



LANGUAGE
SCHOOLS

ILSC LANGUAGE SCHOOLS APPLICATION FORM 2019

VANCOUVER | TORONTO | MONTRÉAL
NEW DELHI | BRISBANE | SYDNEY | MELBOURNE

2019 APPLICATION FOR ADMISSION

Students must fill in and submit pages 1 and 2 to their chosen ILSC location.



VANCOUVER **V** | TORONTO **T** | MONTRÉAL **M** | BRISBANE **B** | SYDNEY **S** | MELBOURNE **MB** | NEW DELHI **ND**

Student Number

START DATE (MM/DD/YY)

WEEKS OF STUDY

STUDENT INFORMATION

Male Female

First name

Middle name(s)

Last name

Birthdate (MM/DD/YY)

First language

Nationality

Agency referral (if applicable)

Passport number

Expiry date

Address Street

City

State/Province

Country

Postal Code

Primary phone number

Email

Emergency contact name

Emergency contact telephone

Visa status in your country of study

Student Visitor Working Holiday (Canada and Australia only)
 Other (please specify)

If you already have a valid student visa and are transferring to ILSC from another school, write the name of your current institution:

Do you have any physical or mental medical conditions we should be aware of?

Yes No If yes, please specify

Do you wish to purchase medical insurance through ILSC* Yes No

Start Date (MM/DD/YY)

End Date (MM/DD/YY)

Do you need ILSC to organize OSHC (Australia only) Yes No

Do you need a custodian letter? Yes No

Are you also applying for a program at Greystone College?

Yes No If Yes, please attach the application form

*Medical insurance is available through ILSC for Canada and Australia locations only

CHOOSE YOUR STUDY LOCATION

CANADA

Vancouver **V**
 Toronto **T**
 Montréal **M** English French

AUSTRALIA

Brisbane **B**
 Sydney **S**
 Melbourne **MB**

INDIA

New Delhi **ND**
 English French Hindi

CHOOSE YOUR SCHEDULE OR SPECIALTY LANGUAGE PROGRAM

*1 lesson = 50 minutes

CANADA

Full-Time Intensive (30 lessons/week)
 Full-Time (24 lessons/week)
 Part-Time AM (17 lessons/week)
 Part-Time PM (13 lessons/week)

AUSTRALIA

Full-Time Intensive (33 lessons/week)
 Full-Time Morning (24 lessons/week)
 Full-Time Afternoon (24 lessons/week)
 Full-Time Evening (24 lessons/week)
 Part-Time Morning (16.5 lessons/week)
 Part-Time Afternoon (14.5 lessons/week)

INDIA

ENGLISH
 Full-Time Intensive (30 lessons/week)
 Full-Time (24 lessons/week)
 Part-Time AM (17 lessons/week)
 Part-Time PM (13 lessons/week)
FRENCH, HINDI & SPANISH
 Part-Time AM (17 lessons/week)

Cambridge Mastery CAE **V M T**

Cambridge Mastery FCE **V M T S B MB ND**

IELTS Mastery **S B MB**

IELTS Mastery: 6.5 **V M T**

India Guided Tours **ND** Indicate tour name(s)

University Pathway **V M T S B MB ND** Name of University/College you wish to attend

PROLA # (if applicable)

Medical English Diploma/Certificates **V**

TESL for Young Learners (TESL-YL) **S B MB**

Ranchstay Program **V**

30 & Beyond **V**

Social Volunteer Internship Program* **ND**

Volunteer Internship Program* **S B MB**

Volunteer Experience* **V M T**

Yoga Packages 2 wks 4 wks **ND**

*Please submit additional program-specific application form.

JUNIOR PROGRAMS

ESL-High School Bridge Program **V T** Full-Time Intensive Full-Time (Toronto offering start dates in May - August only)

Do you plan to attend a Canadian high-school after your Bridge program? Yes No Name of school, if known

For Junior Camp Programs (ILSC Campuses, University Campus/Residences, and Family programs), please fill out the Junior Program Application Form.

TUTORING

Confirm availability with ILSC before applying

Tutoring start date (MM/DD/YY)

Hours per week* (if applicable)

Weeks of tutoring

General Specialty **Language** English French **M ND** Hindi **ND**

Please indicate Private Semi-private Small group

ACCOMMODATION (If applicable)

HOMESTAY OPTIONS

- Homestay—Full board** (3 meals per day) **Roomstay (No meals)**
 Homestay—Half board (2 meals per day - no lunch)

RESIDENCE/ALTERNATIVE ACCOMMODATION OPTIONS*

- VAN TO MTL BNE SYD MEL ND

Alternative accommodations vary by location, but may include student residences, hostels, hotels, shared apartments, and more. ILSC will contact you to confirm availability.

Accommodation name:

Room type or location:

ARRIVAL INFORMATION

Check-in date (MM/DD/YY)

Check-out date (MM/DD/YY)

Airline and flight number

Airport transfer Pick-up only Pick-up and drop-off None

For Brisbane, indicate Airport location: Brisbane Gold Coast

For Melbourne, pick-up / drop-off is only available at Melbourne's Tullamarine Airport (MEL)

ACCOMMODATION PREFERENCES**

Are you comfortable with children between the ages of 12 years and under 13 years and over None

Are you comfortable with pets in the home? Yes No If no, please specify:

Are you comfortable with other students in the home? Yes No

Please note that other students will speak a first language other than your own, and will have their own separate room.

Do you require a special diet (For example, no pork, no fish, no red meat, no eggs, etc.)? Yes No
If yes, specify:

Do you have any allergies? Yes No
If yes, please specify:

What languages do you speak?

Do you take daily medication? Yes No
If yes, please specify:

(ILSC-Montréal only) Do you want your homestay family to speak English French

Do you have medical insurance? Yes No
If yes, please specify:

(ILSC-New Delhi only) Do you want your homestay family to speak English Hindi

Do you smoke? Yes (Most families do not allow smoking indoors) No

Interests and other comments

* Please refer to residence pricing and full policy on our website.

**Accommodation requests are not guaranteed, but the staff at ILSC will do their best to accommodate. It is recommended that students who request airport reception arrive and depart on the weekend. Alternative Accommodation is based on availability and not guaranteed. Neither ILSC nor the Homestay family or Residence can be held responsible for the loss or theft of personal belongings. Although the chance of a loss due to theft is extremely small, we advise students to obtain adequate insurance coverage in their home countries for all personal belongings that they bring with them.

STUDENT CONTRACT STUDENT AGREEMENT AND HEALTH DECLARATION

I declare that the information I have given on my application to study at ILSC is correct and accurate. I declare that I am in possession of sufficient funds to finance my full term of study at ILSC. I have read and understood all of ILSC's policies, including the dispute resolution policy, and the cancellation and refund policies, as they apply to my chosen study location (refer to: Page 4 for The ILSC Education Group Inc. (ILSC-Vancouver, ILSC-Toronto and ILSC-Montréal) Policies; Page 6 for ILSC (Brisbane) Pty Ltd. (Trading as ILSC-Brisbane, ILSC-Sydney & ILSC-Melbourne); and Page 7 for ILSC India Private Ltd.) and agree to abide by any decisions of the school's management regarding the enforcement thereof. I agree that ILSC may provide my educational records or information to my parents (if a minor) sponsoring agency or any other educational institution to which I apply. I acknowledge and accept that during the course of my study at ILSC or during activity programs, I may be photographed, videotaped or audio taped and I hereby grant ILSC unrestricted and non-expiring permission and all rights to use or license such media for any advertising or promotional purposes that ILSC may deem appropriate, without any compensation whatsoever.

I declare that I will disclose to ILSC any contagious medical condition that I might contract prior to or during my stay at ILSC and I agree to disclose any pre-existing medical or health condition that may require ongoing or intermittent medical attention or that may affect my ability to fully participate in either classroom or activity programs. I hereby authorize any doctor, EHS or medical facility to provide treatment to me if I am injured or ill whether or not I am able to provide consent. I agree and acknowledge that ILSC may collect personal information including medical information as a result of this application and/or my time at ILSC and acknowledge that this information will only be used in the course of the provision of educational, ancillary and medical services either directly or indirectly and for no other purposes.

AUSTRALIA LOCATIONS ONLY: I understand that Information is collected on this form and during my enrollment in order to meet ILSC's obligations under the ESOS Act and the National Code 2018; to ensure my compliance with the conditions of my visa and my obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. I understand that information collected about me on this form and during my enrollment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. In other instances information collected on this form or during my enrollment can be disclosed without my consent where authorised or required by law.

CANADA LOCATIONS ONLY: I understand that The ILSC Education Group Inc. (ILSC-Toronto, ILSC-Vancouver, and ILSC-Montréal) are required to share enrollment and reporting information with Immigration, Refugees and Citizenship Canada (IRCC) as necessary for the purposes of the International Student Program (ISP), and consent to my information being shared with the IRCC, and the Provincial Ministerial bodies designated to oversee the ISP program in British Columbia, Ontario, and Quebec.

I agree to save and hold harmless, ILSC, its agents, employees, homestay families and assigns for any loss, damage or injury which may occur to me or my property and hereby permanently waive all claims for loss, damage or injury resulting or arising from my term of attendance at ILSC. I agree as well that the violation of any of the above conditions or if any of the information provided in this application is discovered to be false or misleading, I may be dismissed from ILSC without notice or recourse.

- I have read, understood and agree to be bound by the terms and conditions as stated in this student contract.
- I understand that my information may be shared as outlined in this application form.
- I have read the cancellation, grievances and refund policies specific to my chosen location of study and agree to abide by these terms.
- I agree that on acceptance of enrollment by ILSC, the application form will become a contract of enrollment.
- I understand that I could be expelled under the English Only Policy.
- (Australia locations only) I have visited the site www.studyinaustralia.gov.au/en to check the cost of living.
- (Australia locations only) I have visited the website at www.ilsc.com and viewed the policies and procedures section and understand my rights and obligations.
- I consent to receiving electronic messages from ILSC Education Group and its affiliates containing news, updates, and promotions, and I understand that I can withdraw my consent at any time.

Student name (print)

Date (MM/DD/YY)

Student signature

Parent signature (if student is underage***)

ILSC authorized signature

Date (MM/DD/YY)

***Age of Majority is 18 in Toronto, Montréal, Brisbane, Sydney, Melbourne and New Delhi, and 19 in Vancouver. For students younger than the Age of Majority, the student contract must also be signed by a parent or legal guardian.

PAYMENT INFORMATION

CANADA

Payment can be made by credit card, cheque, money order, or bank transfer. We accept Visa or Mastercard. For credit card payments, a credit card authorization form will be provided with your invoice. Please send all forms and payment in full, directly to the school you will be attending.

ILSC-VANCOUVER DLI: 019275396842

555 Richards St., Vancouver, BC, V6B 2Z5 Canada

BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	CREDIT CARD PAYMENTS
Transfer Canadian funds to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1251400 Institution: 001 Transit: 08120 Swift code: BOFMCAM2	Funds must be drawn on a Canadian or US* bank, payable to ILSC Education Group c/o ILSC Vancouver , and mailed to: THE ILSC EDUCATION GROUP C/O ILSC VANCOUVER 555 Richards St., Vancouver, BC V6B 2Z5 Canada	We accept Visa or MasterCard. For credit card payments, a credit card authorization will be provided with your invoice. An administrative surcharge of 1.5% will be applicable to all payments. (From Feb 28, 2019 onwards)
<i>Transfer US funds to:</i> BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4680819 Institution: 001 Transit: 00040 SWIFT code: BOFMCAM2 <i>Intermediary Bank Information:</i> Wells Fargo Bank SWIFT code PNBPU33NNYC ABA: 026 0050 92		

ILSC-TORONTO DLI: 019375697742

443 University Ave., 3rd Floor, Toronto, ON M5G 2H6 Canada

BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	CREDIT CARD PAYMENTS
Transfer Canadian funds to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1833324 Institution: 001 Transit: 00040 SWIFT code: BOFMCAM2	Funds must be drawn on a Canadian or US* bank, payable to ILSC Education Group c/o ILSC Toronto , and mailed to: THE ILSC EDUCATION GROUP C/O ILSC TORONTO 443 University Ave., Toronto, ON M5G 2H6 Canada	We accept Visa or MasterCard. For credit card payments, a credit card authorization will be provided with your invoice. An administrative surcharge of 1.5% will be applicable to all payments. (From Feb 28, 2019 onwards)
<i>Transfer US funds to:</i> BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4680819 Institution: 001 Transit: 00040 SWIFT code: BOFMCAM2 <i>Intermediary Bank Information:</i> Wells Fargo Bank SWIFT code PNBPU33NNYC ABA: 026 0050 92		

ILSC-MONTRÉAL DLI: 019359201512**

410 Rue St-Nicolas, Suite 300 Montréal, QC H2Y 2P5 Canada

BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	CREDIT CARD PAYMENTS
Transfer Canadian funds to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1834300 Institution: 001 Transit: 00040 SWIFT code: BOFMCAM2	Funds must be drawn on a Canadian or US* bank, payable to ILSC Education Group c/o ILSC Montréal , and mailed to: THE ILSC EDUCATION GROUP C/O ILSC MONTRÉAL 410 Rue St-Nicolas, Suite 300 Montréal, QC H2Y 2P5 Canada	We accept Visa or MasterCard. For credit card payments, a credit card authorization will be provided with your invoice. An administrative surcharge of 1.5% will be applicable to all payments. (From Feb 28, 2019 onwards)
<i>Transfer US funds to:</i> BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4680819 Institution: 001 Transit: 00040 SWIFT code: BOFMCAM2 <i>Intermediary Bank Information:</i> Wells Fargo Bank SWIFT code PNBPU33NNYC ABA: 026 0050 92		

*Our Canadian schools accept US funds drawn on a US account; please check the current USD/CAD exchange rate to calculate the correct amount of USD to pay.

** ILSC-Montréal has a framework affiliation agreement with CEGEP de la Gaspésie et des Îles, and shares the same DLI number. You will be issued a joint Letter of Acceptance including the logos of both schools.

VANCOUVER | TORONTO | MONTRÉAL | BRISBANE | SYDNEY | MELBOURNE | NEW DELHI

AUSTRALIA

Payment can be made by credit card, cheque, money order, or bank transfer. Please send your application form(s) to the school you will attend, by email or mail. Submit payment according to one of the methods below.

LOCATION	BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES
ILSC-BRISBANE Level 1, 232 Adelaide St. Brisbane, QLD 4000 Australia CRICOS CODE: 02137M	STUDENT VISAS Transfer Australian funds to: National Australia Bank Capital Office Branch, Ground Floor, 308-322 Queen Street, Brisbane QLD 4000 Australia SWIFT code: NATAAU3304B Account name: ILSC-Australia BSB: 084004 Account: 48-910-1113	Funds must be drawn on an Australian bank, payable to ILSC-Australia, and mailed to ILSC-Brisbane IMPORTANT: Please indicate the applicant name and, if you have it, the learner number in the comments section of your bank transfer so that ILSC can connect the payment to your application.
ILSC-SYDNEY Level 7, 540 George St. Sydney, NSW 2000 Australia CRICOS CODE: 02137M	OTHER VISAS Transfer Australian funds to: National Australia Bank Capital Office Branch, Ground Floor, 308-322 Queen Street, Brisbane QLD 4000 Australia SWIFT code: NATAAU3304B Account name: ILSC-Australia BSB: 084004 Account: 47-919-1485	CREDIT CARD PAYMENTS We accept Visa or Mastercard. For credit card payments, a credit card authorization form will be provided with your invoice. An administrative surcharge of 2.65% will be applicable to all payments.
ILSC-MELBOURNE Level 7, 120 Spencer St. Melbourne, VIC 3000 Australia CRICOS CODE: 02137M	IMPORTANT: Please indicate the applicant name and, if you have it, the learner number in the comments section of your bank transfer so that ILSC can connect the payment to your application.	

INDIA

Payment can be made by international money order, bank transfer or by credit card online (banking surcharges may apply). Contact inquiry@ilsc.in for details. Send all forms with payment in full, directly to the school.

ILSC INDIA PVT. LTD.

B-17 Shivalik, GF, Gitanjali Road, Malviya Nagar, New Delhi 110017 India

BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	CREDIT CARD PAYMENTS
Transfer US funds to: ILSC India Pvt. Ltd.: HDFC Bank Ltd C-5/32, Safdarjung Development Area (SDA) New Delhi 110016 India Purpose of remittance: tuition fees Account: 00322560001633 Swift code: HDFCINBBXXX	Make payable to ILSC India Private Limited and mail to ILSC-New Delhi	Credit card payments can be made online using our secure online payment service: https://secure2.ilsc.com/forms/payment/india

ADMISSIONS POLICY

To be admitted to ILSC, prospective students must submit a valid copy of international ID (such as a passport or Driver's License) along with a signed copy of this application form (as noted on page 1, a parent/guardian must also sign if the student is a minor).

ILSC has monthly session start dates. Students can also commence their studies on any Monday during most of the year.

Minimum age for general studies and most specialty programs is 16* at the commencement of studies.

**For ILSC's Junior programs, students must be between 10–17 years old, and a different set of policies and procedures applies—please refer to the Junior Program application form to see the applicable junior program policies and student contract.*

DISPUTE RESOLUTION POLICY

ILSC encourages an open dialogue between all students and school staff. In the event of a dispute between ILSC and a student, the following dispute resolution policy shall be followed.

Step 1: An open dialogue between the student and their Program Director (or another Program Director in their absence) shall take place in the hope of finding a quick and mutually acceptable solution to the dispute.

Step 2: In the event that Step 1 is not successful, a meeting shall be convened between the student and the Academic Director (or a different Program Director from Step 1 in their absence) in the hope of finding a mutually acceptable solution to the dispute. (This will take place within 1 week after the unsuccessful attempt outlined in step #1)

Step 3: If Step 2 proves to be unsuccessful, the student shall submit their complaint in writing, and the Director (or the Academic Director in their absence) shall respond in writing, outlining solutions to the dispute. (This will take place as soon as possible and no later than within 15 work days of receiving the letter).

Step 4: The mediator must be impartial and mediation shall take place at the earliest date possible once a mediator has been identified.

For steps 2 to 4: a student who makes a complaint, may be represented by and agent or a lawyer.

Step 5: If the dispute remains unresolved after Step 4, ILSC students may file their complaint with the Private Career Training Institutions Agency (PTIB) of BC for Vancouver campus students, or Languages Canada for Toronto or Montreal students.

ATTENDANCE AND LATENESS POLICY

Students are expected to attend class regularly. They must attend 80% of their classes each session as part of the requirement to receive a credit for each course taken. If a student is absent for more than 20% of the overall study period, the official ILSC certificate will not be given.

All students are expected to be on time to classes.

Attendance, punctuality and participation are important parts of learning.

- Students who come to class every day learn more English.
- Students who come to class on time don't miss important parts of the lesson.
- Students who come to class on time join with the other students and the teacher in getting the class off to a good start.

Penalties will apply to those who arrive late:

- If a student arrives between 1 and 15 minutes late for class, 15 minutes will be deducted.
- If a student arrives later than 15 minutes after the class start time, the student may either be allowed to enter the class quietly or asked to return after the break. 90 minutes will be deducted.
- If a student leaves or arrives at the break, 90 minutes will be deducted.
- If a student develops a habit of being late or skipping classes, he/she may be referred for counselling.
- Students who arrive late are expected to catch up on what they missed. If a student requires additional information to catch up, he/she should request it from the teacher at an appropriate, non-intrusive time.
- Continual problems with attendance and lateness may result in dismissal. See the Dismissal Policy.

CANCELLATION & REFUND POLICY—ILSC-VANCOUVER

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

- a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
 - c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
 3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
 4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
 - a. more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - b. after the contract start date
 - i. but before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the 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, the institution may retain up to 50% of the tuition due under the student enrolment contract.
 5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - a. before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
 6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - a. the student has completed and received an evaluation of his or her performance for at least 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
 7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
 8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - a. of the date the institution receives a student's notice of withdrawal,
 - b. of the date the institution provides a notice of dismissal to the student,
 - c. of the date that the registrar provides notice to the institution that the institution 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.
 9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 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, or
 - b. the program is provided solely through distance education.
 10. Change of schedules is considered the same as withdrawal. i.e. for a schedule change of Full-Time Intensive (30 lessons/week) to Full-Time (24 lessons/week), you will have to withdraw from the whole program and re-apply for the Full-Time program.

PAYMENT POLICY - ILSC VANCOUVER

For programs of 6 months or longer, students have the option to pay in two instalments

CANCELLATION & REFUND POLICY—ILSC-TORONTO & ILSC-MONTREAL

1. A student may be entitled to a refund of tuition fees in the event that:
 - a. The student provides written notice to ILSC that he or she is withdrawing from the program; OR
 - b. ILSC provides written notice to the student advising that the student has been dismissed from the program.
2. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
3. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
4. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, ILSC is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
5. If ILSC has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
6. If your study permit or visa is denied, ILSC will retain the registration fee of \$200 and, if applicable, the \$220 accommodation registration fee.
7. Refund policy for students:
 - a. Refunds before the program of study begins:
 - i. If written notice of withdrawal is received by ILSC within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, ILSC may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
 - ii. If written notice of withdrawal is received by ILSC 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, ILSC may retain 10% of total tuition only due under the contract to a maximum of \$1000.
 - iii. Subject to Section 7 (a) (i) above, if written notice of withdrawal is received by ILSC less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, ILSC may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.
 - b. Refunds after the program of study starts:
 - i. If written notice of withdrawal is received by ILSC or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, ILSC may retain 30% of the tuition due under the contract.
 - ii. If written notice of withdrawal is received by ILSC, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, ILSC may retain 50% of the tuition due under the contract.
 - iii. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
8. Where a student did not meet ILSC's specific minimum requirements for admission through no misrepresentation or fault of their own, ILSC must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
9. Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
10. Where a student withdraws or is dismissed from their program after receiving technical equipment from ILSC free of charge:
 - a. The student must return the equipment unopened or as issued within 14 calendar days; AND
 - b. If the student fails to return the equipment as set out above, ILSC may deduct the reasonable cost of the equipment from any amount to be refunded to the student.
11. Refunds owed to students must be paid within 30 days of ILSC receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.
12. Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.
13. Change of schedules is considered the same as cancellation. i.e. for a schedule change of Full-Time Intensive (30 lessons/week) to Full-Time (24 lessons/week), you will have to cancel the whole program and re-apply for the Full-Time program.

PROGRAM DELIVERY

The ILSC Education Group Inc. (ILSC–Vancouver, ILSC–Toronto, and ILSC–Montréal) offers programs and courses that are primarily delivered through classroom instruction. Some programs include additional activity components that may take place outside of the classroom.

ENGLISH/FRENCH ONLY POLICY

In order to protect the English or French* speaking environment, we have an English or French* Only Policy in the school. This means that whenever you are in the school or participating in school activities, you must speak English or French (whichever language you are studying.)

If you violate the policy, the following rules apply:

- **FIRST OFFENCE**—The student will receive a written warning.
- **SECOND OFFENCE**—The student will be suspended from school for 1 day.
- **THIRD OFFENCE**—The student will be suspended from school for 3 days.
- **FOURTH OFFENCE**—The student will be suspended from school for one week, and a letter will be sent to the agent and/or parents.

After the fourth offence, a student may be dismissed in line with the dismissal policy.

The English Policy is in place to help you and your fellow students get the most out of your language learning experience at ILSC. We expect all students to follow and respect this policy and are sure you will see your language skills improve as a result.

**French only applies in Montréal only.*

ASSESSMENTS AND CERTIFICATES

Students complete an assessment test on their first day at the school in order to ensure they are placed at the correct level.

Most students will complete one academic level within 8 weeks.

Every study session (4 weeks), teachers provide students with a Student Progress Report (SPR). Students must earn at least 70% on their Student Progress Report to move to the next level. The Student Progress report assesses student performance in class (speaking skills, grammar skills, etc.) and assessment results (tests, homework, quizzes, etc.).

Students will receive a certificate of completion at the end of their studies as long as they have met the attendance requirement. Students will also receive additional certificates for most specialty programs upon successful completion of program requirements.

GRADE AND ASSESSMENT APPEAL POLICY

In cases where a student wishes to appeal a teacher's assessment, the student can meet with a program director or designate. A review of the student's attendance and academic progress will be done. The final assessments and reports will be reviewed. In cases where there is reason to question the final result, the student may be asked to complete a writing prompt and/or interview. The outcome of the appeal will be explained to the student, and a record kept.

In cases where a student wishes to appeal his initial assessment, the student's placement results will be reviewed by a second academic staff and an explanation of the decision will be provided.

POLICY ON DIGNITY AND RESPECT

Canadian Society recognizes differences and diversity. This requires that all people be treated with dignity and respect. As one of the School's explicit goals is to keep developing a humanist, people-caring community, it is school policy to support these principles, and to maintain an environment free from all types of personal discrimination and harassment, or bullying.

All students are assigned to Student Advisors based on their nationality. Students are encouraged to speak with their Student Advisor if they feel unsafe in any way while studying at the school. Teachers are in daily contact with students, and are often the first to recognize if a student is experiencing personal challenges.

Teachers are encouraged to refer students to Program Directors or Student Advisors if they are expressing discontent. Teachers are expected to communicate to Program Directors in cases where students' behavior is viewed as inappropriate or unacceptable. In cases where counselling does not yield positive results, the student may be suspended from further study. In cases where behavior is extremely offensive or hurtful, the student may be dismissed from the school.

DISMISSAL POLICY

The Code of Conduct students are expected to follow includes:

- Attend school in accordance with the attendance policy.
- Speak English in the college in accordance with the English Only Policy.
- Treat all students and staff with dignity and respect.
- Refrain from any disruptive or offensive classroom behaviour.
- Follow the Cell Phone / Electronics Policy during class.
- Complete all assignments and examinations on the scheduled completion dates.
- Refrain from cheating or plagiarising in completing class assignments.
- Ensure that outstanding tuition fees are paid.
- Treat school property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to school.
- Refrain from bringing any alcohol or any prohibited mood altering substances to the Institution.
- Refrain from making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

Whenever a student has repeatedly demonstrated unprofessional behavior, against the Code of Conduct, that student will be placed on probation. The student may receive a verbal warning for the first offence; however the incident must be documented and kept in the student file. On the second occurrence, the student receives a letter of probation, where the incident is stated and the conditions of the probation are outlined.

The student will be dismissed from the school when it becomes apparent that there is neither the desire nor the ability of complying with the probation terms. It is necessary to supply the student with a letter and at the same time a statement of charges. In all cases the probation and dismissal must be well documented. This means that under normal circumstances the student must have advance knowledge that dismissal is a real possibility should the student fail to meet the probation terms.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period, and police will be summoned, as required:

- 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.

Concerns related to a student's conduct shall be referred to the Program Directors to process in accordance with this policy.

In Vancouver, if you miss lessons, then you must tell us as soon as possible. You can email studentservices.vancouver@ilsc.com. You can also visit your student advisor if you wish to talk to someone.

ACCOMMODATION CANCELLATION AND REFUND POLICY

Homestay Cancellation before arrival:

If a student cancels their homestay accommodation, in writing (via email), at least two business days prior to arrival, the student is eligible for the following refunds from ILSC:

- Any fees paid for the homestay weeks will be refunded; and
- ILSC will retain the non-refundable accommodations registration fee.*

**In the case of a visa refusal, ILSC will refund the accommodations registration fee.*

Homestay Cancellation after arrival:

If a student wishes to cancel their homestay accommodation after arrival, they must give two weeks' notice to ILSC's accommodations department, in writing, using our accommodation cancellation form. The student is eligible for the following refunds from ILSC:

- If a student follows the two week notice procedure, any fees paid for remaining weeks in the homestay will be refunded after departure from the homestay.
- If a student fails to provide two weeks' cancellation notice, ILSC will deduct two weeks of accommodation fees from any fees paid for remaining weeks in the homestay; the remaining balance will be refunded.

Please note, ILSC will send homestay family details two weeks prior to arrival. After arrival, students have a 5 night grace period where they may request to change their homestay family.

Residence & Alternative Accommodation Cancellation:

Refunds will be applied according to the refund and cancellation policies set by the specific Residence or Alternative Accommodation provider. For full cancellation and refund policies, please visit www.ilsc.com.

COLLECTION OF PERSONAL INFORMATION AND CONSENT (ILSC-TORONTO)

ILSC-Toronto is designated by the Ontario Ministry of Training, Colleges and Universities (the "Ministry") to host international students under Canada's new International Student Program.

As part of the designation and renewal processes under the International Student Program, the Ministry can conduct a site assessment at any time to verify the information in ILSC-Toronto's application with respect to its educational policies and procedures for all students. As part of any site assessment, the Ministry needs to review a representative sample of student records, such as student contracts, registration forms, records of enrollment, documents pertaining to academic assessment and progress, and other documents contained in the student file. This is to ensure that ILSC-Toronto has implemented educational policies and procedures for both its international and domestic students. As such, the Ministry may need to make copies of student records in order to complete the designation process, which requires student consent to access the personal information you have provided to the school.

ILSC-Toronto is also required to share enrollment information and reporting with Immigration, Refugees and Citizenship Canada (IRCC) as a condition of being a designated institution approved under the International Student Program.

By signing the student contract listed on page 2 of this application form;

- you give consent to the Ministry to collect your personal information from your school and use it for the purposes outlined above; and
- you consent to share your attendance information with the IRCC for the purposes of the International Student Program.

The Ministry collects and uses this information under the authority of s. 38(2) of the Freedom of Information and Protection of Privacy Act and the Immigration and Refugee Protection Act (Canada) and its Regulations. Questions about the collection, use and disclosure of this information may be addressed to:

Manager, Quality and Partnerships Unit

Private Career Colleges Branch
Ministry of Training, Colleges and Universities
77 Wellesley Street West P.O. Box 977
Toronto, Ontario M7A 1N3
1-416-314-0500 or ISP.TCU@ontario.ca

GENERAL & FEES POLICY

All students must read this document carefully before signing the application form.

- Minimum age for the enrollment is 16 years.
- Enrollment fees and accommodation placement fees are non-refundable and must be paid at the time the application is sent.
- Your program is indicated by the start and end dates on your ILSC acceptance letter and the invoice.
- All fees are non-transferrable.
- All fees must be paid in accordance with the invoice issued and are due a minimum of six weeks prior to the start of the program.
- Your information may be shared with the Australian government and regulatory bodies including the Tuition Protection Service.

ILSC ELICOS POLICIES & PROCEDURES

ILSC Application Checklist:

- Complete and sign the application
- Fax, mail or e-mail your application form
- Pay registration fee and accommodation registration fee by one of the payment methods. After the application is accepted, we will send the Letter of Acceptance, which will give you more information about your next steps.

Payment of Fees: Fees must be paid in accordance with terms stated on the invoice. Enrollment fees and Accommodation Placement fees are non-refundable and must be paid at the time the application is sent. All fees are non-transferrable.

Start Dates: ILSC accepts new students every Monday, year round, except the last Monday of a session. If you start classes on the 2nd or 3rd Monday of a session, you may be placed in an ongoing class.

Dismissal Policy: Students must meet the course requirements at all times. If these requirements are not met, students will receive counseling. Then after appropriate warnings, students will be expelled. Likewise, if a student's behavior is inappropriate by the school's standards, the above procedures will be followed.

COMPLAINTS & APPEALS POLICY

Our Commitment

- The school will make sure that you can sit down and talk with an appropriate person within 2 days of your complaint.
- We aim to have a solution presented to you within seven days.
- You may nominate a support person to accompany you at any stage of the complaints and appeals process.
- Nothing in the college's student complaints and appeals policy negates the right of any overseas student to take action under Australia's consumer protection laws in the case of financial disputes.
- Nothing in the college's student complaints and appeals policy negates the right of any overseas student to pursue other legal remedies.
- If it is not possible to resolve the dispute internally, via the process above, you may choose to contact the Overseas Student Ombudsman. If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Student Ombudsman. The Overseas Student Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Student Ombudsman website www.oso.gov.au or phone 1-300-362-072 within Australia for more information.

ATTENDANCE AND LATENESS POLICY

Course Requirements: In order to get the maximum benefit from your study at ILSC, you are expected to attend class regularly and on time. You need to attend at least 80% of your classes each session, as part of the requirement to receive a credit for each course taken. You are required to speak with your counselor if you need permission for unavoidable or excessive absences.

CANCELLATION & REFUND POLICY

- Cancellations and withdrawals are subject to the conditions of the ILSC's refund policy.
- Starting the program on time is your responsibility. If you arrive late for the start of your course, no refund is given for the missed days.
- If you wish to downgrade your schedule after registration, you may apply the fee difference towards an extension of studies. Any extension of studies must be confirmed at the time of schedule downgrade. No credit will be kept on file, and no refunds will be given.
- If you choose to withdraw from ILSC, you must give ILSC written notice and it must be from your entire program; you cannot withdraw from selected parts of your program (i.e. the last month).
- You must leave ILSC on the date you have agreed to withdraw.
- Percentage of program completed = (total number of days completed) ÷ (total number of days in program) X 100%. Weekends are not included in this calculation.
- Any refund will be paid to the person or entity that originally paid the course fee (normally the agents), where possible, in the same currency in which the fees were paid.
- ILSC will make sure that you can sit down and talk with an appropriate person within 2 days of your withdrawal request.
- Refunds are processed within 4 weeks of receiving the notice/request from the student.
- No refund will be given to students who are expelled for breaching the college's policies, unacceptable behavior or non-compliance with visa conditions.
- All bank charges incurred for refunds to be paid by the beneficiary.
- In the event of a program cancellation by ILSC, all fees will be refunded within 2 weeks.
- In the event of the school defaulting, the refund policy does not apply. Such situation is covered by the ESOS Act 2000 and the ESOS regulations 2001.

TUITION REFUND POLICY

BEFORE YOUR PROGRAM STARTS		
YOUR REFUND	WHEN YOU MUST CANCEL	ILSC CANCELLATION FEE
75% (min.)	No authorization from Australian Immigration	25% of total fees (\$200 max.)
75% (min.)	0-7 days after making the contract	25% of total fees (\$400 max.)
75%	30 days or more before the program starts	25% of total fees
60%	1-29 days before the program starts	40% of total fees
AFTER YOUR PROGRAM STARTS		
YOUR REFUND	WHEN YOU MUST CANCEL	ILSC CANCELLATION FEE
50%	0-10% of the program completed	50% of total fees
30%	11-29% of the program completed	70% of total fees
No refund	30-100% of the program completed	100% of total fees

Tuition affected by any expulsion is covered by the tuition refund policy. There is no refund of tuition for any suspension.

ENGLISH ONLY POLICY

In order to encourage the use of English, we have an English Only Policy in the school. This means that whenever you are in the school or participate in the class/school activities, you must speak English. Any student who fails to follow the English Only policy, will be subject to discipline up to and including suspension or expulsion. Tuition affected by any expulsion is covered by the tuition refund policy. There is no refund of tuition for any suspension.

ASSESSMENTS & ELICOS COURSE SELECTIONS

- On or prior to your first day at ILSC, you will take the ILSC Placement Test (written and oral test) and choose your classes of interest. While an academic coordinator places you in classes that meet your interest and English level, an ILSC counselor will welcome you and provide important information that will help your studies at ILSC and life in Australia.
- Each session, ILSC offers a variety of courses to choose from. In the fourth week of each session, students will discuss the courses they want to take in the coming session with their teachers. Students will be placed in the courses of their interest if their English level is appropriate for the courses. In case scheduled classes are canceled due to low enrollment (fewer than 5 students) or are full so students cannot be placed in classes of their choice, the academic coordinator after consultation with the students will place them in the next best available class.
- Most students will complete one academic level within 8 weeks.
- Every study session (4 weeks), teachers provide students with a Student Progress Report (SPR). Students must earn at least 70% on their Student Progress Report to move to the next level. The Student Progress report assesses student performance in class (speaking skills, grammar skills, etc.) and assessment results (tests, homework, quizzes, etc.).
- Students will receive a certificate of completion at the end of their studies as long as they have met the attendance requirement. Students will also receive additional certificates for most specialty programs upon successful completion of program requirements.

POLICY ON DIGNITY AND RESPECT

Australian Society recognizes differences and diversity. This requires that all people be treated with dignity and respect. As one of the School's explicit goals is to keep developing a humanist, people-caring community, it is school policy to support these principles, and to maintain an environment free from all types of personal discrimination and harassment, or bullying.

All students are assigned to Student Advisors based on their nationality. Students are encouraged to speak with their Student Advisor if they feel unsafe in any way while studying at the school. Teachers are in daily contact with students, and are often the first to recognize if a student is experiencing personal challenges.

ILSC Australia recognizes the right of its students to learn in an environment free from harassment, and will treat seriously allegations of harassment at ILSC Australia. All students should be aware that harassment on any of the grounds covered by the human rights legislation is unacceptable conduct at ILSC Australia and will not be tolerated. Human rights legislation includes, but it not limited to, the Anti-Discrimination Act 1991, Industrial Relations Act 1999 and the Privacy Act 1988.

Any student who is found to have engaged in harassing behavior during the period of his/her contract with ILSC Australia will be subject to discipline up to and including suspension or expulsion. Tuition affected by any expulsion is covered by the tuition refund policy. There is no refund of tuition for any suspension.

PROVIDER DEFAULT

- In the unlikely event that ILSC Australia is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date less any portion of the course that have been delivered. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrollment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
- In the event that ILSC Australia closes and cannot deliver the course a student has paid for, the Tuition Protection Service (TPS) will help the student find another course with minimal disruption to their studies. The TPS will use an online placement service to give the student all the information they need so they understand their options and can choose an alternative course that best suits them. Support in using the system will be available to students if they need it.
- If a student is unable to find a suitable alternative course, the TPS will refund the tuition fees that have been paid, for the part of the course that they have not yet received.

ACCOMMODATION TERMS & CONDITIONS

Homestay includes a private, fully-furnished bedroom, meals, access to telephone, television and laundry facilities. Placement fees should be sent at the same time as homestay application. Signing the student profile/application form acknowledges you have read and understood these terms and conditions.

Neither ILSC Australia nor the Homestay family or Residence can be held responsible for the loss or theft of personal belongings. Although the chance of a loss due to theft is extremely small, we advise students to obtain adequate insurance coverage in their home countries for all personal belongings that they bring with them.

Cancellations

- The placement fee is non-refundable.
- For cancellations received in writing more than 14 days prior to the arrival date, 100% of the homestay fees will be refunded (less the placement fee). If applicable, 100% of airport transfer fees will be refunded.
- For cancellations received in writing 14 days or fewer prior to the arrival date, one week of homestay fees will be retained for the homestay family, and remaining fees will be refunded (less the homestay placement fee). If applicable, 100% of airport transfer fees will be refunded.
- All fees are refunded if an applicant's visa application is denied. Written proof from the Australian embassy or consulate is required.

Leaving Homestay

- Students are required to give written notice two weeks in advance to move out. If no written notice is given, ILSC accommodation staff will assume that the student will move out at the end of the first four weeks or the booked period.
- Students are required to move out of the homestay by 10 am on the end date of the original booked period if no extension is requested.

Extending Homestay:

- During the first week of homestay, students are required to give written notice of their wish to extend homestay to ILSC accommodation staff. If no notice is given, ILSC accommodation staff will assume that the student will move out at the end of the original booked period.
- Extension of the original placement period is subject to the availability of the host family, if the host family is not available, the student will have to pay a relocation fee of \$150.
- Students are required to pay homestay fee directly to ILSC for the extension period.

Conditions

- No airport transfer refund applies if a student cannot locate the driver. The student must call our emergency number, not their host family, & follow our instructions. We will contact the driver and make sure that the student and driver link up. Students that make their own way to the host family home without calling the emergency number & following our instructions forfeit the transfer fee.
- Homestay fees must be paid 4 weeks in advance.
- Change of host family after the initial 4 week booking period will incur a relocation fee of \$150

Residence & Alternative Accommodation Cancellation

- Refunds will be applied according to the refund and cancellation policies set by the specific Residence or Alternative Accommodation provider. For full cancellation and refund policies, please visit www.ilsc.com.

IMPORTANT MEDICAL INSURANCE INFORMATION

Student Visa students MUST:

- Request OSHC (Overseas Student Health Cover) or obtain your own insurance
- Maintain valid OSHC for the entire length of the student visa (not the course end date)

For more information about the OSHC, check with the school or visit our website www.ilsc.com

DISMISSAL POLICY

The Code of Conduct students are expected to follow includes:

- Attend school in accordance with the attendance policy.
- Speak English in the college in accordance with the English Only Policy.
- Treat all students and staff with dignity and respect.
- Refrain from any disruptive or offensive classroom behaviour.
- Follow the Cell Phone / Electronics Policy during class.
- Complete all assignments and examinations on the scheduled completion dates.
- Refrain from cheating or plagiarising in completing class assignments.
- Ensure that outstanding tuition fees are paid.
- Treat school property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to school.
- Refrain from bringing any alcohol or any prohibited mood altering substances to the Institution.
- Refrain from making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

Whenever a student has repeatedly demonstrated unprofessional behavior, against the Code of Conduct, that student will be placed on probation. The student may receive a verbal warning for the first offence; however the incident must be documented and kept in the student file. On the second occurrence, the student receives a letter of probation, where the incident is stated and the conditions of the probation are outlined.

The student will be dismissed from the school when it becomes apparent that there is neither the desire nor the ability of complying with the probation terms. It is necessary to supply the student with a letter and at the same time a statement of charges. In all cases the probation and dismissal must be well documented. This means that under normal circumstances the student must have advance knowledge that dismissal is a real possibility should the student fail to meet the probation terms.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period, and police will be summoned, as required:

- 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.

Concerns related to a student's conduct shall be referred to the Program Directors to process in accordance with this policy.

This does not remove the right to appeal under the appeals process. Students who are expelled for the above acts will be required to stay away from the school until the appeals process is determined. The refund policy will apply.

DISPUTE RESOLUTION

ILSC encourages its students to talk freely about their lives and experiences in the school and in Australia. Comments about the school's program help everyone to learn and become better. Students should share any difficulties or challenges they are facing. The teachers, student counselors and school administrators are available to listen to and guide students. If a student has a difficulty with the school itself, which cannot be corrected through discussion, then the student can present his/her concern in writing to the school director, who will, in discussion and in writing, address and resolve the dispute.

- This agreement does not remove the right to take action under Australia's consumer protection laws.
- ILSC's dispute resolution process does not circumscribe your rights to pursue other avenues and other legal remedies.
- We aim to have a solution presented to you within seven days.
- If it is not possible to resolve the dispute internally, via the process above, you may choose to contact the Overseas Student Ombudsman. If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Student Ombudsman. The Overseas Student Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Student Ombudsman website www.oso.gov.au or phone 1-300-362-072 within Australia for more information.

ILSC-NEW DELHI POLICIES

COMPLAINTS & APPEALS POLICY

Students can talk about difficulties with their teachers, counsellors, or admin staff or Director. Students can also submit the problem in writing to the Director, who will, in writing, address and resolve the dispute. The ILSC Dismissal Policy, Waiver forms and other standard documents are provided in the orientation package that students are given on the first day of studies. These forms can also be provided pre-arrival upon request.

CANCELLATION & REFUND POLICY

Registration/Assessment fee (\$20) and Accommodation Registration fee (\$20) are non-refundable. To receive a refund on all other fees, you must provide ILSC-New Delhi (c/o ILSC India Pvt. Ltd.) written notice that you intend to withdraw from the program. If your study permit or visa is denied, ILSC-New Delhi will retain the lesser of 25% of refundable fees or \$200. Refund percentages are calculated based on entire program length.

If you cancel in writing before your program starts, you will receive the following percentage of refundable fees:

- Less than 7 days after registration submitted and before program start date: the greater of either 75% of refundable fees, or refundable fees minus \$400
- 30 days or more before the program start date: 75% of refundable fees
- Less than 30 days before the program start date: 60% of the total fees due

If you cancel in writing or are dismissed from ILSC after your program starts, you will receive the following percentage of refundable fees, regardless of attendance:

- Less than 10% of the program completed: 50% of refundable fees
- 10-30% of the program completed: 30% of refundable fees
- More than 30% of the program completed: 0% of refundable fees (no refund)

Change of schedules is considered the same as cancellation, i.e. for a schedule change of Full-time Intensive to Part-time AM, students must cancel the whole program and re-apply for the Part-time program. If you are eligible for a refund under the conditions above, you will receive the refund within 30 days of ILSC-New Delhi receiving written notice of cancellation or ILSC-New Delhi's notice to you of dismissal.

ENGLISH ONLY POLICY

In order to encourage the use of English, we have an English Only Policy in the school. This means that whenever you are in the school or participate in the class/school activities, you must speak English. Any student who fails to follow the English Only policy, will be subject to discipline up to and including suspension or expulsion. Tuition affected by any expulsion is covered by the tuition refund policy. There is no refund of tuition for any suspension.

PRIVACY POLICY

This Privacy Policy (the “Policy”) applies to the collection and use of personally identifiable information (the “Personal Information”) gathered through the enrolment process, use of the ILSC Education Group’s website (the “Website”), related student app, the ILSC Learning Management System (the “LMS”), the ILSC landing pages, and the ILSC interactive chat (collectively, the “Other Services”) that are owned and/or operated by the ILSC Education Group (“ILSC”).

ILSC is committed to protecting your privacy! In this Policy, ‘we’, ‘our’, or ‘us’, refers to ILSC and its subsidiaries and affiliates. The Policy (i) describes the Personal Information that we may collect through the Website and the Other Services, (ii) explains the purpose of collecting and the use of such Personal Information, and (iii) explains how and when we may share it.

LIMITING COLLECTION

ILSC takes your privacy seriously. Any Personal Information that you provide to ILSC is limited to that which is needed for the purposes identified by us. Personal Information is collected by fair and lawful means only.

ACCOUNTABILITY

We are responsible for all Personal Information under our control, whether supplied to us directly by you or by a third party, or that we have provided to a third party for processing. We have established policies and procedures to comply with our Policy, and have designated a Privacy Officer who is responsible for ensuring we comply with privacy legislation. If you need to contact our Privacy Officer regarding your specific privacy questions or concerns, please see the contact information at the end of the Policy.

COLLECTION OF PERSONAL INFORMATION

a. Initial inquiries through the Website

Various types of Personal Information may be required from you in order to proceed with an inquiry or enrollment with ILSC or when opting in to an email subscription service. In most cases, this Personal Information includes your name, e-mail address and/or telephone number.

ILSC may send you information regarding our products and services through e-mail. You may choose to receive this information by filling out a contact form on our Website and giving us your consent. There may be times where, following your request, you may be contacted by a representative of ILSC to further assist you with any questions or concerns you may have.

b. Customer Relationship Management (CRM)

Through our cloud based CRM, Personal Information that may be stored includes your name, email address, telephone number and nationality. For a list of all Personal Information obtained by ILSC, please view our contact form page here. Our in-house team uses that Personal Information to respond to inquiries. Unless required by law, we do not share this Personal Information with third party agencies.

c. ILSC.com Chat

Through our automated chat found online at www.ilsc.com, www.ilsc.com.br, www.ilsc-espanol.com, www.ilsc.ru, www.learnfrench.ca, and www.continuing-education.ilsc.com Personal Information that we may collect includes your name, email address and nationality. In addition, our in-house team may ask some follow-up questions involving additional Personal Information in order to determine course interests and assist students in the most efficient way. Unless required by law, we do not share this Personal Information with third party agencies.

d. Facebook remarketing

Facebook may use cookies to display ads based on past visits to the Website. Any data collected will be used in agreement with our own Policy as well as Facebook’s privacy policy. You can set preferences for how Facebook advertises to you within your Facebook profile – instructions are available via Facebook.

e. Google Analytics

Through Google Analytics, ILSC can track location of website traffic and the source of our visitors browsing (desktop, tablet, mobile etc.) as well as the total time spent on the Website. IP addresses, URLs visited, and related information is recorded for all site visitors for the purpose of site traffic analytics and captured as part of normal operation in our server logs. Cookies are used to track logins, sessions, and collect anonymous traffic data.

This information is used to understand our audiences, including where they are from, what they are looking for and how we can best assist them. This information allows ILSC to stay in tune with our audiences and helps to improve our online user experience.

For more information on how Google uses data when you use our Website, the student app and the LMS, please refer to this link: www.google.com/policies/privacy/partners

f. Student app and the LMS

Any Personal Information you provide to ILSC through our student app and the LMS will be used for the sole purpose of responding to your specific questions or concerns. Your Personal Information may be accessible to staff who administer the platforms and the infrastructure. We will ensure that our staff and those acting on our behalf obtain, use and disclose Personal Information collected through the use of our student app and the LMS lawfully and correctly. Unless required by law, we do not share this Personal Information with third party agencies.

g. Internal database

In the case of a student registration, Personal Information that is required includes name, e-mail address, passport information and date of birth. Please view our application form for all required information here. ILSC’s internal database stores Personal Information from a completed application form as well as students’ schedules, grades and attendance. We will ensure that our staff and those acting on our behalf obtain, use and disclose Personal Information from our internal database lawfully and correctly. Unless required by law, we do not share this Personal Information with third party agencies.

h. ILSC Education Group Landing pages

ILSC occasionally has landing pages, which require basic Personal Information such as name, email address, telephone number, and nationality. Our in-house team will use this Personal Information to respond to inquiries appropriately. Unless required by law, we do not share this Personal Information with third party agencies.

i. Third party payments

When you make any purchases through our Website, you make that payment to us using our third party payment tools. We do not collect any payment information from you; we merely process that data in passing it on to our third party payment providers, for them to process the payment. All credit card information (numbers, expiration dates, CVC number) are managed by our secure payment gateway via our third party payment tools which work to protect the security of your financial information. When submitting your payment information through our third party payment tools, please note that they each have their own privacy policy and that we do not accept any responsibility or liability for their privacy policies.

IDENTIFYING PURPOSE

You agree that we may collect and use Personal Information from you and about you for the following purposes:

- To communicate with you, including responding to your questions or inquiries in relation to the products and services that we provide through the Website, the Other Services and through our social media channels.
- To understand your needs in order to market and remarket products and services to you.
- To analyze the suitability of our products and services for you.
- To determine your eligibility for our products and services, including to verify your Personal Information through communicating with any references provided by you.
- To develop, manage and offer products and services that meet your needs.
- To provide you with ongoing service.
- To manage and assess our risks, operations and relationship with you.
- To meet our legal and regulatory requirements.
- To facilitate the processing of payments.

SAFEGUARDS

To support our Website’s security, we use spam protection tools from third party platforms such as Google reCAPTCHA. As a result, when you pass through our Website, your hardware and software information, such as device and application data and the results of integrity checks, may be sent to these platforms for analysis. You should check the relevant third party website for more information on how they control the dissemination of this data.

Our online payment solutions are available for multiple ILSC services. These are hosted through third-party accredited payment processors, which adhere to specific country and banking requirements. As such, they ensure all security measures are addressed for all customers, ILSC included.

LIMITING USE, DISCLOSURE, AND RETENTION

Unless you consent otherwise or it is required by law, Personal Information can only be used or disclosed by us for the purposes for which it was collected. We keep Personal information only as long as required to serve those purposes.

Personal Information that is no longer required to fulfil the identified purposes is destroyed, erased or made anonymous.

ILSC may internally share your Personal Information for the purposes identified in this policy with its employees, affiliates or other related and affiliated companies in Canada or outside of Canada. Only such companies with legitimate business reasons will have access to your Personal Information and must ensure that Personal Information in their possession is securely held.

There are some examples where ILSC will not seek your consent for disclosure to outside third parties. These examples are:

- Where there is a legal obligation to disclose Personal Information under a court or government order as for instance to detect or prevent illegal activity
- Where personal information is given to our agents and service providers for services such as data processing of electronic fund transfers or loan collection
- Where the disclosure is of regulated public information.
- ILSC has developed and implemented detailed retention principles, and will ensure destruction of personal information in a method that prevents improper access.

ACCURACY

We try to ensure that the Personal information that we collect is accurate, complete, and up-to-date as possible in order to properly satisfy the purposes for which it is to be used. If we are unable to verify your Personal Information or contact you, we may be limited in our ability to provide you with access to our Website and our Other Services.

OPENNESS

Upon request, ILSC will provide an explanation of its Policy with respect to the management of Personal Information. You can contact our Privacy Officer with any inquiries or complaints or if you require further information.

INDIVIDUAL ACCESS

If you would like to obtain a copy of the Personal Information held about you by us, or update, correct, or delete any Personal Information that you have provided to us through your use of the Website and/or the Other Services, or otherwise, or if you have any questions or suggestions for improving this Policy, please contact us. If you have questions about unsubscribing from email or other communications do so by using the email below in the Contact Us section. We may only deny access to your Personal Information when such denial is: (1) required or authorized by law; (2) when granting you access would have an unreasonable impact on other people’s privacy, unless the requested information is severable from the Personal Information of other people; and (3) to protect our confidential commercial information. If we deny your request for access to, or refuse a request to correct information, we shall explain why.

CONSENT TO COLLECTION OF PERSONAL INFORMATION

Subject to certain legal and contractual restrictions and reasonable notice, you may refuse or withdraw consent to the collection, use or disclosure of Personal Information at any time by contacting our Privacy Officer. In addition, you may also opt out of certain communications we may send you regarding other products and services.

If you refuse or withdraw your consent, we may not be able to provide you or continue to provide you with some products, services or information which may be of value to you.

CHALLENGING COMPLIANCE

Any individual may address a written challenge concerning our compliance with this Policy to our Privacy Officer at the contact information found at the end of this Policy.

ILSC will investigate all written complaints. Should we find that a complaint has reasonable grounds, we will take all appropriate steps to correct the information and amend the policy or practice as required, and will notify the individual about the outcome.

CHANGING OUR POLICY

From time to time, we may update or make amendments to the Policy to comply with any changes in legislation or to take into consideration any other issues that may arise. Should we make any changes, we will post the revised Policy on the Website and/or provide you with a link or an email notification. We encourage you to check back often and keep yourself informed about our Policy. As we continue to serve you and where changes have been made to this Policy, our continued business relationship constitutes acceptance of those changes.

CONTACT US

If at any time you have any questions regarding our Policy, or our access and use of Personal Information, or if you wish to withdraw your name from any of our mailing lists, do not hesitate to contact us.

ILSC welcomes any questions, comments or inquiries. You may contact our Privacy Officer regarding your specific privacy questions or concerns at: Privacy.Officer@ilsc.com

