



# GREYSTONE COLLEGE CANADA APPLICATION FORM 2021

MONTREAL | TORONTO | VANCOUVER

Greystone College of Business and Technology (Toronto) Inc. (Greystone College (Toronto)), Greystone College of Business and Technology (Greystone College (Vancouver)), and Collège Greystone (Greystone College (Montréal)) herein collectively referred to as "Greystone College".

# 2021 APPLICATION FOR ADMISSION

Start Date (MM/DD/YY)	End Date (MM/DD/YY)	PROLA #	LEVEL
-----------------------	---------------------	---------	-------

## STUDENT INFORMATION

☐ Female ☐ Male ☐ Non-binary ☐ Undetermined ☐ Intergendered

First name

Middle name(s)

Last name

Birthdate (MM/DD/YY)

Country of birth

First language

Nationality

Agency referral (if applicable)

Passport number

Expiry date

Address:

Street

City

State/Province

Country

Postal Code

Primary phone number

Email

Emergency contact name

Emergency contact telephone

Visa status in your country of study ☐ Citizen

☐ Student ☐ Visitor ☐ Working Holiday ☐ Other (please specify)

Do you have any physical or mental medical conditions we should be aware of?

☐ Yes ☐ No If yes, please specify

Do you wish to purchase medical insurance through Greystone College ☐ Yes ☐ No

Start Date (MM/DD/YY)

End Date (MM/DD/YY)

Are you also applying for a program at ILSC Language Schools? ☐ Yes ☐ No

If Yes, attach ILSC Language Schools application form.

Student Number (Office use only)

## CHOOSE YOUR LOCATION

☐ MONTRÉAL <sup>M</sup> ☐ TORONTO <sup>T</sup> ☐ VANCOUVER

## CHOOSE YOUR PROGRAM

BUSINESS PROGRAMS	
<b>ACADEMIC DIPLOMA PROGRAMS</b>	<b>CO-OP &amp; PRACTICUM DIPLOMA PROGRAMS</b>
<input type="checkbox"/> Diploma in Business Communications Please indicate <input type="checkbox"/> Daytime* <input type="checkbox"/> Evening <input type="checkbox"/> Evening <input type="checkbox"/> Evening	<input type="checkbox"/> Diploma in Business Communications Co-op Please indicate <input type="checkbox"/> Daytime* <input type="checkbox"/> Evening <input type="checkbox"/> Evening <input type="checkbox"/> Evening
<input type="checkbox"/> Diploma in International Business Management (IBM) Please indicate <input type="checkbox"/> Daytime* <input type="checkbox"/> Evening <input type="checkbox"/> Evening <input type="checkbox"/> Evening	<input type="checkbox"/> Diploma in International Business Management Co-op (IBM) Please indicate <input type="checkbox"/> Daytime* <input type="checkbox"/> Evening <input type="checkbox"/> Evening <input type="checkbox"/> Evening
	<input type="checkbox"/> Attestation of College Studies, International Business Management <sup>M</sup> Please indicate <input type="checkbox"/> Daytime <input type="checkbox"/> Evening <input type="checkbox"/> Afternoon <input type="checkbox"/> Hybrid
<b>ACADEMIC CERTIFICATE PROGRAMS</b>	
<input type="checkbox"/> Certificate in Business Communications (Non Vocational in TO)* <input type="checkbox"/> Evening <input type="checkbox"/> Evening	<input type="checkbox"/> Certificate in Business Management (Clerk in TO)* <input type="checkbox"/> Evening <input type="checkbox"/> Evening
<input type="checkbox"/> Certificate in International Business and Trade (Clerk in TO)* <input type="checkbox"/> Evening <input type="checkbox"/> Evening	
<b>TOURISM &amp; HOSPITALITY PROGRAMS</b>	
<b>ACADEMIC DIPLOMA PROGRAMS</b>	<b>CO-OP DIPLOMA PROGRAMS</b>
<input type="checkbox"/> Diploma in Customer Service Please indicate <input type="checkbox"/> Daytime <input type="checkbox"/> Evening <input type="checkbox"/> Evening <input type="checkbox"/> Afternoon <input type="checkbox"/> Afternoon	<input type="checkbox"/> Diploma in Customer Service Co-op Please indicate <input type="checkbox"/> Daytime <input type="checkbox"/> Evening <input type="checkbox"/> Evening <input type="checkbox"/> Afternoon
<input type="checkbox"/> Diploma in Hospitality Management* <input type="checkbox"/> Evening	<input type="checkbox"/> Diploma Hospitality Management Co-op* <input type="checkbox"/> Evening
<input type="checkbox"/> Diploma in Hospitality Operations Please indicate <input type="checkbox"/> Daytime* <input type="checkbox"/> Evening <input type="checkbox"/> Evening	<input type="checkbox"/> Diploma in Hospitality Operations Co-op Please indicate <input type="checkbox"/> Daytime* <input type="checkbox"/> Evening <input type="checkbox"/> Evening
<input type="checkbox"/> Diploma in Hospitality Sales & Marketing* <input type="checkbox"/> Evening	<input type="checkbox"/> Diploma in Hospitality Sales & Marketing Co-op* <input type="checkbox"/> Evening
<b>CO-OP CERTIFICATE PROGRAMS</b>	
<input type="checkbox"/> Certificate in Hospitality Skills Co-op <input type="checkbox"/> Evening	
<b>DIGITAL MARKETING PROGRAMS</b>	
<b>ACADEMIC DIPLOMA PROGRAMS</b>	<b>CO-OP DIPLOMA PROGRAMS</b>
<input type="checkbox"/> Diploma in Digital Marketing: Social Media Professional Please indicate <input type="checkbox"/> Evening <input type="checkbox"/> Evening	<input type="checkbox"/> Diploma in Digital Marketing: Social Media Professional Co-op Please indicate <input type="checkbox"/> Evening <input type="checkbox"/> Evening
<input type="checkbox"/> Diploma in Digital Marketing: Website Management & Design Please indicate <input type="checkbox"/> Evening <input type="checkbox"/> Evening	<input type="checkbox"/> Diploma in Digital Marketing: Website Management & Design Please indicate <input type="checkbox"/> Evening <input type="checkbox"/> Evening
<input type="checkbox"/> Diploma in Digital Marketing Professional Please indicate <input type="checkbox"/> Evening <input type="checkbox"/> Evening	<input type="checkbox"/> Diploma in Digital Marketing Professional Co-op Please indicate <input type="checkbox"/> Evening <input type="checkbox"/> Evening
	<input type="checkbox"/> Attestation of College Studies, Digital Marketing Professional <sup>M</sup> Please indicate <input type="checkbox"/> Evening <input type="checkbox"/> Afternoon
<b>TEACHER TRAINING PROGRAMS</b>	
<input type="checkbox"/> Cambridge TESOL Diploma <input type="checkbox"/> Add optional TKT exam? <input type="checkbox"/> Yes <input type="checkbox"/> No Add optional TKT-YL exam? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> TESOL-TKT Certificate <input type="checkbox"/> Add optional TKT exam? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> TKT-YL Certificate <input type="checkbox"/> Add optional TKT-YL exam? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Due to COVID, many programs are currently being delivered online. Students are expected to have a computer or tablet that enables them to connect to the Internet in order to participate in class, review material and submit assessments.

\*Greystone College Toronto is pausing registration and new starts for most programs in the daytime schedule in 2021, except for the Diploma in Customer Service, the Diploma in Customer Service Co-op, and the Certificate in Hospitality Skills Co-op; however, please note that the Certificate in Hospitality Skills Co-op will not be offered on Jul 19 and Aug 16 start dates and resumes Sep 13. Daytime program schedules will resume for start dates in 2022.



## ACCOMMODATION (If applicable)

☐ **Homestay—Full board** (3 meals per day) **V T M** ☐ **Roomstay** (No meals) **V T M**

☐ **Homestay—Half board** (2 meals per day - no lunch) **V T M**

☐ **Vancouver V** ☐ **Toronto T** ☐ **Montréal M**

Alternative accommodations vary by location, but may include student residences, hostels, hotels, shared apartments, and more. ILSC will contact you to confirm availability.

Residence name:

Room type or location:

## ARRIVAL INFORMATION

Arrival date (MM/DD/YY)

Departure date (MM/DD/YY)

Airline and flight number

Airport transfer ☐ Pick-up only ☐ Pick-up and drop-off ☐ None

## ACCOMMODATION PREFERENCES\*\*

Check-in date (MM/DD/YY)

Check-out date (MM/DD/YY)

Total weeks

Are you comfortable with children between the ages of ☐ 12 years and under ☐ 13 years and over ☐ None

Are you comfortable with pets in the home? ☐ Yes ☐ No If no, please specify:

Are you comfortable with other students in the home? ☐ Yes ☐ No

Please note that other students will speak a first language other than your own, and will have their own separate room.

Do you require a special diet (For example, no pork, no fish, no red meat, no eggs, etc.)? ☐ Yes ☐ No  
If yes, specify:

Do you have any allergies? ☐ Yes ☐ No  
If yes, please specify:

What languages do you speak?

Do you take daily medication? ☐ Yes ☐ No  
If yes, please specify:

**(Montréal only)** Do you want your homestay family to speak ☐ English ☐ French

Do you have medical insurance? ☐ Yes ☐ No  
If yes, please specify:

Do you smoke? ☐ Yes (Most families do not allow smoking indoors) ☐ No

Interests and other comments

## STUDENT DECLARATION

- I declare that the information I have given on my application to study at Greystone College of Business and Technology (Toronto) Inc. (Greystone College (Toronto), Greystone College of Business and Technology (Greystone College (Vancouver))), and Collège Greystone (Greystone College (Montréal)) herein collectively referred to as "Greystone College".
- I declare that I am in possession of sufficient funds to finance my full term of study at Greystone College.
- I have read and understood **all of the policies applicable to my study location**, including the cancellation and refund policies as applicable to my chosen study location (refer to: Page 4 of this application form for Greystone College (Vancouver) policies, and page 5 of this application form for Greystone College (Toronto), and Greystone College (Montréal) policies and the Work Experience Policy on page 5 of this application form; and agree to abide by any decisions of Greystone College's management regarding the enforcement thereof.
- I agree that Greystone College may provide my educational records or information to my parents (if a minor) sponsoring agency or any other educational institution to which I apply.
- I declare that I will disclose to Greystone College any contagious medical condition that I might contract prior to or during my stay at Greystone College and I agree to disclose any pre-existing medical or health condition that may require ongoing or intermittent medical attention or that may affect my ability to fully participate in either classroom or activity programs. I hereby authorize any doctor, EHS or medical facility to provide treatment to me if I am injured or ill whether or not I am able to provide consent.
- I agree and acknowledge that Greystone College may collect personal information including medical information as a result of this application and/or my time at Greystone College and acknowledge that this information will only be used in the course of the provision of educational, ancillary and medical services either directly or indirectly and for no other purposes.
- I understand that Greystone College (Toronto), Greystone College (Vancouver) and Greystone College (Montréal), are required to share enrollment and reporting information with Immigration Refugees and Citizenship Canada (IRCC) and MEES (Ministère de l'Éducation et de l'Enseignement Supérieur) in Quebec as necessary for the purposes of the International Student Program (ISP), and consent to my information being shared with the IRCC, and the Provincial Ministerial bodies designated to oversee the ISP program in British Columbia, Ontario, and Quebec.
- I agree to save and hold harmless, Greystone College, its agents, employees, homestay families and assigns for any loss, damage or injury which may occur to me or my property and hereby permanently waive all claims for loss, damage or injury resulting or arising from my term of attendance at Greystone College to the extent allowable under the applicable provincial legislation.
- I agree, as well, that the violation of any of the above conditions or if any of the information provided in this application is discovered to be false or misleading, I may be dismissed from Greystone College without notice or recourse.
- I have read, understood and agree to be bound by the terms and conditions as stated in this application form.
- I understand that my information may be shared as outlined in this application form.
- I have read the cancellation, grievances and refund policies specific to my chosen location of study and agree to abide by these terms.
- I consent to receiving electronic messages from Greystone College and its affiliates containing news, updates, and promotions, and I understand that I can withdraw my consent at any time.

## BY SIGNING BELOW I ACKNOWLEDGE THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ABOVE STUDENT DECLARATION

Student name (print)

Date (MM/DD/YY)

Student signature

Parent signature (if student is underage\*)

Greystone College authorized signature

Date (MM/DD/YY)

\*Age of Majority is 18 in Toronto and Montreal, and 19 in Vancouver. For students younger than the Age of Majority, the student contract must also be signed by a parent or legal guardian.

\*Requests are not guaranteed, but the homestay staff at Greystone College will do their best to accommodate student requests. It is recommended that students who request airport reception arrive and depart on the weekend. Alternative Accommodation and Roomstay placements are based on availability and not guaranteed. Homestay students are advised that neither Greystone College nor the homestay family can be held responsible for the loss or theft of personal belongings. Although the chance of a loss due to theft is extremely small, we nonetheless advise students to ensure that they obtain adequate insurance coverage in their home countries for all personal belongings that they bring to the destination country.

\*\*Please refer residence pricing and full policy on our website.

ADMISSIONS POLICY

To be admitted to any Greystone College program, prospective students must meet specific requirements regarding age, prior education, English level, and demonstrated proficiency in the basic skills required for college level work.

All applicants must\*:

- Have a secondary school diploma or equivalent (in Toronto, accepted secondary school diplomas must be from Canada or the USA);
- In Toronto only, be at least 18 years of age, and pass a superintendent approved qualifying test.
- In Montréal, a candidate is eligible to an Attestation of College Studies program (AEC) if his/her educational training is deemed sufficient by the College and if it meets one of the following conditions:

- a) If a candidate has interrupted his full-time studies for at least two (2) consecutive terms or for one (1) full school year;
- b) The candidate has pursued his/her post secondary education for a period of at least one (1) year.
- c) Even though a candidate who has a High School Diploma is considered to have the necessary education to enroll in a College program, all applicants must submit, with the application, all academic records and all other documents deemed necessary for admission purposes.

If the applicant does not possess a High School Diploma, he must submit, with his application, last transcripts, proof of academic accomplishments, a resume, a description of his professional accomplishments along with letters of recommendation from present and previous employers.

Students must submit proof that he/she meets all of the program's admission criteria (e.g. transcript, proof of age, etc.).

All applicants whose first language is not English must provide proof of English proficiency. Please refer to the Language Entry Requirement for International Students chart for the language entry level required for your chosen program. Students taking Interpreting and Translation programs also require proof of proficiency in Korean (school records from education in which Korean was the language of instruction or minimum TOPIK level 5).

Prospective students requesting credit for prior post-secondary education must submit transcripts (in English) before registration.

If the prospective student fails to meet the minimum admission requirements, neither the institution nor the student can waive the requirements.

*Greystone College encourages applications from prospective students who seriously intend to study at our schools to further their education in Canada. To that end, potential students must comply with Canada's federal and provincial laws and understand the gravity of providing false information or misrepresenting themselves to immigration authorities, to Greystone College, or to any other government agency.*

ATTENDANCE & LATENESS POLICY

Greystone College recognizes that good attendance is directly related to student success in completing a program of study. This policy applies to all students who are currently enrolled or are enrolled at any future time.

Students are expected to attend classes as scheduled. Students must attend a minimum of 80%\* of their classes each course, as part of the requirement to receive credit for each course or module taken. For example, the maximum number of allowable absences in a 4 week session is 4 in all programs other than TESOL\* (Please see Teacher Training policy) and Greystone College Montréal programs.

Once the student reaches the maximum number of absences (less than 80% attendance record per course) they cannot write the final exam, quiz or test and/or participate in the final project, and will not receive credit for the course. Exceptions may be made for special circumstances.\*\*

Portions of days will be added together to make whole days. For example, if a student misses two ½ days, that is equal to one day absence. The student is responsible for completing all assignments missed during the absence.

Students must call the College to inform staff of lateness or absence.

*\*Teacher Training program attendance policy:*

- 100% Attendance is expected in Teacher Training programs.
- Students are expected to return to class promptly after each break and lunch time.
- Students must call the College before class starts to inform staff of lateness or absence.
- Points will be deducted for lateness and absences, and students are at risk of not graduating.

*\*\*Absences for medical or emergency reasons are considered "excused" absences if the student provides documentary evidence of the reason for the absence such as a doctor's note.*

Students having difficulty meeting these attendance requirements should contact the Academic Director.

ARRANGEMENTS FOR ABSENCES

If a student has a planned break or a special event that he/she must attend, he/she must see the Director before or during the first week of the program for approval.

RESPECTFUL & FAIR TREATMENT OF STUDENTS POLICY

Greystone College expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. This list is not exhaustive and students should request clarification from the Director if they have any questions.

"Student" is defined as including prospective students as well as those currently registered or enrolled in any Greystone College program or activity.

The Code of Conduct students are expected to follow include:

- Attend school in accordance with the Attendance Policy.
- Treat all students and staff members with respect.
- Refrain from any disruptive or offensive classroom behaviour.
- Refrain from cheating or plagiarism in completing class assignments and assessments
- Treat the College property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to the College.
- Refrain from possessing, consuming, or being under the influence of any alcohol, cannabis or any prohibited mood altering substances on the institution's property.
- Refrain from making inappropriate remarks concerning another student or staff member's ethnicity, race, religion or sexual orientation (i.e. no discrimination will be tolerated).
- Complete all assignments and assessments (e.g. exams, tests, quizzes) successfully on the scheduled completion dates, i.e. maintain a good academic standing (cannot fail more than 2 academic courses).
- Complete all the requirements for graduation within the registered study period (including co-op placement and post-co-op academic courses if applicable) or apply in writing to withdraw from a program.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

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

Students who do not meet the expected code of conduct will be subject to College procedures intended to substantiate the concerns, and determine the course of action which may include: a warning setting out the consequences of further misconduct; setting of a probationary period with appropriate conditions; or immediate dismissal from Greystone College depending on the severity of the misconduct.

Concerns related to a student's conduct shall be referred to the Director to process in accordance with this Policy.

CREDIT TRANSFER POLICY

Students with prior post-secondary education, must officially request transfer credits through Greystone College in writing (Transfer Credit Request Form) and submit all required documents. Students must submit official transcripts of grades and detailed course outlines in English. All academic credentials, transcripts and test scores submitted to the College must be official. The associated fee is \$25 per course where credit transfers were awarded.

If transcripts are written in a language other than English, an official copy of an authorized English translation must be submitted in addition to the original transcript. Translations must be literal, complete

versions of original records, and the documents must be translated by a recognized translation service.

Transfer credits may be granted based on successful completion of post-secondary courses which are similar overall in content or competency to the course(s) at Greystone College. Students may apply for transfer credits up to a maximum of 25% of the program. Final approval for granting transfer credit rests with the College. Students must apply for credit prior to the start of their program. Exceptions may be made for Greystone College Montréal.

LANGUAGE ENTRY REQUIREMENT FOR INTERNATIONAL STUDENTS

PROGRAMS	TOEFL IBT	IELTS	ILSC LEVEL
BUSINESS			
Certificate in Business Communications (Non-Vocational in Toronto)	80	6.5	A1
Certificate in Business Management (Clerk in Toronto)	80	6.5	A1
Certificate in International Business and Trade (Clerk in Toronto)	80	6.5	A1
- Single Course	80	6.5	A1
Diploma in Business Communications (Academic or Co-op)	35	5.0	I2
Diploma in International Business Management (Academic or Co-op)	80	6.5	A1*
Attestation of College Studies , International Business Management	80	6.5	A1*
Diploma in Supervisory Management	80	6.5	A1
Certificate in Business Experience (Academic)	80	6.5	A1
HOSPITALITY			
Diploma in Customer Service (Academic or Co-op)	31	4.0	B4
Diploma in Hospitality Management (Academic or Co-op)	46	5.5	I3
Diploma in Hospitality Operations (Academic or Co-op)	46	5.5	I3
Diploma in Hospitality Sales and Marketing (Academic or Co-op)	60	6.0	I4
Certificate in Hospitality Skills Co-op	31	4.0	B4
DIGITAL MARKETING			
Diploma in Digital Marketing: Social Media Professional (Academic or Co-op)	46	5.5	I3
Diploma in Digital Marketing: Website Management and Design (Academic or Co-op)	46	5.5	I3
Diploma in Digital Marketing Professional (Academic or Co-op)	46	5.5	I3
Attestation of College Studies, Digital Marketing Professional	46	5.5	I3
INTERPRETING AND TRANSLATION			
Certificate in Interpreting and Translation (Korean)**	46	5.5	I3
TEACHER TRAINING			
Cambridge TESOL Diploma Consisting of the following certificates:	46	5.5	I3
- TESOL-TKT Certificate	35	5.0	I2
- TKT-Young Learners Certificate	46	5.5	I3

*\* Students starting in 2022 require an ILSC Intermediate 4 English level (equivalent to TOEFL IBT: 60, or IELTS: 6.0)*

*\*\* Interpreting and Translation programs also require proof of proficiency in Korean, demonstrated through school records from education in which Korean was the language of instruction, or minimum TOPIK level 5.*

## ASSESSMENT & CERTIFICATION

In order to graduate and earn a qualification from their program of study, students must successfully fulfill all course requirements (this includes successful completion of all course assignments, exams, practicums, co-operative placements, and class participation, as applicable). Students must also maintain satisfactory attendance throughout their program as allowable under provincial legislation. All program fees owed by the student must be paid prior to graduation and receipt of any Certificate or Diploma earned.

## DISPUTE RESOLUTION POLICY

Greystone College provides an opportunity for students to resolve disputes in a fair and reasonable manner. Greystone College encourages an open dialog between all students and College staff members. In the event of a dispute, the following dispute resolution procedures shall be followed.

### PROCEDURES

**Step 1:** An open dialog between the student and the individual most directly involved shall take place in the hope of finding a quick and mutually acceptable solution to the dispute. If unsatisfied with the outcome, the student will meet with the Student Advisor to discuss the concern as soon as possible and within five days of the incident.

**Step 2:** If the student is not satisfied with the result of the meeting in step 1, the student should submit a written complaint to the Academic Director. Should this person be absent or be named in the complaint the student should submit the written complaint to the Assistant Director.

**Step 3:** The Academic Director or Assistant Director will arrange to meet with the student to discuss the concern as soon as possible and within 1 week of receiving the student's written complaint. Following the meeting with the student, the Academic Director or Assistant Director will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 15 days following the receipt of the student's written complaint.

**Step 4:** If the dispute remains unresolved after step 3 the student may choose to ask for the case to be heard by an Appeals Committee. The committee will consist of the College Director (non-voting), Student Advisor (non-voting), Administrator – not involved in previous steps (voting), Faculty member from different faculty (voting) and faculty member from the Department in question (voting). The committee will be formed at the earliest convenience and all members must be present for the hearing where both parties state their case. The Appeals Committee will provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 5 days following the committee's hearing of the student's appeal case.

All dispute cases will be concluded as soon as possible and no later than 45 days after receiving the student's written complaint.

Students making a complaint may be represented by an agent or a lawyer. Students will not be subject to any retaliation as a result of their complaint.

After having exhausted the dispute resolution process, Greystone College Vancouver students may file a claim with the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education ([www.privatetraininginstitutions.bc.ca](http://www.privatetraininginstitutions.bc.ca)) and Greystone College Toronto students may file their complaint with the Superintendent of Private Career Colleges on the basis that the institution misled the student regarding any significant aspect of an approved program and in Quebec with the Ministère de l'Éducation et de l'Enseignement supérieur

## COLLECTION OF PERSONAL INFORMATION AND CONSENT

Greystone College may collect personal information including medical information as a result of this application and/or a student's time at Greystone College. This information will only be used in the course of the provision of educational, ancillary and medical services either directly or indirectly. Greystone College may provide a student's educational records or information to their parents (if a minor), sponsoring agency or any other educational institution to which the student applies.

In addition, Greystone College (Toronto) Inc. and Greystone College (Vancouver) Inc. are required to share enrollment and reporting information with Immigration, Refugees and Citizenship Canada (IRCC) as necessary for the purposes of the International Student Program (ISP); and in Quebec, Greystone College (Montréal) is required to share enrollment and student information with the MEES (Ministère de l'Éducation et de l'Enseignement Supérieur). This information is shared with the IRCC through Ontario's Ministry of Advanced Education and Development (MAESD), for Greystone College Toronto; and through British Columbia's Private Training Institutes Branch (PTIB) for Greystone College Vancouver.

## FINAL GRADE APPEAL POLICY

Greystone College provides all students with an opportunity to appeal a final grade, while respecting the academic responsibility of the instructor and College.

The policy and procedure applies only to a charge of unfair action toward an individual student, not to a charge of unsatisfactory grading methods. Greystone College presumes that the instructor is applying criteria and methods of grading that are equal to all students and that the instructor's judgement is authoritative and the final grades assigned are correct.

The Grade Appeal Policy considers whether a grade was determined in a fair and appropriate manner.

1. Legitimate grounds for appeal include:
2. Grade resulted from an error in addition of marks or error of fact.
3. Grade was not awarded in accordance of evaluation criteria indicated or was awarded in a manner of arbitrariness.

Grade awarded was unfair and/or motivated by prejudice or ill will.

The onus is on the student to provide evidence that the grade represents unfair treatment as compared to standards applied to other students.

### PROCEDURE

**Step One:** The student will first discuss the question of a grade with the instructor, no later than 3 days\* after receiving the grade. The instructor and the student will discuss the grade and hopefully the question will be resolved.

**Step Two:** If the matter remains unresolved after Step One, the student shall meet with the Academic Director within 7 days of receiving the grade. If the Academic Director feels that it may be a legitimate complaint, the Academic Director will meet with the instructor to review the details. After consultation with the Academic Director, the instructor may choose to let the grade remain or change it. This information will be communicated to the student within 2 days of that consultation.

**Step Three:** If the matter is still unresolved the student will be asked to fill in a Grade Appeal Policy form [the associated fee is \$50] and submit it to the College Director along with any supporting materials that may help clarify the nature of the complaint. The Director will then form an ad hoc Faculty Committee for Appeal of a Grade within 3 days of receiving Grade Appeal Policy Form. The committee will include either the Academic Director or Director and at least one instructor who is familiar with the program and course, but does not have any apparent conflict of interest with the instructor or student of record. The committee will analyze any and all materials that will shed light on the matter, including the course material and assignments in question, grading criteria, and other students' marked papers.

**Step Four:** The directive of the committee is to determine whether the complaint is valid or not.

- \* If yes, the committee will recommend the instructor to change the grade
- \* If not, the committee will inform the student and the instructor that the grade will not be changed

If the instructor does not agree with the decision, the instructor must provide a written explanation for refusing to change the grade. If the committee feels that the instructor's written explanation justifies the original grade, the committee will inform the student and instructor in writing and the matter will be closed.

If the grade is to be changed without the support of the instructor, the committee will determine an appropriate grade, which, in fact, could be higher, lower, or the same. The committee will inform the student and the instructor of the change.

Step Four will be completed within 10 days\* of committee formation.

\* days = normal business days

## WITHDRAWAL & REFUND POLICY—GREYSTONE COLLEGE VANCOUVER

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
  - a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
  - b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
  - c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
  - a. more than seven days after the effective contract date and
    - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
    - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - b. and after the contract start date
    - i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
    - iii. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has lapsed, no refund is given.

5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
  - a. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
  - a. the student has completed and received an evaluation of his or her performance for at least 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
  - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
  - a. of the date the institution receives a student's notice of withdrawal,
  - b. of the date the institution provides a notice of dismissal to the student,
  - c. of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
  - d. after the first 30% of the hours of instruction if section 3 of this policy applies.
9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
  - a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or
  - b. the program is provided solely through distance education.

## REFUND POLICY GREYSTONE COLLEGE TORONTO

To receive a refund of any portion of fees paid, you must give Greystone College of Business and Technology (Toronto) Inc. written notice that you intend to withdraw from the program in which you have enrolled.

If your study permit or visa is denied, or if you cancel before your program begins, Greystone College of Business and Technology (Toronto) Inc. will retain the lesser of 20% of the total fees paid or \$500 and, if applicable, the \$230 accommodation placement fee.

If you cancel in writing after your program begins you will be refunded the following percentage of fees paid:

- Less than 50% of the program completed: You will receive a refund of fees paid, minus 20% of the total fees for the program up to a maximum of \$500 and the amount paid for the portion of the program that has been delivered.
- After 50% of your program has been completed: You will not be entitled to any refund.

In certain circumstances, you may be entitled to cancel your program and receive a full refund. These include:

- If you are expelled in a manner, or for reasons not permitted in Greystone College of Business and Technology (Toronto) Inc. expulsion policy
- If Greystone College of Business and Technology (Toronto) Inc. collects more than 20% of the total fees for the program to a maximum of \$500 before signing a contract with you
- If a total of more than 10% of the program is taught by unqualified instructors
- If Greystone College's contract does not include mandatory terms required
- If your program is discontinued before you can complete it

Where a student withdraws or is dismissed from their program, the same refund policies apply.

If an international student misuses or misrepresents himself/herself to the institution, the institution may retain up to 50% of the tuition due under the student enrolment contract, to a maximum of \$2,000.

If you are eligible for a refund under the conditions above, you will receive the refund within 30 days of Greystone College of Business and Technology (Toronto) Inc. receiving written notice of cancellation or Greystone College of Business and Technology (Toronto) Inc.'s notice to you of dismissal. All refunds will be in Canadian Dollars.

For information regarding cancellation of this Enrolment Contract and refunds of fees paid, see sections 25 to 300 of Ontario Regulations 415/06 made under the Private Career Colleges Act, 2005.

## REFUND POLICY COLLÈGE GREYSTONE MONTRÉAL

To receive a refund of any portion of fees paid, you must give Collège Greystone (Montréal) written notice that you intend to withdraw from the program in which you have enrolled. The contract shall be cancelled by operation of law from the receipt of the notice.

If your study permit or visa is denied, or if you cancel before your program begins, Collège Greystone (Montréal) will retain the registration fee of \$200 and, if applicable, the \$230 homestay placement fee.

If you cancel in writing after your program begins, or if you are expelled in a manner, or for reasons not permitted in Collège Greystone (Montréal)'s expulsion policy you will be refunded the excess of the prices of the services provided to the date of cancellation (calculated in weeks) plus a cancellation penalty in the amount of \$1500 (\$500 for Canadian citizens or Permanent Residents) or 10 % of the total price, whichever is the lowest, less the registration fee paid.

If an international student misuses or misrepresents himself/herself to the institution, the institution may retain up to 50% of the tuition due under the student enrolment contract, to a maximum of \$2,000.

If you are eligible for a refund under the conditions above, you will receive the refund within ten (10) business days of Collège Greystone (Montréal) receiving written notice of cancellation or Collège Greystone (Montréal)'s notice to you of dismissal. All refunds will be in Canadian Dollars.

You may demand that the contract be annulled if you become aware that you were admitted to the educational services concerned in contravention of the provisions governing admission to those services.



# WORK EXPERIENCE POLICY

- Greystone College strongly believes in helping students reach their full potential for career success. Our Co-op programs equip students with current industry knowledge and focused career and skills development training. Students will be able to apply their newly acquired vocational knowledge and workplace skills in real world work settings relevant to their field of study and aligned with the learning objectives of the program. Dedicated Co-op Advisor or Co-op Coordinator will assist and guide each individual student in securing a suitable placement with a Canadian employer in the Business, Tourism and Hospitality industries.
- To successfully complete the work experience component of the program of study, students will receive the following support services offered by the Academic and Co-Op teams:
  - Work Placement Skills Course (Resume/Cover Letter Writing, Interview Skills, Job Search Techniques and more) to equip students with employability skills for job readiness.
  - Information on potential employers accepting students for Co-op placements and who will offer supervised work experience in a safe environment to enhance student learning.
  - Access to current job listings and career resources on the Greystone College Learning Management System's Job Board page.
- Key accountabilities for the Co-op Department to ensure a successful work experience placement for the student include the following:
  - Support the student in seeking a supervised work experience placement with an employer engaged in a legitimate business operation in the home province of the respective Greystone College campus.
  - Ensure that the work experience includes activities directly related to the learning objectives of the program
  - Ensure that the hours for work experience does not exceed more than 50% of the academic instruction hours for the specific program
  - Provide the student with the electronic copy of the "Letter of Agreement" that outlines the specific responsibilities of the Student, Employer and Greystone College before the start of the placement.
  - Monitor student's performance and progress through mandatory student reporting procedures and periodically through email, telephone or site visit to the place of work, where it is possible.
  - Obtain feedback from the student on their experience during the work term
  - In consultation with the employer, jointly evaluate student's performance at the end of the work placement period.
- Successful completion of the Work Experience component of the program is a mandatory requirement for graduation.

## PURPOSE

- To outline the qualifying requirements and expectations for work placement for students
- To guide the processes and procedures for work placement for Students and the Co-op Department Staff
- To establish requirements for successful graduation from program of study for students

## SCOPE

This policy applies to all Co-op and Practicum programs, except TESOL Programs, offered at Greystone College effective from September 1, 2016. The Practicum Policy for TESOL programs is dictated by separate governing bodies and not outlined in this document.

## RESPONSIBILITIES

All Co-Op Department staff are responsible for administering and enforcing this policy.

## DEFINITIONS

**Co-op Work Placement:** Co-op Work placement is an integral component of all Coop Programs. Placements are in Canadian workplaces. For Greystone College Vancouver programs, placements are paid. For Greystone College Toronto programs, placements may be paid or unpaid. The length of placement shall not be more than 50% of the total length of the program that the student is enrolled in i.e. 50% Academic Study and 50% Co-op Placement.

**Practicum Work Placement:** These are unpaid positions offered at Canadian workplaces. The length of placement is dependent on program of study and shall not exceed 20% of the total length of the program that the student is enrolled in. Currently, this applies only to the Advanced Diploma in Business Administration (with Practicum) program offered in Vancouver and the Attestation of College Studies, International Business Management in Montréal.

Costs: Other than tuition fees, the College does not charge any additional fees to students to complete Coop work experience.

## CRITERIA FOR WORK PLACEMENT APPROVAL

- Be registered in one of the College's Co-op or practicum programs
- Hold valid Study Permit and Co-op Work Permit that adequately covers the duration of the Study and Work term
- Successfully meeting attendance requirements, completion of all courses in the 1st academic term and in good academic standing
- Successful completion of the mandatory Work Placement Skills component of program
- At Greystone Montreal, the criteria for work place approval will be determined based on successfully completing all prerequisite courses and demonstrating satisfactory attendance.

## DURATION OF WORK EXPERIENCE

The length of the work experience component varies according to the program of study.

## LOCATION OF WORK EXPERIENCE AND WORKERS COMPENSATION BOARD (WCB) COVERAGE IN BC & WORKPLACE SAFETY & INSURANCE BOARD (WSIB) IN ONTARIO AND QUEBEC (CNESST)

Work placements may be in any regions of British Columbia and/or Ontario or Québec. Co-op students on paid placement will have WCB or WSIB coverage (depending on the province where the placement takes place) provided by the employer during the period that the student is in their employment. WCB and/or WSIB and CNESST in Québec coverage for unpaid work placements (Practicum) will be provided by Greystone College.

Any cost associated with travel to the place of work, uniform requirements, security clearance and/or other hiring processes as required by the employer will be borne by the student.

Students wishing to work outside of British Columbia, Ontario or Quebec for their Co-op work term, must make a formal request in writing to the Co-op Department. This request should include details about the Employer (Company Name, Contact Person, Phone/Email information, Address) and job description for the position applied to. Placement cannot take effect without the approval of the Co-op Department. The Co-op Department will establish if the employer and position meets the learning outcomes of the program

The following tables highlight the required hours for the various programs at the Vancouver Montréal, and Toronto Campuses:

VANCOUVER PROGRAMS	CO-OP LENGTH
<b>BUSINESS</b>	
<b>Diploma in Business Communications Co-op</b>	Daytime Schedule: 24 weeks Evening Schedule: 40 weeks
<b>Diploma in International Business Management Co-op</b>	Daytime Schedule: 24 weeks Evening Schedule: 40 weeks
<b>HOSPITALITY</b>	
<b>Diploma in Customer Service Co-op</b>	Daytime Schedule: 24 weeks Evening Schedule: 40 weeks
<b>Diploma in Hospitality Management Co-op</b>	Daytime Schedule: 48 weeks
<b>Diploma in Hospitality Operations Co-op</b>	Daytime Schedule: 24 weeks Evening Schedule: 40 weeks
<b>Diploma in Hospitality Sales &amp; Marketing Co-op</b>	Daytime Schedule: 24 weeks
<b>DIGITAL MARKETING</b>	
<b>Diploma in Digital Marketing: Social Media Professional Co-op</b>	Evening Schedule: 40 weeks
<b>Diploma in Digital Marketing: Website Management and Design Co-op</b>	Evening Schedule: 40 weeks
<b>Diploma in Digital Marketing Professional Co-op</b>	Evening Schedule: 58 weeks
TORONTO PROGRAMS	CO-OP LENGTH
<b>BUSINESS</b>	
<b>Diploma in International Business Management Co-op</b>	Daytime Schedule: 24 weeks Evening Schedule: 40 weeks
<b>Diploma in Business Communications Co-op</b>	Daytime Schedule: 24 weeks Evening Schedule: 40 weeks
<b>HOSPITALITY</b>	
<b>Certificate in Hospitality Skills Co-op</b>	Daytime Schedule: 12 weeks
<b>Diploma in Customer Service Co-op</b>	Daytime Schedule: 14 weeks Evening Schedule: 40 weeks
<b>Diploma in Hospitality Management Co-op</b>	Daytime Schedule: 48 weeks
<b>Diploma in Hospitality Operations Co-op</b>	Daytime Schedule: 24 weeks
<b>Diploma in Hospitality Sales &amp; Marketing Co-op</b>	Daytime Schedule: 24 weeks
<b>DIGITAL MARKETING</b>	
<b>Diploma in Digital Marketing: Social Media Professional Co-op</b>	Evening Schedule: 40 weeks
<b>Diploma in Digital Marketing: Website Management and Design Co-op</b>	Evening Schedule: 40 weeks
<b>Diploma in Digital Marketing Professional Co-op</b>	Evening Schedule: 58 weeks
MONTREAL PROGRAMS	PRACTICUM LENGTH
<b>Attestation of College Studies, International Business Management</b>	Daytime or Evening Schedule: 4 weeks
<b>Attestation of College Studies, Digital Marketing Professional</b>	Evening Schedule: 4 weeks

Placement for students whose Co-op/Practicum work experience term is scheduled to start between December and January may be delayed due to low business activities during the holiday season.

# GLOBAL PRIVACY POLICY

## PRIVACY POLICY

This Privacy Policy (the “Policy”) applies to the collection and use of personally identifiable information (the “Personal Information”) gathered through the use of the ILSC Education Group’s websites (the “Websites”), related student app, the ILSC Learning Management System (the “LMS”), and the ILSC landing pages (collectively, the “Other Services”) that are owned and/or operated by the ILSC Education Group, including ILSC Language Schools, ILSC Business College, and Greystone College (collectively, “ILSC”).

ILSC is committed to protecting your privacy! In this Policy, ‘we,’ ‘our,’ or ‘us,’ refers to ILSC and its subsidiaries and affiliates. The Policy (i) describes the Personal Information that we may collect through the Websites and the Other Services, (ii) explains the purpose of collecting and the use of such Personal Information, and (iii) explains how and when we may share it.

## LIMITING COLLECTION

ILSC takes your privacy seriously. Any Personal Information that you provide to ILSC is limited to that which is needed for the purposes identified by us. Personal Information is collected by fair and lawful means only.

## ACCOUNTABILITY

We are responsible for all Personal Information under our control, whether supplied to us directly by you or by a third party, or that we have provided to a third party for processing. We have established policies and procedures to comply with our Policy, and have designated a Privacy Officer who is responsible for ensuring we comply with privacy legislation. If you need to contact our Privacy Officer regarding your specific privacy questions or concerns, please see the contact information at the end of the Policy.

## COLLECTION OF PERSONAL INFORMATION

### a. Initial inquiries through the Website

Various types of Personal Information may be required from you in order to proceed with an inquiry or enrollment with ILSC or when opting in to an email subscription service. In most cases, this Personal Information includes your name, e-mail address and/or telephone number.

ILSC may send you information regarding our products and services through e-mail. You may choose to receive this information by filling out a contact form on one or more of our Websites and giving us your consent. There may be times where, following your request, you may be contacted by a representative of ILSC to further assist you with any questions or concerns you may have.

### b. Customer Relationship Management (CRM)

Through our cloud based CRM, Personal Information that may be stored includes your name, email address, telephone number and nationality. Our in house team uses that Personal Information to respond to inquiries. Unless required by law, we do not share this Personal Information with third party agencies.

### c. Facebook remarketing

Facebook may use cookies to display ads based on past visits to the Website. Any data collected will be used in agreement with our own Policy as well as Facebook’s privacy policy. You can set preferences for how Facebook advertises to you within your Facebook profile – instructions are available via Facebook.

### d. Google Analytics

Through Google Analytics, ILSC can track location of website traffic and the source of our visitors browsing (desktop, tablet, mobile etc.) as well as the total time spent on the Website. IP addresses, URLs visited, and related information is recorded for all site visitors for the purpose of site traffic analytics and captured as part of normal operation in our server logs. Cookies are used to track logins, sessions, and collect anonymous traffic data.

This information is used to understand our audiences, including where they are from, what they are looking for and how we can best assist them. This information allows ILSC to stay in tune with our audiences and helps to improve our online user experience.

For more information on how Google uses data when you use our Website, the student app and the LMS, please refer to this link: <https://www.google.com/policies/privacy/partners/>

### e. Student app and the LMS

Any Personal Information you provide to ILSC through our student app and the LMS will be used for the sole purpose of responding to your specific questions or concerns. Your Personal Information may be accessible to staff who administer the platforms and the infrastructure. We will ensure that our staff and those acting on our behalf obtain, use and disclose Personal Information collected through the use of our student app and the LMS lawfully and correctly. Unless required by law, we do not share this Personal Information with third party agencies.

### f. Student app and the LMS

Any Personal Information you provide to ILSC through our student app and the LMS will be used for the sole purpose of responding to your specific questions or concerns. Your Personal Information may be accessible to staff who administer the platforms and the infrastructure. We will ensure that our staff and those acting on our behalf obtain, use and disclose Personal Information collected through the use of our student app and the LMS lawfully and correctly. Unless required by law, we do not share this Personal Information with third party agencies.

### g. Internal database

In the case of a student registration, Personal Information that is required includes name, e-mail address, passport information and date of birth. ILSC’s internal database stores Personal Information from a completed application form as well as students’ schedules, grades and attendance. We will ensure that our staff and those acting on our behalf obtain, use and disclose Personal Information from our internal database lawfully and correctly. Unless required by law, we do not share this Personal Information with third party agencies.

### h. ILSC Education Group Landing pages

ILSC occasionally has landing pages, which require basic Personal Information such as name, email address, telephone number, and nationality. Our in-house team will use this Personal Information to respond to inquiries appropriately. Unless required by law, we do not share this Personal Information with third party agencies.

### i. Third party payments

When you make any purchases through our Website, you make that payment to us using our third party payment tools. We do not collect any payment information from you; we merely process that data in passing it on to our third party payment providers, for them to process the payment. All credit card information (numbers, expiration dates, CVC number) are managed by our secure payment gateway via our third party payment tools which work to protect the security of your financial information. When submitting your payment information through our third party payment tools, please note that they each have their own privacy policy and that we do not accept any responsibility or liability for their privacy policies.

## IDENTIFYING PURPOSE

You agree that we may collect and use Personal Information from you and about you for the following purposes:

- To communicate with you, including responding to your questions or inquiries in relation to the products and services that we provide through the Websites, the Other Services and through our social media channels.
- To understand your needs in order to market and remarket products and services to you.
- To analyze the suitability of our products and services for you.
- To determine your eligibility for our products and services, including to verify your Personal Information through communicating with any references provided by you.
- To develop, manage and offer products and services that meet your needs.
- To provide you with ongoing service.
- To manage and assess our risks, operations and relationship with you.
- To meet our legal and regulatory requirements.
- To facilitate the processing of payments.

## SAFEGUARDS

To support our Websites security, we use spam protection tools from third party platforms such as Google reCAPTCHA. As a result, when you pass through our Websites, your hardware and software information, such as device and application data and the results of integrity checks, may be sent to these platforms for analysis. You should check the relevant third party website for more information on how they control the dissemination of this data.

Our online payment solutions are available for multiple ILSC services. These are hosted through third-party accredited payment processors, which adhere to specific country and banking requirements. As such, they ensure all security measures are addressed for all customers, ILSC included.

## LIMITING USE, DISCLOSURE, AND RETENTION

Unless you consent otherwise or it is required by law, Personal Information can only be used or disclosed by us for the purposes for which it was collected. We keep Personal information only as long as required to serve those purposes.

Personal Information that is no longer required to fulfil the identified purposes is destroyed, erased or made anonymous.

ILSC may internally share your Personal Information for the purposes identified in this policy with its employees, affiliates or other related and affiliated companies in Canada or outside of Canada. Only such companies with legitimate business reasons will have access to your Personal Information and must ensure that Personal Information in their possession is securely held.

Only such companies with legitimate business reasons will have access to your Personal Information and must ensure that Personal Information in their possession is securely held.

There are some examples where ILSC will not seek your consent for disclosure to outside third parties. These examples are:

- Where there is a legal obligation to disclose Personal Information under a court or government order as for instance to detect or prevent illegal activity
- Where personal information is given to our agents and service providers for services such as data processing of electronic fund transfers or loan collection
- Where the disclosure is of regulated public information.

ILSC has developed and implemented detailed retention principles, and will ensure destruction of personal information in a method that prevents improper access.

## ACCURACY

We try to ensure that the Personal information that we collect is as accurate, complete, and up-to-date as possible in order to properly satisfy the purposes for which it is to be used. If we are unable to verify your Personal Information or contact you, we may be limited in our ability to provide you with access to our Website and our Other Services.

## OPENNESS

Upon request, ILSC will provide an explanation of its Policy with respect to the management of Personal Information. You can contact our Privacy Officer with any inquiries or complaints or if you require further information.

## INDIVIDUAL ACCESS

If you would like to obtain a copy of the Personal Information held about you by us, or update, correct, or delete any Personal Information that you have provided to us through your use of the Website and/or the Other Services, or otherwise, or if you have any questions or suggestions for improving this Policy, please contact us. If you have questions about unsubscribing from email or other communications do so by using the email below in the Contact Us section. We may only deny access to your Personal Information when such denial is: (1) required or authorized by law; (2) when granting you access would have an unreasonable impact on other people’s privacy, unless the requested information is severable from the Personal Information of other people; and (3) to protect our confidential commercial information. If we deny your request for access to, or refuse a request to correct information, we shall explain why.

## CONSENT TO COLLECTION OF PERSONAL INFORMATION

Subject to certain legal and contractual restrictions and reasonable notice, you may refuse or withdraw consent to the collection, use or disclosure of Personal Information at any time by contacting our Privacy Officer. In addition, you may also opt out of certain communications we may send you regarding other products and services.

If you refuse or withdraw your consent, we may not be able to provide you or continue to provide you with some products, services or information which may be of value to you.

## CHALLENGING COMPLIANCE

Any individual may address a written challenge concerning our compliance with this Policy to our Privacy Officer at the contact information found at the end of this Policy.

ILSC will investigate all written complaints. Should we find that a complaint has reasonable grounds, we will take all appropriate steps to correct the information and amend the policy or practice as required, and will notify the individual about the outcome.

## CHANGING OUR POLICY

From time to time, we may update or make amendments to the Policy to comply with any changes in legislation or to take into consideration any other issues that may arise. Should we make any changes, we will post the revised Policy on the Website and/or provide you with a link or an email notification. We encourage you to check back often and keep yourself informed about our Policy. As we continue to serve you and where changes have been made to this Policy, our continued business relationship constitutes acceptance of those changes.

## CONTACT US

If at any time you have any questions regarding our Policy, or our access and use of Personal Information, or if you wish to withdraw your name from any of our mailing lists, do not hesitate to contact us. ILSC welcomes any questions, comments or inquiries. You may contact our Privacy Officer regarding your specific privacy questions or concerns at: [PrivacyOfficer@ilsc.com](mailto:PrivacyOfficer@ilsc.com)





Greystone  
COLLEGE

MONTREAL | VANCOUVER | TORONTO

[WWW.GREYSTONECOLLEGE.COM](http://WWW.GREYSTONECOLLEGE.COM)

Greystone College of Business and Technology (Toronto) Inc. (Greystone College (Toronto)), Greystone College of Business and Technology (Greystone College (Vancouver)), and Collège Greystone (Greystone College (Montréal)) herein collectively referred to as "Greystone College".