



Commitment to Excellence

# Policies and Procedures

## POLICIES AND PROCEDURES

# Essential Information

The following policies, statements and agreements create the framework in which the International Language Academy of Canada operates. Policies set out expectations and guidelines for behaviour and action in specific areas. For additional information about any policy, or to request an accessible format of these documents please contact us at [info@ilac.com](mailto:info@ilac.com) or call 416-961-5151.

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# Toronto

## Fee Refund Policy



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1) If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:

(a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date; or

(b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date.

2) The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.

3) If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the unused tuition paid under the student enrolment.

4) If an international student misuses or misrepresents himself/herself to the institution: The Rider which precedes these Policies and forms part of it, shall prevail.

5) If the institution receives a notice of withdrawal from a student:

(a) more than seven days after the effective contract date and

i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.

ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.

(b) after the contract start date

i. and up to and including the date on which 10% of the hours of instruction have been provided, the institution may retain up to 30% of the unused tuition due under the

student enrolment contract.

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ii. and after the date on which more than 10% but before the date on which 30% of the hours of instruction have been provided, the institution may retain up to 50% of the unused tuition due under the student enrolment contract.

(c) A withdrawal letter shall be provided to the institution along with the supporting documents, which includes and not limited to the letter of acceptance of another institution, proof of purchased return ticket to the home country, or medical note.

6) If the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:

(a) before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the unused tuition due under the student enrolment contract.

(b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the unused tuition due under the student enrolment contract.

7) The institution will not refund the following fees paid in relation to the program in which the student is enrolled:

(a) administrative fees;

(b) application/registration fee;

(c) assessment fees;

(d) fees charged for textbooks or other course materials, including equipment and uniforms, and any other fees prescribed.

7.1) Fees charged for course materials paid for but not received will be refunded by the institution 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; or



(c) 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), 5, 7, and 8 of this policy apply as if the copy of the refusal was 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.

10) Where a student of the institution is entitled to a refund under this policy but has paid a reseller of ILAC directly, the student must exhaust all recourse with the reseller in order to receive same, prior to seeking the refund from ILAC directly. The institution will make best efforts to cooperate in order to fulfil its obligations under this refund policy.

**Accessible Customer Service Policy**



**The Rider**



# Vancouver

**Fee Refund Policy**



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If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:

### Circumstances when Refund Payable

### Amount of Refund

**Before program start date**, institution receives a notice of withdrawal (applies to all students)

- No later than seven days after student signed the enrolment contract, and
- Before the program start date.

100% tuition and all related fees, other than application fee. Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.

- At least 30 days before the later of:
  - a) The program start date in the most recent Letter of Acceptance (international students)
  - b) The program start date in the enrolment contract.

Institution may retain up to 10% of tuition, to a maximum of \$1,000.

Institution must refund fees paid for course materials if not provided to the student.

- More than seven days after the student and institution signed the enrolment contract, and
- Less than 30 days before the later of:

Institution may retain up to 20% of tuition, to a maximum of \$1,300.

- a) The program start date in the most recent Letter of Acceptance (international students)
- b) The program start date in the enrolment contract.

Institution must refund fees paid for course materials if not provided to the student.

**After program start date**, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)



## ⌵ Circumstances when Refund Payable

## Amount of Refund



<ul style="list-style-type: none"><li>• After the program start date, and up to and including 10% of instruction hours have been provided.</li></ul>	<p>Institution may retain up to 30% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"><li>• After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</li></ul>	<p>Institution may retain up to 50% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"><li>• Student does not attend the first 30% of the program.</li></ul>	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Institution receives a refusal of study permit (applies to international students requiring a study permit):</p>	



- If more than 30% of instruction hours would have been provided, but the student has not completed the program on the first 30% of the following:



- a) The program start date in the most recent Letter of Acceptance
- b) The program start date in the enrolment contract

100% tuition and all related fees, other than application fee.

- Student has not requested additional Letter(s) of Acceptance.

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After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):

- Student completed up to 30% of the program.

Institution may retain up to 30% of the tuition.
- Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).

Institution must refund fees paid for course materials if not provided to the student.
- Student completed more than 50% of the program.

Institution may retain up to 50% of the tuition.

Institution must refund fees paid for course materials if not provided to the student.

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The Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).







**Statement of Student Rights**



# All Locations

**Student Support Services**



**Dispute Resolution Policy**



**Academic Standards Policy**



**Anti-Bullying/Anti-Harassment/Anti-Discrimination Policy**



**Non-Disparagement Policy**



**Discipline Policy**



**Privacy and Video Surveillance Policy**



**Procedure for Fire Safety**



**Procedure for Earthquake Safety**



**Payment Policy**



**Homestay Guidelines for Students**



**Code of Conduct for Minors**



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**Sexual Violence and Misconduct Policy**



**Code of Conduct for Minors**



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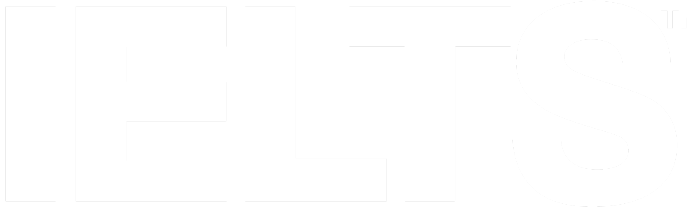
DESIGNATED LEARNING INSTITUTE NUMBERS:

TORONTO: 019319227442

VANCOUVER: 019283901032

Students attending ILAC and ILAC International College programs fall into different immigration categories.

For more information about eligibility to study, work and live in Canada, please visit: <http://www.cic.gc.ca/>



Official News Centre



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