



## STUDENT CONTRACT, STUDENT AGREEMENT, AND HEALTH DECLARATION

- I declare that the information I have given on my application to study at ILSC or 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” is correct and accurate.
- I declare that I am in possession of sufficient funds to finance my full term of study at ILSC and GREYSTONE COLLEGE.
- I have read and understood all of the policies applicable to my study location; including the dispute resolution policy, and the cancellation and refund policies (refer to: Page 2 - 4 for The ILSC Education Group Inc. (ILSC–Vancouver, ILSC–Toronto and ILSC–Montréal, Page 25 and 26 of this Terms & Conditions form for Greystone College (Vancouver), Greystone College (Toronto), and Greystone College (Montréal) policies and the Work Experience Policy on page X of this Terms & Conditions), and agree to abide by any decisions of the school's management regarding the enforcement thereof.
- I agree that ILSC or 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 acknowledge and accept that during the course of my study at ILSC or GREYSTONE COLLEGE or during activity programs, I may be photographed, videotaped or audio taped and I hereby grant ILSC or GREYSTONE COLLEGE unrestricted and non-expiring permission and all rights to use or license such media for any advertising or promotional purposes that ILSC or GREYSTONE COLLEGE may deem appropriate, without any compensation whatsoever.
- I declare that I will disclose to ILSC or GREYSTONE COLLEGE any contagious medical condition that I might contract prior to or during my stay at ILSC or 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 ILSC or GREYSTONE COLLEGE may collect personal information including medical information as a result of this application and/or my time at ILSC or 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 The ILSC Education Group Inc. (ILSC–Toronto, ILSC–Vancouver, and ILSC–Montréal) or 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) 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, ILSC or 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 ILSC or 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 ILSC or GREYSTONE COLLEGE without notice or recourse.
- I have read, understood and agree to be bound by the terms and conditions as stated in this student contract.
- I understand that my information may be shared as outlined in my application.
- I agree that on acceptance of enrollment by ILSC or GREYSTONE COLLEGE, the online application will become a contract of enrollment.
- I understand that I could be expelled under the ILSC's English Only Policy.
- I consent to receiving electronic messages from ILSC Education Group 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\*)

ILSC or 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.*

# ILSC CANADA POLICIES AND PROCEDURES

## ADMISSIONS POLICY

To be admitted to ILSC, prospective students must submit a valid copy of international ID (such as a passport or Driver's License) along with a signed copy of the application form (as noted on page 1, a parent/guardian must also sign if the student is a minor).

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

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

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

*ILSC Language Schools 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 ILSC, or to any other government agency.*

## DISPUTE RESOLUTION POLICY

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

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

**Step 2:** In the event that Step 1 is not successful, a meeting shall be convened between the student and the Academic Director (or a different Program Director from Step 1 in their absence or if they are named in the complaint) in the hope of finding a mutually acceptable solution to the dispute. (This will take place within 1 week after the unsuccessful attempt outlined in step #1)

**Step 3:** If Step 2 proves to be unsuccessful, the student shall submit their complaint in writing, and the Director (or the Academic Director in their absence or if they are named in the complaint) shall respond in writing, outlining solutions to the dispute. (This will take place as soon as possible and no later than within 15 work days of receiving the letter).

**Step 4:** The mediator must be impartial and mediation shall take place at the earliest date possible once a mediator has been identified. For steps 2 to 4: a student who makes a complaint, may be represented by an agent or a lawyer.

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

## ATTENDANCE AND LATENESS POLICY

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

All students are expected to be on time to classes.

Attendance, punctuality and participation are important parts of learning.

Students who come to class every day learn more English.

Students who come to class on time don't miss important parts of the lesson.

Students who come to class on time join with the other students and the teacher in getting the class off to a good start.

Penalties will apply to those who arrive late:

If a student arrives between 1 and 15 minutes late for class, 15 minutes will be deducted.

If a student arrives later than 15 minutes after the class start time, the student may either be allowed to enter the class quietly or asked to return after the break. 90 minutes will be deducted.

If a student leaves or arrives at the break, 90 minutes will be deducted.

If a student develops a habit of being late or skipping classes, he/she may be referred for counselling.

Students who arrive late are expected to catch up on what they missed. If a student requires additional information to catch up, he/she should request it from the teacher at an appropriate, non-intrusive time.

Continual problems with attendance and lateness may result in dismissal. See the Dismissal Policy.

In Vancouver, if you miss lessons, then you must tell us as soon as possible. You can email [studentservices.vancouver@ilsc.com](mailto:studentservices.vancouver@ilsc.com). You can also visit your student advisor if you wish to talk to someone.

## **PAYMENT POLICY – ILSC VANCOUVER**

For programs of 6 months or longer, students have the option to pay in two instalments.

## **CANCELLATION & REFUND POLICY – ILSC VANCOUVER**

1. If the institution receives tuition from 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 ILSC 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 ILSC 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, ILSC 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 ILSC 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, ILSC 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, ILSC 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, ILSC may retain up to 50% of the tuition due under the student enrolment contract.
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, ILSC 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 ILSC 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.
10. Change of schedules is considered the same as withdrawal. i.e. for a schedule change of Full-Time Intensive (30 lessons/week) to Full-Time (24 lessons/week), you will have to withdraw from the whole program and re-apply for the Full-Time program.

## **CANCELLATION & REFUND POLICY - ILSC TORONTO AND ILSC MONTRÉAL**

1. A student may be entitled to a refund of tuition fees in the event that:
  - a) The student provides written notice to ILSC that he or she is withdrawing from the program; OR
  - b) ILSC provides written notice to the student advising that the student has been dismissed from the program.
2. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
3. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
4. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, ILSC is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
5. If ILSC has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
6. If your study permit or visa is denied, ILSC will retain the cancellation fee of \$200.00 (non refundable) and, if applicable, the \$230 accommodation registration fee.
7. Refund policy for students:
  - a) Refunds before the program of study begins:
    - (i) If written notice of withdrawal is received by ILSC within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, ILSC may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
    - (ii) If written notice of withdrawal is received by ILSC 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, ILSC may retain 10% of total tuition only due under the contract to a maximum of \$1000.
    - (iii) Subject to Section 7 (a) (i) above, if written notice of withdrawal is received by ILSC less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, ILSC may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.
  - c) Refunds after the program of study starts:
    - (i) If written notice of withdrawal is received by ILSC or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, ILSC may retain 30% of the tuition due under the contract.
    - (ii) If written notice of withdrawal is received by ILSC, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, ILSC may retain 50% of the tuition due under the contract.
    - (iii) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
8. Where a student did not meet ILSC's specific minimum requirements for admission through no misrepresentation or fault of their own, ILSC must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee. 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.
9. Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
10. Where a student withdraws or is dismissed from their program after receiving technical equipment from ILSC free of charge:
  - a) The student must return the equipment unopened or as issued within 14 calendar days; AND
  - b) If the student fails to return the equipment as set out above, ILSC may deduct the reasonable cost of the equipment from any amount to be refunded to the student.
11. Refunds owed to students must be paid within 30 days of ILSC receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.
12. Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.

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

## PROGRAM DELIVERY

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

## ENGLISH/FRENCH ONLY POLICY

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

If you violate the policy, the following rules apply:

FIRST OFFENCE: The student will be given a written warning.

SECOND OFFENCE: The student will be suspended from school for 1 day.

THIRD OFFENCE: The student will be suspended from school for 3 days.

FOURTH OFFENCE: The student will be suspended from school for one week, and, if applicable, a letter will be sent to their agent and/or parents.

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

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

*\*French only applies in Montreal only.*

## ASSESSMENTS AND CERTIFICATES

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

Most students will complete one academic level within 8 weeks.

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

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

## GRADE AND ASSESSMENT APPEAL POLICY

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

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

## POLICY ON DIGNITY AND RESPECT

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

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

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

## **DISMISSAL POLICY**

The Code of Conduct students are expected to follow includes:

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

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

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

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

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

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

In Vancouver, if you miss lessons, then you must tell us as soon as possible. You can email [studentservices.vancouver@ilsc.com](mailto:studentservices.vancouver@ilsc.com) You can also visit your student advisor if you wish to talk to someone.

## **COLLECTION OF PERSONAL INFORMATION AND CONSENT (ILSC TORONTO)**

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

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

copies of student records in order to complete the designation process, which requires student consent to access the personal information you have provided to the school.

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

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

you give consent to the Ministry to collect your personal information from your school and use it for the purposes outlined above; and

you consent to share your attendance information with the IRCC for the purposes of the International Student Program.

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

**Manager, Quality and Partnerships Unit**

**Private Career Colleges Branch**

**Ministry of Training, Colleges and Universities**

77 Wellesley Street West P.O. Box 977

Toronto, Ontario M7A 1N3

1-416-314-0500 or ISP.TCU@ontario.ca

## **ACADEMIC INTEGRITY POLICY**

ILSC's mission is to provide students with a transformative living and learning experience. Part of our approach in preparing students for real-world expectations in higher education and in the workplace is understanding the importance of academic integrity and knowing how to contribute our ideas and our work, and attribute ideas and work to others, in an honest and ethical way. As such, ILSC expects all students to be honest in their schoolwork, assignments, and tests. We expect students to act with the utmost academic integrity and honesty at all times.

The policy has been put into place to act as a formative learning experience for the student. ILSC will offer a range of tools and guidelines in their programs to help students understand the expectations required of them regarding academic integrity.

### **Purpose**

The purpose is to learn about, discourage, and if possible, eliminate instances of academic dishonesty with the goal of ensuring validity of results, equity for all students and upholding the integrity of assessment processes at ILSC.

This policy will define plagiarism and academic integrity for ILSC students and outline the consequences of plagiarism and academic dishonesty.

### **Scope**

The following provisions apply to all ILSC students.

### **Policy**

Students who do not follow the academic integrity policy will be required to follow a series of steps at the discretion of the Academic Management Team. Outlined below is the definition of plagiarism applicable to every program at ILSC.

### **Definition of plagiarism and academic integrity**

Plagiarism is representing, intentionally or unintentionally, the words or ideas of another as one's own work without correctly acknowledging the source, in any educational setting. While the teacher will guide students through the different aspects of academic integrity and ensure that expectations are clear, it is the responsibility of the student to learn and apply the correct methods of avoiding plagiarism in class work and in assessments.

Plagiarism includes not only copying from a published source or using internet materials without appropriate acknowledgment, but also presenting another student's work as your own. If you include outside sources in your work, you must cite these sources using the appropriate format requested by your instructor. Most instructors request current APA citation.

Self-plagiarism occurs when you submit your own previously produced work, for which you have received credit in another course. You are not allowed to self-plagiarize in any ILSC course.

If we find plagiarism in any essay or assignment, the assignment will receive a reduced grade, the academic department will be notified in writing, and further disciplinary action may be taken.

We encourage you to study together and to discuss information and concepts covered in class with other students. However, it is academically dishonest to copy from someone or to let someone copy from you. If you let someone copy your work, you and the person who copied from you will both receive a zero grade for that assignment and disciplinary action may be taken.

Plagiarism is an extremely serious offense that may result in continuing at the current level being studied.

### Summary

**Plagiarism** = using other people's sentences as your own in your schoolwork. A student is considered having engaged in plagiarism by:

- Copying another person's words, ideas or media from the Internet, books, or other printed material without providing a reference. Note: You can use other people's sentences, but you must quote/paraphrase and reference them. That means you must write the author's name and where you found the sentences.
- Copying and handing in an essay or assignment from another student.
- Letting another student copy your essay or assignment.
- Failing to put a quotation in quotation marks.
- Giving incorrect information about the source of a quotation.
- Changing words by copying the sentence structure of a source without giving credit.
- Copying so many words or ideas from a source that it makes up most of the work, whether credit is given or not.
- Buying or selling essays or assignments

A student is considered self-plagiarizing by:

- Re-using old assignments or homework written for a different purpose or course or teacher

### Academic Dishonesty:

Here are some examples:

- Receiving help from another person on homework, essays, quizzes, assignments and/or exams
- Taking a test or exam for another student
- Letting a student take a test or exam for you
- Copying from another student
- Giving other students any information about exam questions before, during, or after the exam
- Using unauthorized information (notes, smart phone, internet) during a test or exam
- Allowing another student to copy your essay, homework, assignment, or exam
- Copying from another student (copying includes paraphrasing or summarizing)
- Using digital translation tools such as Google Translate to translate material written in the student's native language to English and submitting it for assessment
- Using artificial intelligence (text generating) software, digital paraphrasing or language enhancement tools to write or modify material written either in the student's native language or in English and submitting it for assessment

### Online studies/assessments:

- **Class Attendance:** To be able to fully participate in class, students must keep their cameras on, unless prior written approval is obtained from the Academic Management Team. If students join class without their camera on, students will be considered as not attending that class.
- **Assessments:** Cameras must be activated during the entirety of assessments and focused on the head and shoulders of the examinee with the student facing the camera directly. Shaded eyewear is not permitted without a medical note. It is the student's responsibility to ensure their equipment is functioning during the assessment. If the camera is off, the assessment will not be graded.

### Academic Integrity Steps:

#### First occurrence

- The instructor will meet with the student if s/he thinks the student has been academically dishonest or has plagiarised on the specific assignment.
- The instructor will review the Academic Integrity Policy with the student and provide a verbal warning.



- The instructor will assess the non-plagiarized portion or may not include the assessment piece in the overall grading.
- The instructor will note the incident on the student file.
- The student may receive academic advising.

#### **Second occurrence**

- The instructor will meet with the student if s/he thinks the student has been academically dishonest or plagiarised on the specific assignment.
- The instructor will remind the student that this is not the first incident.
- The instructor will report the student and details to Academic Management.
- The Academic Management Team will meet with the student. If the Academic Management Team finds the student has been academically dishonest or has plagiarised, s/he will re-explain ILSC's Academic Integrity Policy and apply the discipline rules, as outlined below, for plagiarism and academic dishonesty:
- The student will be notified in writing of the second offence.
  - The student will be graded on the non-plagiarized portion of the assessment provided. Plagiarized portions will not be graded. OR
  - The student may be given a second assessment and submit it by a new deadline, (depending on the type of assessment, the second assessment may not be possible, such as a quiz). The student will receive a 20% reduction on their resubmitted assignment, therefore, might not meet the promotion criteria and/or receive credit for the course
  - The offence will be added to the student's file.

#### **Third occurrence**

- The instructor will meet with the student if s/he thinks the student has been academically dishonest or plagiarised on the specific assignment.
- The instructor will remind the student that this is the third incident.
- The instructor will report the student and details to the Academic Management Team.
- The Academic Management Team will meet with the student. If the Academic Management Team finds the student has been academically dishonest or has plagiarised, s/he will re-explain ILSC's Academic Integrity Policy and apply the discipline rules, as outlined below, for plagiarism and academic dishonesty:
  - The student will be notified in writing of the third offence.
  - The student will be given a zero grade for the assignment with no opportunity to resubmit. The student might not meet the promotion criteria.
  - The student will be placed on academic probation in accordance with ILSC's Academic Probation Policy.
  - Academic Management will review the student's file and the student may not receive a Graduation Certificate or Pathway Completion Letter. If the student is a pathway student, they may be removed from the pathway program.
  - The offence will be added to the student's file.
- The student may appeal the decision to the Academic Management team. Please refer to the appeals process as outlined in the student handbook.

## **ILSC AND GREYSTONE COLLEGE ACCOMMODATION POLICY**

### **DEFINITIONS**

**“Administration Fee”** means the mandatory fees applied to an ILSC Homestay or Student Residence Booking. This fee is non-refundable.

**“Booking”** means a request by the Student or Student's Agent to ILSC (whether by email, website portal or otherwise) to arrange a Homestay or Student Residence in accordance with the Student's information request.

**“Check-in”** means the date and time that a Student arrives at either the Homestay or Student Residence.

**“Check-out”** means the date and time the Student must leave Homestay or Student Residence

**“Confirmation”** means a Homestay or Student Residence room that is confirmed for a specified Check-in and Check-out date after ILSC has received the Administration Fee and signed Student Accommodation Agreement.

**“Courtesy Hold”** means a temporary reservation given to a Student while they decide whether to proceed with a Confirmation. The Courtesy Hold will expire after a set amount of time.

**“Extensions”** means a request made by the Student to ILSC in writing for change to the original Check-out date of a Booking.

**“Date Change”** means when a Student requests a change of an originally scheduled Check-in and/or Check-out dates.

**“Homestay”** means the residence of a Homestay family where the homestay takes place.

**“ILSC”** means “us”, “we”, “our”, The ILSC Education Group Inc. (ILSC-Vancouver, ILSC-Toronto, ILSC-Montréal); ILSC India Private LTD. 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)), ILSC (Brisbane) PTY LTD is trading as ILSC-Adelaide, ILSC-Brisbane, ILSC-Melbourne, ILSC-Sydney, Greystone College and ILSC Australia RTO Number 31564, CRICOS Code: 02137M.

**“Replacement Fee”** means the fee charged in the event that a Student decides to move to another Homestay or Student Residence room after arrival. This fee is non-refundable.

**“Room Cancellation”** means when a Student requests to cancel a Confirmation or Booking.

**“Room Release”** means when ILSC puts a room back into the available supply of accommodation stock. A Room Release may be initiated as a result of a time expiry from Courtesy Hold, or due to the fact that room payment and/or the signed Student Accommodation Agreement Form were not submitted as part of a Confirmation request.

**“Student”** means “you”, “your”, and an individual making the booking directly with ILSC, or their authorized educational agent making a booking on their behalf.

**“Student Accommodation Agreement”** means the digital agreement form that all Students or their authorized representative must sign at the time of Booking.

**“Student Residence”** means the accommodation in a purpose-built Student Residence where your stay takes place.

**“Underage Student”** includes “you”, “your”, and the legal guardian or parent(s). An Underage Student is an individual under the age of 18 years old at the time of study commencement, and whose application must be approved and signed by a legal guardian or parent(s). An educational agent may be appointed to act on behalf of the Underage Student, at the request of the legal guardian or parent(s).

**“Written Notice”** means notice given to ILSC by email from a student or their authorized representative.

## ACCOMMODATION BOOKING STATUS

### 1. Courtesy Hold

Students may request a Courtesy Hold for up to 72-hours on an available room using the availability website, or through the Registration team, in order to decide whether they wish to proceed with a Booking.

The Courtesy Hold must be accepted by the Accommodation Department, and the Student will receive an email confirming the hold.

If the Accommodation and/or Registration Department do not get confirmation from the Student on the Booking after the set amount of time, the Courtesy Hold will automatically expire, resulting in a Room Release.

### 2. Confirmation

Students may request a Confirmation of an available room either through the availability website, or through the Registration team, in order to confirm a Check-in/Check-out date for a room.

For Student Residence, a Confirmation may be issued with as little as three (3) days-notice before a desired Check-in, subject to availability.

For Homestay, depending on the season and demand, a Confirmation may require between four (4) to eight (8) weeks-notice before a desired Check-in.

In order to receive a Confirmation, the Student must submit within the stipulated timeframe:

- (i) Check-in and Check-out dates;
- (ii) Payment of Administration Fee;
- (iii) Signed Student Accommodation Agreement

Confirmation of a room, either in Homestay or Student Residence, is applicable only to the originally scheduled Check-in/Check-out dates.

### 3. Payment

Full payment of a Student Residence Booking is required twenty-eight (28) days prior to Check-in.

Full payment of a Homestay Booking is required fourteen (14) days prior to Check-in.

Failure to provide proof of payment by the stipulated dates will result in a Room Release.

In the event that a Student needs to change their originally scheduled Check-in and/or Check-out dates for any reason, the Date Change policy applies.

## CANCELLATION

We understand that circumstances may arise where a Student needs to cancel their Booking. The following cancellation provisions will determine the applicable timelines and charges that will apply to a cancelled Booking, which balance the need for the flexibility for the Student with the commitments that ILSC makes with Student Residence providers and Homestay families.

### CANCELLATION BEFORE CHECK-IN (STUDENT RESIDENCE)

### **At least 28 days' notice of cancellation request**

If a Student wishes to cancel a Student Residence Booking and they give us at least twenty-eight (28) days' notice before their Check-in date, they are entitled to a full refund of the paid accommodation charges.

ILSC will refund the Administration Fee, providing the Student provides evidence that the student visa has been refused. For all other cancellations, ILSC will retain the Administration Fee.

### **Less than 28 days' notice of cancellation request**

If a Student wishes to cancel a Student Residence Booking and they give us less than twenty-eight (28) days' notice before their Check-in date, they must pay up to four (4) weeks' accommodation fee, in addition to our Administration Fee (includes if a visa has been refused).

### **CANCELLATION BEFORE CHECK-IN (HOMESTAY)**

#### **At least 14 days' notice of cancellation request**

If a Student wishes to cancel a Homestay Booking and they give us at least fourteen (14) days' notice before their Check-in date, they are entitled to a full refund of the accommodation charges.

ILSC will refund the Administration Fee, providing the Student provides evidence that the student visa has been refused. For all other cancellations, ILSC will retain the Administration Fee.

#### **Less than 14 days notice of cancellation request**

If a Student wishes to cancel a Homestay Booking and they give us less than fourteen days (14) days' notice before their Check-in date, they must pay up to two (2) weeks' accommodation fee, in addition to our Administration Fee (includes if a visa has been refused).

### **CANCELLATION AFTER CHECK-IN (STUDENT RESIDENCE & HOMESTAY)**

If a Student wishes to cancel or shorten a Student Residence or Homestay Booking after Check-in:

- (i) Bookings up to four (4) weeks and six (6) days (total 34 days), no refund;
- (ii) Bookings more than 5 weeks (total 35 days), with four (4) weeks Written Notice, they will be entitled to a refund of outstanding amount less our Administration Fee.

### **CANCELATION OF AIRPORT PICK-UP / DROP-OFF (AIRPORT TRANSFER)**

If a Student wished to cancel an Airport Pick-Up or Drop-Off request, they must give at least 48 hours written notice prior to Check-In.

If sufficient notice of the cancellation request is received, the Student is entitled to 100% refund of the Airport Pick-Up /Drop-Off amount.

Failure to provide sufficient notice of the Airport Pick-Up / Drop-Off cancellation request will result in no refund.

## **DATE CHANGE**

We understand that circumstances may arise where a Student needs to change their Booking dates. The following Date Change provisions will determine the applicable timelines and charges that will apply to change a Booking, which balance the need for the flexibility for the Student with the commitments that ILSC makes with Student Residence providers and Homestay families.

### **DATE CHANGE (STUDENT RESIDENCE)**

#### **At least 28 days' notice of Booking change prior to Check-in**

If a Student wishes to make a change to a Student Residence Booking (such as a new Check-in and/or Check-out date) and we receive at least twenty-eight (28) days' Written Notice of the change prior to Check-in, there will be no additional administration costs associated with the Booking (date changes are subject to availability).

#### **Less than 28 days' notice of Booking change prior to Check-in**

If a Student wishes to make a change to a Student Residence Booking (such as a new Check-in and/or Check-out date) that results in the room being unoccupied for part of the original booking dates, and we receive less than twenty-eight (28) days' Written Notice of the change prior to Check-in, then the Student will incur an additional penalty fee.

If we cannot find another occupant to fill the unoccupied part of the Student Residence Booking, then the Student must pay up to four (4) weeks for the gap period left unoccupied by the Date Change.

While we will make every effort to find another occupant to take the room, we cannot guarantee that a replacement will be found.

Please note: If you make a Date Change for any reason, we cannot guarantee that a new date will be available for re-booking. In addition, if a new date is available, it may not be for your original accommodation choice and there may be a difference in fees.

## **DATE CHANGE (HOMESTAY)**

### **At least 14 days' notice of Booking change prior to Check-in**

If a Student wishes to make a change to a Homestay Booking (such as a new Check-in and/or Check-out date) and we receive at least fourteen (14) days' Written Notice of the change prior to Check-in, there will be no additional administration costs associated with the Booking (date changes are subject to availability).

### **Less than 14 days' notice of Booking change prior to Check-in**

If a Student wishes to make a change to a Homestay Booking (such as a new Check-in and/or Check-out date) that results in the room being unoccupied for part of the original booking dates and we receive less than fourteen (14) days' Written Notice of the change prior to Check-in, then the Student will incur an additional penalty fee.

If we cannot find another occupant to fill the unoccupied part of the Homestay Booking, then the Student must pay up to two (2) weeks for the gap period left unoccupied by the Date Change.

While we will make every effort to find another occupant to take the room, we cannot guarantee that a replacement will be found.

*Please note: If you make a Date Change for any reason, we cannot guarantee that a new date will be available for re-booking. In addition, if a new date is available, it may not be for your original accommodation choice and there may be a difference in fees.*

## **EXTENSIONS**

Students may make a request for an accommodation extension directly to the accommodation department or a student advisor.

All fees associated with an accommodation booking must be paid directly to ILSC.

Requests for an accommodation extension must be made at least three (3) weeks in advance of their check-out.

Extension requests are not guaranteed and always subject to availability.

Last minute extension requests, (a request made less than 14 days prior to check-out), may attract a surcharge fee of \$150.

Accommodation fees may be different than originally invoiced and paid, and prices are subject to change at any time.

## **REPLACEMENT**

In the event that a Student decides to change their Booking location to another ILSC accommodation type after Check-in, upon approval from ILSC, there may be Replacement Fee applied.

The Student must submit a Written Notice for the request to change accommodation with at least two (2) weeks' notice.

## **ROOM RELEASE**

In order to receive a **Confirmation** for a Booking, the Student must submit to ILSC our Administration Fee and the signed Student Accommodation Agreement Form.

If we do not receive the Administration Fee, along with the signed Student Accommodation Agreement Form, within the stipulated time frame, the room will not be Confirmed.

At least twenty-eight days (28) prior to Check-in for Student Residence, Students are required to pay the accommodation fees in full and provide the confirmed flight/arrival details in order to receive accommodation and airport pick-up confirmation.

Failure to pay the fees in full and/or provide the flight/arrival details will result in a Room Release, with applicable Cancellation or Date Change penalties being applied.

At least fourteen (14) days prior to Check-in for Homestay, Students are required to pay the accommodation fees in full and provide the confirmed flight/arrival details in order to receive accommodation and airport pick-up confirmation.

Failure to pay the fees in full and/or provide the flight/arrival details will result in a Room Release, with applicable Cancellation or Date Change penalties being applied.

If a Student is unable to arrive at their originally requested accommodation Check-in date for any reason and needs to change the dates, the Date Change provision applies.

*Please note: We cannot guarantee that a future date will be available for re-booking. In addition, if a future date is available, it may not be for your original accommodation choice and there may be a difference in fees.*

## MINIMUM NIGHT BOOKING

Homestay Bookings have a minimum stay of 28 nights (4 weeks).

ILSC will accommodate Homestay Bookings that are less than 4 weeks as part of short-term study tours and individual program bookings.

In these instances, the Homestay Booking must match the entire duration of the study program (i.e., 2-week study program must equal 14 nights minimum stay).

Student Residence Bookings may have minimum stay durations, dependent on the study location and room type.


## EXTRA NIGHT(S) BOOKING

Student Residence and Homestay Bookings are charged on a weekly basis, and weekend (Saturdays or Sundays) Check-ins and Check-outs are standard.

This means that the Student will be charged on a weekly basis for any weekend Check-in / Check-out date.

Sun	Mon	Tue	Wed	Thu	Fri	Sat	
1	2	3	4	5	6		
7	8	9	10	11	12	13	1
14	15	16	17	18	19	20	2
21	22	23	24	25	26	27	3
28	29	30	31				
				1	2	3	4
4	5	6	7	8	9	10	
11	12	13	14	15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	29	30		

Sun	Mon	Tue	Wed	Thu	Fri	Sat	
1	2	3	4	5	6		
7	8	9	10	11	12	13	1
14	15	16	17	18	19	20	2
21	22	23	24	25	26	27	3
28	29	30	31				
				1	2	3	4
4	5	6	7	8	9	10	
11	12	13	14	15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	29	30		

 Standard: Four-week Booking with weekend check-in / check-out on Saturday or Sunday


If the Student would like to make a request for extra night(s) on either end of your Booking that fall(s) on a weekday, they must submit the request to the Accommodation Department for pre-approval.

If the Accommodation Department is able to accommodate the request and grants approval for extra nights, they will be charged a fixed daily rate per night.


Please note: Students must be studying at ILSC for the entire duration of their Booking.

### Example: Non-standard Extra Night(s) Weekday Request

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

 Upon pre-approval: Four-week Booking with two (2) extra night weekday request

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

 Upon pre-approval: Four-week Booking with three (3) extra night weekday request

## CHECK-IN / CHECK-OUT

### Check-In / Check-Out

Exact Check-in / Check-out times may vary depending on the accommodation type and campus location chosen.

The Check-in / Check-out times will be specifically mentioned in the final accommodation confirmation that the Student receives prior to arrival.

### Student Residence

Generally, Student Residence providers will be able to accommodate late Check-ins as a result of late arrivals of international flights.

The Student might not receive a residence induction and/or tour until the following day due to a late Check-in the night before.

Students checking out of Student Residence must strictly follow the official Check-out time that is communicated to them. If a late Check-out is requested, the Student may need to pay the Extra Night fee.

### Homestay (late Check-in)

To the extent possible, and out of respect for the Homestay families, we strongly encourage Students to plan their flights so that they can Check-in between the hours of 7am and 11pm, on either a Saturday or Sunday.

We will do our best to accommodate flight arrivals outside of those hours (excluding flight delays); however, Students that arrive outside of these times may need to book alternative accommodation until the following day so that the family can receive them between the normal Check-in hours of 7am to 11pm.

If extra nights have been requested and pre-approved by ILSC, and ILSC is able to find a family that accommodates late-night Check-ins on weekdays (Monday to Friday), then after-hour Check-ins may be permitted.

### Homestay (late Check-Out)

Check-out of Homestay should be by 12pm, dependent on the family.

If a student requests a Check-out later than 12pm, they may be required to pay an extra night fee to cover the cost of meals provided by the Homestay family.

## STUDENT CODE OF CONDUCT HOMESTAY (ADULT)

### 1. CHANGES TO YOUR HOMESTAY FAMILY

- 1.1 If you wish to change your Homestay Family after your Homestay Booking has commenced, you must provide us with written notice of the change together with the reason for the change.
- 1.2 We will use our best efforts to accommodate your change request; however, we cannot guarantee a change in Homestay Family.
- 1.3 Where we agree to change your Homestay Family during your Homestay, you agree and acknowledge that;

- (a) it may take time to arrange a new Homestay Family for you and that, unless your physical safety and security is at risk, you may need to remain with your current Homestay Family until such time as a new Homestay Family can be arranged;
- (b) if your physical safety or security is at risk then we may (at our option) choose to relocate you to a Homestay or such accommodation we see fit until such time as a new Homestay Family can be arranged;
- (c) we may charge you additional Fees for your request to change Homestay Families; (d) you may be responsible for any transport costs associated with the relocation to your new Homestay Family.

## **2. DURATION OF YOUR HOMESTAY**

### **2.1 Your conduct**

- (a) You acknowledge that during your Homestay, you are not only a guest in the home, but also a temporary member of the Homestay Family, and that you will be courteous and respectful at all times;
- (b) You must ask permission from the Homestay family before inviting any friends or boyfriend/girlfriend over to the home;
- (c) Friends and boyfriends/girlfriends are not permitted to stay over-night at a Homestay;
- (d) You agree to obey the Homestay Student Guidelines together with any additional rules which your Homestay Family notifies you upon your arrival.

### **2.2 During your Homestay, your Homestay Family has agreed with us that they will:**

- (a) speak English with you at all times;
- (b) provide you with your own room with a window;
- (c) give you privacy in your room and the bathroom;
- (d) provide you with bed linen and towel;
- (e) provide you with access to washing facilities such as a washing machine;
- (f) provide you with a set of keys or passwords to gain entry into the home;
- (g) if the Homestay Family is providing you with a meal or meals on certain days, provide you with those meals on the agreed days.

### **2.3 You have the right to privacy during your Homestay. This includes privacy in your room and in the bathroom. If you believe that you are not afforded privacy you must contact us immediately.**

### **2.4 You have the right to feel safe and secure in the home during your Homestay. If you believe that your safety and security is in danger at any time, you must contact us immediately.**

### **2.5 If at any time during your Homestay you have any comments, questions or complaints about your Homestay Family or any part of your Homestay, you should:**

- (a) if you are comfortable discussing your issues with your Homestay family, you should raise your concerns directly with them in the first instance;
- (b) if you have raised your concerns with your Homestay Family and you believe your concerns have not been resolved, or you do not feel comfortable raising your concerns directly with your Homestay Family, you should contact us immediately.

### **2.6 Where you have made a complaint or comment to us about your Homestay Family and we agree that the best resolution to your concern is to relocate you to another Homestay Family, we will make our best effort to arrange a new Homestay Family for you.**

### **2.7 If your Homestay Family asks us to remove you, we may (at our option) choose to relocate you to Homestay or such accommodation we see fit until such time as a new Homestay Family can be arranged.**

## **3. HOMESTAY FEES AND PAYMENTS**

### **3.1 You must pay to us the Fees in the amounts notified by us to you in writing from time to time. Fees payable by you are set out in our Homestay Fees Schedule.**

### **3.2 Fees must be paid by the due date notified by us to you in writing and must be paid before we provide you with your Homestay Booking confirmation.**

### **3.3 You understand that any amounts payable to your Homestay Family will be paid by us. You must not under any circumstances make a payment to the Homestay Family or other party regarding your Homestay except for an internet usage fee (which the Homestay Family may charge you directly).**

### **3.4 You acknowledge that you may incur additional fees if you make any changes to your Homestay Booking and you understand that we change our fees at any time.**

### **3.5 From time to time we may review and update our Fees. If you have a Homestay Booking at the time of a Fee change we will provide you with notice of any changes to our Fees.**

## **4. TERMINATION AND ROOM RELEASE**

### *When we may terminate your Homestay*

### **4.1 We may initiate a Room Release or termination of your Homestay immediately if:**

- (a) You have not arrived at your Homestay on the start date set out in your Homestay Booking;

- (b) You have not paid the Fees by the due date notified to you in writing;
  - (c) You have not submitted your flight/arrival details within the stipulated timeframe;
  - (d) You have not been truthful in your Homestay Booking application;
  - (e) You have omitted important information about yourself that would affect the family's interactions with you;
  - (f) You are no longer studying with us during the daytime schedule; or
  - (g) You violate the Homestay Student Guidelines or the rules and regulations of the Homestay Family.
- 4.2 If we terminate your Homestay:
- (a) your agreement with us to provide the Homestay Service will come to an end;
  - (b) you must leave the Homestay on the date we notify to you;
  - (c) upon leaving the Homestay, you must:
    - (a) leave the room in a neat and tidy condition; and
    - (b) return all keys to the Homestay Family.
  - (d) we may, at our option, assist you to find alternative accommodation arrangements if you request.
- 4.3 When you may terminate your Homestay You may terminate your Homestay immediately if:
- (a) your physical safety is in danger;
  - (b) your wellbeing or mental health are impacted as a result of the Homestay;
  - (c) a member of the Homestay Family has stolen from you. provided you give us notice in writing. You are required to leave the Homestay on the date you notify. You must also:
    - (a) leave the room in a neat and tidy condition; and
    - (b) return all keys to the Homestay Family.

## **5. INSURANCE**

We require our Homestay Families to maintain minimum insurance coverage relating to the Homestay. This includes may cover you for loss, damage and injury inside the home. You should not rely upon your Homestay Family's insurance to cover you for these things and it is your responsibility to obtain your own personal insurance.

## **6. LIABILITY**

- 6.1 To the maximum extent permitted by law, we exclude all warranties not expressly provided in this Agreement and we take no responsibility for and have no liability for any direct, indirect, incidental, special, consequential or exemplary damages which may be incurred by you in connection with the Homestay Services.
- 6.2 Subject to clause 9.1, any liability by us arising out of or in connection with this Agreement, however arising, including under contract, tort (including negligence), in equity, under statute or otherwise, will not exceed the Fees paid or payable by you.
- 6.3 You expressly understand and agree that we, our affiliates, employees, agents, contributors and licensors shall not be liable to you for any direct, indirect, incidental, special consequential or exemplary damages which may be incurred by you, however caused.
- 6.4 You indemnify us against all claims, demands, losses, liabilities, damages, actions, costs and expenses (including but not limited to all legal costs incurred in defending or settling any claims) of any kind, incurred by or imposed on us arising out of in connection with this Agreement.

## **7. Confidentiality**

- 7.1 The terms and conditions of this agreement together with any other information we provide to you (including your booking confirmation, Homestay Family information and our policies and guidelines) are confidential in nature and you must keep all this information confidential (Confidential Information).
- 7.2 You agree that you will not disclose any Confidential Information to any third party unless or until it:
  - (a) is or becomes publicly known through no wrongful act of the party receiving the information;
  - (b) is received by a third party (other than from or on behalf of you, the Homestay Family or us) without restriction and without breach of any confidentiality obligations to the other party; or
  - (c) is required by law to be disclosed.

## **8. PRIVACY**

- 8.1 We will always handle your personal information and the personal information of Homestay Families in accordance with our privacy policy. Our privacy policy can be found on our website.
- 8.2 You agree and acknowledge that the personal information of each member of your Homestay Family must be kept private and confidential by you.
- 8.3 You must immediately notify us if you know or suspect that there has been a breach of your Homestay Family's personal information.

## **9. GENERAL**

- 9.1 Notices: Any communication under this Agreement should be given or sent in writing and delivered to that party's nominated address by post or email.



- 9.2 Modifications: We may modify the provision of this Agreement at any time provided that we give you not less than thirty (30) days written notice of those changes. This includes but is not limited to a modification to our fee schedules, our policies or our guidelines.
- 9.3 Entire Agreement: This Agreement constitutes the entire agreement between you and us in respect of the Homestay.
- 9.4 Assignment: You cannot assign or transfer your rights or obligations under this Agreement without our prior written consent.
- 9.5 Governing Law: This Agreement will be governed by the laws of New South Wales. The parties agree to submit to the non-exclusive jurisdiction of the Courts of that jurisdiction.
- 9.6 No waiver: The parties agree that any rights under this Agreement will only be waived if a party expressly waives their rights in writing to the other party.
- 9.7 Enforceability: If any part of this Agreement is found to be void or unenforceable by a court, that part shall be severed, and the rest of the Agreement shall remain in force.

## **HOMESTAY STUDENT GUIDELINES**

This guide sets out the types of things you can expect during your homestay. It provides you with information about the way our homestay families live and what they expect from you when you are staying with them. It is a condition of your homestay that you agree to act in accordance with the rules and guidelines. Please note that you have also been given access to the Homestay Orientation video link as part of your Homestay Program. This orientation video includes English subtitles as well as translations into several languages and also outlines the guidelines included in this document.

### **1. Introduction**

All families are different, and each will have their own set of house rules.

### **2. Your Room**

Your homestay family will provide you with your own room. Your room will include a bed, a study desk and a window. You will also be provided with bed linen and your own towel.

### **3. Bathrooms and Toilets**

Our families usually wash their hands before eating dinner. Toilets in our homestays are pedestal sit-down toilets. Toilet paper should be disposed of in the toilet itself, not the rubbish bin. Males should lift the seat to urinate. Feminine hygiene products should be wrapped and placed in an appropriate rubbish bin (not the toilet). Water conservation is important to our families and they may limit the amount of water they use. Showers should take no more than 5 to 7 minutes.

### **4. Laundry**

Your homestay family may wash your clothes for you or provide you access to washing facilities for you to wash your own clothes. If your homestay family offers to wash your clothes for you, you will usually be asked to put your laundry in a place where it can be collected for washing with other family members. It is important to do this on time, so you have a supply of clean dry clothes. If you wash your own clothes, do not hang wet clothes in your bedroom or hang clothes over a heater. Your homestay family will show you where to hang washing.

### **5. Meals**

Families usually eat and drink in the kitchen, dining room or lounge room. Males, females and children all help to prepare food, set and clear the table, wash and wipe dishes. If there are any foods that you cannot eat, you must tell us or your agent or us so your homestay family is aware. You should also talk to your homestay family directly about foods that you like. Meals are usually eaten with a knife, fork or spoon although some families will use chopsticks when eating Asian meals. In Australian, Canadian, and Indian culture it is not polite to make noises such as slurping or burping while you are eating and it is considered rude to speak with your mouth full. You should always say "Thank you" to the person or people who prepare your meal.

Breakfast Most families do not eat breakfast together. It is usual for family members to make their own breakfast.

Dinner The evening meal is normally prepared by the mother or father and is usually a hot meal. Many families sit down to eat and talk over dinner. This is a perfect time to practice your English. The family will tell you the time for dinner.

### **6. Talking to the Family**

Your homestay family has been chosen because they are kind and understanding people. It is normal to feel nervous at first but you will feel more comfortable when you get to know them better. When you meet, ask family members what they would like to be called and tell them what to call you. Talking to your homestay family about your worries will help you to adjust to staying in a new country. Always ask questions if you don't understand or need help. Understanding different accents can take time. Australians, Canadians and Indians have different accents and speaking speeds and may sound different to your English teacher back home. If you spend a lot of time in your room, your homestay family may think you do

not like them or that you are unhappy. Spend some time each day talking, watching TV or helping the family with household tasks. Tell them about your culture and ask about theirs. This will help improve your English and make your homestay experience more enjoyable.

## **7. Telephone and Internet**

Most homestay families will not mind you calling your parents to tell them you have arrived safely but you must ask each time you wish to use the telephone. Most families do not have a landline. Instead, each family member will have a mobile (cellular) phone. You can buy a cheap mobile phone and a data (sim) card from a supermarket such as Woolworths or Coles. Other alternatives are to reverse charge the call, use a pay phone or make an internet call. When you arrive, your homestay family will discuss internet usage with you, including time or download limits. ILSC cannot guarantee internet quality at the homestay. It is not polite to spend hours on the internet as the whole family may need to use it. You may also be asked to contribute a reasonable weekly fee to the homestay directly for the internet.

## **8. Pets**

Many families have a household pet. Cats and dogs are the most common. If you are afraid of, or allergic to a particular animal you should tell your agent and we will try to place you with a family without a pet.

## **9. Safety**

You must abide by the safety instructions you are given for inside and outside of your homestay. This includes travel safety, rules about pools, play equipment, bush and beach safety, personal security and internet safety. Remember to let your host family know where you are at all times.

## **10. Transport**

Your homestay family will explain the best way to travel to and from school. If you need to catch public transport they will tell you about timetables, stations and travel cards. You need to pay your own transport costs.

# **STUDENT CODE OF CONDUCT HOMESTAY (UNDERAGE)**

## **1. CHANGES TO YOUR HOMESTAY FAMILY**

- 1.1 If the Underage Student wishes to change their Homestay Family after the Homestay Booking has commenced, the Underage Student's Parent/Guardian must approve and provide ILSC with written notice of the change together with the reason for the change.
- 1.2 We will use our best efforts to accommodate your change request; however, we cannot guarantee a change in Homestay Family.
- 1.3 Where we agree to change your Homestay Family during your Homestay, that Parent/Guardian agrees and acknowledges that;
  - (a) it may take time to arrange a new Homestay Family for you and that, unless your physical safety and security is at risk, you may need to remain with your current Homestay Family until such time as a new Homestay Family can be arranged;
  - (b) if the Underage Student's physical safety or security is at risk then we may (at our option) choose to relocate you to Homestay or such accommodation we see fit until such time as a new Homestay Family can be arranged;
  - (c) we may charge you additional Fees for your request to change Homestay Families;
  - (d) you may be responsible for any transport costs associated with the relocation to your new Homestay Family.

## **2. DURATION OF YOUR HOMESTAY**

- 2.1 Your Conduct
  - (a) You acknowledge that, during your Homestay, you are not only a guest in the home, but also a temporary member of the Homestay Family, and that you must be courteous and respectful at all times;
  - (b) You agree that the Underage Student must obey the Homestay Student Guidelines together with any additional rules and restrictions which your Homestay Family notifies you of upon your arrival.
  - (c) You are not to invite any other person to the homestay or room unless you receive prior permission from the family.
- 2.2 During your Homestay, your Homestay Family has agreed with us that they will:
  - (a) speak English with the Underage Student at all times;
  - (b) provide the Underage Student with their own room with a window;
  - (c) give the Underage Student privacy in your room and the bathroom;
  - (d) provide the Underage Student with bed linen and towel;
  - (e) provide the Underage Student with access to washing facilities such as a washing machine;
  - (f) provide the Underage Student with a set of keys or passwords to gain entry into the home;
  - (g) if the Homestay Family is providing the Underage Student with a meal or meals on certain days, provide you with those meals on the agreed days.
- 2.3 The Underage Student has the right to privacy during the Homestay. This includes privacy in their room and in the bathroom. If you or the Underage Student believes that they are not afforded privacy you or the Underage Student must contact us immediately.
- 2.4 The Underage Student has the right to feel safe and secure in the home during the Homestay. If you or the Underage Student believes that their safety and security is in danger at any time, you or the Underage Student must contact us immediately.

- 2.5 If at any time during your Homestay you or the Underage Student have any comments, questions or complaints about your Homestay Family or any part of your Homestay, you or the Underage Student should:
- 2.6 Where you or the Underage Student have made a complaint or comment to us about your Homestay Family and we agree that the best resolution for your concern is to relocate the Underage Student to another Homestay Family, we will make our best effort to arrange a new Homestay Family for the Underage Student.
  - (a) if you or the Underage Student are comfortable discussing the issues with the Homestay family, you or the Underage Student should raise your concerns directly with them in the first instance;
  - (b) if you or the Underage Student have raised your concerns with the Homestay Family and you believe your concerns have not been resolved, or you or the Underage Student do not feel comfortable raising your concerns directly with the Homestay Family, you should contact us immediately.
- 2.7 If your Homestay Family asks us to remove the Underage Student, we may (at our option) choose to relocate the Underage Student to a new Homestay Family.

### **3. HOMESTAY FEES AND PAYMENTS**

- 3.1 You must pay to us the Fees in the amounts notified by us to you in writing from time to time. Fees payable by you are set out in our Homestay Fees Schedule.
- 3.2 Fees must be paid by the due date notified by us to you in writing and must be paid before we provide you with your Homestay Booking confirmation.
- 3.3 You understand that any amounts payable to your Homestay Family will be paid by us. You must not under any circumstances make a payment to the Homestay Family or other party regarding your Homestay except for an internet usage fee (which the Homestay Family may charge you directly).
- 3.4 You acknowledge that you may incur additional fees if you make any changes to your Homestay Booking and you understand that we change our fees at any time.
- 3.5 If you wish to cancel your Homestay Booking before your arrival:
  - (a) due to the fact that your visa has been refused, you are entitled to a full refund less any administration fees (upon proof of visa refusal);
  - (b) fourteen (14) days' notice or more, you are entitled to a full refund less any administration fees;
  - (c) less than fourteen (14) days' notice, you must pay the first two weeks (14 days) of accommodation and any administration fees
- 3.6 If you wish to cancel your Homestay Booking after your check-in:
  - (a) if your Homestay Booking is 34 days (less than 5 weeks) or less and you wish to cancel, you are not entitled to a refund.
  - (b) If your Homestay Booking is 35 days or more (5 weeks or more), you must provide us with no less than twenty-eight (28) days' notice of the cancellation. With this notice, you are entitled to a refund on the outstanding amount less any administration fees
- 3.7 From time to time we may review and update our Fees. If you have a Homestay Booking at the time of a Fee change, we will provide you with notice of any changes to our Fees.

### **4. TERMINATION**

*When we may terminate your Homestay*

- 4.1 We may terminate your Homestay immediately if:
  - (a) the Underage Student has not arrived at your Homestay on the start date set out in your Homestay Booking;
  - (b) You have not paid the Fees by the due date notified to you in writing;
  - (c) You have not been truthful in your Homestay Booking application;
  - (d) You have omitted important information about yourself that would affect the family's interactions with you;
  - (e) the Underage Student is no longer studying with us during the daytime; or
  - (f) You or the Underage Student violate the Homestay Student Guidelines or the rules and regulations of the Homestay Family.
- 4.2 If we terminate your Homestay:
  - (a) your agreement with us to provide the Homestay Service will come to an end;
  - (b) the Underage Student must leave the Homestay on the date we notify to you;
  - (c) upon leaving the Homestay, the Underage Student must:
    - (i) leave the room in a neat and tidy condition; and
    - (ii) return all keys to the Homestay Family.
  - (d) we may, at our option, assist you and the Underage Student to find alternative accommodation arrangements if you request. When you may terminate your Homestay
- 4.3 You may terminate your Homestay immediately if:
  - (a) the Underage Student is in physical safety is in danger;
  - (b) the wellbeing or mental health of the Underage Student is impacted as a result of the Homestay;
  - (c) a member of the Homestay Family has stolen from you; provided you give us notice in writing.
- 4.4 The Underage Student is required to leave the Homestay on the date you notify. The Underage Student must also:
  - (a) leave the room in a neat and tidy condition; and

- (b) return all keys to the Homestay Family.

## **5. INSURANCE**

We require our Homestay Families to maintain minimum insurance coverage relating to the Homestay. This includes may cover you for loss, damage and injury inside the home. You should not rely upon your Homestay Family's insurance to cover you for these things, and it is your responsibility to obtain your own personal insurance.

## **6. LIABILITY**

- 6.1 You acknowledge that we may be required to make decisions regarding the Underage Student's welfare while they are studying with us, including during their Homestay. You agree to hold us harmless against any claim for liability arising out of or in connection with this Agreement or otherwise howsoever arising, including under contract, tort (including negligence), in equity, under statute or otherwise
- 6.2 To the maximum extent permitted by law, we exclude all warranties not expressly provided in this Agreement and we take no responsibility for and have no liability for any direct, indirect, incidental, special, consequential or exemplary damages which may be incurred by you in connection with the Homestay Services.
- 6.3 Subject to clause 9.1, any liability by us arising out of or in connection with this Agreement, however arising, including under contract, tort (including negligence), in equity, under statute or otherwise, will not exceed the Fees paid or payable by you.
- 6.4 You expressly understand and agree that we, our affiliates, employees, agents, contributors and licensors shall not be liable to you for any direct, indirect, incidental, special consequential or exemplary damages which may be incurred by you, however caused.
- 6.5 You indemnify us again all claims, demands, losses, liabilities, damages, actions, costs and expenses (including but not limited to all legal costs incurred in defending or settling any claims) of any kind, incurred by or imposed on us arising out of in connection with this Agreement.

## **7. CONFIDENTIALITY**

- 7.1 The terms and conditions of this agreement together with any other information we provide to you (including your booking confirmation, Homestay Family information and our policies and guidelines) are confidential in nature and you must keep all this information confidential (Confidential Information).
- 7.2 You agree that you will not disclose any Confidential Information to any third party unless or until it:
  - (a) is or becomes publicly known through no wrongful act of the party receiving the information;
  - (b) is received by a third party (other than from or on behalf of you, the Homestay Family or us) without restriction and without breach of any confidentiality obligations to the other party; or
  - (c) is required by law to be disclosed.

## **8. PRIVACY**

- 8.1 We will always handle your and the Underage Student's personal information and the personal information of Homestay Families in accordance with our privacy policy. Our privacy policy can be found on our website.
- 8.2 You agree and acknowledge that the personal information of each member of your Homestay Family must be keep private and confidential by you. 8.3 You must immediately notify us if you know or suspect that there has been a breach of your Homestay Family's personal information.

## **9. GENERAL**

- 9.1 Notices: Any communication under this Agreement should be given or sent in writing and delivered to that party's nominated address by post or email.
- 9.2 Modifications: We may modify the provision of this Agreement at any time provided that we give you not less than thirty (30) days written notice of those changes. This includes but is not limited to a modification to our fee schedules, our policies or our guidelines.
- 9.3 Entire Agreement: This Agreement constitutes the entire agreement between you and us in respect of the Homestay.
- 9.4 Assignment: You cannot assign or transfer your rights or obligations under this Agreement without our prior written consent.
- 9.5 Governing Law: This Agreement will be governed by the laws of the state in Australia or India, or the Province in Canada where you reside. The parties agree to submit to the non-exclusive jurisdiction of the Courts of that jurisdiction. 17.6 No waiver: The parties agree that any rights under this Agreement will only be waived if a party expressly waives their rights in writing to the other party. 17.7 Enforceability: If any part of this Agreement is found to be void or unenforceable by a court, that part shall be severed, and the rest of the Agreement shall remain in force.

## **HOMESTAY GUIDELINES (Underage Students)**

This guide sets out the types of things you can expect during your homestay. It provides you with information about the way local homestay families live and what they expect from you when you are staying with them. It is a condition of your homestay that you agree to act in accordance with the rules and guidelines. Please note that you have also been given access to the Homestay Orientation video link as part of your Homestay Program. This orientation video includes English subtitles as well as translations into several languages and also outlines the guidelines included in this document.

### **1. Introduction**

All families are different, and each will have their own set of house rules.

## **2. Your Room**

Your homestay family will provide you with your own room. Your room will include a bed, a study desk and a window. You will also be provided with bed linen and your own towel.

## **3. Bathrooms and Toilets**

Our families usually wash their hands before eating dinner. Toilets in our homestays are pedestal sit-down toilets. Toilet paper should be disposed of in the toilet itself, not the rubbish bin. Males should lift the seat to urinate. Feminine hygiene products should be wrapped and placed in an appropriate rubbish bin (not the toilet). Water conservation is important to our families so they may limit the amount of water they use. Showers should take no more than 5 to 7 minutes.

## **4. Laundry**

Your homestay family may wash your clothes for you or provide you access to washing facilities for you to wash your own clothes. If your homestay family offers to wash your clothes for you, you will usually be asked to put your laundry in a place where it can be collected for washing with other family members. It is important to do this on time, so you have a supply of clean dry clothes. If you wash your own clothes, do not hang wet clothes in your bedroom or hang clothes over a heater. Your homestay family will show you where to hang washing.

## **5. Meals**

Our families usually eat and drink in the kitchen, dining room or lounge room. Males, females and children all help to prepare food, set and clear the table, wash and wipe dishes. If there are any foods that you cannot eat, you must tell us or your agent or us so your homestay family is aware. You should also talk to your homestay family directly about foods that you like. Meals are usually eaten with a knife, fork or spoon although some families will use chopsticks when eating Asian meals. In Australian, Canadian and Indian culture, it is not polite to make noises such as slurping or burping while you are eating and it is considered rude to speak with your mouth full. You should always say "Thank you" to the person or people who prepare your meal.

## **6. Talking to the Family**

Your homestay family has been chosen because they are kind and understanding people. It is normal to feel nervous at first but you will feel more comfortable when you get to know them better. When you meet, ask family members what they would like to be called and tell them what to call you. Talking to your homestay family about your worries will help you to adjust to staying in a new country. Always ask questions if you don't understand or need help. Understanding different accents can take time. Australians, Canadians and Indians have different accents and speaking speeds and may sound different to your English teacher back home. If you spend a lot of time in your room, your homestay family may think you do not like them or that you are unhappy. Spend some time each day talking, watching TV or helping the family with household tasks. Tell them about your culture and ask about theirs. This will help improve your English and make your homestay experience more enjoyable.

## **7. Telephone and Internet**

Most homestay families will not mind you calling your parents to tell them you have arrived safely but you must ask each time you wish to use the telephone. Most families do not have a landline. Instead, each family member will have a mobile (cellular) phone. You can buy a cheap mobile phone and a data (sim) card from a supermarket such as Woolworths or Coles. Other alternatives are to reverse charge the call, use a pay phone or make an internet call. When you arrive, your homestay family will discuss internet usage with you, including time or download limits. ILSC cannot guarantee internet quality at the homestay. It is not polite to spend hours on the internet as the whole family may need to use it. You may also be asked to contribute a reasonable weekly fee to the homestay directly for the internet.

## **8. Pets**

Many families have a household pet. Cats and dogs are the most common. If you are afraid of, or allergic to a particular animal you should tell your agent and we will try to place you with a family without a pet.

## **9. Safety**

You must abide by the safety instructions you are given for inside and outside of your homestay. This includes travel safety, rules about pools, play equipment, bush and beach safety, personal security and internet safety. Remember to let your host family know where you are at all times.

## **10. Curfew**

You will have a curfew set by your Homestay family that instructs you to be home by a certain time each night. You must follow these rules set out by the Homestay family.

## **11. Transport and Getting to the School**

Your homestay family will explain the best way to travel to and from school. If you need to catch public transport they will tell you about timetables, stations and travel cards. You need to pay your own transport costs. If you are going to be more than fifteen (15) minutes late for class, you must contact us and advise us that you will be late. If you do not contact us within fifteen minutes of the commencement of class, we will contact your Homestay family.

## **STUDENT CODE OF CONDUCT OTHER ACCOMMODATION (STUDENT RESIDENCE)**

### **1. DURATION OF YOUR STUDENT RESIDENCE**

#### **1.1 Student conduct:**

- (a) the Student acknowledges that during their Student Residence stay they are member of a shared Student Residence community, and they agree to be courteous and respectfully at all times with other students and residence staff;
- (b) the Student agrees to obey the Student Residence Guidelines together with any additional rules and restriction which the Student Residence may notify upon arrival;
- (c) the Student agrees that as a member of a shared student community, they are required to keep common areas in the apartment clean at all times. This includes doing their own dishes and cleaning up after meals, doing periodic chores such as vacuuming, taking out the rubbish and other chores;
- (d) if ILSC or the Student Residence provider receive complaints about the cleanliness of the Student's shared apartment, or the Student's direct contributions in keeping it clean, they will receive two (2) written reminders of the obligations to keep it clean;
- (e) if the Student's contribution to the cleanliness of the shared apartment does not improve after the written reminders, at our discretion we may choose to charge an additional cleaning fee so that the common areas in the apartment may be cleaned;
- (f) from time to time, ILSC and/or the Student Residence provider may conduct apartment visits to inspect the cleanliness of the shared spaces; and in such cases, ILSC and/or the Student Residence provider will inform all residents of the visit in writing at least 24-hours in advance.

1.2 The Student has the right to privacy during your Student Residence. This includes privacy in the bedroom and in the bathroom. If a Student believes that they are not afforded privacy, they must contact ILSC immediately.

1.3 The Student has the right to feel safe and secure during your stay in the Student Residence. If a Student believes that their safety and security is in danger at any time, they must contact ILSC immediately.

1.4 If at any time during the Student Residence stay the Student has any comments, questions or complaints about the Student Residence or

- (a) if they are comfortable discussing the issues with the Student Residence staff, they should raise the concerns directly with them in the first instance;

- (b) if they have raised concerns with the Student Residence staff and they believe these concerns have not been resolved, or they do not feel comfortable raising these concerns directly with the Student Residence staff, they should contact us immediately.

1.5 Where the Student has made a complaint or comment to us about the other members of the shared apartment, and we agree that that best resolution to the concern is to relocate the Student to another Student Residence, we will use best efforts to arrange a new Student Residence.

1.6 If the Student Residence asks us to remove the Student, we may (at our option) choose to relocate you to another Student Residence or accommodation, additional fees may apply.

### **2. STUDENT RESIDENCE FEES AND PAYMENTS**

2.1 The Student must pay to us the fees in the amounts notified by us to you in writing from time to time. Fees payable by you are set out in our Student Residence Fees Schedule.

2.2 Fees must be paid by the due date notified by us to you in writing and must be paid before we provide you with your Student Residence Booking confirmation.

2.3 The Student understands that any amounts payable to your Student Residence will be paid by us. You must not under any circumstances make a payment to the Student Residence directly.

2.4 The Student acknowledges that you may incur additional fees in the event you cause damage to your apartment, which must be promptly paid.

2.5 From time to time we may review and update our Fees. If you have a Student Residence Booking at the time of a Fee change, we will provide you with notice of any changes to our Fees.

### **3. TERMINATION AND ROOM RELEASE**

3.1 We may release or terminate your Student Residence room immediately if:

- (a) the Student has not arrived at your Student Residence on the start date set out in your Student Residence Booking;
- (b) the Student has not paid the fees by the due date notified to you in writing;
- (c) the Student has not submitted your flight/arrival details within the stipulated timeframe;
- (d) the Student has not been truthful in your Student Residence Booking application;
- (e) the Student has not omitted important information about yourself that would affect the other residents' interactions with you;
- (f) the Student is no longer studying with us; or
- (g) The Student violates the Student Residence Guidelines or the rules and regulations of the Student Residence.

- 3.2 If we terminate the Student's Student Residence:
- (a) the Student's agreement with us to provide Student Residence Services will come to an end;
  - (b) the Student must leave the Student Residence on the date we notify;
  - (c) upon leaving the Student Residence, the Student must:
    - (i) leave the room in a neat and tidy condition; and
    - (ii) return all keys to the Student Residence.
  - (d) we may, at our option, assist the Student in finding alternative accommodation arrangements if requested. Additional fees may be payable in such instances.
- 3.3 When the Student may terminate the Student Residence: The Student may request to terminate the Student Residence agreement immediately if:
- (a) Their physical safety is in danger; or
  - (b) their wellbeing or mental health are impacted as a result of the other individuals in the Student Residence. In such situation, the Student should contact ILSC immediately so that we may investigate the matter. If we determine that it is in the best interests of the Student, we may choose to transfer or terminate the Booking.

#### **4. LIABILITY**

- 4.1 To the maximum extent permitted by law, we exclude all warranties not expressly provided in this Agreement and we take no responsibility for and have no liability for any direct, indirect, incidental, special, consequential or exemplary damages which may be incurred by you in connection with the Student Residence Services.
- 4.2 Subject to clause 12.1, any liability by us arising out of or in connection with this Agreement, however arising, including under contract, tort (excluding negligence or gross negligence), in equity, under statute or otherwise, will not exceed the Fees paid or payable by you.
- 4.3 You expressly understand and agree that we, our affiliates, employees, agents, contributors and licensors shall not be liable to you for any direct, indirect, incidental, special consequential or exemplary damages which may be incurred by you, however caused.
- 4.4 You indemnify us against all claims, demands, losses, liabilities, damages, actions, costs and expenses (including but not limited to all legal costs incurred in defending or settling any claims) of any kind, incurred by or imposed on us arising out of in connection with this Agreement.

#### **5. PRIVACY**

- 5.1 We will always handle your personal information in accordance with our privacy policy. Our privacy policy can be found on our website: [www.ilsc.com/privacy-policy](http://www.ilsc.com/privacy-policy).

#### **6. GENERAL**

- 6.1 Notices: Any communication under this Agreement should be given or sent in writing and delivered to that party's nominated address by email.
- 6.2 Modifications: We may modify the provision of this Agreement at any time provided that we give you not less than thirty (30) days written notice of those changes. This includes but is not limited to a modification to our fee schedules, our policies or our guidelines.
- 6.3 Entire Agreement: This Agreement constitutes the entire agreement between you and us in respect of the Student Residence.
- 6.4 Assignment: You cannot assign or transfer your rights or obligations under this Agreement without our prior written consent.
- 6.5 Governing Law: This Agreement will be governed by the laws of the state where the Student resides in Student Residence. The parties agree to submit to the non-exclusive jurisdiction of the Courts of that jurisdiction.
- 6.6 No waiver: The parties agree that any rights under this Agreement will only be waived if a party expressly waives their rights in writing to the other party.
- 6.7 Enforceability: If any part of this Agreement is found to be void or unenforceable by a court, that part shall be severed, and the rest of the Agreement shall remain in force.

### **STUDENT RESIDENCE GUIDELINES**

This guide sets out the types of things you can expect during your Student Residence stay. It provides you with information about what to expect while you are living in a Student Residence and shared apartment. It is a condition of your Student Residence that you agree to act in accordance with the rules and guidelines.

#### **1. Introduction**

Living in a Student Residence means that you are part of a student community, and you occupy shared space with other people.

#### **2. Your Room**

The Student Residence will provide you with your own room that you can lock. Your room will include a bed, a study desk, storage for clothing, and heating/cooling. You will also be provided with bed linen and your own towel.

### **3. Kitchens**

Your apartment will have a shared kitchen in the shared apartments, and a small kitchenette in the studio apartments. There may also be a larger communal kitchen available to you in the residence.

### **4. Bathrooms and Toilets**

Your room may have its own private bathroom. If you do not have a private bathroom, you will have a shared bathroom. You are responsible for keeping the bathroom clean. Toilet paper may be available in your bathroom, but you are responsible for providing your own during your stay. Toilets in Australia and Canada are pedestal sit-down toilets. Toilet paper should be disposed of in the toilet itself, not the rubbish bin. Males should lift the seat to urinate. Feminine hygiene products should be wrapped and placed in an appropriate rubbish bin (not the toilet). Water conservation is important to Australians and Canadians so please limit the amount of water you use. Showers should take no more than 5 to 7 minutes.

### **5. Cleaning**

You are responsible for keeping your own room, and the shared common areas of the apartment, clean at all times. This includes your own room and your ensuite bathroom (if available). If there is a shared bathroom in the apartment, you must coordinate the cleaning schedule with your housemates. There will be a vacuum, dust pan and broom, and mop available for you to use in the student residence. Cleaning products may be the apartment, but you and your housemates may need to buy these together as well. You may incur additional cleaning fees in the event that the common areas of the apartment are not maintained, and you have received at least two written warnings from ILSC.

### **6. Laundry**

Your Student Residence may have a laundry facility onsite for you to use. You will need to pay for your own laundry, and this is usually done with a digital payment card.

### **7. Meals**

You are responsible for buying and preparing your own meals while in Student Residence.

### **8. Talking**

to other members of the apartment Talking to other members of your shared apartment will help you to adjust to staying in a new country so make an effort to introduce yourself and ask them questions. If you spend a lot of time in your room, your housemates may think you do not like them or that you are unhappy. Spend some time each day talking, watching TV or doing household tasks together. Tell them about your culture and ask about theirs. This will help improve your English and make your Student Residence experience more enjoyable.

### **9. Internet**

Your Student Residence will have free high-speed internet. You will receive the login details upon Check-in.

### **10. Safety**

You must abide by the safety instructions you are given for inside and outside of your Student Residence. This includes travel safety, rules about pools, play equipment, bush and beach safety, personal security and internet safety.

### **11. Transport**

The Student Residence staff will explain where the closest public transportation is located, and how to get to school. You need to pay your own transport costs.

## **GREYSTONE COLLEGE CANADA POLICIES AND PROCEDURES**

### **ADMISSIONS POLICY**

To be admitted to any Greystone College program, prospective students must meet specific requirements regarding prior education, English or French level, prove ability in the basic skills needed for college-level work, and age where applicable.

#### **All applicants must:**

- Have secondary school diploma or equivalent\* and/or mature student\*\* status.



- Meet requirements in language of instruction, English or French - all applicants whose first language is not English/French must provide proof of English/French ability with their application or prove their English/French level with Greystone College online written test and speaking interview. Refer to the Language Entry Level chart for the specific program language entry level requirements.

Students must provide proof that they meet all the program's admission criteria. If a prospective student does not meet the minimum admission requirements, neither the institution nor the student can waive the requirements.

\* In Toronto, accepted secondary school diplomas must be from Canada or the USA. The applicant must complete the Wonderlic exam, a superintendent approved qualifying test. The applicant must be at least 18 years of age.

\*\* Definition of mature students: In British Colombia and Ontario, mature students are defined as being at least 19 years of age and out of full-time secondary school for at least one year prior to commencement in their program. Grade 12 graduation is not needed (unless specified), but the applicant must satisfy all general and program-specific admission requirements.

In Quebec, an applicant is eligible for an Attestation of College Studies program (AEC) if they:

- Have interrupted their full-time studies for at least two (2) consecutive terms or for one (1) full school year.
- Have pursued their post-secondary education for a period of at least one (1) year).
- Send their latest transcripts, proof of academic accomplishments, a resume, a description of their professional accomplishments along with letters of recommendation from present and previous employers.

Quebec applicants must also have secondary school diploma or equivalent.

*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.*

## TUITION REFUND POLICY

Greystone College shall refund tuition and other fees paid under an enrolment contract according to the refund circumstances and regulations local to each Greystone College campus, as detailed below. Each campus refund policies and procedures are set by their relevant provincial governing body.

### **In the case of a student wishing to transfer to another institution**

Students who have landed in Canada and have received a Canadian study permit based on a valid offer letter from Greystone College, and wish to study at a different institution, must comply with the following in order to be considered for a refund:

*Under IRCC guidelines, students will only be issued a study permit if they can show a letter of acceptance from a Designated Learning Institution (DLI). Therefore, students seeking to study elsewhere, must show proof of admission to another Canadian post-secondary institution that has been granted a Designated Learning Institution number (DLI#) for the term to which they were originally admitted to Greystone College.*

### **In the case of an Admissions rejection by Greystone College**

Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the non-refundable fees, if applicable.

### **In the case of a refusal of a visa or study permit**

A full refund, minus the non-refundable fees, will be issued should a student's visa or study permit be denied.

### **In the case of student dismissal**

Refunds apply if the student is dismissed from the program, in line with provincial regulatory requirements.

## Procedure

To receive a refund of any portion of tuition fees, a student must give Greystone College written notice that they intend to withdraw from the program in which they have enrolled.

Campuses may determine specific procedures for such notification.

All refunds will be in Canadian Dollars.

## Campus Specific Policies

### Montréal Campus

- If your study permit or visa is denied, or if you cancel before your program begins, Greystone College (Montréal) will retain the registration fee and, if applicable, the homestay placement fee.
- If you cancel in writing after your program begins, or if you are expelled, 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) as provided by the Minister less the amount actually 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 Greystone College receiving written notice of cancellation or Greystone College's notice to you of dismissal.
- You may demand that the contract be terminated if you become aware that you were admitted to the educational services concerned in contradiction to the provisions governing admission to those services.

For information regarding cancellation of the Enrolment Contract and refunds of fees paid, see articles 70 to 75 of the Act Respecting Private Education Chapter E-9.1 (Legis Quebec)

### Toronto Campus

If your study permit or visa is denied, or if you cancel before your program begins, Greystone College will retain the lesser of 20% of the total fees paid or \$500 and, if applicable, the homestay 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 Toronto's expulsion policy.
- If Greystone College Toronto 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 receiving written notice of cancellation or Greystone College'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.

### Vancouver Campus

#### Refunds before the program start date:

- If written notice of withdrawal is received no later than seven (7) days after student signed the enrolment contract and before the program start date, the institution will refund 100% of the tuition and all related fees, other than application fee.
- If written notice of withdrawal is received by the institution at least thirty (30) days before the later of:
- the program start date in the most recent Letter of Acceptance (international students)
- the program start date in the enrolment contract,
- the institution may retain or recover up to 10% of the total tuition paid or payable under the student enrolment contract, up to a maximum of \$1,000.

- If written notice of withdrawal is received by the institution more than seven (7) days after the student and institution signed the enrolment contract and less than thirty (30) days before the later of:
- the program start date in the most recent Letter of Acceptance (international students)
- the program start date in the most recent Letter of Acceptance (international students)
- the program start date in the enrolment contract,
- the institution may retain or recover up to 20% of the tuition paid or payable under the enrolment contract, up to a maximum of \$1,300.

#### **Refunds after the program start date:**

- If written notice of withdrawal is received by the institution or a student is dismissed after the start date of the program but on or before the date on which 10% of the hours of instruction of the program have been provided, the institution may retain or recover up to 30% of the tuition paid or payable under the student enrolment contract.
- If written notice of withdrawal is received by the institution or a student is dismissed after the date on which more than 10% but less than 30% of the hours of instruction have been provided, the institution may retain or recover up to 50% of the tuition paid or payable under the student enrolment contract.
- If an institution receives a refusal of study permit before the date on which 30% of the hours of instruction of the program would have been provided to the student, had the student started the program on the later of the following:
  - the program start date in the most recent Letter of Acceptance
  - the program start date in the enrolment contract and
  - the student has not requested additional Letter(s) of Acceptance, the institution will refund 100% tuition and all applicable fees, other than application fee.
- If a student does not attend the first 30% of the program, the institution may retain up to 50% of the tuition paid under the student enrolment contract.
- If a student withdraws, is dismissed, or does not attend any of the first 30% of the hours of instruction of the program, Greystone College will refund fees charged for any yet to be received course materials that have been prepaid.
- If a student withdraws or is dismissed after 30% of the period of instruction hours specified in the contract have been provided, no refund will be issued.

Refunds owed to students must be paid within thirty (30) days after receiving a notice of withdrawal, providing a notice of dismissal, receiving a copy of refusal of a study permit or within thirty (30) days after the date on which the first 30% of the hours of instruction are provided, if the student does not attend any of the first 30% of the hours of instruction.

## **ATTENDANCE POLICY**

Students are expected to attend all classes and must be on time for class and after breaks and cannot miss any assessments.

The minimum attendance requirement for Greystone College is 80% for each course/module. Students arriving late or leaving early for any reason are to be marked “late” (L), “excessively late” (K), or “absent” (A).

- 1 to 15 min late = LATE
- 16 to 89 min late = EXCESSIVELY LATE (K)
- 90 min or more = ABSENT

Students must email their instructor as soon as reasonably practicable in the case of an unplanned absence. An unplanned absence can be due to unforeseen circumstances beyond their control. If a student must be absent for an extended period, two (2) or more days, they must advise their instructor and the Assistant/Director, Greystone College Programs. Students must provide adequate documentation to the Assistant/Director, Greystone College Programs to be allowed to submit an assignment late, or sit an exam later, due to absenteeism.

Students will be graded “0%” if they miss an assessment without providing adequate medical information in advance of the assessment.

Students may be marked “excused” (E) only at the discretion of the Assistant/Director, Greystone College Programs. Please note that work is not an acceptable excuse to be late or absent. Acceptable documentation includes, but is not limited to, a doctor’s note, death certificate, immigration or government letter.

### **For students attending Greystone College Toronto or Vancouver**

Greystone College Vancouver and Greystone College Toronto students who fail to meet the minimum attendance requirement of 80% will be subject to disciplinary actions, up to and including dismissal.

### **For students attending Greystone College Montreal**

Instructors must report a student to the Director, Greystone College Programs when student's absences reach 20% of unjustified absences. Should the student not provide acceptable documentation to account for the absences, the Director, Greystone College Programs reserves the right to no longer allow the student to attend the course. However, the student still maintains the right to submit assignments and write all examinations for the course.

## Online classes

Students must log into class on time and maintain their connection throughout the class with cameras on. Students who are logged in to their class but are unresponsive to questions and have their cameras off will be marked as either "late", "excessively late", or "absent" per the attendance policy.

Students are not allowed to complete course assessments without instructor invigilation and activated cameras. If a student circumvents this, any completed assessment grade will be reduced to zero (0).

Absenteeism due to internet connectivity will be recorded as absence, late or excessive late.

## Procedure

1. Attendance is tracked daily, and students may monitor their attendance record through the Learning Management System (Moodle).
2. Students must notify their instructors in advance if they are going to be absent for any reason and are responsible for completing all assignments missed during the absence.
3. For any planned extended absences (more than 2 consecutive days), students must contact the Assistant/Director, Greystone College Programs.
4. Students must email the proper documentation to the Assistant/Director, Greystone College Programs when requesting an absence exemption.
5. Students approaching maximum allowable absences will be contacted by their instructor and/or the Assistant/Director, Greystone College Programs.

## AUTHORIZED LEAVE POLICY

International students with valid study permits must meet certain conditions to maintain their legal status in Canada, including the requirement to be actively pursuing studies by maintaining continuous enrolment at a Designated Learning Institution (DLI).

Under certain circumstances beyond their control, the students may be eligible to take an authorized leave from studies of **up to a maximum of 150 days**, and still be considered actively pursuing studies during the approved period.

Any leave taken from a program of study at Greystone College is subject to approval by the Director, Greystone College Programs.

It counts as authorized leave if:

- Greystone College has authorized a leave from the program of study for:
  - medical reasons (illness or injury)
  - pregnancy
  - family emergency
  - death or serious illness of a family member
  - any other type of leave which Greystone College deems authorizes
- Greystone College has closed permanently or because of a strike.
- The student changed schools.
- The student or the school deferred the program start date.
  - In this case, students must start their studies the next session, even if it starts sooner than 150 days, and get an updated letter of acceptance.

**Students cannot work on or off campus during an authorized leave from study, even if their study permit says they are allowed to work in Canada.**

Students are also responsible for ensuring and planning for permit extensions (Study Permit or Work Permit) that may be necessary because of the authorized leave. Any costs associated with these extensions are the sole responsibility of the student.

Students approved for the authorized leave are not required to inform the Immigration, Refugees, and Citizenship Canada (IRCC), but must retain a confirmation of authorized leave approval for their records. In accordance with applicable regulations, the Government of Canada officers may request evidence of compliance from the student or the College.

## Procedure

1. The student is required to submit a written request for authorized leave to the Director, Greystone College Programs and attach a documented proof regarding the reason for their request.
2. The Director, Greystone College Programs will contact the student if more information is needed and notify the student and Student Services Department of the decision.
3. Upon approval of students' request, the Student Services Department will ensure that the authorized leave is processed, necessary documentation completed, and student informed of the new program end date and new start dates for any courses missed or postponed.
4. All documents and supporting evidence related to the authorized leave request will be kept on student's file.
5. The Student Services Department shall be responsible for reporting all changes to an international student's status to the IRCC (i.e., Designated Learning Institution (DLI) compliance reporting).

Should the student request an authorized leave during the work experience placement, the approval will be subject to additional permissions from the employer and the Co-op department. Where possible, the student must make up lost time during the absence by rearranging the work schedule with the employer.

References:

[Study Permit Conditions](#)

[Immigration and Refugee Protection Regulations SOR-2002-227](#)

## ACADEMIC STANDING AND PROBATION POLICY

Students with poor academic standing are subject to disciplinary action at the discretion of the Assistant/Director, Greystone College Programs.

### Minimum Progress Requirements

Listed below are the requirements for the minimum standards of progress applicable to every program at Greystone College, as well as the definitions that govern the scholastic status, also known as academic standing, for students.

Greystone students are in good academic standing by:

- Obtaining a grade of 60% or above for each course  
**and**
- Maintaining a cumulative overall grade average of 60% or above  
**and**
- Maintaining a continuous enrollment in Greystone College, unless approved to take an authorized leave(s)

### Unsatisfactory Progress and Fall-back options

- A failed assessment is a mark of less than 60%.
- Students must obtain a grade of 60% in each course to pass.
- Should students fail their course, they have one opportunity for a rewrite and only one rewrite is allowed per assignment. The rewrite date and place are decided by the Assistant/Director, Greystone College Programs.
- The maximum grade a student can obtain on a rewrite is 60%.
- Students who fail their course following one rewrite must retake the course and pass it to graduate from Greystone College. Students are responsible for any applicable fees incurred.
- The College will contact students who fail the same course twice and will implement remedial measures deemed appropriate. Students who fail the same course a third time will be required to leave the program.

### Probation & Dismissal

A Greystone College student will be placed on academic probation if, at the end of any academic session,

- Their grade for the course(s) is less than 60%.  
**or**
- Their cumulative grade is lower than 60% for all Greystone College courses taken.  
**or**
- Their progress average is fewer than one (1) module per session, unless on an authorized leave.

A student will be subject to academic dismissal if, at the end of any session,

- They have spent two consecutive sessions on academic probation without achieving a cumulative grade of 60%.

## Procedure

Should a student no longer be in good academic standing, they will be made aware at the end of the course.

## DISPUTE RESOLUTION POLICY

Greystone College encourages an open dialogue between all students and College personnel. In the event of a dispute, the following dispute resolution procedure shall be followed:

1. When a concern arises, the student should first attempt to address it with the individual most directly involved. If unsatisfied with the outcome, the student shall submit a written complaint to the Student Services Manager. Should this person be absent or named in the complaint the student shall submit the written complaint to the the Director, Greystone College Programs.
2. The Student Services Manager will arrange to meet with the student to discuss the concern and desired solution within five (5) days of receiving the student's written complaint.
3. Following the meeting with the student, the Student Services Manager will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. This may involve further discussion(s) with the student either individually or with appropriate Greystone College personnel. Once completed, a written response including the course of action to be taken and/or an explanation of the decision will be provided to all involved parties. The written response will be provided no later than ten (10) days following the receipt of the student's written complaint. The response must specify that the student will have five (5) business days to appeal the decision. A copy of the written response shall be given to the student and the original will be placed in the student file.
4. If the dispute remains unresolved, the student must advise the Director, Greystone College Canada within five (5) business days of being informed of the decision. The Director will immediately refer the matter to the Appeals Committee. 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 (Student Services Manager, or Director, Greystone College Programs, Co-op Director, and a member of faculty) will provide a written response to the student that includes reasons for the determination on the complaint. The written summary will be provided no later than five (5) days following the committee's hearing of the student's appeal case. At this point the dispute resolution process will be considered exhausted.

All documentation relating to student complaint must be signed by all parties. A copy of the written summary will be given to the student, and the original will be placed in the student file.

All dispute cases will be concluded as soon as possible and no later than thirty (30) days after receiving the student's written complaint.

The student making a complaint may be represented by an agent or a lawyer. Greystone College may also be represented by a third party or lawyer.

Students will not be subject to any retaliation because of their complaint.

## Vancouver

Contact information:

Student Services Manager: [Zoraida.Carrasco@ilsc.com](mailto:Zoraida.Carrasco@ilsc.com)

Director, Greystone College Programs: [Lina.Serratos@ilsc.com](mailto:Lina.Serratos@ilsc.com)

Director, Greystone College Canada: [Karyn.McMillan@greystonecollege.com](mailto:Karyn.McMillan@greystonecollege.com)

After having exhausted the dispute resolution process, the student may file a claim with the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education, Skills and Training ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)) if they feel the institution misled them regarding any significant aspect of an approved program.

## Toronto

Contact information:

Student Services Manager: [Luiz.Ribeiro@ilsc.com](mailto:Luiz.Ribeiro@ilsc.com)

Director, Greystone College Programs: [Graham.Arnold@ilsc.com](mailto:Graham.Arnold@ilsc.com)

Director, Greystone College Canada: [Karyn.McMillan@greystonecollege.com](mailto:Karyn.McMillan@greystonecollege.com)

If the student is not satisfied with the decision, they can refer their complaint to the Superintendent, Ministry of Colleges and Universities, Private Institutions Branch. To submit a complaint online, the student must register with <https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>, and follow the steps.

## Montréal

Contact information:

Student Services Manager: [Alessandra.Serpa@ilsc.com](mailto:Alessandra.Serpa@ilsc.com)

Director of Greystone College Programs: [Parvesh.Chainani@greystonecollege.com](mailto:Parvesh.Chainani@greystonecollege.com)

Director, Greystone College Canada: [Karyn.McMillan@greystonecollege.com](mailto:Karyn.McMillan@greystonecollege.com)

After having exhausted the dispute resolution process listed above, the student may file a claim with the relevant department of the Ministère de l'Enseignement Supérieur.

## GRADE APPEAL POLICY

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

### Procedure

1. If a student disagrees with a grade received and can provide evidence that a higher grade is warranted, they should first discuss with their course instructor, no later than three (3) business days after receiving the grade. The instructor will verify the grade to ensure that no error has been made and, if warranted, assign a different grade. All reasonable steps should be taken by the student to resolve a grade dispute with the instructor before pursuing the formal appeal process as follows:
  - a. If the matter remains unresolved, the student shall submit a request for grade appeal in writing to the Assistant/Director, Greystone College Programs, along with any evidence supporting the reasons for the appeal. The student must submit this formal written appeal request within five (5) business days of the student's discussion with the instructor. In no cases will a formal appeal request be accepted beyond eight (8) business days after the receipt of the grade.
  - b. The Assistant/Director, Greystone College Programs will obtain a copy of the assignment or exam in question from the instructor. The evidence will be carefully examined and another instructor within the same program will be assigned to re-grade the assignment or exam. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained. The new grade will be considered final and cannot be appealed.
  - c. The Assistant/Director, Greystone College Programs will provide a student with the decision within five (5) business days of the appeal.
2. In the case of a final grade appeal for the entire course, the Assistant/Director, Greystone College Programs will obtain the complete student file containing all course assessments. The evidence will be carefully examined and another instructor within the same program will be assigned to re-grade the assignments or exam. If a student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained. The new grade will be considered final and cannot be appealed.

The decision on the grade appeal for the entire course will be provided to the student in writing within fifteen (15) business days after receiving the student's appeal.

## GRADUATION POLICY

The conditions that need to be met for a student to graduate are as follows:

- The student fulfills every admission requirement for their program.
- The student has passed every course of the program's course grid.
- The student has met every learning objective (i.e., the competencies the program aims at developing) of the year-version of the program they are enrolled in.
- The student has passed the work experience component, if applicable.
- The forms related to grades granted to students are present within the student's record; they have been properly filled in, and all supporting documents are attached.
- For Greystone Montreal, the student's letter showing they have applied for a (SU) grade is in the student's record, as well as the academic management's decision and its justification.

- No rewrite request is currently being processed.
- No grade review is currently being processed.

## **HEALTH AND SAFETY POLICY**

The College makes every effort to ensure that all equipment and facilities are properly maintained and all required safety devices are in working order. Any concerns or issues regarding health and safety must be reported to a senior campus administrator such as the Student Services Manager, who will report the issue to the Senior National Director.

## **INCLUSION POLICY**

Greystone College is committed to providing equal educational opportunities to all students, including those with disabilities. In addition, it is committed to addressing the physical, systemic, technological, and attitudinal barriers that can limit the inclusion of students with disabilities.

## **PLAGIARISM AND ACADEMIC INTEGRITY POLICY**

Students that are found plagiarizing or in violation of academic integrity standards are subject to disciplinary action at the discretion of the Assistant/Director, Greystone College Programs.

Outlined below is the definition of plagiarism applicable to every program at Greystone College.

A student is considered plagiarizing by:

- Handing in someone else's work as their own.
- Copying words, ideas, or media from someone else without giving credit.
- Failing to put a quotation in quotation marks.
- Giving incorrect information about the source of a quotation.
- Changing words by copying the sentence structure of a source without giving credit.
- Copying so many words or ideas from a source that it makes up most of their work, whether they give credit or not.

A student is considered self-plagiarizing by:

- Handing in their own work from another course for which they have already received a grade.

### **Definition of plagiarism and academic integrity**

Plagiarism is representing, intentionally or unintentionally, the words or ideas of another as one's own work without correctly acknowledging the source, in any educational setting. It is the responsibility of the student to learn and use the correct methods of avoiding plagiarism in each class.

Deliberate plagiarism is an extremely serious offense that may result in failing the course. Plagiarism includes not only copying from a published source or using internet materials without appropriate acknowledgment, but also presenting another student's work as your own. If you include outside sources in your work, you must cite these sources using the appropriate format requested by your instructor. Most instructors request current APA citation.

Self-plagiarism occurs when you submit your own previously produced work, for which you have received credit in another course. You are not allowed to self-plagiarize in any Greystone College course. If we find plagiarism in any essay or assignment, the assignment will receive a zero grade, the academic department will be notified in writing, and further disciplinary action may be taken.

We encourage you to study together and to discuss information and concepts covered in class with other students. However, it is academically dishonest to copy from someone or to let someone copy from you. If you let someone copy your work, you and the person who copied from will both receive a zero grade for that assignment and disciplinary action may be taken.

### **Instructors suspecting a student of plagiarism.**

If an instructor suspects a student is plagiarizing, they will:

- Discuss Greystone College's plagiarism policy with the student.
- Give feedback to the student on the plagiarism in question.



## Probation & Dismissal procedure

Once the Assistant/Director, Greystone College Programs receives an email from an instructor regarding suspected plagiarism, all documentation must be reviewed by the academic department.

### First occurrence

- The student will discuss the case of plagiarism with their instructor and be notified in writing of the reported plagiarism.
- The student will be given the opportunity to resubmit the assignment. The maximum grade for resubmission will be 60%.
- The offence will be added to the student's file.

### Second occurrence

- The student will be notified in writing of the second offence.
- The student will be given a zero grade for the assignment with no opportunity to resubmit.
- The offence will be added to the student's file.

### Third occurrence

- The student will be notified in writing of the third offence.
- The student will be given a zero grade for the assignment with no opportunity to resubmit.
- The student will be placed on academic probation in accordance with Greystone College's academic probation policy.
- The Director, Greystone College Programs will review the student's file and may dismiss the student from the program.
- The offence will be added to the student's file.

## RESPECTFUL AND FAIR TREATMENT OF STUDENT POLICY

While on the premises, in an online environment, or during activities or events hosted by Greystone College, the following behaviors are prohibited:

- **Discrimination**  
Discrimination occurs when a person, or group of people, is treated less favorably than another person or group, based on a person's race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, age, sex, sexual orientation, gender identity or expression, or any other protected classification in accordance with applicable legislation.
- **Harassment and Bullying**  
Harassment and bullying are repeated and unreasonable behavior(s) directed towards a person or group of people that creates a risk to health and safety, and/or creates a toxic environment. Repeated behavior refers to the persistent nature of the behavior and can involve a range of behaviors over time. Unreasonable behavior will be considered to have taken place if a reasonable person, having considered the circumstances, ought to have known that such behavior was unwelcome. A toxic environment refers to behavior that intimidates, humiliates, isolates, victimizes, threatens, and/or discriminates against a student or an employee.
- **Violence**  
Violence is any threatened, attempted, or actual conduct that causes or could cause physical injury. It includes any threatening statement or behavior that gives an individual reasonable cause to believe that s/he may be at risk of injury.

## Procedure

If under any circumstances, a prohibited activity occurs, the following outlines the procedure for reporting, addressing, and remedying the activity:

1. If a student or employee feels they have been subjected to discrimination, harassment, bullying or violence, they should initially discuss their concerns with the person responsible for the conduct to let them know the behavior is unwelcome, if appropriate and safe to do so. Depending on the nature of the complaint, the student and/or employee should also notify the Instructor, Student Services Manager, Co-op Manager or Director, Greystone College Programs.
2. If the student does not feel comfortable approaching the person responsible, they shall report their complaint in writing to the Student Services Manager.
3. After receiving the complaint, a member of Greystone College management will meet with the individuals to understand the nature of the complaint and investigate further, if necessary.
4. A remedial action will be determined based on the findings of the investigation and provided in writing. Remedial action may include:
  - a. Mediation between the involved parties
  - b. Formal warning
  - c. Probationary period, subject to ongoing respectful and professional behavior

- d. Immediate dismissal
5. In case of a formal warning, probation or dismissal, the College will initiate the appropriate procedures as per the Student Dismissal Policy.

## SEXUAL VIOLENCE AND MISCONDUCT POLICY

Greystone College is committed to providing its students, staff, and faculty with a learning and working environment that is free from sexual violence and misconduct. Anyone who reports incidents of sexual violence will be treated with dignity and respect.

Greystone College's Sexual Violence policy defines sexual violence and outlines training, reporting, investigative, and disciplinary responses to sexual violence complaints made by students, staff or faculty about incidents that take place on campus, at Greystone College events, or that involve the Greystone College community.

Greystone College does not tolerate any form of sexual violence and expects all members of the Greystone College community to abide by the provisions of the Criminal Code of Canada and applicable provincial and other laws.

Our full sexual violence policies can be reviewed under the following links:

[Greystone College Montréal Sexual Violence Policy](#)

[Greystone College Toronto Sexual Violence Policy](#)

[Greystone College Vancouver Sexual Misconduct Policy](#)

## STUDENT CODE OF CONDUCT

While on Greystone College premises, in an online environment, or during activities or events hosted by Greystone College:

- Students must comply with all applicable Greystone College policies.
- Students must treat all students and staff with courtesy, respect, and dignity.
- Students shall not engage in physically, verbally, emotionally and sexually abusive, aggressive, threatening, harassing, discriminatory or otherwise offensive behavior (this also pertains to online activities and social media).
- Students shall not contravene any provision of the Criminal Code of Canada or any other federal, provincial, or municipal statute or regulation.
- Students shall not steal, misuse, destroy or deface Greystone College property.
- Public intoxication on campus property is expressly prohibited. Those conditions considered to indicate intoxication include but are not limited to affected manner or disposition, speech, muscular movements, general appearance, or behavior as apparent to the observer.
- Containers that contain alcohol as well as empty alcohol containers are prohibited on campus. Possession of empty alcohol containers will be regarded as a violation of this policy.
- Behavior resulting from intoxication or the illegal use of controlled or illicit drugs will incur disciplinary action.
- Possession of drug paraphernalia and misuse of prescription drugs will be regarded as violations of this policy.
- Alcohol and other controlled and/or illicit substances possessed or consumed in violation of this policy are subject to confiscation.
- Students shall not be in possession of weapons, or any other item designed to inflict harm or damage on campus.
- Students shall comply with directions of college personnel acting in the performance of their duties.
- Students shall not intentionally or recklessly interfere with normal College activities, including but not limited to, studying, teaching, research, College administration or fire, police, or emergency services.
- Students shall attend classes as per the Attendance Policy.
- Maintain academic integrity through honest and independent effort as detailed in Greystone College's Plagiarism and Academic Integrity Policy.
- Maintain satisfactory academic standing in the program, as detailed in Greystone College's Academic Progress and Probation Policy.

Students who do not meet the expected Code of Conduct will be subject to the procedures outlined in the Student Dismissal Policy, which may include immediate dismissal from Greystone College, depending on the severity of the misconduct.

## STUDENT DISMISSAL POLICY

While completing a program of study at Greystone College, students are expected to meet and adhere to the Student Code of Conduct, to maintain good academic standing, and to comply with all applicable College policies.

Greystone College may dismiss a student from a program on any of the grounds listed below. This list is not exhaustive, and students should request clarification from the Director, Greystone College Programs if they have any questions.

#### **Unacceptable behaviors and acts:**

- Physical threat, abuse, or violence
- Possession or use of dangerous substance, material, or weapons.
- Verbal threat or abuse, including emotional manipulation and sexual harassment.
- 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.
- Possession, buying, selling or use, including being under the influence, of drugs or alcohol on campus.
- Theft attempted or actual.
- Vandalism, damage to or loss of property.
- Failure to comply with safety standards.
- Forgery, alteration or unauthorized use of any College documents or records.
- Misuse of College property and equipment.
- Failure to comply with the directives of staff and faculty members acting in performance of their duties.
- Any other conduct which is determined to be detrimental or damaging to other students, staff members or the college.

#### **Academic misconduct:**

- Cheating, plagiarism, or unapproved collaboration in completing of class assignments and examinations.
- Submitting the same, or similar, previously produced work for which the student already received credits at another course.
- Unauthorized access, use and distribution of assessments or examination materials to others inside or outside of the college.
- Disruptive or offensive classroom behavior.
- Failure to comply with the instructions or directives of the course instructor.
- Excessive and unsubstantiated absenteeism or lateness resulting in poor academic standing.
- Repeated failure to adhere to the requirements of good academic standing as per the Academic Progress and Probation policy.
- Failure to adhere to all policies, procedures, requirements, and responsibilities as per the application forms and student contracts.

Students who do not meet the expected Student Code of Conduct will be subject to the procedures outlined below, which may include immediate dismissal from Greystone College, depending on the severity of the misconduct.

## **Procedure**

The procedure by which a student may be dismissed from a program is as follows:

1. All concerns related to student misconduct shall be brought up to the Student Services Manager, Co-op Manager or Director, Greystone College Programs. Concerns may be brought up by staff, faculty, students, or the public. All complaints must be made in writing.
2. The Student Services Manager, Co-op Manager, Director, Greystone College Programs will arrange to meet with the student to discuss the concerns as soon as possible. If necessary, an investigation will be conducted to determine whether the concerns are substantiated.
  - a. **First Warning Letter** - If it has been determined that the concerns are substantiated, a warning letter will be issued by the Student Services Manager, Co-op Manager or Director, Greystone College Programs, setting out the consequences of further misconduct.
  - b. **Final Warning Letter** - If the misconduct continues, the student will meet with the Student Services Manager, Co-op Manager or Director, Greystone College Programs. A final warning letter will be issued, outlining the consequences of continued misconduct and appropriate terms and conditions. The letter will be signed by all involved parties. A copy will be given to the student, and the original will be placed in the student file.
  - c. **Letter of Dismissal** - If the student clearly demonstrates unwillingness or inability to comply with the terms and conditions of the final warning and gets to the final stage in the disciplinary process, they will meet with the Student Services Manager, Co-op Manager or Director, Greystone College Programs. The student will be informed of a dismissal and a dismissal letter will be presented and signed by all involved parties. A copy will be given to the student, and the original document will be placed in the student file. The student's contract will be terminated as well.
3. Applicable refunds will be processed in accordance with the existing Tuition Refund Policy. If the student owes tuition or other fees to the institution, Greystone College will undertake collection of the amount owing.

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

- Cheating or distributing exams.
- Submitting the same, or similar, previously produced work for which the student already received credits at another course.
- Physical assault or other violent acts committed on or off campus against any student or staff member, including sexual assault.
- Verbal threat, assault, or abuse.
- Vandalism of school property.
- Theft.

The student has the right to appeal in writing to the Director, Greystone College Canada within five (5) business days of the decision. The appeal must be accompanied by sufficient evidence to support the dispute.

The decision will be reviewed by the Appeals Committee (Student Services Manager, Co-op Manager, Director, Greystone College Programs, Director, Greystone College Canada, and a member of faculty) and may include an in-person hearing. The Director will provide a written response to the student that includes a final decision of the Appeals Committee.

All cases will be concluded as soon as possible and no later than thirty (30) calendar days after receiving the student's written appeal notice.

## WORK EXPERIENCE POLICY

Students who enroll in a program that includes a work experience component are required to engage in job duties that are relevant to the learning objectives of the program.

### Definitions

**Co-op Work Placement:** Co-op work placement is an integral component of all Co-op programs. For Greystone College Vancouver programs, placements are paid. For Greystone College Toronto programs, placements may be paid or unpaid.

Students wishing to work outside of British Columbia, Ontario or Quebec for their 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 a job description of the position.

**Practicum Work Placement:** These are unpaid positions. 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.

Geographic Area Where the Work Experience Component Will Be Provided

Students wishing to work outside of British Columbia, Ontario or Quebec for their Practicum work term, must make a formal request in writing to the Academic Department. This request should include details about the Employer (Company Name, Contact Person, Phone/Email information, Address) and a job description of the position.

### Number of Hours for Work Experience

**Co-op Work Placement:** The length of placement shall not be more than 50% of the total length of the program that the student is enrolled in.

**Practicum Work Placement:** 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. The length of the work experience component varies according to the program of study. The following tables highlight the required hours for the various programs at the Vancouver, Toronto, and Montreal campuses.

MONTREAL PROGRAMS	PRACTICUM HOURS
Attestation of College Studies, International Business Management with Practicum	Morning Schedule: 120 hours within 4 weeks Afternoon or Evening Schedule: 120 hours within 4 weeks
Attestation of College Studies, Digital Marketing Specialist with Practicum	Morning Schedule: 150 hours within 4 weeks Afternoon or Evening Schedule: 150 hours within 4 weeks

TORONTO PROGRAMS	CO-OP HOURS
BUSINESS PROGRAMS	
Diploma in International Business Management Co-op	Morning Schedule: 524 hours within 24 weeks Evening Schedule: 840 hours within 40 weeks
Diploma in Business Communications Co-op	Morning Schedule: 524 hours within 24 weeks Evening Schedule: 840 hours within 40 weeks

<b>HOSPITALITY PROGRAMS</b>	
<b>Certificate in Hospitality Skills Co-op</b>	Morning Schedule: 252 hours within 12 weeks
<b>Diploma in Customer Service Co-op</b>	Morning Schedule: 524 hours within 24 weeks Evening Schedule: 840 hours within 40 weeks
<b>DIGITAL MARKETING PROGRAMS</b>	
<b>Diploma in Digital Marketing: Social Media Professional Co-op</b>	Evening Schedule: 840 hours within 40 weeks
<b>Diploma in Digital Marketing: Website Management and Design Professional Co-op</b>	Evening Schedule: 840 hours within 40 weeks

<b>VANCOUVER PROGRAMS</b>	<b>CO-OP/PRACTICUM HOURS</b>
<b>BUSINESS PROGRAMS</b>	
<b>Diploma in Business Communications Co-op</b>	Morning Schedule: 524 hours within 24 weeks Evening Schedule: 800 hours within 40 weeks
<b>Diploma in International Business Management Co-op</b>	Morning Schedule: 524 hours within 24 weeks Evening Schedule: 800 hours within 40 weeks
<b>HOSPITALITY PROGRAMS</b>	
<b>Diploma in Customer Service Co-op</b>	Afternoon and Evening Schedule: 800 hours within 40 weeks
<b>Diploma in Hospitality Operations Co-op</b>	Evening Schedule: 800 hours within 40 weeks
<b>DIGITAL MARKETING PROGRAMS</b>	
<b>Diploma in Digital Marketing: Social Media Professional Co-op</b>	Evening Schedule: 800 hours within 40 weeks
<b>Diploma in Digital Marketing: Website Management and Design Professional Co-op</b>	Evening Schedule: 800 hours within 40 weeks
<b>Diploma in Digital Marketing: Digital Marketing Professional Co-op</b>	Evening Schedule: 1160 hours within 58 weeks

## WORK EXPERIENCE PROCEDURES:

### Requirements & Process Before Start of Work Experience:

1. The student must hold a valid Study Permit and Co-op Work Permit that adequately covers the entire duration of the study and work portions of the program.
2. Students must have successfully completed all required academic courses and be in good academic standing before being considered for work experience. Exceptions to this may be considered under extenuating circumstances at the discretion of the Assistant/Director, Greystone College Programs.
3. **Co-op Orientation:** The Co-op Department will conduct an Orientation session for co-op students within the first week from the start date of their program of study. At this Orientation, students will be briefed on the objectives of the work experience, expectations for performance, reporting procedures and administrative forms to be completed such as the Letter of Agreement, Monitoring Reports/Monthly Attendance Reports, and Final Evaluation. This Orientation will assist students in preparing well for the work experience at a later stage.
4. **Work Placement Skills 1 and 2:** Students must successfully complete both courses before beginning their work experience component.
5. **One-on-One Meetings with a Co-op Advisor/Coordinator:** Each student will be assigned to a specific Co-op Advisor/Coordinator who will guide the student from the start to the end of the work experience term. Students will be invited to meet their respective Advisors/Coordinators to discuss their interest and suitability for potential work experience options. Students will also receive additional coaching and support from the Advisors/Coordinators on how to conduct job search, prepare resumes & cover letters and practice job interviews.

### Actions to Take to Commence Co-op/ Practicum:

1. About a month before the co-op/practicum start date, the Co-op Advisor/Coordinator emails student to discuss placement. Prior to this meeting, the student must provide the Co-op Advisor/Coordinator with an updated resume.
2. The Co-op Advisor/Coordinator will liaise with relevant host organizations (employers in various industries) to seek a placement. Once a suitable host has been identified, an interview with the employer and the student will be arranged. A "suitable host" is an employer that is qualified in a career occupation that is relevant to the program of instruction in which the student is enrolled.
3. The Co-op/practicum host (employer) reserves the right to accept or decline a student for placement with the company. Students are strongly advised to prepare for this interview and can practice with their assigned Advisor/Coordinator. Acceptance for co-op/practicum at the

company is solely dependent on the student's performance at the interview and their personal suitability for the position as determined by the employer.

4. If the student is accepted for placement, the student must discuss the work schedule directly with the employer and confirm the co-op/practicum start date.
5. At this point, the Letter of Agreement form will be jointly completed and signed by the student and the employer. The completed Letter of Agreement form must be returned to the Co-op Advisor/Coordinator to be counter-signed at the earliest opportunity upon starting the placement. A copy of the Letter Agreement form will be emailed to the student and host employer and filed in the student's folder.
6. If the student fails at the co-op/practicum interview, subsequent interviews will be arranged until a student is successfully placed, providing they are able to complete the work experience before the end of the program. The same procedure as above will be followed.

## Process of Evaluation During Work Experience:

### 1. MONITORING OF STUDENT PROGRESS AND PERFORMANCE/REPORTS:

- a. **Monthly Monitoring Report/Monthly Attendance Report:** During the work experience, the student must submit this report on-line once every four (4) weeks. Issues or concerns raised by the student will be immediately attended to by the Advisor/Coordinator.
- b. **Site visits:** The Co-op Advisor/Coordinator may conduct a site visit to meet with employers and student to check on progress as required.

## End of Work Experience:

1. **End of Work Experience Final Evaluation by Employer:** The host employer will report on the experience near the end of the work experience term. The employer will provide a final evaluation on the overall performance of the student. The Co-op Advisor/Coordinator will meet with the student to discuss these reports if there are any issues.
2. **Successful graduation of Co-op Programs of study:** If there are no concerns or issues arising out of these reports, the Co-op Advisor/Coordinator will update the student records accordingly and inform the Student Services of the student's co-op/practicum work experience completion.

### Additional Information:

\*Workplace sexual harassment policy: Students should refer to host company's policy manual.

\*Quebec interns are protected as per the Loi visant à assurer la protection des stagiaires en milieu de travail.

\*Please refer to Greystone College's policies for consequences of falsifying co-op documents or reports.