

International House

**Admissions Policy and Procedure**

Name of Policy

**March 6, 2015**

Implementation Date

COO

Position(s) Responsible

**March 3, 2017**

Date of Last Revision

**Policy:**

International House (IH) Vancouver is committed to providing accurate information and guidance to prospective students to ensure they make informed decisions about their program of study. IH Vancouver's admission criteria are well publicized and applied consistently. Entry assessment tools and admission requirements ensure students have the required language competencies, and the basic knowledge, skills and abilities to achieve program outcomes. Admission requirements may not be waived by either the student nor IH Vancouver.

Students are provided with the following policies before entering into any contract, including a Letter of Acceptance or student enrollment contract:

- a. Tuition and Refund Policy
- b. School Policies and Regulations
- c. Dispute Resolution/Grade Appeal Policy
- d. Health Insurance Policy
- e. Withdrawal Policy
- f. Dismissal Policy
- g. Policy on keeping student records and person information
- h. Admissions Policy
- i. Attendance Policy
- j. Program Outline
- k. Health and Safety Policy
- l. Respectful and Fair Treatment of Students Policy

**International House Vancouver**

2001 - 88 West Pender Street, Vancouver, V6B 6N9 Canada

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Email: [info@ihvancouver.com](mailto:info@ihvancouver.com)

[www.ihvancouver.com](http://www.ihvancouver.com)

## Admission Procedure:

The admission criteria for IH Vancouver/Whistler ESOL programs are as follows:

- Non-native speakers of English who have a goal to improve their general English competency, to prepare for an English proficiency exam or to continue their education in Canada.
- Minimum age for adult program: 16
- Age for Winter and Summer Homestay Junior Program: 13-17
- Age for Summer Residential Teen Program: 13-17
- Age for Summer Residential Junior Program: 9-12
- Age for Summer Children's Adventure Program: 5-12
- Minimum level for General English classes: none
- Minimum level for Elective courses: see chart for elective courses or enquire
- Minimum level Pathway Programs/EAP: 4.5 IELTS
- Visa requirements: A student must gain legal entrance into Canada on a tourist visa or with a valid study permit

The admission process includes the following steps:

- A student or their representative sends completed registration form to IH
- IH checks availability of the course and if above mentioned criteria are fulfilled and responds if any clarification of enrollment detail is required
- If there is a minimum level required for the course, IH will ask for credentials to prove the student's level of English. If no sufficient credentials are available, IH may ask the student to complete the IH online test. If the test does not come up with a clear result or there are any doubts about the level, IH may conduct further assessment via a skype or telephone interview.
- If the student can be accepted into the program, IH enters all enrollment details into the database.
- IH sends the invoice(s) and a confirmation email to the student or/and their representative together with the student contract and a link to the IH policies. The student will be required to sign the contract and to return it to IH before the start of the course. Signature is accepted electronically or as a scanned copy.
- IH arranges extra services as required (accommodation, airport transfer, medical insurance) and sends out the details at least 21 days before the course starts but only after agreed payment has been received.

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## **IH Vancouver Refund Policy**

### **Tuition**

1. If IH receives tuition from the student, or a person on behalf of the student, IH 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) IH receives a notice of withdrawal in writing from the student no later than seven days after the effective contract date (confirmation date) and before the contract start date (course 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 IH 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 (course start date);
2. IH 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 no written notice is received and if a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, IH may retain up to 50% of the tuition paid under the student enrolment contract.
4. If IH receives a notice of withdrawal from a student:
  - (a) more than seven days after the effective contract date (confirmation date) and
    - i. at least 30 days before the contract start date (course start date), IH 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 (course start date), IH 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 (confirmation date)
    - i. but before 11% of the hours of instruction to be provided during the contract term have been provided, IH 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, IH may retain up to 50% of the tuition due under the student enrolment contract.
5. If IH provides a notice of dismissal to a student and the date IH delivers the notice to the student is:

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- (a) before 11% of the hours of instruction to be provided during the contract term have been provided, IH 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, IH may retain up to 50% of the tuition due under the student enrolment contract.
  - (c) After completing 30% of the hours of instruction to be provided during the contract term have been provided, no refund is due under the student enrolment contract.
6. IH will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to IH or the IH provides a notice of dismissal to the student.
7. 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 IH receives a student's notice of withdrawal,
  - (b) of the date IH provides a notice of dismissal to the student,
  - (c) of the date that the registrar provides notice to IH that the IH 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.
8. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, **Error! Reference source not found.** and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit.

**Note: Programs of study may not be downgraded once they have commenced. Program upgrades are based on availability and may or may not be possible**

## Housing

(a) Housing Cancellation Policy before arrival

- Accommodation placement fee is non-refundable
- If a student cancels 3 weeks or more before the arrival date, no cancellation fee will be charged
- If a student cancels less than 3 weeks before the arrival date, 1 week of housing will be charged
- If a student cancels less than 1 week before the arrival date or is a no-show, 2 weeks of housing will be charged

(b) Housing Cancellation Policy after arrival

- Students registered for one month or less of housing must give the Housing Director TWO weeks notice.
- Students registered for more than one month of housing, must give the Housing Director ONE month notice.
- If there is a serious problem with the host family that requires an immediate move, the Housing Director will assist in finding a new family at no extra cost.
- As long as there is a valid reason for wanting to change to a new family, there will be no charge for a new homestay placement. However, if a student chooses to change accommodation for his/her own reasons, there will be a charge for the new placement.

Note:

\*The Placement fee is non-refundable.

\*There is no refund available for missed meals in Homestay.

**Note: Programs of study may not be downgraded once they have commenced. Program upgrades are based on availability and may or may not be possible**

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## School Policies and Regulations

1. All students are required to have medical insurance and must submit a signed waiver at the start of their studies.
2. Students are required to attend all classes. If you cannot attend a class, you should notify the teacher or the school office before class. If a student is absent for more than 20% of their classes, neither a certificate nor a report card will be issued. It is the responsibility of the student to make up any missed assignments or tests.
3. Students must be on time for class. If you are more than fifteen minutes late, you will not be allowed into the classroom. Three late arrivals will be counted as one absence.
4. The school has an ENGLISH ONLY policy. Students wishing to speak their native language may do so with their counselor.
5. Class or level changes take place on Mondays only. All class or level changes must be approved by the office the week before. To change your classes you must fill in and submit a requested form by Friday.
6. Students must notify their counselors about all program changes and/or school breaks at least two weeks in advance.
7. Food is not permitted in the classrooms during class time. Bottled water or soft drinks are allowed, Students can eat lunch in the student lounge, on the balcony, or designated classrooms.
8. Smoking is not allowed inside the school. The smoking area is on the second floor balcony. Please refrain from smoking near the doorways.
9. At the end of each four-week schedule, students can write a levels test. This test will determine if you are ready to move up to the next level or if you should stay at the same level.
10. A certificate is awarded to students upon successfully completing their courses at IH. You will receive your certificate on your final day of class. Please confirm your finish date one week prior to your final day. Extra certificates are available for a fee of \$5 per certificate.

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## Dispute Resolution and Grade Appeal

### Grade Appeal

1. This policy governs complaints from students respecting IH Vancouver or IH Whistler and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to their student counselor (please see emails below) who is responsible for making determinations in respect of complaints. If the student counselor is absent or is named in a complaint, the student must provide the complaint to the Managing Partner Jeff Romonko ([jeff@ihpacific.com](mailto:jeff@ihpacific.com))
4. The process by which the student complaint will be handled is as follows:
  - The student counselor or Managing Partner reviews the complaint. If the complaint is service related the counselor should be able to deal with the issue and provide a solution. If the problem is academic related the counselor will involve the Assistant Director of Studies and provide the student with a solution as soon as possible. If the issue is housing related the counselor will forward it to the housing coordinator who will review the problem and provide a solution to the counselor or the student directly.
  - Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
5. The student making the complaint may be represented by an agent or a lawyer.
6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

If you and IH Vancouver or IH Whistler cannot come to an agreement after having followed the above steps, you can also contact Languages Canada at <http://www.languagescanada.ca/en/contact-us>.

#### Contact information according to country of origin:

Europe	<a href="mailto:learn@ihvancouver.com">learn@ihvancouver.com</a>
Latin America	<a href="mailto:americas@ihvancouver.com">americas@ihvancouver.com</a>
Korea	<a href="mailto:korea@ihvancouver.com">korea@ihvancouver.com</a>
Japan	<a href="mailto:japan@ihvancouver.com">japan@ihvancouver.com</a>
South East Asia	<a href="mailto:asia@ihpacific.com">asia@ihpacific.com</a>
Middle East	<a href="mailto:middleeast@ihvancouver.com">middleeast@ihvancouver.com</a>

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## **Grade Appeal**

If you do not agree with a grade on your levels test (or any other test you may take during the course of your study), please speak to your Admission Representative. The Admission Representative will discuss it with the Assistant Director of Studies who will check the score again and also speak to the person who administered your oral test. You will receive a respond to your appeal within 1 week.

If an error was made in grading your test, the grade will be corrected immediately.

If the score is correct and the grade justified, the Assistant Director of Studies will speak to you to explain in detail the criteria for grading and the process of calculating the score.

Please bear in mind that for the levels tests your attendance and your performance in class may also be taken into consideration.

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## **Health Insurance for Students Policy**

Medical insurance is required for all students at IH Vancouver. International students cannot study in Canada without medical insurance.

On the first day of school, IH Vancouver students receive a waiver form which must be signed before beginning classes. This waiver states that you have the required medical coverage.

IH Vancouver offers Guard.me (Student Guard) insurance. Students can enroll on the plan directly by speaking to their counselor.

Students who have a Canadian Study Permit are eligible to join the Medical Service Plan of British Columbia after living at least three months in the province. Private medical insurance is required until eligibility for the Medical Services Plan is reached.

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## **IH Student Dismissal Policy**

Should a situation arise where a student's enrolment at the school is felt to be detrimental or damaging to the other students or staff members, or to the atmosphere or safety of the school, the student may be dismissed from the school.

Any of the following will result in immediate dismissal without a written warning letter given:

1. Sexual assault
2. Physical assault or other violent acts committed either on campus or off campus against any other student or member of staff.
3. Sexual Harassment (1 warning letter may be given depending on the severity of the incident)
4. Vandalism of school property
5. Verbal abuse or threats
6. Theft

The following infraction will result in dismissal with 1 prior warning letter given:

1. Smoking in non-designated smoking areas
2. Consuming food and/or drinks at a computer or in the computer lab
3. Abuse of alcohol and/or narcotics on campus
4. Disruptive or offensive classroom behavior
5. Making inappropriate remarks concerning one's ethnicity, race, religion or sexual orientation
7. Any manner of recruitment or attempted recruitment without prior knowledge of the School Director
6. Damage to school's or staff equipment resulting from careless or inappropriate use

The following infraction will result in dismissal with 2 prior warning letters given:

1. Absenteeism (Defined as being absent more than 3 times per week without prior notice being given)
2. Tardiness (Defined as being absent more than 3 times per week without prior notice being given)
3. Shouting in common areas or other disruptive or offensive behavior
4. Unauthorized use of the school equipment

Any tuition refunds resulting from a dismissal will be paid out according to the posted refund policy.

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## **Policy on keeping student records and personal information**

At IH Vancouver we understand and value the importance of keeping accurate, complete and secure records. We are committed to good practice in documentation and record keeping in order to meet federal and provincial legislations.

When registering for a course, an individual client file is created in paper form and on our computer database. The file may contain necessary information like:

- Student's name
- Gender
- Date of birth
- Nationality
- Contact information
- Information on allergies or medical issues
- Passport information
- Level of English
- Progress reports
- Test results
- Student notes
- Credit card details (only kept electronically)

IH Vancouver takes responsibility for the safe and secure storage of student records seriously. All paper files, when not in use, are kept in lockable drawers in our office. Archived files are stored in lockable storage rooms. Information kept electronically in our database is password protected and only IH staff members have the right to access the records.

Paper based information is kept in a lockable storage room for 7 years and securely disposed by shredding after that period.

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## **Attendance and Lateness**

### **(a) Attendance**

Students are required to attend all classes. If you cannot attend a class, you should notify the teacher or the school office before class. If you are absent for more than 20% of your classes in a month, neither a certificate nor a report card will be issued. It is your responsibility to make up any missed assignments or tests.

### **(b) Absence/Lateness**

If you are more than fifteen minutes late, you will not be allowed into the classroom. Three times late will be counted as one absence.

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## Health & Safety Policy

IH Vancouver is committed to providing a healthy and safe working and learning environment for all employees and students. The policy applies to all IH Vancouver employees and students.

### Procedure for Fire Safety:

1. The On-Site Administrator ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.
2. The On-Site Administrator ensures that all employees receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.
3. The designated institution safety officer is responsible for preparing and posting emergency exit instructions route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of a fire emergency, the Office Administrator will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
5. The On-Site Administrator will advise all employees to evacuate the campus.
6. Instructors will escort their students to the corner of West Pender Street and Taylor Street ensuring that he or she takes the class list with them. At the corner of Pender Street and Taylor Street, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the On-Site Administrator if anyone is missing.
7. The On-Site Administrator will act as a liaison between fire officials and students/employees during the emergency. If necessary, the On-Site Administrator will authorize school closure.
8. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

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Procedure for Earthquake Safety:

1. The On-Site Administrator ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.
2. The On-Site Administrator ensures that all employees receive training in the school earthquake evacuation procedures.
3. The designated institution safety officer is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, the On-Site Administrator will advise all employees to evacuate the campus.
6. Instructors will escort their students to the corner of West Pender Street and Taylor Street ensuring that he or she takes the class list with them. At the corner of Pender Street and Taylor Street, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the On-Site Administrator if anyone is missing.
7. The On-Site Administrator will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the On-Site Administrator will authorize school closure.
8. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.

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## **Respectful and Fair Treatment of Students Policy**

International House Vancouver is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on IH Vancouver's premises or in the course of activities or events hosted by IH Vancouver the following activities are prohibited:

1. Sexual assault
2. Physical assault or other violent acts committed either on campus or off campus against any other student or member of staff.
3. Sexual Harassment (1 warning letter may be given depending on the severity of the incident)
4. Vandalism of school property
5. Verbal abuse or threats
6. Theft
7. Drug abuse
8. Smoking in non-designated smoking areas
9. Consuming food and/or drinks at a computer or in the computer lab
10. Abuse of alcohol and/or narcotics on campus
11. Disruptive or offensive classroom behavior
12. Making inappropriate remarks concerning one's ethnicity, race, religion or sexual orientation
13. Any manner of recruitment or attempted recruitment without prior knowledge of the School Director
14. Damage to school's or staff equipment resulting from careless or inappropriate use
15. Absenteeism (Defined as being absent more than 3 times per week without prior notice being given)
16. Tardiness (Defined as being absent more than 3 times per week without prior notice being given)
17. Shouting in common areas or other disruptive or offensive behaviour
18. Unauthorized use of school equipment

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

According to the IH Vancouver dismissal policy some of the above mentioned activities will result in immediate dismissal from the program whereas other activities will result in dismissal after either one or two warning letters (see the IH Vancouver dismissal policy for further information).

If a student is dismissed immediately he will be informed about the dismissal by a member of the Management Team either in person or in writing.

If warning letters will be issued the student will be sent the letter either by email or given in person by his student councilor. If the prohibited activity continues the student will be informed about the dismissal by a member of the Management Team either in person or in writing.

Any tuition refunds resulting from a dismissal will be paid out according to the posted refund policy.

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