

Tamwood Language Centre Policies

Revision September 26, 2016

Do More, Learn More, *BE MORE!*

By teaching, coaching and encouraging our students, Tamwood Language Centres helps students to develop their talents, achieve their educational goals and realize their potential.

Enclosed:

- [Admissions Policy](#)
- [Language Proficiency Assessment Policy](#)
- [Student Attendance Policy](#)
- [Student Dismissal Policy](#)
- [Dispute Resolution/Grade Appeal Policy](#)
- [Refund Policy](#)
- [Student Withdraw Policy](#)
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Tamwood Language Centres is a division of Tamwood International College Ltd. hereafter referred to as Tamwood Language Centres, Tamwood or the School.

'Student' is defined as including prospective students as well as those currently registered or enrolled in any programs or activity at Tamwood Language Centres.

Title	ADMISSIONS POLICY
Effective	March 1, 2015
Responsibility	Registrar, Academic Leader
Date Of Last Version	November 12, 2015
Referenced In	Student Contract, http://tamwood.com/tam_policies.asp
Change Log	November 12, 2015: Toronto age requirement has been change to accept student who are 16 or more years old by the end of their program

Tamwood is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education goals. Tamwood'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 or Tamwood.**

The School admissions policy ensures that qualified applicants have equality of access to programs or courses regardless of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age (BC Human Rights Code).

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. Dispute Resolution/Grade Appeal Policy
- c. Withdrawal Policy
- d. Dismissal Policy
- e. Admissions Policy
- f. Attendance Policy

- g. Program Outline
- h. Language Proficiency Assessment Policy

General Admission Criteria: The minimum requirements cannot be waived by either the institution or the student.

- Applicants who wish to qualify as domestic students must produce valid documentation confirming their legal status as Canadian citizens or permanent residents.
- Applicants who are classified as International students must meet the requirements for international students studying in Canada as laid down by Citizenship and Immigration Canada.
- By the time applicants plan to finish their program, they must be at least 17 years old to be eligible for the program at Vancouver Campus and at least 16 years old for Whistler and Toronto campuses. Any applicants under 19 years of age require a parent/legal guardian's permission, as indicated on the application form.
- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy
- All students must complete payment due to Tamwood according to Tamwood Payment Schedule.
- All students attending a Tamwood program must have valid medical insurance for their entire study period. Students who do not provide Tamwood with proof of valid medical insurance on their first day of classes can purchase their insurance through Tamwood. No student will be allowed to attend a Tamwood program until they have provided Tamwood with proof of valid medical insurance.
- All students agree to accept the Tamwood Cancellation and Refund Policies.

Procedure:

2. As required, Tamwood Language Centres representatives corresponds/meets with the prospective student to discuss the program of interest, and provides information about the program, start dates, fees etc., and refers inquiries to the Business Development Managers as needed.

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3. Once the prospective student has decided on a program of study, he/she completes the application form and sends it, along with the evidence of meeting the admission requirements, to the Registrar directly or through the Tamwood Representative.
4. The Registrar reviews the submitted evidences against the admission criteria for the program to ensure that the prospective student meets all of the criteria. The Registrar places the evidence in the student file.
5. Once student is deemed to be admissible to the program, the Registrar registers the student into the program and prepares a Student Enrolment Contract and sends it to the student or student representative, together with the invoice and following policies and documents:
 - a. Tuition and Refund Policy
 - b. Dispute Resolution/Grade Appeal Policy
 - c. Withdrawal Policy
 - d. Dismissal Policy
 - e. Admissions Policy
 - f. Attendance Policy
 - g. Program Outline
 - h. Language Proficiency Assessment Policy
6. Students will not be allowed to start the program, until they provide the following:
 - a. The signed Student Enrollment Contract
 - b. The evidence of having the medical insurance for the full period of study
 - c. The payment due as per the Tamwood Payment Schedule.
 - d. The copy of any immigration documents (if applicable)

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Title	LANGUAGE PROFICIENCY ASSESSMENT POLICY
Effective	March 1, 2015
Responsibility	Registrar, Academic Leader
Referenced In	Adult Language Centres Brochure; http://tamwood.com/tam_policies.asp
Date Of Last Version	February 5, 2015

Policy

Tamwood Language Centres teaches English and can therefore accept students into its ESL Program with any level of English, from Beginner to Advanced, so there is no language proficiency requirement for the program. Certain English courses offered by Tamwood in the ESL Program are offered only to students who have reached an intermediate to advanced level of English. Students who wish to study in such courses will need to reach a pre-requisite level of English proficiency in the Tamwood General English course first or, if they wish to enroll directly into such a course, demonstrate proficiency in English to the required level for the course on or before the course start date.

Language proficiency requirements are admission requirements and may not be waived by either the institution or the student.

Students who wish to enroll directly into the Intermediate to Advanced courses must provide one of the official test results listed for each of the courses below as a proof of their English level, or demonstrate that they have the minimum English language Proficiency required for their desired program on the Tamwood Placement Test and Placement Interview administered on their first day of the course.

Students who don't achieve the score required for admission to their desired course on the Tamwood English Placement Test and Interview, will be placed into General English course until they reach the required English Language proficiency for the course they applied to.

Tamwood Language Centres English Courses with English Proficiency Requirements

University Pathway Program

This is a Tamwood Level 6 course and Students must demonstrate the minimum English proficiency for this level on the Tamwood English Placement test taken by all students on their first day of classes. The English Placement Test is except if CEFR B2, IELTS 4.5, TOEFL ibT 65+, Cambridge FCE (C-B) or Tamwood Language Centre's level 5 is presented.

International Business English

This is a Tamwood level 5 course and Students must demonstrate the minimum English proficiency for this level on the Tamwood English Placement test taken by all students on their first day of classes. The English Placement Test is exempt if CEFR B1, IELTS 3.5+, TOEFL ibT 52+, Cambridge PET (Merit) or Tamwood Language Centre's level 4 is presented.

IELTS Preparation

This is a Tamwood level 5 course and Students must demonstrate the minimum English proficiency for this level on the Tamwood English Placement test taken by all students on their first day of classes. The English Placement Test is except if CEFR B1, IELTS 3.5+, TOEFL ibT 52+, Cambridge PET (Merit) or Tamwood Language Centre's level 4 is presented.

Cambridge FCE Preparation

This is a Tamwood level 5 course and Students must demonstrate the minimum English proficiency for this level with Tamwood's online test. The online test is except if CEFR B1, IELTS 3.5+, TOEFL ibT 52+, Cambridge PET (Merit) or Tamwood Language Centre's level 4 is presented.

Cambridge CAE Preparation

This is a Tamwood level 6 course and Students must demonstrate the minimum English proficiency for this level with Tamwood's online test. The online test is except if CEFR B2, IELTS 4.5, TOEFL ibT 65+, Cambridge FCE (C-B) or Tamwood Language Centre's level 5 is presented.

English Preparation for Ski/Snowboard Instructor Certification

This is a Tamwood level 4 course and Students must demonstrate the minimum English proficiency for this level with Tamwood's online test. The online test is except if CEFR A2, IELTS 3+, TOEFL ibT 30+, Cambridge KET (PET) or Tamwood Language Centre's level 3 is presented.

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Title	STUDENT ATTENDANCE POLICY
Effective	March 1, 2015
Responsibility	Campus Managers
Referenced In	http://tamwood.com/tam_policies.asp
Date Of Last Version	September 26, 2016

Policy

Regular attendance is expected in all courses.

General Principles

1. Each instructor will record, monitor and report on the attendance of all students for all of their courses.
2. The clerical staff will keep the students' attendance records, review them at the end of each month, and inform the student if his/her attendance is below 80%. A meeting with the instructor, Campus Manager and student will be scheduled to discuss poor attendance and agree on a plan to improve attendance rate.
3. At the end of the course, students who do not maintain an attendance average of at least 80% will not be issued a Certificate of Completion upon departure from Tamwood and the Campus Manager may expel the student for excessive absenteeism as per the Dismissal Policy.

Student Responsibilities

Students are expected to:

1. Report any absence due to illness or other reason to the teacher on the first and all subsequent days of absence either in person or by leaving a message by phone or e-mail.

2. Maintain an attendance rate of at least 80%. Students who do not maintain an attendance average of at least 80% during the program will not be issued a certificate of completion for their program.
3. Provide a doctor's note to support absences of more than 3 consecutive days.

In case of student absence:

For each week of your studies at Tamwood:

2nd absence: Teacher speaks with student.

3rd absence: Teacher asks student to see Campus Manager who speaks with student and issues warning.

Repeated absences over several weeks: Student must attend a counseling session with the Campus Manager to discuss their challenges in making good attendance and agree on a goal and plan for the student's attendance going forward.

In case of excessive absenteeism and if the student cannot meet the goals in the agreed plan, the Campus Manager may recommend the student for dismissal as per the Dismissal Policy.

Students who miss more than 20% of their classes will not be issued a Certificate of Completion upon departure from Tamwood.

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Title	STUDENT DISMISSAL POLICY
Effective	March 1, 2015
Responsibility	Campus Managers
Referenced In	http://tamwood.com/tam_policies.asp
Date Of Last Version	September 26, 2016

Policy

Tamwood Language Centres expects students to meet all admission requirements and adhere to a code of conduct while completing their program of study.

The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the Campus Manager.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any programs or activity at Tamwood Language Centres.

The Code of Conduct for Students

1. I will speak and write ENGLISH ONLY in and around Tamwood International College.
2. I will attend, at a minimum, 80% of my classes (i.e. 8 out of 10 days).
4. I will be on time for at least 80% of my classes.
5. I will complete assigned homework.
6. I will participate in class and be respectful of my classmates and instructors.
7. I will respect and abide by the rules of my host family.
8. I agree to abide by the laws of Canada and my home country.
9. I agree not to use drugs while in Canada other than those prescribed by a doctor for medical purposes.

10. I agree to treat School property and other people's property with respect.
11. I consent to Tamwood's usage of my personal image in any type of promotional material, including its videos, web site, brochures, flyers, and advertisements.
12. Unresolved school related conflicts will be referred to the President & Managing Director of Tamwood for mediation. The President & Managing Director's decision is final. Infractions of the terms of this agreement may result in the immediate dismissal of the student from the program and termination of the student's visa.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period (any illegal activity will be reported to the police):

- 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.
- Evidence of illegal drug use while on school property or on school activities.

Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

Only the President & CEO and President & Managing Director are empowered to dismiss a student in accordance with this policy.

Procedure:

- 1) All concerns relating to student misconduct shall be directed to the Campus Manager. Concerns may be brought by staff, students or the public.
- 2) Within 5 school days of receiving the complaint, the Campus Manager will arrange to meet with the student to discuss the concern(s).
- 3) Following the meeting with the student, the Campus Manager will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
- 4) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.

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- 5) The Campus Manager will meet with the student and do one of the following:
 - a. Determine that the concern(s) were not substantiated;
 - b. Determine that the concern(s) were substantiated, in whole or in part, and either:
 - (i) Give the student a warning, setting out the consequences of further misconduct;
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Recommend to the President & CEO or the President & Managing Director that the student be dismissed from the Institution.
- 6) The Campus Manager will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed on the student's file.
- 7) If the student is issued a warning or placed on probation, the Campus Manager and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed on the student's file.
- 8) If the Campus Manager's recommendation is to dismiss the student, the President & CEO or the President & Managing Director should review the matter and if the recommendation is approved by them, the Campus Manager will meet with the student to dismiss him/her from study at the School. The Campus Manager will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the School.
- 9) If a refund is due to the student (see refund policy), the Financial Unit will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- 10) If the student owes tuition or other fees to the Institution, the Financial Unit may undertake the collection of the amount owing.

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Title	DISPUTE RESOLUTION/GRADE APPEAL POLICY
Effective	March 1, 2015
Responsibility	Campus Managers
Referenced In	Student Handbook, http://tamwood.com/tam_policies.asp
Date Of Last Version	April 21, 2016
Change Log	21 April 2016 – The form needs to be submitted to Campus Manager at student’s location and not to Academic Leader.

Policy

This Policy is to ensure a fair, reasonable and effective Student Dispute Resolution Policy for handling students’ complaints and grade appeals. The student may also be represented by an agent or lawyer.

The policy applies to all students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the Campus Manager.

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the individual most directly involved (e.g. their instructor). 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 Campus Manager.
2. The Campus Manager will arrange to meet with the student to discuss the concern and desired resolution within five school days of receiving the student’s written concern. The Campus Manager will conduct whatever enquiries and/or investigations are necessary and

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appropriate to determine whether the student's concerns are substantiated in whole or in part.

3. The necessary enquiries and / or investigation 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:
 - a. If it is determined that the student's concerns are not substantiated, Tamwood Language Centre will provide a written explanation of the decision and deny the complaint; or
 - b. If it is determined that the student's concerns are substantiated in whole or in part, Tamwood Language Centre will propose a resolution.

The response should specify that 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 and a copy placed in the student complaints file and in the student's file.

4. If the student is not satisfied with the determination of the Campus Manager, the student must advise the Campus Manager as soon as possible, but within five school days of being informed of the determination. The Campus Manager will refer the matter to either President & CEO or President & Managing Director who will review the matter within five school days of receipt of the student's appeal.
5. The original decision will either be confirmed or adjusted in writing by either the President & CEO or President & Managing Director within 25 school days of receiving the student's appeal. At this point, Tamwood Language Centre's Dispute Resolution Process will be considered exhausted.

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

Procedure for Grade Appeal:

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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 Campus Manager.
3. The Campus Manager, 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, Campus Manager, will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 30 school days of the Campus Manager's receipt of the written complaint.

Student Written Complaint And Grade Appeal Form

Please submit to the Campus Manager at your location.

Today's Date: ____/____/20__

MM DD YY

Student Name: _____

Student Number: _____

Campus Location: __ Vancouver __ Whistler __ Toronto

Nature of Complaint: __ Grade Appeal __ Level Assignment __ Other

Details of Complaint (please include dates, facts and names of persons involved, attach a separate sheet if more space needed):

OFFICE USE:

Date Complaint Received: ____/_____/201__

MM DD YY

Date of AL's Meeting with Student: ____/_____/201__

(no later than 5 days from date of receipt of complaint) MM DD YY

Resolution / Response to Complaint: 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.

Campus Manager

Student

Notes:

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If the student is not satisfied with the determination of the Campus Manager, the student must advise the Campus Manager as soon as possible but within five school days of being informed of the determination. The Campus Manager will immediately refer the matter to the President & CEO or the President & Managing Director.

The President & CEO or the President & Managing Director 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.***

The original decision will either be confirmed or varied by the President & CEO or the President & Managing Director 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 PCTIA (www.pctia.ca) if he/she feels the institution misled the student regarding the institution or any aspect of its operations.

President & CEO / President & Managing Director's Decision:

Date Final Decision Provided to Student:

____/_____/201__

MM DD YY

_____ **President & CEO and (or) President & Managing Director**

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Title	REFUND POLICY
Effective	March 1, 2015
Responsibility	Registrar
Referenced In	Student Contract – BC, Ontario; Pre-arrival Package; http://tamwood.com/tam_policies.asp ; Gointernational.ca
Date Of Last Version	September 26, 2016

1. If Tamwood receives tuition from the student, or a person on behalf of the student, Tamwood 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) Tamwood 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 Tamwood 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. Tamwood 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, Tamwood will retain up to 50% of the tuition paid under the student enrolment contract.
4. If Tamwood receives a notice of withdrawal from a student or a student delivers a refusal of study permit:
 - (a) more than seven days after the effective contract date and

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- i. at least 30 days before the contract start date, Tamwood will 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, Tamwood will 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. but before 11% of the hours of instruction have been provided during the contract term, Tamwood will retain up to 30% of the tuition due under the student enrolment contract.
 - ii. between 11% to 30% of the hours of instruction have been provided during the contract term, Tamwood will retain up to 50% of the tuition due under the student enrolment contract.
5. If Tamwood provides a notice of dismissal to a student and the date Tamwood delivers the notice to the student is:
 - (a) before 10% of the hours of instruction have been provided during the contract term, Tamwood will retain up to 30% of the tuition due under the student enrolment contract.
 - (b) between 10% and 30% of the hours of instruction have been provided during the contract term, Tamwood will retain up to 50% of the tuition due under the student enrolment contract.
6. Tamwood will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to Tamwood or Tamwood 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 Tamwood receives a student's notice of withdrawal,
 - (b) of the date Tamwood provides a notice of dismissal to the student,
 - (c) of the date Tamwood receives a copy of refusal of a study permit
8. If an international student delivers a copy of a refusal of a study permit to Tamwood, sections 1(a), 1(b), 4, 6, and 7 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

Tamwood Language Centres - Refund of Extra Services Fees

1. Registration Fee is non-refundable.
2. A full refund of Accommodation Placement Fee will be given when cancelation request received more than four (4) weeks before the check in date or in case of denied Study

Permit or visa authorization from Citizenship and Immigration Canada. The denial letter from CIC is required as a proof.

3. When the student cancels his/her accommodation
 - a) More than two (2) weeks before check-in – Tamwood will refund the full balance of the Accommodation Fees paid.
 - b) Less than two (2) weeks before the check-in date - Tamwood will retain 10 % of the Accommodation Fee and refund the balance of the Accommodation Fees paid.
 - c) After check-in date, (i) if a cancellation notice was received at Tamwood four (4) or more weeks before the requested check-out date, Tamwood will issue full refund for the cancelled portion of accommodation. (ii) If a shorter notice is provided, Tamwood will retain four (4) weeks of Accommodation Fees starting from the date when the cancellation notice was received at Tamwood and will refund the rest of the Accommodation Fee.
4. In case of the airport transfer cancellation, students need to notify Tamwood during the working hours, Monday to Thursday, at least 24 hours before arrival/departure. In case of late notice, the Airport Transfer Fees will not be refunded.

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Title	STUDENT WITHDRAWAL POLICY
Effective	March 1, 2015
Responsibility	Campus Managers
Referenced In	http://tamwood.com/tam_policies.asp
Date Of Last Version	September 26, 2016

Policy:

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to Campus Manager or front office. Refunds are calculated according to Tamwood Language Centres Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

If an international student's Study Permit application has not been completed by the start date identified in the Tamwood Letter of Acceptance and the student so notifies the institution, at the request of the student, Tamwood may issue an additional Letter of Acceptance for a later start date. In such a circumstance, Tamwood will charge the student an additional Course Change Fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application.

Tamwood will retain the Registration Fee for international students who are denied Study Permit Study Permit or visa authorization from Citizenship and Immigration Canada. Students denied a Study Permit or visa must provide the institution with a copy of the denial letter prior to the program start date as set out in the institution's most recently issued Letter of Acceptance. Should a student fail to advise the institution, or choose to withdraw for other reasons, the refund policy will apply. Refunds owed to students must be paid within 30 days of the institutions receiving a copy of the Study Permit denial letter.

Procedure:

The written notice of withdrawal may be delivered by e-mail, by registered mail, or in person that indicates the full name of the student on the correspondence and the date on which the notice is delivered.

- 1) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

2) The refund to which a student is entitled is determined by the **refund policy**.

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Title	PRIVACY POLICY
Effective	September 26, 2016
Responsibility	On-site Administrator
Date Of Last Version	September 26, 2016

Policy

Tamwood Language Centre collects, uses, retains and discloses information in accordance with the Personal Information Protection Act (“PIPA”). Tamwood Language Centre may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics.

Student records

A student’s record includes a copy of the signed student enrolment contract, letter of acceptance, financial records, evidence a student has met all admission requirements, attendance records, transcript and credential issued, documentation of any dispute, grade appeals or dismissal, and a copy of the study permit. A copy will be provided to a student, when requested, at reasonable cost.

Tamwood Language Centre retains student records for a period of at least three (3) years following the student’s graduation, withdrawal or dismissal.

Access to student’s records

Student records will be maintained in a secure storage medium in a secure location. Upon written request to the Onsite Administrator, a student may access his/her records.