

Greystone College Policies

ADMISSIONS POLICY—GREYSTONE COLLEGE

To be admitted to any Greystone College program, prospective students must meet specific requirements regarding age, prior education, English level, and demonstrated proficiency in the basic skills required for college level work.

All applicants must*:

- Have a secondary school diploma or equivalent (in Toronto, accepted secondary school diplomas must be from Canada or the USA); or
- In Toronto only, be at least 18 years of age, and pass a superintendent approved qualifying test.

Students must submit proof that he/she meets all of the program's admission criteria (e.g. transcript, proof of age, etc.).

All applicants whose first language is not English must provide proof of English proficiency. Please refer to the below chart for the language entry level required for your chosen program. Students taking Interpreting and Translation programs also require proof of proficiency in Korean (school records from education in which Korean was the language of instruction or minimum TOPIK level 5).

Prospective students requesting credit for prior post-secondary education must submit transcripts (in English) before registration.

If the prospective student fails to meet the minimum admission requirements, neither the institution nor the student can waive the requirements.

* For Toronto's TESOL TKT Preparation Certificate, the secondary-school diploma & age requirement are recommended, but not required.

LANGUAGE ENTRY REQUIREMENT FOR INTERNATIONAL STUDENTS

VANCOUVER PROGRAMS		TOEFL IBT	IELTS	ILSC LEVEL
BUSINESS	Advanced Diploma in Business Administration (Academic or with Practicum)	80	6.5	A1
	- Certificate in Business Communications	80	6.5	A1
	- Certificate in Business Management	80	6.5	A1
	- Certificate in Financial Management and Planning	80	6.5	A1
	- Certificate in Human Resources	80	6.5	A1
	- Certificate in International Business and Trade	80	6.5	A1
	- Single Course	80	6.5	A1
	Diploma in Business Communications (Academic or Co-op)	45	4.5	I2
	Diploma in International Business Management (Academic or Co-op)	80	6.5	A1
	Diploma in Supervisory Management (Academic or Co-op)	80	6.5	A1
Certificate in Business Experience (Academic)	80	6.5	A1	
HOSPITALITY	Diploma in Customer Service (Academic or Co-op)	35	4.0	B4
	Diploma in Tourism & Hospitality Management (Academic or Co-op)	65	5.5	I4
I & T*	Certificate in Interpreting and Translation (Korean)	55	5.0	I3
	Diploma in Advanced Interpreting & Translation (Korean) Upgrade	55	5.0	I3
TESOL	Cambridge TESOL Diploma Consisting of the following certificates:	55	5.0	I3
	- TESOL-TKT Certificate	45	4.5	I2
	- TKT-Young Learners Certificate	55	5.0	I3
	TESOL Diploma	65	5.5	I4

* Interpreting and Translation programs also require proof of proficiency in Korean, demonstrated through: school records from education in which Korean was the language of instruction, or minimum TOPIK level 5

TORONTO PROGRAMS		TOEFL IBT	IELTS	ILSC LEVEL
BUSINESS	Certificate in Business Communications (Non-Vocational)	80	6.5	A1
	Certificate in Business Management Clerk	80	6.5	A1
	Certificate in International Business and Trade Clerk	80	6.5	A1
	Diploma in International Business Management (Academic or Co-op)	80	6.5	A1
	Diploma in Supervisory Management	80	6.5	A1
HOSPITALITY	Certificate in Hospitality Skills Co-op	45	4.5	I2
	Diploma in Tourism & Hospitality Management (Academic or Co-op)	65	5.5	I4
	Diploma in Customer Service (Academic or Co-op)	35	4.0	B4
TESOL	CELTA	102	7.5	A2+*
	TESOL Diploma	65	5.5	I4
	TESOL TKT Preparation Certificate	45	4.5	I2
	TESOL 130 Certificate	80	6.0	A1*

* Plus successful completion of pre-interview task and interview

NEW DELHI PROGRAMS		TOEFL IBT	IELTS	ILSC LEVEL
TESOL	TESOL Certificate (& optional Cambridge University TKT)	55	5.0	I3
	Teaching Young Learners Preparation Certificate (TYLP)	45	4.5	I2
	TESOL Business Certificate	65	5.5	I4

ASSESSMENT & CERTIFICATION

In order to graduate and earn a qualification from their program of study, students must successfully fulfill all course requirements (this includes successful completion of all course assignments, exams, practicums, co-operative placements, and class participation, as applicable). Students must also maintain satisfactory attendance throughout their program. All program fees owed by the student must be paid prior to graduation and receipt of any Certificate or Diploma earned.

RESPECTFUL & FAIR TREATMENT OF STUDENTS POLICY

Greystone College expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. This list is not exhaustive and students should request clarification from the Director if they have any questions.

"Student" is defined as including prospective students as well as those currently registered or enrolled in any Greystone College program or activity.

The Code of Conduct students are expected to follow include:

- Attend school in accordance with the Attendance Policy.
- Treat all students and staff members with respect.
- Refrain from any disruptive or offensive classroom behaviour.
- Refrain from cheating or plagiarism in completing class assignments and assessments
- Treat the College property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to the College.
- Refrain from bringing any alcohol or any prohibited mood altering substances to the Institution. This includes, the consumption of substances on the College property or the intoxication of the student on the College property.
- Refrain from making inappropriate remarks concerning another student or staff member's ethnicity, race, religion or sexual orientation (i.e. no discrimination will be tolerated).
- Complete all assignments and assessments (e.g. exams, tests, quizzes) successfully on the scheduled completion dates, i.e. maintain a good academic standing (cannot fail more than 2 academic courses).
- Complete all the requirements for graduation within the registered study period (including co-op placement and post-co-op academic courses if applicable) or apply in writing to withdraw from a program.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

- Sexual assault
- Physical assault or other violent acts committed on or off campus against any student
- Verbal abuse or threats
- Vandalism of College property
- Theft

Students who do not meet the expected code of conduct will be subject to College procedures intended to substantiate the concerns, and determine the course of action which may include: a warning setting out the consequences of further misconduct; setting of a probationary period with appropriate conditions; or immediate dismissal from Greystone College depending on the severity of the misconduct.

Concerns related to a student's conduct shall be referred to the Director to process in accordance with this Policy.

DISPUTE RESOLUTION POLICY

Greystone College provides an opportunity for students to resolve disputes in a fair and reasonable manner. Greystone College encourages an open dialog between all students and College staff members. In the event of a dispute, the following dispute resolution procedures shall be followed.

Procedures:

Step 1: An open dialog between the student and the individual most directly involved shall take place in the hope of finding a quick and mutually acceptable solution to the dispute. If unsatisfied with the outcome, the student will meet with the Student Advisor to discuss the concern as soon as possible and within five days of the incident.

Step 2: If the student is not satisfied with the result of the meeting in step 1, the student should submit a written complaint to the Academic Director. Should this person be absent or be named in the complaint the student should submit the written complaint to the Assistant Director.

Step 3: The Academic Director or Assistant Director will arrange to meet with the student to discuss the concern as soon as possible and within 1 week of receiving the student's written complaint. Following the meeting with the student, the Academic Director or Assistant Director will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 15 days following the receipt of the student's written complaint.

Step 4: If the dispute remains unresolved after step 3 the student may choose to ask for the case to be heard by an Appeals Committee. The committee will consist of the College Director (non-voting), Student Advisor (non-voting), Administrator – not involved in previous steps (voting), Faculty member from different faculty (voting) and faculty member from the Department in question (voting). The committee will be formed at the earliest convenience and all members must be present for the hearing where both parties state their case.

Students making a complaint may be represented by an agent or a lawyer. Students will not be subject to any retaliation as a result of their complaint. After having exhausted the dispute resolution process, Greystone College Vancouver Students may file a claim with the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education (www.privateinstitutions.bc.ca) and Greystone College Toronto students may file their complaint with the Superintendent of Private Career Colleges on the basis that the institution misled the student regarding any significant aspect of an approved program.

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ATTENDANCE & LATENESS POLICY

Greystone College recognizes that good attendance is directly related to student success in completing a program of study. This policy applies to all students who are currently enrolled or are enrolled at any future time.

Students are expected to attend classes as scheduled. Students must attend a minimum of 80%* of their classes each course, as part of the requirement to receive credit for each course or module taken. For example, the maximum number of allowable absences in a 4 week session is 4 in all programs other than TESOL* (Please see Teacher Training policy).

Once the student reaches the maximum number of absences (less than 80% attendance record per course) they cannot write the final exam, quiz or test and/or participate in the final project, and will not receive credit for the course. Exceptions may be made for special circumstances.**

Portions of days will be added together to make whole days. For example, if a student misses two ½ days, that is equal to one day absence. The student is responsible for completing all assignments missed during the absence.

Students must call the College to inform staff of lateness or absence.

*Teacher Training program attendance policy:

- 100% Attendance is expected in Teacher Training programs.
- Students are expected to return to class promptly after each break and lunch time.
- Students must call the College before class starts to inform staff of lateness or absence.
- Points will be deducted for lateness and absences, and students are at risk of not graduating.

**Absences for medical or emergency reasons are considered “excused” absences if the student provides documentary evidence of the reason for the absence such as a doctor’s note.

Students having difficulty meeting these attendance requirements should contact the Academic Director.

Arrangements for absences

If a student has a planned break or a special event that he/she must attend, he/she must see the Director before or during the first week of the program for approval.

FINAL GRADE APPEAL POLICY

Greystone College provides all students with an opportunity to appeal a final grade, while respecting the academic responsibility of the instructor and College.

The policy and procedure applies only to a charge of unfair action toward an individual student, not to a charge of unsatisfactory grading methods. Greystone College presumes that the instructor is applying criteria and methods of grading that are equal to all students and that the instructor’s judgement is authoritative and the final grades assigned are correct.

The Grade Appeal Policy considers whether a grade was determined in a fair and appropriate manner.

Legitimate grounds for appeal include:

1. Grade resulted from an error in addition of marks or error of fact.
2. Grade was not awarded in accordance of evaluation criteria indicated or was awarded in a manner of arbitrariness.
3. Grade awarded was unfair and/or motivated by prejudice or ill will.

The onus is on the student to provide evidence that the grade represents unfair treatment as compared to standards applied to other students.

Procedure:

Step One: The student will first discuss the question of a grade with the instructor, no later than 3 days* after receiving the grade. The instructor and the student will discuss the grade and hopefully the question will be resolved.

Step Two: If the matter remains unresolved after Step One, the student shall meet with the Academic Director within 7 days of receiving the grade. If the Academic Director feels that it may be a legitimate complaint, the Academic Director will meet with the instructor to review the details. After consultation with the Academic Director, the instructor may choose to let the grade remain or change it. This information will be communicated to the student within 2 days of that consultation.

Step Three: If the matter is still unresolved the student will be asked to fill in a Grade Appeal Policy form [the associated fee is \$50] and submit it to the College Director along with any supporting materials that may help clarify the nature of the complaint. The Director will then form an ad hoc Faculty Committee for Appeal of a Grade within 3 days of receiving Grade Appeal Policy Form. The committee will include either the Academic Director or Director and at least one instructor who is familiar with the program and course, but does not have any apparent conflict of interest with the instructor or student of record. The committee will analyze any and all materials that will shed light on the matter, including the course material and assignments in question, grading criteria, and other students’ marked papers.

Step Four: The directive of the committee is to determine whether the complaint is valid or not.

- If yes, the committee will recommend the instructor to change the grade
- If not, the committee will inform the student and the instructor that the grade will not be changed

If the instructor does not agree with the decision, the instructor must provide a written explanation for refusing to change the grade. If the committee feels that the instructor’s written explanation justifies the original grade, the committee will inform the student and instructor in writing and the matter will be closed.

If the grade is to be changed without the support of the instructor, the committee will determine an appropriate grade, which, in fact, could be higher, lower, or the same. The committee will inform the student and the instructor of the change.

Step Four will be completed within 10 days* of committee formation.

* days = normal business days

CREDIT TRANSFER POLICY

Students with prior post-secondary education, must officially request transfer credits through Greystone College in writing (Transfer Credit Request Form) and submit all required documents. Students must submit official transcripts of grades and detailed course outlines in English. All academic credentials, transcripts and test scores submitted to the College must be official. The associated fee is \$25 per course where credit transfers were awarded.

If transcripts are written in a language other than English, an official copy of an authorized English translation must be submitted in addition to the original transcript. Translations must be literal, complete versions of original records, and the documents must be translated by a recognized translation service.

Transfer credits may be granted based on successful completion of post-secondary courses which are similar overall in content to the course(s) at Greystone College. Students may apply for transfer credits up to a maximum of 25% of the program. Final approval for granting transfer credit rests with the College. Students must apply for credit prior to the start of their program.

WITHDRAWAL & REFUND POLICY – GREYSTONE COLLEGE 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.

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REFUND POLICY—GREYSTONE COLLEGE TORONTO

To receive a refund of any portion of fees paid, you must give Greystone College 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 **before your program begins**, Greystone College will retain the lesser of 20% of the total fees paid or \$500 and, if applicable, the \$220 homestay placement fee.

If you cancel in writing **after your program begins** you will be refunded the following percentage of fees paid:

- Less than 50% of the program completed: You will receive a refund of fees paid, minus 20% of the total fees for the program up to a maximum of \$500 and the amount paid for the portion of the program that has been delivered.
- After 50% of your program has been completed: You will not be entitled to any refund.

In certain circumstances, you may be entitled to cancel your program and receive a full refund. These include:

- If you are expelled in a manner, or for reasons not permitted in Greystone College Toronto's expulsion policy
- If Greystone College Toronto collects more than 20% of the total fees for the program to a maximum of \$500 before signing a contract with you
- If a total of more than 10% of the program is taught by unqualified instructors
- If Greystone College's contract does not include mandatory terms required
- If your program is discontinued before you can complete it

Where a student withdraws or is dismissed from their program, the same refund policies apply.

If you are eligible for a refund under the conditions above, you will receive the refund within 30 days of Greystone College receiving written notice of cancellation or Greystone College's notice to you of dismissal. All refunds will be in Canadian Dollars.

For information regarding cancellation of this Enrolment Contract and refunds of fees paid, see sections 25 to 300 of Ontario Regulations 415/06 made under the Private Career Colleges Act, 2005.

REFUND POLICY—GREYSTONE COLLEGE NEW DELHI

Registration/Assessment fee (\$20) and Accommodation Registration fee (\$20) are non-refundable. To receive a refund on all other fees, you must provide Greystone College-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, Greystone College-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 Greystone College-New Delhi receiving written notice of cancellation or Greystone College-New Delhi's notice to you of dismissal.

COLLECTION OF PERSONAL INFORMATION AND CONSENT

Greystone College may collect personal information including medical information as a result of this application and/or a student's time at Greystone College. This information will only be used in the course of the provision of educational, ancillary and medical services either directly or indirectly. Greystone College may provide a student's educational records or information to their parents (if a minor), sponsoring agency or any other educational institution to which the student applies.

In addition, Greystone College (Toronto) Inc. and Greystone College (Vancouver) Inc. 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). This information is shared with the IRCC through Ontario's Ministry of Advanced Education and Development (MAESD), for Greystone College Toronto; and through British Columbia's Private Training Institutes Branch (PTIB) for Greystone College Vancouver.

Banking Information

PAYMENT INFORMATION

Payment can be made by cheque, money order, bank transfer, or credit card. (Visa or Mastercard). Please send all forms with payment in full, directly to the school you will be attending.

MAILING ADDRESS	BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	CREDIT CARD PAYMENTS
GREYSTONE COLLEGE VANCOUVER 560 Granville St., 3rd Floor, Vancouver BC V6C 1W6 Canada Tel 1-604-682-3880 Fax 1-604-682-3885 DL: 019352522932 contact@greystonecollege.com www.greystonecollege.com	Transfer Canadian funds to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1735919 Institution: 001 Transit: 00040 SWIFT code: BOFMCAM2	<i>Transfer US funds to:</i> Wells Fargo Bank, N.A. SWIFT code: PNBPU33NNYC ABA: 026 0050 92 <i>For further credit to:</i> BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4612112 Institution: 001 Transit: 00040 SWIFT code: BOFMCAM2	Funds must be drawn on a Canadian or US bank, payable to Greystone College Vancouver , and mailed to Greystone College Vancouver. Visa or Mastercard accepted. For credit card payments, a credit card authorization form will be provided with your invoice.
GREYSTONE COLLEGE OF BUSINESS AND TECHNOLOGY (TORONTO) INC. 443 University Ave. Toronto, ON M5G 2H6 Canada Tel 1-416-323-1770 Fax 1-416-323-0153 DL: 019376982302 contact@greystonecollege.com www.greystonecollege.com	Transfer Canadian funds to: BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1834255 Institution: 001 Transit: 00040 SWIFT code: BOFMCAM2	<i>Transfer US funds to:</i> Wells Fargo Bank, N.A. SWIFT code: PNBPU33NNYC ABA: 026 0050 92 <i>For further credit to:</i> BMO Bank of Montréal 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1834255 Institution: 001 Transit: 00040 SWIFT code: BOFMCAM2	Funds must be drawn on a Canadian or US bank, payable to Greystone College of Business and Technology (Toronto) Inc. , and mailed to Greystone College Toronto. Visa or Mastercard accepted. For credit card payments, a credit card authorization form will be provided with your invoice.
ILSC INDIA PVT. LTD. B-17 Shivalik, Ground Floor, Gitanjali Road, Malviya Nagar New Delhi 110017 India tel: +91 847 086 6266 fax: +91 011 2669 1534 Please contact inquiry@ilsc.in for invoicing details.	Transfer US funds to: 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 India Pvt. Ltd.	Credit card payments can be made online using our secure online payment service: https://secure2.ilsc.com/forms/payment/india