

# Tamwood Language Centre Policies

Revision September 1, 2021

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## **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 Withdrawal Policy](#)
- [Privacy Policy](#)
- [Sexual Misconduct Policy](#)
- [Respectful and Fair Treatment Policy](#)

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.

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<b>Name of Institution</b>	<b>Institution Number</b>
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Admission Policy	March 1, 2015	September 27, 2017
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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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
- i. Sexual Harassment Policy
- j. Respectful and Fair Treatment Policy

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

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- 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:**

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.

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.

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.

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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
- i. Sexual Harassment Policy
- j. Respectful and Fair Treatment Policy

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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Language Proficiency Assessment Policy	March 1, 2015	February 5, 2015
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## 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.

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## **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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Student Attendance Policy	March 1, 2015	September 26, 2016
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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## 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.

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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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<b>Name of Institution</b>	<b>Institution Number</b>
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Student Dismissal Policy	March 1, 2015	September 26, 2016
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## 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.

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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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Dispute Resolution/Grade Appeal Policy	March 1, 2015	September 01, 2021
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## 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 a lawyer.

This policy governs complains from all students respecting Tamwood Language Centres and any aspect of its operations. All student complaints must be submitted to the Campus Manager in writing. If the Campus Manager is unavailable or is named in the complaint, the Compliance Coordinator will act on behalf of the Campus Manager. Written reasons for the determination and the reconsideration (if any) will be given to a student within **30** days after the date on which the student makes the complaint.

A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by Tamwood at any time.

## Procedure for Student Disputes:

1. When a concern/dispute arises, 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 5 (five) working days of receiving the student's written concern. The Campus Manager 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.

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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 10 (ten) working 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 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 will propose a resolution.

The response should specify that the student will have five working 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.

3. 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 working 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 5 (five) working days of receipt of the student's appeal.
4. The original decision will either be confirmed or adjusted in writing by either the President & CEO or President & Managing Director within 15 (fifteen) working days of receiving the student's appeal. At this point, Tamwood' 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:**

1. If a student is dissatisfied with a grade received and can provide evidence that a

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higher grade is warranted, he/she should discuss the matter with his/her instructor. The instructor will review 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 can 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, the 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 decision on the grade appeal will be provided to students within 30 school days of Tamwood'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):



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**Campus Manager**

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**Student**

**Notes:**

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 *five 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 [PTIB](#) 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:**

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**Date Final Decision Provided to Student:**

\_\_\_\_/\_\_\_\_/201\_\_

MM

DD

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President & CEO and (or) President & Managing Director

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Refund policy	March 1, 2015	September 01, 2021
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### **Refund for approved programs**

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 Language Centres receives a student's notice of withdrawal,
  - (b) of the date Tamwood Language Centres provides a notice of dismissal to the student,
  - (c) of the date Tamwood Language Centres receives a copy of refusal of a study permit.
  - (d) of the date receiving an order from the registrar to issue a refund because a student was admitted in an approved program without meeting the admission requirement.
  - (e) of the date on which the first 30% of the hours of instruction would have been completed, if a student did not attend any of the first 30% of the hours of instruction.
2. Tamwood Language Centres 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. Tamwood Language Centres 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 has not requested additional Letter(s) of Acceptance and a refusal of study permit is received before 30% of instruction hours would have been provided, had the student started the program on the later of the following:
    - a) The program start date in the most recent Letter of Acceptance
    - b) The program start date in the enrolment contract
  4. Tamwood Language Centres will retain up to 50% of the tuition paid under the

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- student enrolment contract if a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term
5. If Tamwood Language Centres receives a notice of withdrawal from a student or a student delivers a refusal of study permit:
- (a) No later than seven days after the student signed the enrollment contract and before the program start date, 100% tuition and all related fees refund, other than application fee
  - (b) More than seven days after the student signed the enrollment contract and
    - i. 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, Tamwood Language Centres 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 later of A) The program start date in the most recent Letter of Acceptance (international students) B) The program start date in the enrollment contract, Tamwood Language Centres will retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
6. If Tamwood Language Centres receives a notice of withdrawal from a student or a student delivers a refusal of study permit (**applies to all approved programs, other than distance-education-only program**):
- (a) after the program start date and
    - i. up to and including 10% of instruction hours have been provided, Tamwood Language Centres will retain up to 30% of the tuition due under the student enrolment contract.
    - ii. after more than 10% but before 30% of instruction hours have been provided, Tamwood Language Centres will retain up to 50% of the tuition due under the student enrolment contract.
    - iii. After 30% of the hours of instruction have been provided during the contract term, Tamwood Languages Centres will retain 100% of the tuition due under the student enrolment contract.
7. If Tamwood Language Centres receives a notice of withdrawal from a student or a student delivers a refusal of study permit (**applies to approved programs**

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**delivered solely by distance education):**

- (a) after the program start date and
  - i. up to and including 30% of instruction hours have been provided, Tamwood Language Centres will retain up to 30% of the tuition due under the student enrolment contract.
  - ii. after more than 30% but before 50% of instruction hours have been provided, Tamwood Language Centres will retain up to 50% of the tuition due under the student enrolment contract.
  - iii. After 50% of the hours of instruction have been provided during the contract term, Tamwood Language Centres will retain 100% of the tuition due under the student enrolment contract.
  
8. If Tamwood Language Centres provides a notice of dismissal to a student and the date Tamwood Language Centres delivers the notice to the student is **(applies to all approved programs, other than distance-education-only program)**:
  - (a) before or on the date of 10% of instruction hours have been provided, Tamwood Language Centres will retain up to 30% of the tuition due under the student enrolment contract.
  - (b) after more than 10% but before 30% of instruction hours have been provided, Tamwood Language Centres will retain up to 50% of the tuition due under the student enrolment contract.
  
9. If Tamwood Language Centres provides a notice of dismissal to a student and the date Tamwood Language Centres delivers the notice to the student is **(applies to approved programs delivered solely by distance education)**:
  - (a) before or on the date of 30% of instruction hours have been provided, Tamwood Language Centres will retain up to 30% of the tuition due under the student enrolment contract.
  - (b) after more than 30% but before 50% of instruction hours have been provided, Tamwood Language Centres will retain up to 50% of the tuition due under the student enrolment contract.
  
10. Tamwood Language Centres will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal or refusal of study permit or Tamwood Language Centres provides a notice of

dismissal to the student.

### **Refund for Programs that Do Not Require Approval**

1. 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.
2. If tuition is less than \$4000, no refund is due.
3. Tamwood Language Centres will refund 100% tuition for the program and all related fees, other than application fees, paid by the student or a person on behalf of the student enrolled in the program if the tuition is \$4000 or more and all of the following apply:
  - The student does not attend the program and
  - Tamwood Language Centres receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of:
    - a) The start date of the program in the most recent letter of acceptance
    - b) The start date of the program in the enrollment contract

### **Tamwood Language Centres - Refund of Fee and Extra Services Fees**

- (a) Registration Fee is non-refundable. Registration is ONLY refundable if a student was admitted in an approved program without having met the admission requirements and without have misrepresented his/her knowledge or skills when applying.
- (b) 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. Accommodation Placement Fee is non-refundable when the student cancels his/her accommodation less than four (4) weeks before check-in date.
- (c) 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 cancelation 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,

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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.

- (d) 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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<b>Name of Institution</b>	<b>Institution Number</b>
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Student Withdrawal Policy	March 1, 2015	September 26, 2016
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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## 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 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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<b>Name of Institution</b>	<b>Institution Number</b>
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Privacy Policy	September 26, 2016	September 26, 2016
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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## 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.

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<b>Name of Institution</b>	<b>Institution Number</b>
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Sexual Misconduct Policy	March 1, 2015	September 01, 2021
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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Tamwood is committed to the prevention of and appropriate response to sexual misconduct.

Sexual misconduct herewith is defined as an offensive attack on the security and dignity of an individual (whether verbal, written, physical, or graphic) that aggregates a hostile/intimidating and uncomfortable environment. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behavior includes but is not limited to the following: sexual assault; sexual exploitation; sexual harassment; stalking or attempting to make unwanted contact with another person, indecent exposure; voyeurism; the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video with out the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video; the attempt to commit an act of sexual misconduct; and the threat to commit an act of sexual misconduct.

To prevent sexual misconduct, Tamwood properly screens every employee, homestay family, residence provider, and student; assuring to its best ability and effort that there are no criminal records at hand or any reason causing suspicion or doubt of an individual's character. Tamwood places the safety and security of all stakeholders as a non-negotiable. Should such misconduct occur, Tamwood will take the necessary steps to alleviate and resolve the situation immediately.

A **Compliant** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

Tamwood will deal with allegations of Sexual Misconduct in a procedurally fair, unbiased, and timely manner. The Parties shall be advised of the allegations and responses of both the complainant and Respondent and shall be accorded reasonable opportunity to provide comments in support or defense of their own positions. Both the Complainant and Respondent have a reasonable right to respond to any information gathered during the investigation that will be utilized in determining a finding of Misconduct. For a compliant to be considered under this Policy, it must be submitted within six (6) months of the date of the last alleged incident of



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Sexual Misconduct. The President & CEO or the President & Managing Director of Tamwood may consider an extension to file a complaint past the six (6) month limit, if reasonable grounds for such an extension exist in extenuating circumstances.

All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

## Complaint Procedure

1. Any student of Tamwood who feels he or she has experienced or witnessed Sexual Misconduct and is considering a complaint process is encouraged to discuss the matter with the Campus Manager in person or written statement or by leaving a message by phone or e-mail.
2. The Campus Manager will engage in a confidential discussion/consultation **within 24 hours** regarding the Complainant's options, and provide the Complainant with information and guidance regarding:
  - Whether the behavior(s) in question may fall within the definition(s) of Sexual Misconduct under this Policy
  - Possible procedures and options available to the Complainant under this Policy
  - The formal report procedure if the Complainant wishes to pursue a formal complaint
  - Available support for the Complainant both on and off campus
3. The Campus Manager does not determine whether behaviors are Sexual Misconduct. The Campus Manager only confirms that behaviors as described by the Complainant may constitute Sexual Misconduct. Only a Formal Investigation can determine whether Sexual Misconduct has taken place.

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4. The Campus Manager will maintain confidentiality of this discussion. The complaint will not be pressed to file formal report if the he or she is not willing to. However, if the Complainant claims that the Sexual Misconduct involves violence, the Campus Manager must report the situation to either the President & CEO or the President & Managing Director at Tamwood who will investigate and may encourage the Complainant to report the situation to the police.

## **Report Procedure**

1. If the Compliant wishes to pursue Formal Report, he or she must submit a formal written statement of complaint to the Campus Manager.
2. As soon as the formal written statement of complaint is received, the Campus Manager will report the incident to either the President & CEO or President & Managing Director at Tamwood. The Campus Manager or a designated staff will initiate formal investigation in the meantime.
3. After completion of the investigation, the investigator will complete a written report, including a copy of the written complaint and findings of fact, and submit the report to either the President & CEO or President & Managing Director at Tamwood. The report will state a positive or null finding of Misconduct and may include recommendations for resolution of the complaint and/or for remedial or disciplinary action.
4. After reviewing the report of the investigator, either the President & CEO or President & Managing Director at Tamwood will make final decisions on the findings of Sexual Misconduct and on appropriate actions in the circumstances within 7 (seven) working days.

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<b>Name of Institution</b>	<b>Institution Number</b>
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Respectful and Fair Treatment Policy	November 29, 2016	November 29, 2016
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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## Policy

Tamwood is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students, staff, and property. The policy is implemented on campus premises and during school activities or events hosted by Tamwood. The list below defines a student's rights and responsibilities to ensure a healthy atmosphere.

1. **RIGHT:** to have a safe environment.  
**RESPONSIBILITY:** to consider everyday hazards, make themselves familiar with safety procedures and fire alarm instructions, and act accordingly.
2. **RIGHT:** to have an environment free from bullying, discrimination, harassment, alcohol and drugs.  
**RESPONSIBILITY:** To respect and treat everyone equally, report any inappropriate behavior or illegal alcohol and drugs evidenced to the Campus Manager/Senior Educational Administrator and abide by the Tamwood Anti-Discrimination Policy.
3. **RIGHT:** to freely express their opinion without fear of discrimination.  
**RESPONSIBILITY:** to respect other people's opinions.
4. **RIGHT:** to be fairly evaluated and be able to appeal the test results  
**RESPONSIBILITY:** to participate in all required assessments, and to make themselves familiar with the appeal procedure
5. **RIGHT:** to have access to academic and personal counseling at mutually agreed times.  
**RESPONSIBILITY:** to monitor their academic progress and seek help to resolve any difficulties.

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6. RIGHT: to have an established schedule of the classes and be notified of any changes.  
RESPONSIBILITY: to come to class on time, notify Tamwood of any expected absence; check the community board regularly to get informed about schedule changes.
7. RIGHT: to the confidentiality of their progress report and assigned grades  
RESPONSIBILITY: respect other students' confidentiality
8. RIGHT: To change or cancel a program or an additional service  
RESPONSIBILITY: To make themselves familiar with the cancellation and change policy.
9. RIGHT: to have equal access to the school facilities and equipment during the hours of operation  
RESPONSIBILITY: to respect the school's property and get familiarized with rules and policies concerning when access to the property is denied
10. RIGHT: to have access to publicly available policies and school rules.  
RESPONSIBILITIES: to familiarize themselves with the publicly available documents.

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

## **Procedure**

1. Report any complaint of disrespectful and unfair treatment involving a student/staff member to the Campus Manager or Senior Educational Administrator (SEA) in person or written statement or by leaving a message by phone or e-mail.
2. The Campus Manager/SEA will investigate and file a formal report involving the student as soon as a complaint has been reported. If the mistreatment occurred in homestay or residence, the Campus Manager/SEA will involve the Accommodation Manager for further assistance.
3. Within the next day, the Campus Manager/SEA will get in touch and arrange for a meeting with those involved to address the mistreatment brought forward and act as a mediator to resolve the situation. In the event that mistreatment occurred, the accused will be sanctioned accordingly.

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