

# LCI Language School

## School Policies

### 1.Statement of Rights

LCI Language School (LCILS) is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

1. You have the right to be treated **fairly** and **respectfully** by LCILS staff.
2. You have the right to a **student enrolment contract** that includes the following information:
  - Amount of tuition and any additional fee for your program
  - Refund policy
  - If your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
  - whether the program was approved by PTIB or does not require approval

Make sure you read the contract before signing. LCILS must provide you with a signed copy.

3. You have the right to access LCILS's **dispute resolution process** and to be **protected against retaliation** for making a complaint.
4. You have the right to make a claim to PTIB for a tuition refund if:
  - a. LCILS ceased to hold a certificate before you completed an approved program
  - b. you were misled about a significant aspect of your approved program

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

### 2.Respectful and Fair Treatment of Students Policy

LCILS is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students. While on our premises – including LCILS accommodation or at LCILS activities/events – the following behavior is prohibited:

- Conduct or comments in person, online or through text that harass, humiliate, intimidate, exclude or isolate individuals for their physical or mental disability, physical appearance, nationality, political beliefs, race, religion, gender, or sexual orientation.
- Online, individuals are allowed to associate themselves with LCILS when posting on social media, but must clearly brand their online posts as personal and purely their own.

Individuals found responsible for these actions and results in disruption or negatively impacts the school environment, will be subject to disciplinary action that could include suspension or dismissal from LCILS.

#### **Procedure**

If a prohibited activity occurs, the following procedures should be followed:

#### **Reporting**

1. You can report unfair treatment in person or by writing to your Admission Advisor or Head Teacher.
2. Once the report has been received, the Admission Advisor or Head Teacher will schedule a meeting with you to discuss the issue within five (5) school days of receiving the complaint.
3. After discussing the complaint with you, the Admission Advisor or Head Teacher will save the complaint in your student file.

#### **Addressing the situation**

1. After receiving your complaint, the Head Teacher will arrange to meet with the subject of this complaint within five (5) school days
  - If the alleged conduct is of such a serious nature that it may warrant immediate dismissal, the Head Teacher will meet with the subject of the complaint as soon as reasonably possible
2. Following the meeting, the Head Teacher will conduct whatever enquiry or investigation is necessary to determine whether the concerns are substantiated within five (5) days.
3. After the investigation, the Head Teacher will meet with the subject of the complaint and do one of the following:

- a) Determine that the complaint(s) were unsubstantiated
- b) Determine that the complaint(s) were substantiated, in whole or in part, and either:
  - i. Give the subject of the complaint a warning, setting out the consequences of further misconduct;
  - ii. Set a probationary period with appropriate conditions; or
  - iii. Dismiss the student from LCILS
4. The Head Teacher will prepare a written summary of the determination; a copy will be given to you and the subject of the complaint, and the original placed in their student file.
5. If an individual is issued a warning or placed under probation, the Head Teacher and the individual will both sign the written or probationary conditions - The concerned individual will be given a copy and the original placed in the student's file.
6. If the individual(s) has been recommended for dismissal, the Director will review the recommendation and accept or reject it.
  - If the recommendation is accepted, the Head Teacher will meet with the individual(s) to deliver a letter of dismissal and a calculation of refund or tuition owed, in accordance with LCILS's Tuition Refund Policy
  - If the recommendation is rejected, the Head Teacher will follow steps outlined in 3.b.i. and 3.b.ii.
7. If a refund is due, LCILS will ensure that the student will be refunded within 30 days of the dismissal.
8. If tuition or other fees are owed by the student, LCILS may undertake collection proceedings.

### 3. Admission Policy

1. **Be 17 years old by the first day of class**, except camps and customized group programs.

2. **Meet Canadian visa requirements**

Refer to the nearest Canadian embassy or consulate to ensure there is sufficient time to obtain the proper documents. For study in Canada longer than six months, a student must have a visa before arriving in Canada.

3. **Have medical insurance while studying at LCILS**

Proper medical insurance should be obtained prior to leaving a student's country; alternatively, LCILS can offer comprehensive medical protection. Contact LCILS for more information about our medical insurance and prices to obtain.

4. **Agree with all LCILS Policies and Procedures**

### 4. School Policies

1. Admission Policy – Students must satisfy immigration requirements, pay all fees, and agree to LCILS Policies and Procedures.
2. Medical Insurance Policy – The student must have medical insurance while studying at LCILS.
3. English/French Only Policy – Students must speak only English or French (LCILS Montréal) in school or during school outings.
4. Student Attendance policy – Students must maintain at least 70% attendance. Failure to do so may result in withholding of graduation certificate.
5. Academic policy - To pass their course/level students must obtain a grade of 80% or above.
6. Student Information policy – Students must keep their contact details up to date.
7. Behaviour – Students must act appropriately towards staff, other students, and the school. LCILS does not tolerate the use of illegal substances. Behaviour that is found to be unacceptable may result in written disciplinary warnings. LCILS reserves the right to accompany any written warnings with suspension from LCILS.
8. Safety Policy – LCILS is committed to providing a safe environment for students, instructors and employees. LCILS makes every effort to ensure all machinery and equipment are properly maintained and any required safety devices are in working order. Any concerns or issues must be reported to the campus director or delegate.
9. Use and Disclosure of Personal Information – The information that students have provided to LCILS is collected under the Freedom of Information and Protection of Privacy Act. The information will be used to facilitate our registration procedures, maintain academic history, administer, evaluate and market programs for statistical purposes. Their personal information is protected and can be viewed upon request. LCILS reserves the right to inform recruiters and parents of any students under the age of 19 (18 for LCILS Montréal) regarding class marks and attendance, program changes and cancellations, and any actions or behaviors that contravene any of

LCILS's policies. LCILS reserves the right to inform Immigration, Refugees and Citizenship Canada of any cancellations and of students who do not show up for their intended program of study.

## 5.Attendance Policy

LCILS has the following expectations with regards to students' attendance. Students must:

1. Report any absence due to illness (or other valid reasons) to LCILS on the first and each subsequent day of absence either by leaving a message on the LCILS telephone system, by calling the school prior to 9 am, or by sending an e-mail.
2. Students must maintain an attendance average of at least 70% to receive a graduation certificate.

## 6.Privacy Policy

Please be advised that under section 61 of the *Private Training Act*, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar's regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.

Under the Freedom of Information and Protection of Privacy 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. LCILS reserves the right to inform Immigration, Refugees and Citizenship Canada of student status, including any cancellations, and of students who do not show up for their intended program of study.

LCILS reserves the right to inform recruiters and parents of any students under the age of 19 (18 for LCILS Montréal) regarding class marks and attendance, program changes and cancellations, and any actions or behaviors that contravene any of LCILS's policies.

Canadian confidentiality laws require any adult (18+) to give permission for information about their studies to be shown to a third party. As such, for the purpose of sending progress reports to the agents or family members, a confidentiality/authorization form will be signed by students.

## 7.Grade Appeal Policy

LCILS provides an opportunity for students to appeal grades in a fair and equitable manner. The policy applies to all LCILS students who are currently attending or have attended 30 days prior to submitting their concern to the campus director or delegate.

2. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/ her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
3. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the campus director or delegate.
4. The campus director or delegate, will obtain a copy of the assignment/test in question from the instructor and will have another instructor conduct a review.
5. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
6. Once the re-assessment is complete, the campus director or delegate will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.
7. The decisions on the grade appeal will be provided to students within 15 school days of the campus director or delegate's receipt of the written complaint.

## 8.Sexual Misconduct Policy

**Statement:** Sexual Misconduct will not be tolerated by LCILS.

This Policy provides information regarding how a student, can make a report of Sexual Misconduct and how the school will proceed once it is made aware of any such report.

The Policy:

LCILS values civility, dignity, diversity, education, honesty, and safety and is firmly committed to maintaining a school environment free from all forms of sex discrimination, sexual harassment, and sexual assault. Sexual Misconduct, defined more specifically below, are inconsistent with these values, violate institutional policy, and will not be tolerated at LCILS and are expressly prohibited.

## I. Preliminary Issues & Important Definitions

### A. What is “Sexual Misconduct”?

Sexual misconduct includes any unwanted act or behaviour – physical, verbal, or psychological carried out through sexual means or by targeting sexuality. It can include sexual assault, sexual exploitation, sexual harassment, stalking, indecent exposure, voyeurism, the distribution of sexually explicit photographs or video, and the attempt or threat to commit any of the above acts. video or audio-taping of sexual activity; allowing others to observe a personal consensual sexual act without the knowledge or Consent of all involved parties; and knowingly transmitting or exposing another person to a sexually transmitted infection without the person’s knowledge.

Sexual Misconduct can be committed by anyone, including third parties, and can occur between people of the same sex or different sexes and regardless of one’s biological sex or transgendered sex. This policy applies to Sexual Misconduct that is committed against a student when that Sexual Misconduct occurs: (i) on campus; (ii) off-campus if in connection with a School-sponsored program or activity or in student housing; or (iii) off-campus if allegedly perpetrated by a fellow student, faculty member, staff member, or third party when the victim/reporting student reasonably believes that the off-campus conduct has created a hostile educational environment.

### B. Reporting & Confidentiality

We encourage victims of Sexual Misconduct to talk to somebody about what happened – so they can get the support they need, and so the School can respond appropriately.

**CONFIDENTIAL REPORTING:** Some individuals are required to maintain near complete confidentiality. These include professional counselors such as those provided by Talk One2One counselling services. These individuals can provide resources and generally talk to a victim without revealing any personally identifying information about an incident to the School. A victim can seek assistance and support from these individuals without triggering a School investigation.

**NON-CONFIDENTIAL REPORTING.** Other than professional counsellors defined above, most other employees and contractors are required to report all the details of an incident to Responsible employees. A report to these employees (called “responsible employees”) constitutes a report to the School and generally obligates the School to investigate the incident and take appropriate steps to address the situation. The School will seek to protect the privacy and confidentiality of the individuals involved in any report of alleged Sexual Misconduct to the extent possible and allowed by law. The School will complete any publicly available record-keeping, without the inclusion of identifying information about the alleged victim. It will also maintain as confidential any interim measures or remedies provided to the alleged victim to the extent that maintaining confidentiality will not impair its ability to provide the interim measures or remedies.

In addition to internal reporting, the School strongly encourages anyone who believes they have experienced a sexual assault (or any other crime) to make a report to local law enforcement. Collection and preservation of evidence relating to the reported sexual assault is essential for law enforcement investigations, so prompt reporting of the incident to law enforcement is especially critical. Designated staff will, upon request, assist an individual in making a report to law enforcement as necessary and appropriate.

Although we strongly encourage students to report to local law enforcement, such a report is not a prerequisite to the School’s review and investigation of any complaint covered by this Policy. The School will honor a Student’s request not to report the matter to local law enforcement UNLESS we have a reasonable basis to believe that the safety and security of the campus community is at risk. In this event, the School will endeavor to notify a Student or Reporter of the institution’s intent to report the matter to law enforcement in advance of any such report.

**II. Response Procedure** Students are encouraged to report any incident of Sexual Misconduct or Relationship Violence to the Campus Director. If a report is made verbally, the School will request a written statement by the student. Upon receipt of a report, the School will generally proceed as described below.

**A. Investigation Commencement** The School will provide a timely and thorough investigation.

**B. Initial Response** Once the School is put on notice of possible Sexual Misconduct, the Student will be offered appropriate confidential support, accommodations, and other resources and will be notified of applicable policies and procedures. Accommodations include the ability to move to different housing, to alter academic schedules, to withdraw from/retake a class without penalty, and to access academic support. The Student also will be offered appropriate resources and notified of applicable policies and procedures.

**C. Interim Intervention** Pending a final determination, the school will take appropriate interim measures. These measures may include, but are not limited to, the imposition of a no-contact order and/or employment, transportation, residence, and academic modifications. School staff may limit a student or organization's access to certain School facilities or activities pending resolution of the matter. The School may impose an Interim Suspension on the Student pending the resolution of an alleged violation when the School determines, in its sole discretion, that it is necessary in order to protect the safety and well-being of members of the school.

**D. Decision to Proceed to Investigation** If the Student is willing to participate in the review and investigation process, the School will proceed as described below. If the Student requests a confidential investigation, the School will seek to protect the privacy and confidentiality of the Student to the extent possible and allowed by law. The Campus Director will evaluate any request for confidentiality in the context of the School's responsibility to provide a safe and non-discriminatory environment to all members of its community. If a confidential investigation is requested and agreed to, the School will investigate without revealing the name of the Student in any interview or email and will not ask questions that inadvertently or reasonably could reveal the identity of the Student. If the Student asks that the report of sexual misconduct not be pursued, the School will consider the interests of the Student, the campus community, law enforcement, and/or other appropriate interests under the circumstances. The School, will make a final decision on whether and to what extent it will conduct an investigation.

## 9. Dispute Resolution

LCILS provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner. The policy applies to all LCILS students who are currently attending or have attended 30 days prior.

### Procedure for Student Disputes

1. When a concern arises, the student should address the concern with the individual most directly involved. The student and individual most directly involved, should try to work out a solution to the issue that is mutually satisfactory.
2. If the student is not satisfied with the outcome at this level, the student must put his/her concern in writing and request a meeting with the campus director or delegate who will attempt to resolve the issue for the student. The student are able to be represented at this meeting by either an agent ( who can be friend, family or another student) or a lawyer if they choose.
3. At the meeting, the campus director or delegate, will discuss the concern and desired resolution, as soon as possible, but within five school days of receiving the student's written concern. The meeting will be documented.
4. Following the meeting with the student, the campus director or delegate will conduct enquiries and/or investigations necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate LCILS personnel. The results of the investigation will be documented.
5. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible, but no later than ten school days following the receipt of the student's written concerns. Two options are then available to the campus director or delegate:
  - a) If it is determined that the student's concerns are not substantiated, he/she, on behalf of LCILS will provide a written explanation of the decision and deny the complaint; or
  - b) If it is determined that the student's concerns are substantiated in whole or in part, LCILS will propose a resolution.
  - c) The student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the LCILS Dispute Binder and the original will be placed in the student file.
6. If the student is not satisfied with the determination of the campus director or delegate, the student must advise the campus director or delegate as soon as possible but within five school days of being informed of the

determination.

7. The Director of LCILS will review the matter and may meet with the student as soon as possible but within ten school days of receipt of the student's appeal. The original decision will either be confirmed or varied by the Director in writing within 5 school days after meeting the student. At this point the LCILS's Dispute Resolution Process will be considered exhausted.
8. The student is protected against retaliation for making a complaint and, once the LCILS dispute resolution process is complete, may file a complaint with Languages Canada and, for LCILS Vancouver, the Private Training Institutions Branch (PTIB) if he/she feels the institution misled the student regarding the institution or any aspect of its operations. <http://www.privatetraininginstitutions.gov.bc.ca/> Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

## 10. Withdrawal Policy

1. A student may be entitled to a refund of tuition fees in the event that the student provides written notice to LCILS that he or she is withdrawing from the program, or the student is asked to withdraw (See Dismissal Policy).
2. The written notice of withdrawal 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, such as email, letter, etc.
3. The notice of withdrawal 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, LCILS 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 LCILS has received fees in excess of the amount it is entitled to under the student contract, the excess amount is refunded.
6. Refunds owed to students are paid within 30 days for LCILS Vancouver and 45 days for LCILS Montréal of receiving written notification of withdrawal received by LCILS and all required supporting documentation.

## 11. Dismissal Policy

LCILS expects its students to meet all admission requirements and adhere to a code of conduct during their studies. Behaviour that is found to be unacceptable may result in written disciplinary warnings. LCILS reserves the right to accompany any written warnings with a suspension.

### Code of Conduct

Expectations for Students:

1. Attend classes in accordance with LCILS Attendance Policy
2. Act appropriately towards staff, other students and the school
3. LCILS does not tolerate the use of illegal substances
4. Abstain from cell phone use in class unless permission is given.
5. Communicate in English only or French (LCILS Montréal)

Any of the following, if substantiated will result in immediate dismissal without a warning letter or probationary period. Any illegal activity will be reported to the police:

1. Physical assault or other violent acts committed on or off LCILS's campus against any student.
2. Verbal abuse or threat.
3. Vandalism of LCILS property.
4. Theft.

### Dismissal Procedure

1. All concerns relating to student misconduct shall be directed to the campus director or delegate. Concerns may be brought forward by staff, students or the public. Concerns may be brought forward personally. Formal complaints must be in writing.
2. The campus director or delegate will arrange to meet with the student to discuss the concern within 5 school days of receiving the formal complaint. The meeting must be documented.
3. Following the meeting with the student, the campus director or delegate will conduct further investigation to determine whether the concerns can be substantiated. The results of the investigation must be documented.
4. Any additional investigation shall be completed within 5 school days of the initial meeting with the student. The

results of the additional investigation must be documented.

5. The campus director or delegate will meet with the student and do one of the following:
  - b) Determine that the concern(s) were not substantiated;
  - c) Determine that the concern(s) were substantiated in whole or in part, and depending upon severity, either:
    - a. Give the student a verbal warning and set out consequences for further misconduct
    - b. Give the student a written warning and set out consequences for further misconduct
    - c. Set a probationary period with appropriate conditions set out in a probationary letter;Recommend verbally and in writing that the student be dismissed from LCILS. A Letter of Dismissal will be issued to the student.
6. The campus director or delegate will prepare a written summary of the findings, substantiated by the documentation collected and:
  - a. A copy of the summary will be given to the student
  - b. The original will be placed in the students' file and the Dispute Resolution binder.
7. If the student is issued a written warning or is placed on probation, the campus director or delegate, and the student, will both sign the warning or probationary letter and the student will receive a copy. The original will be placed in the student's file.
8. If the recommendation is to dismiss the student, the campus director or delegate will then meet with the student to formally dismiss him/her from study at LCILS. The campus director or delegate will provide the student a Letter of Dismissal and a calculation of refund due or tuition owing.
9. If a refund is due according to LCILS's refund policy, the campus director or delegate will ensure that a refund is forwarded to the student within 30 days of the dismissal (45 days for LCILS Montréal).
10. If the student owes tuition or other fees to LCILS, the campus director or delegate may undertake the collection of the amount owing.

## 12. Homestay Policy

The following regulations and guidelines are for students living with one of our home stay families or in student residences.

1. Host families offer their homes as part of a cultural exchange. It is as much the student's responsibility to fit into the lifestyle of the family as it is theirs to provide a safe, friendly, educational, and caring environment.
2. Students will be required to provide feedback on the host family regularly to ensure customer satisfaction. Students can expect a comfortable private bedroom with study desk and lamp, access to bathroom, use of TV, telephone/wifi, laundry, and meals if applicable. Snacks, maid service, and extra events are not included.
3. Students are expected to act responsibly and respectfully toward their homestay and their property.
4. Students are required to provide their own insurance.
5. Each family has its own house rules regarding smoking, alcohol consumption, responsibilities, cleaning, security, noise, friends visiting, telephone use, meal times, etc. Discuss these with your family.
6. Most Canadian families do not allow smoking in their homes but some will allow it outside the house. Please inform us if you smoke, and check your booking before arriving.
7. All comments regarding homestay should be relayed to LCILS staff. Students will be relocated when complaints are justifiable.
8. LCILS cannot guarantee a suitable homestay if bookings are not made 30 days in advance of arrival, although attempts will be made to satisfy requests.
9. Accommodation placement fee is required to submit a housing request (non-refundable). Once placement is confirmed, full payment is required to receive the homestay profile/housing confirmation.
10. If staying in student housing a \$200 damage deposit applies of which \$170 is returned after check out if there is no damage.

**Disclaimer: LCILS in no way accepts responsibility or liability for damage, loss, or injury that occurs to the student or homestay as a result of either the student or the homestay family.**

LCILS is currently placing students with host families through an outsourced Homestay agency. This homestay disclaimer applies to all participants in this homestay program, including hosts, applicants, affiliates, students and clients.

Homestay Change and Cancellation

Date changes to a homestay request made a minimum two weeks before arrival are free of charge for the first request. For any subsequent date change request a \$50 fee is charged. Homestay replacement requests incur a \$250 fee with a minimum one week notice.

## 13. Refund Policy

### FEES

The Registration fee and Accommodation placement fee are non-refundable. Refunds are made to the original payer. Refunds are calculated according to the date of withdrawal by written notice, not according to the date the notice was received. All refunds are issued within 30 days for LCILS Vancouver and 45 days for LCILS Montréal of receiving written notice of withdrawal or change. All requests for refunds must be received by LCILS in writing, dated and signed by the student requesting the refund. Disputes regarding the refund policy must be received in writing, addressed to the Campus Director, within 14 days of receipt of a refund from LCILS. A response can be expected from LCILS within 7 working days from the date the notification of dispute is received. Customized programs, package programs and private tutoring follow their own refund policy if a separate terms and conditions are set for the program. Students booking a course of 6 months or longer at LCILS Vancouver, have the option to pay in two instalments.

### TUITION

Refunds are based on net funds received by LCILS and a written notice is required. No refund will be granted to a student who is dismissed from the program due to false documents, or due to a breach of law, policy or regulation as determined by the Canadian government. If you withdraw from the course, you will need to demonstrate that you are leaving the country or provide present proof that you have re-applied for a visa and that your stay in the country is lawful. The Government of Canada may require LCILS to submit data about your school attendance.

Any program changes resulting in a shorter study period or length than original registration will be deemed a withdrawal, and the refund will be calculated as follows:

#### LCILS VANCOUVER

##### Before program start:

1. Withdrawal within 7 calendar days after contract made: 100% tuition and all related fees refunded, other than registration fee and accommodation placement fee (if applicable)
2. Withdrawal at least 30 days before the later of:
  - a) The program start date in the most recent Letter of Acceptance
  - b) The program start date in the enrolment contract.LCILS may retain up to 10% of tuition, to a maximum of \$1,000. LCILS must refund fees paid for material fees if not provided to the student.
3. More than seven days after the student and LCILS signed the enrolment contract, and less than 30 days before the later of:
  - a) The program start date in the most recent Letter of Acceptance (international students)
  - b) The program start date in the enrolment contract.LCILS may retain up to 20% of tuition, to a maximum of \$1,300. LCILS must refund fees paid for material fees if not provided to the student.

##### After program start:

1. Withdrawal or dismissal within first 10% of program: 70% of tuition and unused course material fee refunded
2. Withdrawal or dismissal between 10% and before 30% of program completed: 50% of tuition and unused course material fee refunded
3. Withdrawal or dismissal after 30% of program completed: no refund

#### LCILS MONTRÉAL

##### Before program start:

1. Less than 7 calendar days after your registration and before the program start date: 90% of your tuition fee refunded.
2. More than 7 calendar days after registration and 30 days or more before the program start date: 75% of your tuition fee refunded.
3. More than 7 calendar days after your registration and less than 30 calendar days before the start of your



program: 60% of your tuition fee refunded.

**After program start:**

1. Withdrawal or dismissal within first 10% of program: 50% refunded
2. Withdrawal or dismissal between 10% and before 30% of program completed: 30% refunded
3. Withdrawal or dismissal after 30% of program completed: no refund

**Declined visa:**

In situations when the visa is declined, LCILS will give a full refund based on funds received less the registration fee, accommodation placement fee, and all bank transfer charges. LCILS needs to be notified in writing prior of the program start date that the student's visa was denied. A copy of the denial letter from the Canadian Embassy must be provided to LCILS at that time. If LCILS is notified after the program start date without any previous notification about visa delay or denial, a \$200 administration fee will be added on top of the registration fee, accommodation placement fee, and bank transfer charges withheld from the refund. Where a student did not meet the LCILS and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, all tuition and fees paid under the contract are refundable, less the applicable non-refundable student application or registration fee.