

2016 ILSC Canada Price List

Fees valid for registrations received between Nov 1, 2015 and October 31, 2016, for start dates after Jan 1, 2016. The availability of programs is subject to student enrollment. All fees are in Canadian dollars.

REGISTRATION FEES

Registration fee—Low season (Jan 4–Jun 24 & Aug 22–Dec 23*) **\$150** (non-refundable)
 Registration fee—High season (Jun 27–Aug 19*) **\$200** (non-refundable)
 Junior Program registration fee** **\$250**

Textbook & materials fee for students studying 1–11 weeks **\$80**
 Textbook & materials fee for students studying 12–23 weeks **\$160**
 Textbook & materials fee for students studying 24+ weeks **\$240**

Registration and materials fees apply to all core and specialty programs unless specified otherwise. Students who extend their study time may be required to pay an additional materials fee based on their overall number of study weeks.
 *Registration fee based on study start dates. **Applies to Junior Programs. Included in package pricing, where applicable.

TUITION FEES PER WEEK

VAN—Vancouver TO—Toronto MTL—Montréal

STUDY SCHEDULE	FULL-TIME INTENSIVE 30 lessons/week Mon–Thurs: 9:00 am–4:00 pm Fri: 9:00 am–12:00 pm	FULL-TIME 24 lessons/week Mon–Thurs: 9:00 am–2:30 pm Fri: 9:00 am–12:00 pm	PART-TIME AM 17 lessons/week Mon–Fri: 9:00 am–12:00 pm	PART-TIME PM 13 lessons/week Mon–Thurs: 1:00–4:00 pm
1–11 weeks	\$395	\$335	\$250	\$150
12–23 weeks	\$370	\$320	\$250	\$150
24+ weeks	\$355	\$305	\$250	\$150

SPECIALTY PROGRAMS

VAN—Vancouver TO—Toronto MTL—Montréal

SPECIALTY PROGRAM	LENGTH OF PROGRAM	START DATES	COST
Working Holiday Program* English, French or Bilingual** PAID: • VAN • TO • MTL UNPAID: • MTL	Paid placements: 12 weeks study + 12 weeks paid position Unpaid placements: 6–12 weeks study + 4–12 weeks unpaid position	Every Monday except the last week of a session	Full-Time or Full-Time Intensive tuition + service fee \$825
Volunteer Experience Program English, French or Bilingual** • VAN • TO • MTL	6–12 weeks study + 4–12 weeks volunteer experience	Every Monday except the last week of a session	Full-Time or Full-Time Intensive tuition + service fee \$825
Ranchstay • VAN	2–6 weeks study + 2–6 weeks on a ranch	Every Monday except the last week of a session <i>Note: Ranchstay is available all year round. However, there is less riding available between Nov–Feb due to snow</i>	(Full package—all fees included) 4 weeks \$2,980 ; 6 weeks \$3,905 ; 8 weeks \$4,830 ; 10 weeks \$5,755 ; 12 weeks \$6,680
IELTS Mastery • VAN • TO • MTL	8 weeks (MTL) 12 weeks (VAN, TO)	Session start dates	Full-Time Intensive tuition*** + materials fee \$100 IELTS exam fee (optional) \$295 (VAN); \$309 (TO); \$299 (MTL)
FCE Cambridge Mastery • VAN • TO • MTL CAE Cambridge Mastery • VAN • TO • MTL	5–13 weeks (refer to 1-pager for program schedules)	FCE: Jan 4 (9 weeks), Feb 1 (5 weeks), Mar 28 (10 weeks), Apr 25 (6 weeks), Sep 12 (13 weeks), Oct 11 (9 weeks) CAE: Jan 4 (10 weeks), Feb 1 (6 weeks), Mar 28 (10 weeks), Apr 25 (6 weeks), Sep 12 (13 weeks), Oct 11 (9 weeks)	Full-Time Intensive tuition*** + material and test fees: \$350 (non-refundable)
Medical English Diploma/Certificates • VAN	Diploma: 12 weeks Certificate: 4 weeks per certificate	Session start dates	Diploma: Full-Time Intensive tuition + \$150 materials fee Certificate: Full-Time Intensive tuition + \$50 materials fee
University Pathway Program • VAN • TO	Minimum 8 weeks of required academic courses (length varies depending on schedule and progress)	Session start dates	Full-Time Intensive tuition
TESOL TKT Certificate • MTL	4 weeks	Jan 4, Feb 1, Feb 29, Mar 28, Apr 25, May 24, Jun 20, Jul 18, Aug 15, Sep 12, Oct 11, Nov 7	\$1,520 + \$100 materials fee (\$250 TKT exam fee optional****)

*The Working Holiday Program is only available to students who come with a Working Holiday Visa. **French/Bilingual programs are only available in ILSC—Montréal.

*** In Montréal, IELTS is available in the Part-time AM Schedule only. ****Early registration fee - students must register at least 6 weeks prior to taking the exam otherwise additional late fees will apply.

JUNIOR PROGRAMS: INTERNATIONAL ACADEMY & LANGUAGE ADVENTURE PROGRAMS

VAN—Vancouver TO—Toronto MTL—Montréal

SPECIALTY PROGRAM	LENGTH OF PROGRAM	START DATES	COST
ESL-High School Bridge Program • VAN • TO	Minimum 4 weeks	VANCOUVER DATES: Jan 4, Mar 28, Apr 25, May 24, Jun 20, Jul 18, Aug 15, Sep 12, Oct 11, Nov 7, Dec 5 (Dec 5 session is 3 weeks) TORONTO DATES: Jun 20, Jul 18, Aug 15	\$395 / week + Junior Program registration fee
High School Academic Excellence Program—Maple Ridge School District (SD 42) • VAN	Minimum 4 weeks ESL-High School Bridge Program followed by 5 months or 10 months SD 42 High School program + After-school ESL	Jan 4, Mar 28, Apr 25, May 24, Jun 20, Jul 18, Aug 15, Sep 12, Oct 11, Nov 7, Dec 5 (Dec 5 session is 3 weeks)	High School Bridge Program: Junior Program registration fee, Textbook fee, \$395/week tuition + SD42 High School Package**: 5 months \$6,950 or 10 months: \$13,600 + ILSC After School ESL**: 5 months \$6,993 or 10 months: \$13,355
Junior Language Adventure (Youth) Program (English/French*) - Summer Homestay • VAN • TO • MTL	1–7 weeks	Jun 26, Jul 3, Jul 10, Jul 17, Jul 24, Jul 31, Aug 7 (End date: Aug 13)	Package price***: 1 week \$1,640 ; 2 weeks \$2,505 ; 3 weeks \$3,370 ; 4 weeks \$4,235 ; 5 weeks \$5,100 ; 6 weeks \$5,965 ; 7 weeks \$6,830
Junior Language Adventure (Youth) Program - Summer Residence Program Vancouver at UBC • VAN	1–5 weeks	Jul 3, Jul 10, Jul 17, Jul 24, Jul 31 (End Aug 7)	Package price***: \$1,750/ week

*French/Bilingual programs are only available in ILSC—Montréal. **Refer to High School Academic Excellence Program Application for a complete breakdown of fees.

***Refer to Junior Adventure Program application form for full details.

The use of UBC's name in this document is strictly for the purpose of identifying the location at which ILSC Education Group is delivering the program. ILSC Education Group has no affiliation with this university and the university is not involved in or responsible for the quality, suitability, delivery or other aspects of ILSC Education Group's 2016 program in any way.

ILSC LANGUAGE SCHOOLS INCLUDES: THE ILSC EDUCATION GROUP INC. (ILSC-VANCOUVER, ILSC-TORONTO, ILSC-MONTRÉAL); ILSC (SAN FRANCISCO) LLC.; ILSC (NEW YORK), LLC.; ILSC INDIA PRIVATE LTD.; AND CRICOS CODE 02137M ILSC (BRISBANE) PTY LTD (TRADING AS ILSC-BRISBANE AND ILSC-SYDNEY)

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TUTORING FEES			
PROGRAM	LENGTH OF PROGRAM	START DATES	COST
Executive Business English/French*, Customized Small Group or Private • VAN • TO • MTL	Minimum 2 weeks, 20 hours/week	Available year-round upon request—contact ILSC	Customized small group: \$1,200/week Private: \$1,600/week + materials fee
Private Tutoring (English/French*) • VAN • TO • MTL	5–30 hours/week	Available year-round upon request—contact ILSC	General English/French—one person: \$70/hour General English/French—two or more: \$45/hour Specialty English/French—one person: \$80/hour Specialty English/French—two or more: \$60/hour

*French/Bilingual programs are only available in ILSC—Montréal.

2016 EXAM DATES	
CAMBRIDGE EXAM	EXAM DATES
FCE Cambridge Mastery • VAN • TO • MTL	Mar 5, Jun 4, Aug 18, Dec 10
CAE Cambridge Mastery • VAN • TO • MTL	Mar 12, Jun 4, Aug 19, Dec 10
CPE Cambridge Mastery • VAN • TO • MTL	Mar 5, Jun 9, Nov 26
BEC Cambridge Mastery • VAN	Mar 19, May 28, Dec 3
IELTS EXAM	
ILSC's Canadian locations are official IELTS test centres. IELTS Academic Module exams occur twice per month, and General Module exams at least once per month. Visit our website for dates, or to register: www.ilsc.com/ielts	

PAYMENT INFORMATION			
Payment can be made by credit card, cheque, money order, or bank transfer. We accept Visa or Mastercard. For credit card payments, a credit card authorization form will be provided with your invoice. Please send all forms and payment in full, directly to the school you will be attending.			
LOCATION	BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	
ILSC EDUCATION GROUP C/O ILSC VANCOUVER 555 Richards St., Vancouver, BC V6B 2Z5 Canada DLI: 019275396842	Transfer Canadian funds to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1251400 Institution: 001 Transit: 08120 SWIFT code: BOFM CAM2	Transfer US funds to: Wells Fargo Bank SWIFT code PNBPU3 3NNYC ABA: 026 0050 92 For further credit to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4680819 Institution: 001 Transit: 00040 SWIFT code: BOFM CAM2	Funds must be drawn on a Canadian or US* bank, payable to ILSC Education Group c/o ILSC Vancouver , and mailed to ILSC—Vancouver
ILSC EDUCATION GROUP C/O ILSC TORONTO 443 University Ave., 3rd Floor, Toronto, ON M5G 2H6 Canada DLI: 019375697742	Transfer Canadian funds to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1833324 Institution: 001 Transit: 00040 SWIFT code: BOFM CAM2	Transfer US funds to: Wells Fargo Bank SWIFT code PNBPU3 3NNYC ABA: 026 0050 92 For further credit to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4784491 Institution: 001 Transit: 00040 SWIFT code: BOFM CAM2	Funds must be drawn on a Canadian or US* bank, payable to ILSC Education Group c/o ILSC Toronto , and mailed to ILSC—Toronto
ILSC EDUCATION GROUP C/O ILSC MONTRÉAL 410 Rue St-Nicolas, Suite 300 Montréal, QC H2Y 2P5 Canada TEMPORARY DLI: 019495718351	Transfer Canadian funds to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1834300 Institution: 001 Transit: 00040 SWIFT code: BOFM CAM2	Transfer US funds to: Wells Fargo Bank SWIFT code PNBPU3 3NNYC ABA: 026 0050 92 For further credit to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4789225 Institution: 001 Transit: 00040 SWIFT code: BOFM CAM2	Funds must be drawn on a Canadian or US* bank, payable to ILSC Education Group c/o ILSC Montréal , and mailed to ILSC—Montréal

*Our Canadian schools accept US funds drawn on a US account; please check the current USD/CAD exchange rate to calculate the correct amount of USD to pay.

2016 ILSC Canada Accommodations Price List

There is a **\$220 non-refundable accommodation registration fee** for all of the accommodation options listed, which is due in advance to confirm booking.

HOMESTAY FEES (if applicable)				
HOMESTAY OPTIONS	18 YEARS AND OLDER		UNDER 18 YEARS	
	LOW SEASON	HIGH SEASON*	LOW SEASON	HIGH SEASON*
Homestay—Full board (3 meals per day)	\$224/week (\$32/night)	\$238/week (\$34/night)	\$238/week (\$34/night)	\$252/week (\$36/night)
Homestay—Half board (2 meals per day - no lunch)	\$210/week (\$30/night)	\$224/week (\$32/night)	\$224/week (\$32/night)	\$238/week (\$34/night)
Roomstay	\$154/week (\$22/night)	\$168/week (\$24/night)	N/A	N/A
Custodial letter for students under 18 years (if required)	N/A		\$150 (non-refundable)	
Airport transfer			\$100 (one way)	\$180 (two way)

*Summer Homestay and Roomstay supplement applies from the night of Jun 26 to the night of Aug 20 inclusive, based on the dates of your stay.

ALTERNATIVE ACCOMMODATION FEES*

Visit our website to see our variety of options: www.ilsc.com

VANCOUVER — MAI LODGING** (Taxes included where applicable)

Other room types available, please inquire. Minimum age requirement is 19 at time of arrival.

ROOM TYPE***	JAN-APR	MAY-AUG	SEP-DEC
2009 East 27 th Avenue Single with shared bathroom	\$210/week	\$285/week	\$210/week
4206 Beatrice Street Single with shared bathroom	\$210/week	\$285/week	\$210/week
1472 East 17 th Avenue Single with shared bathroom	\$210/week	\$285/week	\$210/week

VANCOUVER — YWCA (These rates are for less than 4 week booking, includes taxes. 30 day rates do not have any taxes.)

Other room types available, please inquire. Minimum age requirement is 19 at time of arrival.

ROOM TYPE***	JAN-APR		MAY-AUG		SEP-DEC	
	1-4 WEEKS	5+ WEEKS	1-4 WEEKS	5+ WEEKS	1-4 WEEKS	5+ WEEKS
Single room with hall bathroom	\$260/week	\$235/week	\$425/week	\$365/week	\$260/week	\$215/week
Single room with semi-private bathroom	\$295/week	\$240/week	\$745/week	\$685/week	\$295/week	\$240/week

TORONTO — CHESTNUT RESIDENCE (Taxes included where applicable)

1 month minimum duration of stay with mandatory meal plan (breakfast and dinner.) Minimum age requirement is 18 at time of arrival.

ROOM TYPE	MAY-AUG
Single room with en-suite bathroom	\$1,731/month
Double room with en-suite bathroom (per person)	\$1,416/month

TORONTO — RYERSON UNIVERSITY (Taxes included where applicable)

1 day minimum duration of stay. Minimum age requirement is 18 at time of arrival.

ROOM TYPE****	JUN-AUG
ILLC: Single room with en-suite bathroom	\$65/night

TORONTO — CLARENCE PARK HOSTEL (Taxes included where applicable)

1 day minimum duration of stay. Minimum age requirement is 18 at time of arrival.

ROOM TYPE	LOW SEASON (NOV-APRIL)		HIGH SEASON (MAY-OCTOBER)	
	PER NIGHT	PER WEEK	PER NIGHT	PER WEEK
Private room with en-suite bathroom	\$89	\$588	\$95	\$623

MONTRÉAL — TRYLON APARTMENTS (Taxes included where applicable)

Minimum age requirement is 18 at time of arrival.

ROOM TYPE	PER WEEK	PER MONTH
Studio (maximum 2 people)	\$560	\$1,398
Junior suite (maximum 3 people)	\$600	\$1,553
Single room (maximum 4 people)	\$700	\$1,957

MONTRÉAL — GITE DU PARC LAFONTAINE***** (Taxes included where applicable)

1 day minimum duration of stay for less than 28 nights. 3 month minimum duration of stay for 28 nights and more rate.

ROOM TYPE	1 NIGHT	3 NIGHTS	7 NIGHTS	28 NIGHTS
Dormitory	\$28	\$75	\$162	\$450
Private room with twin beds, shared bathroom	\$75	\$210	\$430	\$625
Private room with double bed, shared bathroom	\$80	\$224	\$450	\$675

*Prices are per person. Please confirm availability with ILSC upon registration. For full terms & conditions please refer to our Accommodations brochure.

Minimum 4 weeks booking required. *WiFi can be added on a monthly basis, approximately \$37 Canadian per month.

****Price includes breakfast. Dinner can be added for an additional \$20 per night.

*****Less than 28 nights rates are per room (single or double occupancy). 28 nights and more, the rate is per person. There is an extra fee for additional person: add \$150 to the rate given.

ILSC Canada Policies

ADMISSIONS POLICY

ILSC has monthly session start dates. Students can also commence their studies on any Monday during most of the year.

Minimum age for general studies and most specialty programs is 16* at the commencement of studies.

*For ILSC's Junior programs, students must be between 10–17 years old, and a different set of policies and procedures applies—please refer to the Junior Program application form to see the applicable junior program policies and student contract.

CANCELLATION & REFUND POLICY VANCOUVER

- 1) A student may be entitled to a refund of tuition fees in the event that:
 - (a) The student provides written notice to ILSC that he or she is withdrawing from the program; or
 - (b) ILSC provides written notice to the student advising that the student has been dismissed from the program.
- 2) The 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.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) 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, ILSC 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.
- 5) If ILSC has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
- 6) If your study permit or visa is denied, ILSC will retain the registration fee of \$200 and, if applicable, the \$220 accommodation registration fee.
- 7) Refund policy for students:
 - (a) Refunds before the program of study begins:
 - (i) If written notice of withdrawal is received by ILSC within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, ILSC may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
 - (ii) If written notice of withdrawal is received by ILSC 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, ILSC may retain 10% of total tuition only due under the contract to a maximum of \$1000.
 - (iii) Subject to Section 7 (a) (i) above, if written notice of withdrawal is received by ILSC 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, ILSC may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.
 - (b) Refunds after the program of study starts:
 - (i) If written notice of withdrawal is received by ILSC or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, ILSC may retain 30% of the tuition due under the contract.
 - (ii) If written notice of withdrawal is received by ILSC, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, ILSC may retain 50% of the tuition due under the contract.
 - (iii) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
- 8) Where a student did not meet ILSC's specific minimum requirements for admission through no misrepresentation or fault of their own, ILSC must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
- 9) 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.
- 10) Where a student withdraws or is dismissed from their program after receiving technical equipment from ILSC free of charge:
 - (a) The student must return the equipment unopened or as issued within 14 calendar days; and
 - (b) If the student fails to return the equipment as set out above, ILSC may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

11) Refunds owed to students must be paid within 30 days of ILSC receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.

12) Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.

13) Change of schedules is considered the same as cancellation. i.e. for a schedule change of Full-Time Intensive (30 lessons/week) to Full-Time (24 lessons/week), you will have to cancel the whole program and re-apply for the Full-Time program.

CANCELLATION & REFUND POLICY TORONTO & MONTREAL

To receive a refund of any portion of tuition fees, you must give ILSC written notice that you intend to withdraw from the program in which you have enrolled. If your study permit or visa is denied, ILSC will retain the lesser of 25% of the total tuition fees due or \$200 and, if applicable, the \$220 accommodation registration fee. If you cancel in writing before your program starts, you will receive a refund of the following percentage of your tuition fees:

- Less than 7 days after your registration is submitted and at least 30 days before the program start date: the greater of either 75% of the total fees due or total fees minus \$400
- 30 days or more before the program start date: 75% of the total fees due
- Less than 30 days before the program start date: 60% of the total fees due

If you cancel in writing or are dismissed from ILSC after your program starts, you will be refunded the following percentage of your tuition fees:

- Less than 10% of program completed: 50% of total fees
- 10-30% of program completed: 30% of total fees
- More than 30% of program completed: 0% (no refund)

Change of schedules is considered the same as cancellation. i.e. for a schedule change of Full-Time Intensive (30 lessons/week) to Full-Time (24 lessons/week), you will have to cancel the whole program and re-apply for the full-time program.

Specialty programs are not transferrable to core programs. If you change your program from a specialty program to a core program, you have to cancel the specialty program and re-apply for the core program.

If you are eligible for a refund under the conditions above, you will receive the refund within 30 days of ILSC receiving written notice of cancellation or ILSC's notice to you of dismissal.

DISPUTE RESOLUTION POLICY

ILSC encourages an open dialogue between all students and school staff. In the event of a dispute between ILSC and a student, the following dispute resolution policy shall be followed.

Step 1: An open dialogue between the student and their Program Director shall take place in the hope of finding a quick and mutually acceptable solution to the dispute.

Step 2: In the event that Step 1 is not successful, a meeting shall be convened between the student and the Academic Director of the school in the hope of finding a mutually acceptable solution to the dispute. (This will take place within 1 week after the unsuccessful attempt outlined in step #1)

Step 3: If Step 2 proves to be unsuccessful, the student shall submit their complaint in writing, and the Director shall respond in writing, outlining solutions to the dispute. (This will take place within 2 work days of receiving the letter)

Step 4: If the dispute remains unresolved after Step 3, the student may choose to ask for mediation. The cost will be split between ILSC and the student. The mediator must be impartial and mediation shall take place at the earliest date possible once a mediator has been identified.

Step 5: If the dispute remains unresolved after Step 4, ILSC students may file their complaint with the Private Career Training Institutions Agency (PCTIA) of BC for Vancouver campus students, or Languages Canada for Toronto or Montreal students.

GRADE AND ASSESSMENT APPEAL POLICY

In cases where a student wishes to appeal a teacher's assessment, the student can meet with a program director or designate. A review of the student's attendance and academic progress will be done. The final assessments and reports will be reviewed. In cases where there is reason to question the final result, the student may be asked to complete a writing prompt and/or interview. The outcome of the appeal will be explained to the student, and a record kept.

In cases where a student wishes to appeal his initial assessment, the student's placement results will be reviewed by a second academic staff and an explanation of the decision will be provided.

ATTENDANCE AND LATENESS POLICY

Students are expected to attend class regularly. They must attend 80% of their classes each session as part of the requirement to receive a credit for each course taken. If a student is absent for more than 20% of the overall study period, the official ILSC certificate will not be given.

All students are expected to be on time to classes.

Attendance, punctuality and participation are important parts of learning.

- Students who come to class every day learn more English.
- Students who come to class on time don't miss important parts of the lesson.
- Students who come to class on time join with the other students and the teacher in getting the class off to a good start.

Penalties will apply to those who arrive late:

- If a student arrives between 1 and 15 minutes late for class, 15 minutes will be deducted.
- If a student arrives later than 15 minutes after the class start time, the student may either be allowed to enter the class quietly or asked to return after the break. 90 minutes will be deducted.
- If a student leaves or arrives at the break, 90 minutes will be deducted.
- If a student develops a habit of being late or skipping classes, he/she may be referred for counselling.
- Students who arrive late are expected to catch up on what they missed. If a student requires additional information to catch up, he/she should request it from the teacher at an appropriate, non-intrusive time.
- Continual problems with attendance and lateness may result in dismissal. See the Dismissal Policy.

ENGLISH/FRENCH ONLY POLICY

In order to protect the English or French* speaking environment, we have an English or French* Only Policy in the school. This means that whenever you are in the school or participating in school activities, you must speak English or French (whichever language you are studying.)

If you violate the policy, the following rules apply:

- FIRST OFFENCE - The student will receive a written warning.
- SECOND OFFENCE - The student will be suspended from school for 1 day.
- THIRD OFFENCE - The student will be suspended from school for 3 days.
- FOURTH OFFENCE - The student will be suspended from school for one week, and a letter will be sent to the agent and/or parents.

After the fourth offence, a student may be dismissed in line with the dismissal policy.

The English Policy is in place to help you and your fellow students get the most out of your language learning experience at ILSC. We expect all students to follow and respect this policy and are sure you will see your language skills improve as a result.

*French only applies in Montréal only.

ASSESSMENTS AND CERTIFICATES

Students complete an assessment test on their first day at the school in order to ensure they are placed at the correct level.

Most students will complete one academic level within 8 weeks.

Every study session (4 weeks), teachers provide students with a Student Progress Report (SPR). Students must earn at least 70% on their Student Progress Report to move to the next level. The Student Progress report assesses student performance in class (speaking skills, grammar skills, etc.) and assessment results (tests, homework, quizzes, etc.).

Students will receive a certificate of completion at the end of their studies as long as they have met the attendance requirement. Students will also receive additional certificates for most specialty programs upon successful completion of program requirements.

PROGRAM DELIVERY

The ILSC Education Group Inc. (ILSC-Vancouver, ILSC-Toronto, and ILSC-Montréal) offers programs and courses that are primarily delivered through classroom instruction. Some programs include additional activity components that may take place outside of the classroom.

ILSC Canada Policies

POLICY ON DIGNITY AND RESPECT

Canadian Society recognizes differences and diversity. This requires that all people be treated with dignity and respect. As one of the School's explicit goals is to keep developing a humanist, people-caring community, it is school policy to support these principles, and to maintain an environment free from all types of personal discrimination and harassment, or bullying.

All students are assigned to Student Advisors based on their nationality. Students are encouraged to speak with their Student Advisor if they feel unsafe in any way while studying at the school. Teachers are in daily contact with students, and are often the first to recognize if a student is experiencing personal challenges.

Teachers are encouraged to refer students to Program Directors or Student Advisors if they are expressing discontent. Teachers are expected to communicate to Program Directors in cases where students' behavior is viewed as inappropriate or unacceptable. In cases where counselling does not yield positive results, the student may be suspended from further study. In cases where behavior is extremely offensive or hurtful, the student may be dismissed from the school.

DISMISSAL POLICY

The Code of Conduct students are expected to follow includes:

- Attend school in accordance with the attendance policy.
- Speak English in the college in accordance with the English Only Policy.
- Treat all students and staff with dignity and respect.
- Refrain from any disruptive or offensive classroom behaviour.
- Follow the Cell Phone / Electronics Policy during class.
- Complete all assignments and examinations on the scheduled completion dates.
- Refrain from cheating or plagiarising in completing class assignments.
- Ensure that outstanding tuition fees are paid.
- Treat school property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to school.
- Refrain from bringing any alcohol or any prohibited mood altering substances to the Institution.
- Refrain from making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

Whenever a student has repeatedly demonstrated unprofessional behavior, against the Code of Conduct, that student will be placed on probation. The student may receive a verbal warning for the first offence; however the incident must be documented and kept in the student file. On the second occurrence, the student receives a letter of probation, where the incident is stated and the conditions of the probation are outlined.

The student will be dismissed from the school when it becomes apparent that there is neither the desire nor the ability of complying with the probation terms. It is necessary to supply the student with a letter and at the same time a statement of charges. In all cases the probation and dismissal must be well documented. This means that under normal circumstances the student must have advance knowledge that dismissal is a real possibility should the student fail to meet the probation terms.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period, and police will be summoned, as required:

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student.
- Verbal abuse or threats.
- Vandalism of school property.
- Theft.

Concerns related to a student's conduct shall be referred to the Program Directors to process in accordance with this policy.

COLLECTION OF PERSONAL INFORMATION AND CONSENT (ILSC-TORONTO)

ILSC-Toronto is designated by the Ontario Ministry of Training, Colleges and Universities (the "Ministry") to host international students under Canada's new International Student Program.

As part of the designation and renewal processes under the International Student Program, the Ministry can conduct a site assessment at any time to verify the information in ILSC-Toronto's application with respect to its educational policies and procedures for all students. As part of any site assessment, the Ministry needs to review a representative sample of student records, such as student contracts, registration forms, records of enrollment, documents pertaining to academic assessment and progress, and other documents contained in the student file. This is to ensure that ILSC-Toronto has implemented educational policies and procedures for both its international and domestic students. As such, the Ministry may need to make copies of student records in order to complete the designation process, which requires student consent to access the personal information you have provided to the school.

ILSC-Toronto is also required to share enrollment information and reporting with Citizenship and Immigration Canada (CIC) as a condition of being a designated institution approved under the International Student Program.

By signing the student contract listed on page 2 of this application form;

- you give consent to the Ministry to collect your personal information from your school and use it for the purposes outlined above; and
- you consent to share your attendance information with the CIC for the purposes of the International Student Program.

The Ministry collects and uses this information under the authority of s. 38(2) of the Freedom of Information and Protection of Privacy Act and the Immigration and Refugee Protection Act (Canada) and its Regulations. Questions about the collection, use and disclosure of this information may be addressed to:

**Manager, Quality and Partnerships Unit
Private Career Colleges Branch
Ministry of Training, Colleges and Universities**

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Toronto, Ontario M7A 1N3
1-416-314-0500 or ISP.TCU@ontario.ca