# The Policies Below are the part of Academic Calendar

# COURSE ASSESSMENT CRITERIA

Teachers will evaluate your English skills on a daily basis. Your active participation in class is extremely important in order to allow your teacher work with you to develop your strengths and give important attention to your weaknesses. This evaluation may take place in the form of assignments, projects, presentations, homework and observation.

Formal evaluations will take place every week in Essential English Skills. Students are expected to complete all homework and study for tests in order to receive accurate feedback and assessment. Test and quiz results are shared with the student following the assessment and recorded in the student’s record .Progress reports (report cards) are available to students at any time on request, and are printed for the student at the end of a student’s stay.

In addition to percentage grades on your weekly assessments, you will receive feedback from your teacher each week. This written feedback is intended to identify the skills you are developing well and the skill areas that you need to apply more effort to in order to achieve the expected learning outcomes for your course. If you are doing very well in the courses, your feedback may be brief, but if there are areas that seriously concern your teacher, you may be asked to meet with the Campus Manager to address the concerns.

Your attendance and punctuality are also an important part of your regular course assessment. Your teachers are unable to work with you on developing your English skills if you are not in class. Please attend your classes regularly and be sure to arrive on time. Students who do not arrive on time will not be allowed to join the class until the break; one hour after the class has started.

# REQUIREMENTS FOR PROGRESSION TO A HIGHER LEVEL

Tamwood courses are designed on a rotating 3-month cycle, however, students can stay in a level for longer than 3 months or advance to another level before the 3 month cycle is over. To advance in a course to the next level after completion of 12 weeks of the curriculum, you must meet the following requirements:

* Participate actively in class, showing your teacher your ability to use the English at a higher level
* Have good listening skills in class, as higher level classes will move at a faster oral pace
* Ask good questions in class when things are unclear, showing your active attention to learning new material
* Regularly use an English-English dictionary, showing your independence from translation
* Attend a minimum of 80% of your classes and be punctual for classes 80% of the time
* Complete all homework and assignments
* Achieve an average score of 80% or higher on all weekly assessments
* Follow the **English only rule** at all times

Students who fail to meet these level progression requirements despite having completed all 12 weeks in a level, will repeat their current level and be given additional academic support and encouragement by academic staff including an outline of the areas that the student needs to improve in and a list of suggested ways to accomplish this. The student and teacher will then agree upon a future date at which to evaluate the student’s progress. At that future date, the teacher will assess the student’s progress based on the new weekly assessment scores and class participation and either recommend advancement to the next level or provide a further plan for remedial action the student can take to achieve the next level.

If at any time a student feels that he/she is ready to progress to the next level in their course despite not having completed 12 weeks in the current level, he/she can challenge their level assignment and make a request to their teacher to progress to the next level and the teacher shall grant their request and recommend to the Campus Manager that the student be assigned to the next level in the course if the student has satisfied one of the following two conditions:

1. the student has scored 80% or more on all skills of the Challenge Test for their current level; or
2. the student has attended 8 weeks or more of classes at the current level and has :
* Participated actively in class, showing your teacher your ability to use the English at a higher level;
* Has demonstrated good listening skills in class, as higher level classes will move at a faster oral pace;
* Asked good questions in class when things are unclear, showing active attention to learning new material;
* Regularly used an English-English dictionary, showing independence from translation;
* Attended a minimum of 80% of classes and been punctual for classes 80% of the time;
* Completed all homework and assignments;
* Achieved an average score of 80% or higher on all weekly assessments; and
* Followed the **English only rule** at all times.

Students who are being advanced to a new level will always be moved on the following Tuesday morning.

# STUDENT DISPUTE RESOLUTION AND GRADE APPEAL POLICY

**Policy:**

Tamwood Language Centres provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner.

The policy applies to all Tamwood Language Centre students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the AL.

**Procedure for Student Disputes:**

1. When a concern arises, the student should address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should speak to the Students Services Coordinator who will attempt to resolve the issue for the student. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the AL or, in Whistler, the AL’s Designate.
2. The AL or, in Whistler, the AL’s Designate, will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student’s written concern.
3. Following the meeting with the student, the AL or, in Whistler, the AL’s Designate, will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student’s concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Tamwood Language Centres personnel.
4. The necessary enquiries and / or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than ten school days following the receipt of the student’s written concerns. One of the following may happen:
	1. If it is determined that the student’s concerns are not substantiated the institution will provide a written explanation of the decision and deny the complaint; or
	2. If it is determined that the student’s concerns are substantiated in whole or in part, the institution will propose a resolution.

The response should specify the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the institution’s Student Conduct File, and the original will be placed in the student file.

1. If the student is not satisfied with the determination of the AL or, in Whistler, the AL’s Designate, the student must advise the AL as soon as possible but within five school days of being informed of the determination. The AL or, in Whistler, the AL’s Designate, will immediately refer the matter to the Owner(s) of the Institution.
2. The Owner(s) of the institution will review the matter and may meet with the student as soon as possible but within ten school days of receipt of the student’s appeal.
3. The original decision will either be confirmed or varied by the Owner(s) in writing within 5 school days after meeting the student. At this point the Institution’s Dispute Resolution Process will be considered exhausted.

The student, once the dispute resolution process is complete, may file a complaint with Languages Canada (<http://www.languagescanada.ca/en/laws-and-membership-policies-0>) and PCTIA (<http://www.pctia.bc.ca/students/file-a-complaint> ) if he/she feels the institution misled the student regarding the institution or any aspect of its operations.

**Procedure for Grade Appeal:**

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the AL or, in Whistler, the AL’s Designate.
3. The AL, or, in Whistler, the AL’s Designate, will obtain a copy of the assignment/test in question from the instructor and will have another instructor conduct a review.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. Once the re-assessment is complete, the AL or, in Whistler, the AL’s Designate, will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.

**The decisions on the grade appeal will be provided to students within 15 school days of the AL’s receipt of the written complaint.**