. Subject to Section 5 above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.
8. If written notice of withdrawal is received by the institution or a student is dismissed before 11% of the hours of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.
9. If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the hours of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.
10. If a student withdraws or is dismissed after 30% of the hours of instruction specified in the contract has elapsed, no refund is required.
11. Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution will refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
12. Deferrals, postponements and mid-course breaks (maximum 12 weeks) will be granted provided ELS Language Centers receives a written request at least 30 days prior to commencement, and may be subject to a CAD\$100 administration fee.
13. A student who violates Canadian Law or ELS Language Center rules and regulations will be dismissed from all ELS Language Centers programs.
14. Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as yet to be received consumables that have been pre-paid.
15. Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.
16. Refunds are payable to the individual or agency that remitted the original payment to ELS.

### **Homestay Transfer & Cancellation Policies**

- The Accommodation Placement Fee is non-refundable.
- Homestay Rent will be refunded if visa is denied as long as (A) student informs ELS Language Centers within a reasonable period, and (B) student provides ELS Language Centers with written verification from Canada Immigration that visa has been denied.
- If a student withdraws, in writing, from Homestay at least one month prior to the Homestay commencement date, Homestay rent will be refunded in full.
- If a student withdraws, in writing, from Homestay within one month of commencement, all Homestay fees except for the first month's rent will be refunded.
- If a student withdraws from Homestay, in writing, with less than two weeks' notice, or is dismissed from Homestay, Homestay fees will be refunded except (A) fees for pro-rated used portion to date of withdrawal/dismissal; and (B) two weeks' rent.
- A student who violates Canadian Law or ELS Language Centers' Homestay rules and regulations will be dismissed from the ELS Language Centers' Homestay program.
- Refunds will be issued within 30 days of written notice and presentation of original receipts.

### **Course Transfer Policy**

- Students are required to give at least two weeks' notice of intent to transfer between courses.
- All course transfer requests must be made in writing, no later than the end of the second week of the session, and submitted to the Academic Director.
- Requests made after week two will be granted at the end of the session following that in which notice is given.
- No refund for a course transfer will be given for any session that has already started.
- No refund will be given for a course transfer if a student is in his or her first 12 weeks of study.
- 50% of the tuition difference between courses will be refunded, subject to proper notification as described above, if the student has completed his or her first 12 weeks of study.

### **Attendance Policy**

Because ELS Language Centers wants you to get the maximum benefit from your course, you should attend all of your classes every day. You may fail the level if

- you are an Intensive student and have a total of 18 absences from any combination of classes.
- you are a Semi-intensive student and have a total of 12 absences from any combination of classes.

In addition, you will receive a zero (0.0) for participation (20%-30% of your grade) if you miss the following number of classes:

<b><u>Class</u></b>	<b><u>Hours absent</u></b>
SSP or LS	6 or more hours of class (3 days)
R/W	6 or more hours of class (3 days)
Vocabulary Enrichment	5 or more hours of class
SECs (morning)	5 or more hours of class
SECs (afternoon)	4 or more hours of class
LTC	5 or more absences = failure

Students are expected to be on time for class every day.

- If you arrive to class more than 10 minutes late, or miss more than 10 minutes of class, you will be marked absent.
- If you arrive to class during the first 10 minutes of class, you will be marked "late." *Note:* 3 "late" marks = 1 absence.
- If you do not work on your assignments in the LTC, you will be marked absent for that class period.

### **Vacation or Temporary Absence Policy**

- Students may be eligible for vacations or extended absences from class dependent on length of study and reason for the extended absence.
- Plan ahead -requests must be submitted to the Center Director, at minimum, by the end of the session prior to the desired break.
- Students must receive written approval before being absent. Otherwise, absences will be recorded as above.
- Students who return to ELS Language Centers after an absence of up to nine weeks do not have to be retested. They will be placed into a level based on their progress when they last attended.
- Students who have been out of class for more than nine weeks will be retested as if they were new students. They will be placed into a level based on the results of this placement test.

### **Grade Appeal Policy**

- The Academic Director of ELS Language Centers will accept written descriptions of all disputes.
- All disputes will be addressed and settled within 10 business days of receipt of notification.
- If the student is not satisfied with Academic Director's resolution, they are invited to continue the appeal as per the Dispute Resolution Policy.

### **Dispute Resolution Policy**

- The Center Director will accept written descriptions of all disputes. If the Center Director is absent or is named in a complaint, the student must provide the complaint to the Managing Director of ELS Language Centers, Canada.
- All disputes will be addressed and written reasons for a determination will be provided within 10 business days of receipt of the complaint.
- If the student is not satisfied with the Center Director's resolution, they are invited to contact Languages Canada at [info@languagescanada.com](mailto:info@languagescanada.com).
- Students may be represented by an agent or a lawyer and will not be subject to any form of retaliation as a result of filing a complaint.
- If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

### **Safety Policy**

ELS Language Centers is committed to providing a safe environment for students, instructors and employees and makes every effort to ensuring the facility and equipment are properly maintained and any required safety devices are in working order. Any concerns or issues related to safety must be reported (in any manner) to Center Director immediately. The Center Director will create a written incidence report and designate a plan for follow up in a timely manner.

### **General Health and Safety Procedures**

- Non-toxic materials, such as non-toxic glues, drawing paints, or drawing markers and crayons will be used in the classroom while making materials and working with students.
- Emergency escape plans are located in each classroom and in the office. The escape route will be introduced to the students during the student orientation; after student orientation all the safety drills will be every six months.
- A full first aid kit is provided in the office and is maintained regularly.
- A designated staff with First Aid Training will attend to medical and health related issues on site and during activities.
- An incident report must be completed for all health and safety issues and a copy is submitted to the Center Director for review and follow-up in a timely manner. A record of all ongoing or resolved safety issues will be kept by the Center Director for training or reporting purposes.

### **Procedure for Fire Safety and Earthquake Safety**

- The Center Director ensures that adequate fire extinguishers are available as needed throughout the campus and that the fire extinguisher is inspected by a qualified inspector at least annually (*ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited*).
- The Center Director ensures that all staffs receive training in emergency and school evacuation procedures every 6 months.
- The Center Director is responsible for preparing and posting emergency exit instruction route maps in each classroom at the campus with the exit from that room specifically noted in a colored highlight.
- In the event of a fire emergency, the Center Director will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire and the location of the fire within the campus. (*In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.*)
- The Center Director will advise all staff, instructors and students to evacuate the campus.
- Instructors will escort their students to the outside meeting areas ensuring that they take the class list with them. The instructor will check the students present against the student list in attendance that day and will immediately advise the Center Director if anyone is missing.
- The Center Director will act as a liaison between fire (*emergency*) officials and staff/ instructors/ students during the emergency. If necessary, the Center Director will authorize school closure.
- No staff, instructor nor student will re-enter the campus until the fire (*emergency*) officials have authorized re-entry.

### **Privacy Policy**

Under the Personal Information Protection Act students are entitled to access their student file. The personal information collected will only be used for the purpose for which it was originally collected or for a use consistent with that purpose, unless the student consents to other use.

At ELS, we respect our customers and understand that you are concerned about privacy. Therefore, ELS Educational Services, Inc. ("ELS") has instituted policies intended to ensure that your personal information is handled securely and responsibly. We have posted this Privacy Policy to let you know what kind of information we collect, how it is handled and with whom it may be shared.

As we continue to develop our websites, including, without limitation, any website or URL of ours that we have linked to this Privacy Policy (collectively "websites"), and take advantage of technologies to improve the services we offer, this Policy will likely change. We encourage you to refer to this Policy on an ongoing basis, so that you understand our current Privacy Policy. See full policy at <http://www.els.edu/en/PrivacyPolicy>