



**LCI
Language
School**

SCHOOL POLICIES

January 2026



DESIGNATED B.C. PRIVATE TRAINING INSTITUTIONS REGULATORY UNIT

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1. STATEMENT OF RIGHTS

LCI Language School (LCILS) is certified with the [Private Training Institutions Regulatory Unit \(PTIRU\)](#) 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.

You have the right to be treated **fairly** and **respectfully** by LCILS staff.

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 PTIRU or does not require approval.

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

You have the right to access LCILS's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a claim to PTIRU 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 PTIRU 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 Admissions 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.

NAME	TITLE	E-MAIL
Damian Rumph	Head Teacher	damian.rumph@lcieducation.com
Fernando Delgadillo	Admissions Advisor	fdelgadillo@lcieducation.com
Zoraida Alsoweis Carrasco	Director of Operations	zcarrasco@lcieducation.com

3. ADMISSIONS POLICY:

1. **Be 17 years old by the first day of class for all PTIRU approved programs (13-17 years old for camps and customized group programs *PTIRU- Programs no requiring approval*)**

**Approved Program means Language programs at designated/interim designated institutions that are longer than six months or for which tuition is at least \$4,000. A language program is defined as a program that has as its learning objective that students gain or improve proficiency in a language.*

**Programs that do not required approval are defined as a language program at a designated institution that is no more than six months and less than \$4,000*

2. **Provide a copy of your passport or government ID.**

3. **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. Please see below useful links for your reference:

[Eligibility to apply for a visitor visa - Canada.ca](https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/eligibility-apply-visitor-visa.aspx)

[Study permit - Canada.ca](https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/study-permit.aspx)

4. 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.

5. Agree with all LCILS Policies and Procedures

4. ATTENDANCE POLICY

The purpose of this policy is to outline the attendance requirements and procedures, ensuring they are applied consistently and effectively communicated to students at LCILS Vancouver.

This policy applies to all students currently enrolled in LCILS Vancouver programs.

Minimum Attendance Requirements:

Students at LCILS are expected to attend all classes regularly and punctually to acquire the knowledge and skills necessary to complete their programs. Students must maintain an attendance average of at least 70% to receive a graduation certificate.

Students who do not meet the overall attendance requirements of 70% for the program they are enrolled in will not receive their final completion certificate and may be subject to disciplinary actions.

All absences and late arrivals are monitored and recorded daily and subtracted from the overall attendance.

How to Report an Absence

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 the commencement of your class, or by sending an e-mail to your teacher or our general inbox:

- a) (604) 683-2754
- b) esl@lcieducation.com

Acceptable documents to excuse an absence from class include, but are not limited to, a medical note, or official documentation from relevant authorities such as immigration or government agencies. All medical notes must be issued by a local health care clinic, by a registered Canadian health care professional.

These documents serve as a means to verify and validate the legitimate reasons behind a student's absence, ensuring transparency and accountability in the attendance record.

5.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.

6.STUDENT 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 enrolled or were enrolled 30 days prior to the submission of their appeal.

All assignments and final course grades may be appealed to by individual students, as per the procedure outlined in this policy.

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, he/she should discuss it with his/ her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.

2. 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 Head Teacher.
3. The Head Teacher will obtain a copy of the assignment/test in question from the instructor.
4. 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.
5. Once the re-assessment is complete, the Head Teacher will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to the student in writing within fifteen (15) business days after receiving the student's appeal.

NAME	TITLE	E-MAIL
Damian Rumph	Head Teacher	damian.rumph@lcieducation.com

7.BULLYING AND HARASSMENT POLICY

LCI Language School is committed to providing an environment that is free from sexual harassment and any type of discriminatory harassment. Employees, students, and staff are expected to conduct themselves in a professional manner that is consistent with the Code of Conduct.

Prohibition of Bullying and Other Types of Harassment:

It is also against LCI Language School's policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, gender, religion, sexual orientation, age, national origin, disability, or other protected category or reason (or that of the individual's relatives, friends, or associates) that:

1. Has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working or learning environment.
2. Has the purpose or effect of unreasonably interfering with an individual's work or academic performance; or
3. Otherwise adversely affects an individual's employment opportunities or ability to successfully complete their studies at LCI Language School.
4. Depending on the circumstances, the following conduct may constitute bullying and discriminatory (or other) harassment:
5. Epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts
6. that relate to race, color, gender, religion, sexual orientation, age, national origin, or disability; and
7. Written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, sexual orientation, age, national origin, or disability and that is circulated in the workplace, physical or virtual classrooms, public forums (i.e.

social media platforms like Facebook) or placed anywhere within the Language School's premises such as on an employee or student's desk or workspace or bulletin boards.

8. Other conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above. Bullying includes but is not limited to; verbal aggression or insults, calling of derogatory names, harmful hazing, or initiation practices vandalizing personal belongings and spreading malicious rumors.

It is also against LCI Language School's policy to retaliate against a student for filing a complaint of bullying or discriminatory (or other) harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

Reporting of Harassment:

If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment or bullying by any employee of LCI Language School, you should report the incident immediately to the Admission's Advisor, Head teacher or Director of Operations:

NAME	TITLE	E-MAIL
Damian Rumph	Head Teacher	damian.rumph@lcieducation.com
Fernando Delgadillo	Admissions Advisor	fdelgadillo@lcieducation.com
Zoraida Alsoweis Carrasco	Director of Operations	zcarrasco@lcieducation.com

Possible harassment by others with whom LCI Language School has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

LCI Language School will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation.

LCI Language School's goal is to conduct a thorough investigation, to determine whether harassment occurred, and to determine what action to take if it is determined that improper behavior occurred. If LCI Language School determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspension, dismissal, or termination.

Individuals who report violations of this policy and those who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, LCI Language School will inform the individual who made the complaint of the results of the investigation.

For sexual harassment or misconduct concerns, please refer to the Sexual Misconduct Policy

7. 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.

Preliminary Issues & Important Definitions

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 audiotaping 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.

Complaint of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.

- The process for *making* a **Complaint** about sexual misconduct involving a student is as follows:

If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment or bullying by any employee of LCILS, you should report your incident immediately to the Director of Operations, Admissions Advisor or Head Teacher.

The individual making a disclosure or complaint should provide relevant details about the alleged incident, such as the date and time, the individuals involved, a list of any potential witnesses, and any relevant documents, or supporting evidence.

NAME	TITLE	E-MAIL
Damian Rumph	Head Teacher	damian.rumph@lcieducation.com
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- The process for *responding* to a **Complaint** of sexual misconduct involving a student is as follows:

LCILS will acknowledge receipt of the complaint within 5 business days and immediately activate an investigation.

LCILS will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation.

Upon completion of the investigation, a formal report will be prepared by the Director of Operations including a recommended course of action and may:

- Provide information or make referrals to support service providers who have experience addressing sexual misconduct and violence, as required and appropriate.
- If necessary, provide the student with reasonable academic accommodation while on campus.
- When necessary, provide contact information for external investigating bodies such as the police.

In case of a complaint, should a student want to move forward with a formal process, a clear request for action must be included in the complaint.

- The process for *making* a **Report** of sexual misconduct involving a student is as follows:

The report will provide a summary of the claims made by the student as well as the findings as it relates to the claim following any interviews that have taken place. The Director of Operations will then provide an opinion as to whether they agree if the policy has been violated and recommend what action should be taken.

The report will be submitted to the Chief Operating Officer (Jean-Philippe Bastien jean-philippe.bastien@collegelasalle.com) no later than 7 business days after the final interview during the investigation.

The Chief Operating Officer will review the report to determine if the recommendation course of action is appropriate or requires any revisions.

- The process for *responding* to a **Report** of sexual misconduct involving a student is as follows:

Once the report has been reviewed and a course of action has been determined, the Chief Operating Officer will provide a formal response within a reasonable timeframe confirming the next course of action in writing.

In all instances the institution will:

- Ensure the safety of the victim/survivor.
- As appropriate, provide emergency numbers for on and off campus security (if applicable), law enforcement, medical assistance, mental health services, and other services.
- Respect the right of the individual to choose the services they consider most appropriate.

It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.

Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.

All information related to a Complaint or Report is confidential and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

8.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 Director of Operations or delegate who will attempt to resolve the issue for the student. The student can be represented at this meeting by either an agent can be friend, family or another student) or a lawyer if they choose.
3. At the meeting, the Director of Operations 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 Director of Operations 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 receipt of the student's written concerns. Two options are then available to the Director of Operations 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 Director of Operations or delegate, the student must advise the Director of Operations or delegate as soon as possible but within five school days of being informed of the determination.
7. The Director of Operations at 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 Regulatory Unit (PTIRU) 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 PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.

9. 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.

10. DISMISSAL POLICY

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

- **STUDENT CODE OF CONDUCT**

LCILS may dismiss a student from a program on any of the grounds listed below. While the list is not exhaustive, it aims to give students an understanding of behaviors warranting disciplinary action. Specific examples of unacceptable behavior are included; however, students should be aware that their behavior may still be against the Code of Conduct even if it is not on the list.

The grounds for dismissal include engaging in, attempting to engage in, or assisting others to engage in any of the actions described below:

Academic Misconduct

- Cheating, plagiarism, unapproved collaboration or unauthorized use of AI in completing class assignments and examinations.
- Submitting the same, or similar, previously produced work for which a student already received credits at another course.
- Excessive and unsubstantiated absenteeism or lateness resulting in not meeting minimum attendance requirements.
- Sleeping or appearing to be sleeping during class.

Disruption or Interference

- Interfering with, obstructing, disrupting, misleading, or failing to comply with the directions of any school official in the performance of their duties.
- Disruption of learning environment, including any conduct which interferes with classroom activities.

Failure to Comply

- Failure to comply with all applicable LCILS Vancouver policies, procedures, standards and requirements.
- Failure to comply with the instructions or directives of the course instructor.
- Failure to adhere to the terms of student enrolment contract, including the terms of payment of tuition and related fees.
- Refusing to leave school property when instructed to do so by a school official acting within the scope of their duties.

Fraud, Misrepresentation or False Information

- Providing false information to an official at the institution.
- Forgery or alteration of documents, including but not limited to, identification, study permits, medical notes, etc.
- Altering or misuse of official school documents or forms.

Misconduct Against Persons

- Failure to treat all students and staff with courtesy, respect, and dignity.
- Engaging in physically, verbally, emotionally and sexually abusive, aggressive, threatening, harassing, discriminatory or otherwise offensive behavior (this also pertains to online activities and social media).
- Physical or verbal threat, abuse, or violence.
- Harassment or discrimination; promotion of hatred or remarks related to another person's ethnicity, race, color, religion, age, gender, marital or family status, sexual orientation, or disability.

Misconduct Against Property

- Theft attempted or actual.
- Misuse, vandalism or damage to school property or equipment.

Substance Use and Smoking

- Possession or consumption of alcohol, or illegal or controlled substance including cannabis, in any amount.

- Being under the influence while on campus property or behavior consistent with substance use.
- Attending class with an apparent odor associated with cannabis or other controlled substance.
- Possession of drug paraphernalia such as marijuana joints, marijuana electronic inhalation devices, etc. while on campus property.
- Smoking and/or using an electronic smoking device or vaping while on campus property.

Unauthorized Possession or Use of Dangerous Substance or Objects

- Bringing materials or devices which may pose a hazard or cause damage to school property or its occupants.
- Possession or use of dangerous substances, material, or weapons, or any other item designed to inflict harm or damage.

Unauthorized Use of School Facilities, Equipment or Services

- Tampering with fire safety, security, or emergency equipment.
- Unauthorized entry attempted unauthorized entry and/or presence on any premises of the school.

DISMISSAL PROCEDURE

1. All concerns relating to student misconduct shall be directed to the Director of Operations, Admissions Advisor or Head Teacher. Concerns may be brought forward by staff, students or the public. Concerns may be brought forward personally.
2. Formal complaints must be in writing.
3. The Director of Operations 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.
4. 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.
5. 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.
6. The Director of Operations 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.

7. The Director of Operations 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.
8. 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.
9. If the recommendation is to dismiss the student, the Director of Operations or delegate will then meet with the student to formally dismiss him/her from studying at LCILS. The Director of Operations or delegate will provide the student a Letter of Dismissal and a calculation of refund due or tuition owing.
10. If a refund is due according to LCILS's refund policy, the Director of Operations or delegate will ensure that a refund is forwarded to the student within 30 days of the dismissal (45 days for LCILS Montréal).
11. If the student owes tuition or other fees to LCILS, the Director of Operations may undertake the collection of the amount owing.

NAME	TITLE	E-MAIL
Damian Rumph	Head Teacher	damian.rumph@lcieducation.com
Fernando Delgadillo	Admissions Advisor	fdelgadillo@lcieducation.com
Zoraida Alsowais Carrasco	Director of Operations	zcarrasco@lcieducation.com

11. REFUND POLICY

The purpose of this policy is to outline the regulatory requirements concerning tuition refund in case of a termination of student's enrolment contract.

Approved Programs – In-Class Combined Delivery, or Synchronous Distance Delivery	Refund Due
<i>Before program start date, institution receives a notice of withdrawal</i>	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	100% tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials and unused aircraft utilization fees.
No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract
<i>After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal (applies to all programs):</i>	
<ul style="list-style-type: none"> No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<i>After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):</i>	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 10% of tuition paid or payable under a contract.

<ul style="list-style-type: none"> After the program start date, and after more than 10% but before 30% of instruction hours have been provided 	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 30% but before 50% of instruction hours have been provided. 	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 50% of instruction hours have been provided. 	No refund due
<p><i>Student does not attend – “no-show” ((applies to all students except those enrolled in a program delivered solely by asynchronous distance education):</i></p>	
<ul style="list-style-type: none"> A student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition paid under a contract.
<p>Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery</p>	<p>Refund Due</p>
<p><i>Institution receives a refusal of study permit (applies to international students requiring a study permit):</i></p>	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance 	100% tuition and all related fees, other than application fee.

Approved Programs – All Delivery Methods	Refund Due
<i>Student enrolled in a program without having met the admission requirements for the program</i>	
<ul style="list-style-type: none"> If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application Fees.

Language Programs that do not require approval	Refund Due
<i>*A Language Program that does not require approval is defined by a language program which is six months or less in duration or for which tuition is less than \$4,000</i>	
<ul style="list-style-type: none"> The student does not attend the program, and The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of: <ul style="list-style-type: none"> a) the start date of the program in the most recent Letter of Acceptance b) the start date of the program in the enrolment contract. 	100% tuition and all related fees, other than application fees

After program start date, institution provides a notice of dismissal or receives a notice of withdrawal

<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	<ul style="list-style-type: none"> • Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> • After the program start date, and after more than 10% but before 30% of instruction hours have been provided 	<ul style="list-style-type: none"> • Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> • After the program start date, and after more than 30% but before 50% of instruction hours have been provided. 	<ul style="list-style-type: none"> • Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> • After the program start date, and after more than 50% of instruction hours have been provided. 	<ul style="list-style-type: none"> • No refund due

Tuition Refund Procedure

When a refund is due, an LCILS must provide it to the student within 30 days of:

- Receiving a written notice of withdrawal from a student
- Receiving a copy of refusal of a study permit
- Providing a student with a notice of dismissal

Disputes regarding the refund policy must be received in writing, addressed to the Director of Operations, 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.

12. HOMESTAY POLICY

LCILS offers all students with accommodation options prior to their arrival to Canada. All accommodations are booked through a third-party company. Any refunds related to accommodation are subjected to the third-party company policies and those will be provided to LCILS students prior to confirming their booking.

All students are subjected to a \$250 non-refundable placement fee.

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/Wi-Fi, 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, mealtimes, 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.

12. 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. **Student's Code of Conduct** – Students must act appropriately towards staff, other students, and the school. LCILS does not tolerate the use of illegal substances. Behavior 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.