

Student Contract for Admission

VANCOUVER, TORONTO, MONTRÉAL, SAN FRANCISCO, NEW YORK, BRISBANE, SYDNEY, NEW DELHI

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

STUDENT INFORMATION

<input type="checkbox"/> Male <input type="checkbox"/> Female	Address
Last name	
First name	
Middle name(s)	
Birthdate (MM/DD/YY)	Nationality
Mobile number	First language
Email	
School location: <input type="checkbox"/> ILSC-Vancouver <input type="checkbox"/> ILSC-Toronto <input type="checkbox"/> ILSC-Montréal <input type="checkbox"/> ILSC-San Francisco <input type="checkbox"/> ILSC-New York <input type="checkbox"/> ILSC-Brisbane <input type="checkbox"/> ILSC-Sydney <input type="checkbox"/> ILSC-New Delhi	
Study Start Date:	Study End Date:

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 2 for The ILSC Education Group Inc. (ILSC-Vancouver, ILSC-Toronto and ILSC-Montréal) policies; Page 3 for ILSC (San Francisco) LLC., ILSC (New York) LLC. and ILSC India Private Ltd. policies; and Page 4 for ILSC (Brisbane) Pty Ltd. (Trading as ILSC-Brisbane and ILSC-Sydney) policies), 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 2007; 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 2007. 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 Scheme. 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 Citizenship and Immigration Canada (CIC) as necessary for the purposes of the International Student Program (ISP), and consent to my information being shared with the CIC, 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.au 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)

Student signature

Parent signature (if student is underage*)

Date (MM/DD/YY)

ILSC authorized signature

Date (MM/DD/YY)

*Age of Majority is 18 in Toronto, Montréal, San Francisco, New York, Brisbane and Sydney 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.

ILSC Canada Policies

ADMISSIONS POLICY

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.

CANCELLATION & REFUND POLICY VANCOUVER

- 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.

CANCELLATION & REFUND POLICY TORONTO & MONTREAL

To receive a refund of any portion of tuition fees, you must give ILSC written notice that you intend to withdraw from the program in which you have enrolled. If your study permit or visa is denied, ILSC will retain the lesser of 25% of the total tuition fees due or \$200 and, if applicable, the \$220 accommodation registration fee. If you cancel in writing before your program starts, you will receive a refund of the following percentage of your tuition fees:

- Less than 7 days after your registration is submitted and at least 30 days before the program start date: the greater of either 75% of the total fees due or total fees minus \$400
- 30 days or more before the program start date: 75% of the total fees due
- 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 be refunded the following percentage of your tuition fees:

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

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.

Specialty programs are not transferrable to core programs. If you change your program from a specialty program to a core program, you have to cancel the specialty program and re-apply for the core program.

If you are eligible for a refund under the conditions above, you will receive the refund within 30 days of ILSC receiving written notice of cancellation or ILSC's notice to you of dismissal.

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 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 of the school 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 shall respond in writing, outlining solutions to the dispute. (This will take place within 2 work days of receiving the letter)

Step 4: If the dispute remains unresolved after Step 3, the student may choose to ask for mediation. The cost will be split between ILSC and the student. The mediator must be impartial and mediation shall take place at the earliest date possible once a mediator has been identified.

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

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.

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.

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.

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.

ILSC Canada Policies

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.

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 Citizenship and Immigration Canada (CIC) 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 CIC 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

ILSC USA Policies

GENERAL INFORMATION

ADMISSION REQUIREMENTS: ILSC accepts students 16 years of age and older. Some programs and courses have specific English level requirements.

ILSC APPLICATION CHECKLIST

- Complete and sign the application.
- Submit your completed application form to your intended school by e-mail, fax or mail.
- Pay registration fee, accommodation registration fee*, and courier fee* by one of the payment methods listed above.

If you are applying for an F1 visa and requesting an I-20, please submit the following documents in addition to the above.

- Include your financial proof of sufficient funds.
- Include a copy of your passport.

After the application is accepted, we will send you the I-20 and Letter of Acceptance, which will give you more information about your next steps.

FINANCIAL PROOF: If you require an I-20 form, you must submit financial proof showing that you have sufficient funds to meet the total tuition of your program plus \$1300/month for living accommodation. Please provide one of the following forms of proof:

- A current personal bank statement or letter from your bank.
- A letter of support from your parents/sponsor stating that they will be responsible for your expenses during your stay, and a bank statement or letter verifying their financial ability to meet your expenses.
- A letter guaranteeing financial support from a sponsoring organization.
- A scholarship letter from your government.

VISA: Please note that as a visitor/tourist, your total hours of study must be less than 18 hours per week. As a visitor/tourist the primary purpose of your stay/visit is traveling, study is considered as a supplemental reason of your stay in the U.S. Students who apply for an F-1 Student Visa must register for a minimum of 4 weeks and study in a program that is more than 18 hours per weeks such as: Full-Time Intensive, Full-Time Plus, Full-Time Premium and Full-Time Intensive Premium.

PAYMENT OF FEES: Registration fee, accommodation registration fee, and courier fee must be paid at the time of registration. The balance of fees, including full tuition and accommodation fees must be paid prior to your first day at ILSC.

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.

YOUR FIRST DAY: On your first day at ILSC, please arrive at 7:45 am. 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 the USA. Classes will begin on Tuesday.

COURSE SELECTIONS: 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 courses are not available, the head teacher will place students in the students' next choices.

ATTENDANCE: 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.

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.

DISMISSAL POLICY

If a student's behavior is deemed inappropriate by the school's standards, students will receive counseling. If inappropriate behavior continues after appropriate warnings, students will be expelled (depending on the severity of the situation, students may be expelled immediately without counseling).

In addition, ILSC students must keep good attendance and attend at least 80% of their classes. They must speak only English when on school premises. If these expectations are not met, students will receive counseling. After appropriate warnings, students will be expelled.

DISPUTE RESOLUTION POLICY

ILSC encourages its students to talk freely about their lives and experiences in the school and in the city. 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.

ILSC–New Delhi Policies

COMPLAINTS & APPEALS POLICY

Students can talk about difficulties with their teachers, counsellors/liasons and/or administration. If no satisfactory solution is found, students can then present the problem in writing to the school or academic director, who will, in writing, address and resolve the dispute. The ILSC dismissal policy can be found in the orientation package students are given on the first day of studies.

CANCELLATION & REFUND POLICY

To receive a refund of any portion of tuition fees, you must give ILSC written notice that you intend to withdraw from the program in which you have enrolled. If your study permit or visa is denied, ILSC will retain the lesser of 25% of the total tuition fees due or \$200 and, if applicable, the \$95 accommodation registration fee. Refund percentages are calculated based on the entire program length, not session by session.

If you cancel in writing **before your program starts**, you will receive a refund of the following percentage of your tuition fees:

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

ILSC–SAN FRANCISCO CANCELLATION & REFUND POLICY

If the student has first signed a refund agreement with their agency, then the ILSC refund policy no longer applies and the agency's policy takes precedence.

To receive a refund of any portion of tuition fees, you must give ILSC written notice that you intend to withdraw from the program in which you have enrolled. If your study permit or visa is denied, or you cancel before your program start date, ILSC will retain the \$150 non-refundable registration fee and if applicable, the \$95 accommodation registration fee. If you cancel in writing after your program starts or are dismissed from ILSC for just cause after your program starts, you will be refunded the following proportion of your tuition fees:

- If notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, (whichever is later): ILSC shall refund 100% of the amount paid for institutional charges, less the application fee and homestay placement fee, not to exceed two hundred and fifty dollars (\$250)
- If you have completed 60% or less of the period of attendance, ILSC shall refund 100% of unused tuition. Refunds will be based on recalculated weekly tuition rates according to total number of weeks actually studied.
- If you complete more than 60% of your program, ILSC shall NOT refund any portion of tuition.

Change of schedules is considered the same as cancellation. For example, for a schedule change of Full-Time Intensive (28 lessons/week) to Full-Time Plus (22 lessons/week), you will have to cancel the whole program and re-apply for the Full-Time Plus program. Monetary charges as indicated above will apply. Please note that you are NOT able to change schedules that lead to a status change unless you have first officially changed status in the U.S.

Specialty programs are not transferrable to core programs. If you change your program from a specialty program to a core program, you have to cancel the specialty program and re-apply for the core program.

If you are eligible for a refund under the conditions above, you will receive the refund within 45 days of ILSC receiving written notice of cancellation or ILSC's notice to you of dismissal.

**Program is defined as whatever length of time a student registers for.*

ILSC–NEW YORK CANCELLATION & REFUND POLICY

If the student has first signed a refund agreement with their agency, then the ILSC refund policy no longer applies and the agency's policy takes precedence.

To receive a refund of any portion of tuition fees, you must give ILSC written notice that you intend to withdraw from the program* in which you have enrolled. If your study permit or visa is denied, or if you cancel in writing at least 14 days before your program start date ILSC will retain the \$125 non-refundable registration fee and if applicable, the \$95 accommodation registration fee, as well as any courier fees, or other fees for services already rendered.

If you cancel in writing less than 14 days before your program start date you will be refunded the following proportion of your tuition fees:

- Less than 14 days before the start date, the school will keep 1 week of regular (non-discounted) tuition fees.

If you cancel in writing at least 14 days before you intend to terminate your program, after your program starts, or are dismissed from ILSC for just cause after your program starts, you will be refunded the following proportion of your tuition fees:

- For courses of 4 weeks or less, no refund will apply.
- For courses longer than 4 weeks, students who terminate in the first 4 weeks will be refunded all tuition fees except for 4 weeks calculated at the regular (non-discounted**) rate.
- For courses longer than 4 weeks, students whose withdrawal occurs after the first 4 weeks but before they have completed 50% of their course, the school will retain a pro-rated amount of tuition at the regular (non-discounted) rate.
- For students who cancel their course after they have completed 50% of their course, the school will retain all tuition fees.

Change of schedules is considered the same as cancellation. For example, for a schedule change Full-Time Intensive Premium (32 lessons/week) to Full-Time Intensive (28 lessons/week), you will have to cancel the whole program and re-apply for the Full-Time Intensive program. Monetary charges as indicated above will apply. Please note that you are NOT able to change schedules that lead to a status change unless you have first officially changed status in the US.

Specialty programs are not transferrable to core programs. If you change your program from a specialty program to a core program, you have to cancel the specialty program and re-apply for the core program.

If you are eligible for a refund under the conditions above, you will receive the refund within 45 days of ILSC receiving written notice of cancellation or ILSC's notice to you of dismissal.

**Program is defined as whatever length of time a student registers for*

***Non-discounted rate: for students who have booked their program at a promotional rate, where applicable, refunds will be calculated by subtracting the difference between the full price and the discounted price from any refund owed.*

ACCOMMODATION REFUND POLICY

Homestay: 14 days' written notice is required. Refunds will be granted on any unused portion.

Residence: Refunds will be determined by the residence.

If you cancel in writing or are dismissed from ILSC **after your program starts**, you will be refunded the following percentage of your tuition fees:

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

Change of schedules is considered the same as cancellation. i.e. for a schedule change of Intensive (30 lessons/week) to Part-Time (17 lessons/week), students will have to 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 receiving written notice of cancellation or ILSC's notice to you of dismissal.

ILSC Australia Policies CRICOS: 02137M

GENERAL & FEES POLICY

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

ENTRY REQUIREMENTS

- 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 Assurance Scheme and the Tuition Assurance Scheme Fund Manager.

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.

YOUR FIRST DAY: On 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.

ELICOS COURSE SELECTIONS: 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.

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.

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.

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.

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 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.

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.

Enrollment fees and Accommodation Placement fees are non-refundable and must be paid at the time the application is sent.

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.

CANCELLATIONS

- Homestay fees (not placement fees) are 100% refunded if written cancellation notice is received more than 14 days before the arrival date.
- Homestay fees (not placement fees) are 75% refunded if written cancellation notice is received 14 days or less before the arrival date.
- All fees are refunded if a student's visa application is denied. Written proof from the Australian embassy or consulate is required.

LEAVING HOMESTAY

- During the first week of homestay, students are required to give written notice* to move out or extend.
- After first week of homestay, the student is required to give written notice* four weeks in advance to move out. If no written notice is given, QHF will assume that the student will move out at the end of the first four weeks or the booked period.

*Quality Host Families Australia will provide a Notice to Vacate Form.

EXTENDING HOMESTAY:

- During the first week of homestay, students are required to give written notice* to extend their homestay. If no written notice is given, QHF will assume that the student will move out at the end of the first four weeks or 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.
- After the first month of homestay: students are to pay homestay fees directly to Quality Host Families.

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 instruction. We will contact the driver and make sure that the student and driver link up. Students that make their own way to host family home without calling the emergency number & following our instructions forfeit the transfer fee.
- The first four weeks of homestay funds are not negotiable.
- Homestay fee 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.

CANCELLATION POLICY

- Placement fee—non-refundable.
- More than two weeks notice – refund applies to accommodation & airport transfer.
- Two weeks or less prior to arrival – one weeks Homestay monies is retained for host family, airport transfer are refundable.
- Signing the student profile/application form acknowledges you have read and understood these terms and conditions.

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

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.

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. 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.

If ILSC Australia 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.