

# 2016 ILSC Canada Price List

Fees valid for registrations received between Nov 1, 2015 and October 31, 2016, for start dates after Jan 1, 2016. The availability of programs is subject to student enrollment. All fees are in Canadian dollars.

## REGISTRATION FEES

Registration fee—Low season (Jan 4–Jun 24 & Aug 22–Dec 23\*) **\$150** (non-refundable)  
 Registration fee—High season (Jun 27–Aug 19\*) **\$200** (non-refundable)  
 Junior Program registration fee\*\* **\$250**

Textbook & materials fee for students studying 1–11 weeks **\$80**  
 Textbook & materials fee for students studying 12–23 weeks **\$160**  
 Textbook & materials fee for students studying 24+ weeks **\$240**

Registration and materials fees apply to all core and specialty programs unless specified otherwise. Students who extend their study time may be required to pay an additional materials fee based on their overall number of study weeks.  
 \*Registration fee based on study start dates. \*\*Applies to Junior Programs. Included in package pricing, where applicable.

## TUITION FEES PER WEEK

VAN—Vancouver TO—Toronto MTL—Montréal

STUDY SCHEDULE	FULL-TIME INTENSIVE 30 lessons/week Mon–Thurs: 9:00 am–4:00 pm Fri: 9:00 am–12:00 pm	FULL-TIME 24 lessons/week Mon–Thurs: 9:00 am–2:30 pm Fri: 9:00 am–12:00 pm	PART-TIME AM 17 lessons/week Mon–Fri: 9:00 am–12:00 pm	PART-TIME PM 13 lessons/week Mon–Thurs: 1:00–4:00 pm
1–11 weeks	\$395	\$335	\$250	\$150
12–23 weeks	\$370	\$320	\$250	\$150
24+ weeks	\$355	\$305	\$250	\$150

## SPECIALTY PROGRAMS

VAN—Vancouver TO—Toronto MTL—Montréal

SPECIALTY PROGRAM	LENGTH OF PROGRAM	START DATES	COST
<b>Working Holiday Program*</b> <b>English, French or Bilingual**</b> <b>PAID:</b> • VAN • TO • MTL <b>UNPAID:</b> • MTL	<b>Paid placements:</b> 12 weeks study + 12 weeks paid position <b>Unpaid placements:</b> 6–12 weeks study + 4–12 weeks unpaid position	Every Monday except the last week of a session	<b>Full-Time or Full-Time Intensive tuition + service fee \$825</b>
<b>Volunteer Experience Program</b> <b>English, French or Bilingual**</b> • VAN • TO • MTL	6–12 weeks study + 4–12 weeks volunteer experience	Every Monday except the last week of a session	<b>Full-Time or Full-Time Intensive tuition + service fee \$825</b>
<b>Ranchstay</b> • VAN	2–6 weeks study + 2–6 weeks on a ranch	Every Monday except the last week of a session <i>Note: Ranchstay is available all year round. However, there is less riding available between Nov–Feb due to snow</i>	(Full package—all fees included) 4 weeks <b>\$2,980</b> ; 6 weeks <b>\$3,905</b> ; 8 weeks <b>\$4,830</b> ; 10 weeks <b>\$5,755</b> ; 12 weeks <b>\$6,680</b>
<b>IELTS Mastery</b> • VAN • TO • MTL	8 weeks (MTL) 12 weeks (VAN, TO)	Session start dates	<b>Full-Time Intensive tuition*** + materials fee \$100</b> IELTS exam fee (optional) <b>\$295</b> (VAN); <b>\$309</b> (TO); <b>\$299</b> (MTL)
<b>FCE Cambridge Mastery</b> • VAN • TO • MTL <b>CAE Cambridge Mastery</b> • VAN • TO • MTL	5–13 weeks (refer to 1-pager for program schedules)	<b>Vancouver &amp; Toronto:</b> <b>FCE:</b> Jan 4 (9 weeks), Feb 1 (5 weeks), Mar 28 (10 weeks), Apr 25 (6 weeks), Sep 12 (13 weeks), Oct 11 (9 weeks) <b>CAE:</b> Jan 4 (10 weeks), Feb 1 (6 weeks), Mar 28 (10 weeks), Apr 25 (6 weeks), Sep 12 (13 weeks), Oct 11 (9 weeks) <b>Montréal:</b> <b>FCE:</b> Mar 28 (10 weeks), Apr 25 (6 weeks), Sep 12 (13 weeks), Oct 11 (9 weeks) <b>CAE:</b> Mar 28 (10 weeks), Apr 25 (6 weeks), Sep 12 (13 weeks), Oct 11 (9 weeks)	<b>Full-Time Intensive tuition*** + material and test fees: \$350</b> (non-refundable)
<b>Medical English Diploma/Certificates</b> • VAN	Diploma: 12 weeks Certificate: 4 weeks per certificate	Session start dates	Diploma: <b>Full-Time Intensive tuition + \$150</b> materials fee Certificate: <b>Full-Time Intensive tuition + \$50</b> materials fee
<b>University Pathway Program</b> • VAN • TO	Minimum 8 weeks of required academic courses (length varies depending on schedule and progress)	Session start dates	<b>Full-Time Intensive tuition</b>
<b>TESOL TKT Certificate</b> • MTL	4 weeks	Jan 4, Feb 1, Feb 29, Mar 28, Apr 25, May 24, Jun 20, Jul 18, Aug 15, Sep 12, Oct 11, Nov 7	<b>\$1,520 + \$100</b> materials fee ( <b>\$250</b> TKT exam fee optional****)

\*The Working Holiday Program is only available to students who come with a Working Holiday Visa. \*\*French/Bilingual programs are only available in ILSC—Montréal.  
 \*\*\* In Montréal, IELTS is available in the Part-time AM Schedule only. \*\*\*\*Early registration fee - students must register at least 6 weeks prior to taking the exam otherwise additional late fees will apply.

## JUNIOR PROGRAMS: INTERNATIONAL ACADEMY & LANGUAGE ADVENTURE PROGRAMS

VAN—Vancouver TO—Toronto MTL—Montréal

SPECIALTY PROGRAM	LENGTH OF PROGRAM	START DATES	COST
<b>ESL-High School Bridge Program</b> • VAN • TO	Any study length*	VANCOUVER DATES: Any Monday year-round, except the last week of the session. TORONTO DATES: Any Monday between Jun 20 - Aug 29, except the last week of the session (our 2016 program ends Friday, Sep 2).	Junior Program registration fee + either: <b>Full-Time Intensive tuition OR</b> <b>Full-Time tuition OR</b> <b>Part-Time AM tuition</b>
<b>Junior Language Adventure (Youth) Program (English/French**) - Summer Homestay</b> • VAN • TO • MTL	1–7 weeks	Jun 26, Jul 3, Jul 10, Jul 17, Jul 24, Jul 31, Aug 7 (End date: Aug 13)	Package price***: 1 week <b>\$1,640</b> ; 2 weeks <b>\$2,505</b> ; 3 weeks <b>\$3,370</b> ; 4 weeks <b>\$4,235</b> ; 5 weeks <b>\$5,100</b> ; 6 weeks <b>\$5,965</b> ; 7 weeks <b>\$6,830</b>
<b>Junior Language Adventure (Youth) Program - Summer Residence Program Vancouver at UBC</b> • VAN	1–5 weeks	Jul 3, Jul 10, Jul 17, Jul 24, Jul 31 (End Aug 7)	Package price***: <b>\$1,750/ week</b>

\* In Toronto, the program is available in summer only. Students may register for 1 to 12 weeks of study, depending on their start date. Toronto's 2016 program ends Friday, Sep 2.

\*\*French/Bilingual programs are only available in ILSC—Montréal.  
 \*\*\*Refer to Junior Language Adventure Program application form for full details.

The use of UBC's name in this document is strictly for the purpose of identifying the location at which ILSC Education Group is delivering the program. ILSC Education Group has no affiliation with this university and the university is not involved in or responsible for the quality, suitability, delivery or other aspects of ILSC Education Group's 2016 program in any way.

ILSC LANGUAGE SCHOOLS INCLUDES: THE ILSC EDUCATION GROUP INC. (ILSC-VANCOUVER, ILSC-TORONTO, ILSC-MONTRÉAL); ILSC (SAN FRANCISCO) LLC.; ILSC (NEW YORK), LLC.; ILSC INDIA PRIVATE LTD.; AND CRICOS CODE 02137M ILSC (BRISBANE) PTY LTD (TRADING AS ILSC-BRISBANE AND ILSC-SYDNEY)

# 2016 ILSC Canada Price List

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TUTORING FEES			
PROGRAM	LENGTH OF PROGRAM	START DATES	COST
<b>Executive Business English/French*, Customized Small Group or Private</b> • VAN • TO • MTL	Minimum 2 weeks, 20 hours/week	Available year-round upon request—contact ILSC	Customized small group: <b>\$1,200/week</b> Private: <b>\$1,600/week</b> + materials fee
<b>Private Tutoring (English/French*)</b> • VAN • TO • MTL	5–30 hours/week	Available year-round upon request—contact ILSC	General English/French—one person: <b>\$70/hour</b> General English/French—two or more: <b>\$45/hour</b> Specialty English/French—one person: <b>\$80/hour</b> Specialty English/French—two or more: <b>\$60/hour</b>

\*French/Bilingual programs are only available in ILSC—Montréal.

2016 EXAM DATES	
CAMBRIDGE EXAM	EXAM DATES
<b>FCE Cambridge Exam</b> • VAN • TO • MTL	Mar 5, Jun 4, Aug 18, Dec 10
<b>CAE Cambridge Exam</b> • VAN • TO • MTL	Mar 12, Jun 4, Aug 19, Dec 10
<b>CPE Cambridge Exam</b> • VAN • TO* • MTL*	Mar 5, Jun 9, Nov 26
<b>BEC Cambridge Exam</b> • VAN	Mar 19, May 28, Dec 3

ILSC's Canadian locations are official IELTS test centres. IELTS Academic Module exams occur twice per month, and General Module exams at least once per month. Visit our website for dates, or to register: [www.ilsc.com/ielts](http://www.ilsc.com/ielts)

\*Test requires a minimum number of registrants to run

PAYMENT INFORMATION	
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.	

LOCATION	BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	
<b>ILSC EDUCATION GROUP C/O ILSC VANCOUVER</b> 555 Richards St., Vancouver, BC V6B 2Z5 Canada DLI: 019275396842	Transfer Canadian funds to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1251400 Institution: 001 Transit: 08120 SWIFT code: BOFM CAM2	Transfer US funds to: <b>Wells Fargo Bank</b> SWIFT code PNBPUS 3NNYC ABA: 026 0050 92 For further credit to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4680819 Institution: 001 Transit: 00040 SWIFT code: BOFM CAM2	Funds must be drawn on a Canadian or US* bank, payable to <b>ILSC Education Group c/o ILSC Vancouver</b> , and mailed to ILSC—Vancouver
<b>ILSC EDUCATION GROUP C/O ILSC TORONTO</b> 443 University Ave., 3rd Floor, Toronto, ON M5G 2H6 Canada DLI: 019375697742	Transfer Canadian funds to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1833324 Institution: 001 Transit: 00040 SWIFT code: BOFM CAM2	Transfer US funds to: <b>Wells Fargo Bank</b> SWIFT code PNBPUS 3NNYC ABA: 026 0050 92 For further credit to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4784491 Institution: 001 Transit: 00040 SWIFT code: BOFM CAM2	Funds must be drawn on a Canadian or US* bank, payable to <b>ILSC Education Group c/o ILSC Toronto</b> , and mailed to ILSC—Toronto
<b>ILSC EDUCATION GROUP C/O ILSC MONTRÉAL</b> 410 Rue St-Nicolas, Suite 300 Montréal, QC H2Y 2P5 Canada DLI: 019359201512**	Transfer Canadian funds to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1834300 Institution: 001 Transit: 00040 SWIFT code: BOFM CAM2	Transfer US funds to: <b>Wells Fargo Bank</b> SWIFT code PNBPUS 3NNYC ABA: 026 0050 92 For further credit to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4789225 Institution: 001 Transit: 00040 SWIFT code: BOFM CAM2	Funds must be drawn on a Canadian or US* bank, payable to <b>ILSC Education Group c/o ILSC Montréal</b> , and mailed to ILSC—Montréal

\*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.

# 2016 ILSC Canada Accommodations Price List

There is a **\$220 non-refundable accommodation registration fee** for all of the accommodation options listed, which is due in advance to confirm booking. If students change their placement at any time, there is a **replacement fee of \$100**.

<b>HOMESTAY FEES (if applicable)</b>				
HOMESTAY OPTIONS	18 YEARS AND OLDER		UNDER 18 YEARS	
	LOW SEASON	HIGH SEASON*	LOW SEASON	HIGH SEASON*
Homestay—Full board (3 meals per day)	\$224/week (\$32/night)	\$238/week (\$34/night)	\$238/week (\$34/night)	\$252/week (\$36/night)
Homestay—Half board (2 meals per day - no lunch)	\$210/week (\$30/night)	\$224/week (\$32/night)	\$224/week (\$32/night)	\$238/week (\$34/night)
Roomstay	\$154/week (\$22/night)	\$168/week (\$24/night)	N/A	N/A
Custodial letter for students under 18 years (if required)	N/A		\$150 (non-refundable)	
Airport transfer			\$100 (one way)	\$180 (two way)

\*Summer Homestay and Roomstay supplement applies from the night of Jun 26 to the night of Aug 20 inclusive, based on the dates of your stay.

## ALTERNATIVE ACCOMMODATION FEES\*

Visit our website to see our variety of options: [www.ilsc.com](http://www.ilsc.com)

### VANCOUVER — MAI LODGING\*\* (Taxes included where applicable)

Other room types available, please inquire. Minimum age requirement is 19 at time of arrival.

ROOM TYPE***	JAN-APR	MAY-AUG	SEP-DEC
2009 East 27 <sup>th</sup> Avenue Single with shared bathroom	\$210/week	\$285/week	\$210/week
4206 Beatrice Street Single with shared bathroom	\$210/week	\$285/week	\$210/week
1472 East 17 <sup>th</sup> Avenue Single with shared bathroom	\$210/week	\$285/week	\$210/week

### VANCOUVER — YWCA (These rates are for less than 4 week booking, includes taxes. 30 day rates do not have any taxes.)

Other room types available, please inquire. Minimum age requirement is 19 at time of arrival.

ROOM TYPE***	JAN-APR		MAY-AUG		SEP-DEC	
	1-4 WEEKS	5+ WEEKS	1-4 WEEKS	5+ WEEKS	1-4 WEEKS	5+ WEEKS
Single room with hall bathroom	\$260/week	\$235/week	\$425/week	\$365/week	\$260/week	\$215/week
Single room with semi-private bathroom	\$295/week	\$240/week	\$745/week	\$685/week	\$295/week	\$240/week

### TORONTO — CHESTNUT RESIDENCE (Taxes included where applicable)

1 month minimum duration of stay with mandatory meal plan (breakfast and dinner.) Minimum age requirement is 18 at time of arrival.

ROOM TYPE	MAY-AUG
Single room with en-suite bathroom	\$1,731/month
Double room with en-suite bathroom (per person)	\$1,416/month

### TORONTO — RYERSON UNIVERSITY (Taxes included where applicable)

1 day minimum duration of stay. Minimum age requirement is 18 at time of arrival.

ROOM TYPE****	JUN-AUG
ILLC: Single room with en-suite bathroom	\$65/night

### TORONTO — CLARENCE PARK HOSTEL (Taxes included where applicable)

1 day minimum duration of stay. Minimum age requirement is 18 at time of arrival.

ROOM TYPE	LOW SEASON (NOV-APRIL)		HIGH SEASON (MAY-OCTOBER)	
	PER NIGHT	PER WEEK	PER NIGHT	PER WEEK
Private room with en-suite bathroom	\$89	\$588	\$95	\$623

### MONTRÉAL — TRYLON APARTMENTS (Taxes included where applicable)

Minimum age requirement is 18 at time of arrival.

ROOM TYPE	PER WEEK	PER MONTH
Studio (maximum 2 people)	\$560	\$1,398
Junior suite (maximum 3 people)	\$600	\$1,553
Single room (maximum 4 people)	\$700	\$1,957

### MONTRÉAL — GITE DU PARC LAFONTAINE\*\*\*\*\* (Taxes included where applicable)

1 day minimum duration of stay for less than 28 nights. 3 month minimum duration of stay for 28 nights and more rate.

ROOM TYPE	1 NIGHT	3 NIGHTS	7 NIGHTS	28 NIGHTS
Dormitory	\$28	\$75	\$162	\$450
Private room with twin beds, shared bathroom	\$75	\$210	\$430	\$625
Private room with double bed, shared bathroom	\$80	\$224	\$450	\$675

\*Prices are per person. Please confirm availability with ILSC upon registration. For full terms & conditions please refer to our Accommodations brochure.

\*\*Minimum 4 weeks booking required. \*\*\*WiFi can be added on a monthly basis, approximately \$37 Canadian per month.

\*\*\*\*Price includes breakfast. Dinner can be added for an additional \$20 per night.

\*\*\*\*\*Less than 28 nights rates are per room (single or double occupancy). 28 nights and more, the rate is per person. There is an extra fee for additional person: add \$150 to the rate given.

# 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

- 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.

## 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.

## 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.

## 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.*

## 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.

## 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.

## 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.

# ILSC Canada Policies

## 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



# 2016 ILSC USA Price List

Fees valid for registrations received between Nov 1, 2015 and October 31, 2016, for start dates after Jan 1, 2016. The availability of programs is subject to student enrollment. All fees are in US dollars.

REGISTRATION FEES	
Registration fee <b>\$150</b> (non-refundable)	Textbook & materials fee for students studying 1–11 weeks <b>\$80</b>
Junior Program registration fee* <b>\$250</b>	Textbook & materials fee for students studying 12–23 weeks <b>\$160</b>
	Textbook & materials fee for students studying 24+ weeks <b>\$240</b>

Registration and materials fees apply to all core and specialty programs unless specified otherwise. Students who extend their study time may be required to pay an additional materials fee based on their overall number of study weeks.  
\* Applies to Junior programs. Included in Junior package pricing, where applicable

TUITION FEES PER WEEK						
STUDY SCHEDULE	FULL-TIME INTENSIVE* 28 lessons/week Mon–Thurs: 9:00 am–3:00 pm Fri: 9:00 am–12:30 pm		FULL-TIME PLUS* 22 lessons/week Mon–Fri: 9:00 am–12:30 pm Plus 2 lessons of self studies/week		FULL-TIME* 20 lessons/week Mon–Fri: 9:00 am–12:30 pm	
	NEW YORK	SAN FRANCISCO	NEW YORK	SAN FRANCISCO	NEW YORK	SAN FRANCISCO
1–11 weeks	\$450	\$440	\$425	\$395	\$395	\$350
12–23 weeks	\$420	\$410	\$400	\$360		
24+ weeks	\$400	\$370	\$350	\$330		

\*For the Full-Time Intensive and Full-Time Plus schedules, students require a study permit. For the Full-Time schedule, student may come as a Tourist.

SPECIALTY PROGRAMS				SF–San Francisco NY–New York
SPECIALTY PROGRAM	LENGTH OF PROGRAM	START DATES	COST	
<b>Volunteer Experience Program</b> • SF • NY	Concurrent with study or, study followed by volunteering: volunteer hours vary depending on visa	Session start dates	<b>Full-Time or Full-Time Intensive fees + Placement fee: \$525</b>	
<b>TOEFL Mastery with iBT 70+ Guarantee</b> • SF • NY	8–16 weeks (depending on entry level)	Session start dates	<b>Full-Time or Full-Time Intensive fees</b>	
<b>Executive Business English Certificates in Business English, English for Marketing, or English for Business Management</b> • SF • NY	4 weeks/certificate 12 weeks/diploma (Diploma available in SF only)	Session start dates	Full-Time Intensive (per certificate) <b>\$1,900</b> (SF); <b>\$2,060</b> (NY) Full-Time (per certificate) <b>\$1,580</b> (SF); <b>\$1,720</b> (NY)	
<b>University Pathway Program</b> • SF • NY	8 weeks minimum	Session start dates	<b>Full-Time Intensive fees</b>	
<b>Leader in Training (LIT) Program</b> • SF	7-9 weeks	June 19 (End date: Aug 6, Aug 13 or Aug 20)	Package price: 7 weeks <b>\$5,200</b> ; 8 weeks <b>\$5,925</b> ; 9 weeks <b>\$6,650</b>	

JUNIOR: LANGUAGE ADVENTURE PROGRAMS				SF–San Francisco NY–New York
SPECIALTY PROGRAM	LENGTH OF PROGRAM	START DATES	COST	
<b>Junior Language Adventure (Youth) Program - Summer or Winter Homestay*</b> • SF	1–7 weeks summer 1–4 weeks winter	SUMMER: Jun 26, Jul 3, Jul 10, Jul 17, Jul 24, Jul 31, Aug 7 (End Aug 13) WINTER: Jan 3, Jan 10, Jan 17, Jan 24 (End Jan 30)	Package price**: 1 week <b>\$1,885</b> ; 2 weeks <b>\$3,110</b> ; 3 weeks <b>\$4,340</b> ; 4 weeks <b>\$5,565</b> ; 5 weeks <b>\$6,795</b> ; 6 weeks <b>\$8,020</b> ; 7 weeks <b>\$9,250</b>	
<b>Junior Language Adventure (Youth) Program - Summer Residence Program New York held at Fordham University, Lincoln Center</b>	1-5 weeks	Jul 3, Jul 10, Jul 17, Jul 24, Jul 31 (End date: Aug 7)	Package price**: <b>\$2,000/</b> week	
<b>Junior Language Adventure (Youth) Program Summer Residence Program Los Angeles at California State Long Beach</b>	1–6 weeks	Jul 3, Jul 10, Jul 17, Jul 24, Jul 31, Aug 7 (End date: Aug 14)	Package price**: <b>\$1,750/</b> week	

\*Customized youth groups are also available at ILSC–New York and ILSC–San Francisco year-round. Contact ILSC for start dates and pricing \*\*Refer to Junior Language Adventure program application for full details

TUTORING FEES			
Private tutoring available for 4, 8, 24 or 36 lessons per week	Semi-Private tutoring (3 on 1) <b>\$40 per lesson</b>	General Tutoring–Private <b>\$65 per lesson</b>	Business Tutoring/Executive English–Private <b>\$75 per lesson</b>

PAYMENT INFORMATION		
LOCATION	BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES
<b>ILSC–SAN FRANCISCO</b> One Embarcadero Center, Lobby 1, San Francisco, CA 94111-3607 USA	Transfer US funds to: <b>Wells Fargo Bank, N.A.</b> 420 Montgomery St., San Francisco CA 94104 USA Account: 5053896931 Beneficiary Name: ILSC San Francisco Routing transit: 121000248 ABA: 121000248 SWIFT code: WFBUS6S	Funds must be drawn on a US bank, payable to <b>ILSC (San Francisco) LLC</b> , and mailed to ILSC–San Francisco
<b>ILSC–NEW YORK</b> 111 Nassau St., New York, NY 10038 USA	Transfer US funds to: <b>Chase Bank</b> 71 W. 23rd St., New York, NY 10010 USA Account: 959191685 Beneficiary name: Essay Professionals Routing transit: 021000021 ABA: 021000021 SWIFT code: CHASUS33	Funds must be drawn on a US bank, payable to <b>ILSC (New York) LLC</b> , and mailed to ILSC–New York

The use of California State University's, and Fordham University's names in this document are strictly for the purpose of identifying the locations at which ILSC Education Group is delivering the programs. ILSC Education Group has no affiliation with these universities and the universities are not involved in or responsible for the quality, suitability, delivery or other aspects of ILSC Education Group's 2016 programs in any way.

ILSC LANGUAGE SCHOOLS INCLUDES: THE ILSC EDUCATION GROUP INC. (ILSC-VANCOUVER, ILSC-TORONTO, ILSC-MONTRÉAL); ILSC (SAN FRANCISCO) LLC.; ILSC (NEW YORK), LLC.; ILSC INDIA PRIVATE LTD.; AND CRICOS CODE 02137M ILSC (BRISBANE) PTY LTD (TRADING AS ILSC-BRISBANE AND ILSC-SYDNEY)

# 2016 ILSC USA Accommodations Price List

There is a **\$100 non-refundable accommodation registration fee** for all of the accommodation options listed, which is due in advance to confirm booking. If students change their placement at any time, there is a **replacement fee of \$100**.

HOMESTAY FEES (if applicable)								
SAN FRANCISCO								
HOMESTAY OPTIONS	18 YEARS AND OLDER				UNDER 18 YEARS			
	LOW SEASON		HIGH SEASON*		LOW SEASON		HIGH SEASON*	
Homestay—Single room with breakfast only	\$280/week (\$40/night)		\$308/week (\$44/night)		N/A		N/A	
Homestay—Single room with 2 meals per day - no lunch	\$322/week (\$46/night)		\$350/week (\$50/night)		\$350/week (\$50/night)		\$378/week (\$54/night)	
NEW YORK								
HOMESTAY OPTIONS	18 YEARS AND OLDER				UNDER 18 YEARS			
	LOW SEASON		HIGH SEASON*		LOW SEASON		HIGH SEASON*	
	Outside Manhattan	Manhattan	Outside Manhattan	Manhattan	Outside Manhattan	Manhattan	Outside Manhattan	Manhattan
Homestay—Single room with breakfast only	\$336/week (\$48/night)	\$490/week (\$70/night)	\$364/week (\$52/night)	\$518/week (\$74/night)	\$364/week (\$52/night)	\$518/week (\$74/night)	\$392/week (\$56/night)	\$546/week (\$78/night)
Homestay—Single room with 2 meals per day - no lunch	\$392/week (\$56/night)	\$546/week (\$78/night)	\$420/week (\$60/night)	\$574/week (\$82/night)	\$420/week (\$60/night)	\$574/week (\$82/night)	\$448/week (\$64/night)	\$602/week (\$86/night)
<i>*High season supplement is applicable from Jun 26–Aug 20, based on the dates of your stay.</i>								
Airport transfer	SF \$130 (one-way) \$215 (two-way package)				NY \$180 (one-way)			

## ALTERNATIVE ACCOMMODATION FEES\*

Visit our website to see our variety of options: [www.ilsc.com](http://www.ilsc.com)

### SAN FRANCISCO — MONROE RESIDENCE CLUB\*\* (Taxes included where applicable)

1 week minimum duration of stay

ROOM TYPE	1–3 WEEKS		4+ WEEKS	
	LOW SEASON	HIGH SEASON**	LOW SEASON	HIGH SEASON**
Private room with private bathroom	\$483	\$504	\$448	\$469
Private room with shared bathroom	\$427	\$448	\$392	\$413
Shared room with private bathroom	\$322	\$336	\$294	\$308
Shared room with shared bathroom	\$301	\$315	\$280	\$294

### SAN FRANCISCO — VANTAGGIO TURK (Taxes included where applicable)

1 week minimum duration of stay; Minimum age requirement is 18 (minors can stay if waiver form is signed by parent or legal guardian upon arrival)

ROOM TYPE	1–3 WEEKS		4+ WEEKS	
	LOW SEASON	HIGH SEASON**	LOW SEASON	HIGH SEASON**
Private room with private bathroom-medium	\$686	\$721	\$420	\$441
Private room with private bathroom-large	\$714	\$749	\$448	\$469
Shared room with private bathroom-medium	\$371	\$392	\$231	\$245
Shared room with private bathroom-large	\$392	\$413	\$238	\$252

### SAN FRANCISCO — USA STUDENT RESIDENCE (Taxes included where applicable)

1 day minimum duration of stay; Minimum age requirement is 18 (younger than 18 if accompanied by someone 18+)

ROOM TYPE	1–3 WEEKS		4+ WEEKS	
	LOW SEASON	HIGH SEASON**	LOW SEASON	HIGH SEASON**
Private room with private bathroom	\$700	\$735	\$504	\$532
Private room with shared bathroom	\$651	\$686	\$420	\$441
Shared room with private bathroom	\$399	\$420	\$273	\$287
Shared room with shared bathroom	\$378	\$399	\$252	\$266

### NEW YORK — ST. GEORGE RESIDENCE (Taxes included where applicable)

Minimum age requirement is 17 for all residents

ROOM TYPE	PER WEEK
Twin room with private bathroom	\$479

### NEW YORK — MANHATTAN SCHOOL OF MUSIC (Taxes included where applicable)

ROOM TYPE	PER WEEK
Single room with shared bathroom	\$575
Double room with shared bathroom (per person)	\$375

*\*Prices are per person per week. Please confirm availability with ILSC upon registration. For full terms & conditions please refer to Accommodations brochure*

*\*\*High season is from May 28 to August 31, 2016 based on the dates of your stay.*

# 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 on time, as instructed. 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-SAN FRANCISCO REFUND POLICY FOR CANCELLATIONS & WITHDRAWALS

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
- If you complete more than 60% of your program, ILSC shall NOT refund any portion of tuition
- Refunds will be based on recalculated weekly tuition rates according to total number of weeks actually studied
- If you first signed a refund agreement with an agency, then ILSC will issue a refund to the agency in accordance with ILSC-San Francisco's refund policy, and the agency will refund you in accordance to its agreement with you. Please verify your refund agreement with your agent.

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-SAN FRANCISCO REFUND POLICY FOR DOWNGRADING YOUR STUDY SCHEDULE

- A Downgrading Schedule fee of \$95 will apply
- Requests for change of schedule must be made in writing at least 3 weeks prior to the new schedule desired start date
- All schedule changes will take effect on the first day of a new session (note that new sessions start every 4 weeks)
- You are NOT able to change schedules that lead to a status change unless you have first officially changed status in the U.S.

*Note: if you change your program from a specialty program to a core program, you have to withdraw from the specialty program and re-apply to the core program.*

## 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.



# 2016 ILSC Australia Price List CRICOS: 02137M

All prices are in Australian dollars. Fee schedule valid for registrations received between Nov 1, 2015 and October 31, 2016, for start dates after Jan 1, 2016. Confirmation of enrollment requires payment of all fees. Availability of program is subject to student enrollment.

**English Language Programs for International Students (Beginner to Advanced) (4–56 wks) Course Code: 060152J**

REGISTRATION FEES	
Registration fee <b>\$225</b> (non-refundable)	Textbook & materials fee for students studying 1–11 weeks <b>\$80</b>
Underage service fee for student under 18 years <b>\$170*</b>	Textbook & materials fee for students studying 12+ weeks <b>\$160</b>

\*Underage service fee covers the CAAW letter required to secure a student visa for students under 18, as well as additional biweekly checkins from our counselling and homestay staff.

OTHER FEES		
Overseas Student Health Cover (OSHC), please visit <a href="http://www.ilsc.com.au">www.ilsc.com.au</a>	Wire transfer fee <b>\$18</b>	Second campus transfer <b>\$200</b>
	Reprocessing fee <b>\$100</b> student visas	Second change of enrollment <b>\$100</b>

TUITION FEES PER WEEK						
STUDY SCHEDULE	FULL-TIME INTENSIVE 31 lessons (27 hours)/week Mon–Thurs: 9:00 am–4:00 pm Fri: 9:00 am–12:00 pm		FULL-TIME 25 lessons (21 hours)/week Mon–Thurs: 9:00 am–2:30 pm Fri: 9:00 am–12:00 pm		FULL-TIME EVENING 24 lessons (20 hours)/week Mon–Fri: 4:45–9:00 pm	PART-TIME 17 lessons (15 hours)/week Mon–Fri: 9:00 am–12:00 pm
	BRISBANE	SYDNEY	BRISBANE	SYDNEY	BOTH LOCATIONS	BOTH LOCATIONS
<b>1–3 weeks</b>	\$395	\$410	\$360	\$370	\$300	\$320
<b>4–11 weeks</b>	\$385	\$395	\$360	\$370	\$300	\$320
<b>12–23 weeks</b>	\$375	\$385	\$340	\$350	\$300	\$320
<b>24+ weeks</b>	\$345	\$375	\$320	\$330	\$300	\$320

1 lesson = 50 minutes

SPECIALTY PROGRAMS <span style="float: right;">BNE–Brisbane SYD–Sydney</span>			
SPECIALTY PROGRAM	LENGTH OF PROGRAM	START DATES	COST
<b>Cambridge FCE Mastery Program*</b> • BNE • SYD	FCE MASTERY PROGRAM: 10 or 12 weeks	FCE MASTERY PROGRAM FCE: Jan 4 (10 weeks), Mar 14 (12 weeks), Jun 6 (10 weeks), Sep 19 (10 weeks in Sydney, 12 weeks in Brisbane)	<b>Full-Time or Full-Time Intensive study fees + Exam &amp; materials fee</b> (non-refundable, and paid after arrival at ILSC): FCE OR CAE EXAM: <b>\$320</b> Materials fee: <b>\$280</b>
<b>Cambridge FCE and CAE Open Classes*</b> • BNE • SYD	OPEN CLASSES: 1 week minimum	OPEN CLASSES FCE AND CAE Session start dates	
<b>IELTS Mastery</b> • BNE • SYD	4 weeks minimum	Every Monday except the last week of a session	<b>Full-Time study fees</b>
<b>University Pathway Program</b> • BNE • SYD	12 weeks minimum	Every Monday except the last week of a session	<b>Full-Time or Full-Time Intensive study fees</b>
<b>Volunteer Internship Program (VIP)**</b> • BNE • SYD	4–40 weeks study + 4–12 weeks internship	Every Monday except the last week of a session	<b>Full-Time Intensive study fees + VIP placement fee \$825</b>
<b>Job Placement Guarantee Service (JPG) Regular or Premium***</b> • BNE	REGULAR: 12 weeks minimum PREMIUM: 8 weeks Full-Time or Full-Time Intensive	Every Monday except the last week of a session	<b>Full-Time or Full-Time Intensive tuition + REGULAR PLACEMENT: \$450</b> <b>PREMIUM PLACEMENT with on-farm training week: \$1,150</b>
<b>TESL for Young Learners (TESL–YL)</b> • BNE • SYD	4 weeks	Feb 1, Apr 26, Jun 20, Sep 12	<b>Full-Time Intensive study fees</b>

\*Exam booking after the deadline is subject to a late fee. Textbooks to be purchased on the first day of the program. \*\*Unpaid work experience \*\*\*Paid Work Placement service

TUTORING FEES
Private lessons <b>\$100/hour</b>

**PAYMENT INFORMATION**  
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. A surcharge of 2.65% will be applicable to all credit card payments. Please send all forms with payment in full, directly to ILSC–Brisbane.

LOCATION	BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES
<b>ILSC–BRISBANE</b> Level 1, 232 Adelaide St. Brisbane, QLD 4000 Australia CRICOS CODE: 02137M	STUDENT VISAS Transfer Australian funds to: <b>National Australia Bank</b> Capital Office Branch, Ground Floor, 308-322 Queen Street, Brisbane QLD 4000 Australia SWIFT code: NATAAU3304 Account name: ILSC–Australia BSB: 084004 Account: 48-910-1113	Funds must be drawn on an Australian bank, payable to <b>ILSC–Australia</b> , and mailed to ILSC–Brisbane
<b>ILSC–SYDNEY</b> Level 6, 540 George St. Sydney, NSW 2000 Australia CRICOS CODE: 02137M	OTHER VISAS Transfer Australian funds to: <b>National Australia Bank</b> Capital Office Branch, Ground Floor, 308-322 Queen Street, Brisbane QLD 4000 Australia SWIFT code: NATAAU3304 Account name: ILSC–Australia BSB: 084004 Account: 47-919-1485	

# 2016 ILSC Australia Accommodations Price List CRICOS: 02137M

There is a **\$230 non-refundable accommodation registration fee** for all of the accommodation options listed, which is due in advance to confirm booking. If students change their placement after booking, there is a **replacement fee of \$150**.

HOMESTAY FEES* (if applicable)		
	BRISBANE	SYDNEY
Homestay (Half board - no lunch)— 18 years and older**	\$252/week (\$36/night)	\$280/week (\$40/night)
Homestay (Half board - no lunch)—Under 18 years**	\$294/week (\$42/night)	\$315/week (\$45/night)
Airport pick-up or drop-off	\$160	\$150

\*Student housing/alternative accommodation available. Please contact ILSC for prices and details. \*\*Homestay students should expect to pay \$10/week for internet to be charged by the homestay family.

ALTERNATIVE ACCOMMODATION FEES*			
SYDNEY — STUDENT RESIDENCE (Taxes included where applicable) Minimum age requirement is 18 at time of arrival.			
ROOM TYPE	PER WEEK		
Single room with shared bathroom	\$350		
Twin room with shared bathroom (per person)	\$250		
BRISBANE — UNILODGE** (Taxes included where applicable)			
ROOM TYPE	PER WEEK, PER PERSON 1-11 WEEKS	PER WEEK, PER PERSON 12-23 WEEKS	PER WEEK, PER PERSON 24 + WEEKS
Private room (river front)	\$415	\$380	\$355
Private room (non-river front)	\$395	\$365	\$335
Twin share room (river front)	\$290	\$255	\$220
Twin share room (non-river front)	\$280	\$245	\$210
Triple share	\$210	\$190	\$180

\*Please confirm availability with ILSC upon registration. For full terms & conditions please refer to Accommodations brochure and conditions which you will need to sign and submit before we can confirm your booking.

\*\*Unilodge takes weekly bookings only. Minimum 2 week booking required. Once we receive your application for accommodation at Unilodge, we will send you a second application with the full accommodation terms and conditions which you will need to sign and submit before we can confirm your booking. Availability can be confirmed after ILSC receives visa, flight details, accommodation application and payment. A \$50 exit cleaning fee also applies.

## IMPORTANT MEDICAL INSURANCE INFORMATION

Upon arrival, all ILSC students must show proof of valid medical insurance for their entire term at ILSC. 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](http://www.ilsc.com)

# 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 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) × 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

## 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.

### 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.
- 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.

### 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 from 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 to ILSC accommodation staff. If no notice is given, ILSC accommodation staff will assume that 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 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.

## 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](http://www.oso.gov.au) or phone 1-300-362-072 within Australia for more information.

## 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](http://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.

# 2016 ILSC–New Delhi Price List

Fees valid for registrations received between Nov 1, 2015 and October 31, 2016, for start dates after Jan 1, 2016. The availability to programs is subject to student enrollment. All prices are subject to change without notice. All fees are in US dollars.

## REGISTRATION FEES

Registration fee <b>\$20</b> (non-refundable)	Materials fee for students studying 1–11 weeks <b>\$20</b> Materials fee for students studying 12+ weeks <b>\$40</b>	Speed post charges <b>\$45</b>
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Registration and material fees apply to all core and specialty programs unless specified otherwise. Students who extend their study time may be required to pay an additional materials fee based on their overall number of study weeks. Service tax included in fees.

## TUITION FEES PER WEEK - English, French or Hindi

STUDY SCHEDULE	FULL-TIME INTENSIVE 30 lessons/week Mon–Thurs: 10:00 am–5:00 pm Fri: 10:00 am–1:00 pm	FULL-TIME 24 lessons/week Mon–Thurs: 10:00 am–3:30 pm Fri: 10:00 am–1:00 pm	PART-TIME AM 17 lessons/week Mon–Fri: 10:00 am–1:00 pm	PART-TIME PM 13 lessons/week Mon–Thurs: 2:00–5:00 pm
<b>1+ weeks</b>	\$165	\$125	\$90	\$70

## SPECIALTY PROGRAMS

SPECIALTY PROGRAM	LENGTH OF PROGRAM	START DATES	COST
<b>VIP (Volunteer Internship Program)</b>	Minimum 2 weeks Full-Time Intensive study + minimum 4 weeks internship	Session start dates	<b>Full-Time Intensive tuition fee + internship fee \$740</b>
<b>English on the Road—India</b>	Minimum 2 weeks Full-Time Intensive study + 5–9 days India tour	HIMACHAL PRADESH: Apr 8, May 20, Jun 10, Sep 30* RISHIKESH/AMRITSAR: Jan 17, Mar 13, May 29 RAJASTHAN: Jan 8, Feb 19, Oct 28, Nov 25, Dec 16 <i>*Sep 30 tour will run depending on monsoon</i>	<b>Full-Time Intensive tuition fee + tour fee:</b> Rishikesh <b>\$300</b> ; Rajasthan <b>\$420</b> ; Himachal <b>\$395</b> <i>Additional optional activities are available for an added, per-activity cost. Please see the program flyer for a list of what is included in the base program price.</i>
<b>English and Yoga</b>	2 weeks or 4 weeks	Please contact ILSC–New Delhi	Registration + materials fees + Full-Time 2 week package: <b>\$360</b> OR Full-Time 4 week package: <b>\$720</b>
<b>Youth Program (Customized)</b>	Please contact ILSC–New Delhi	Please contact ILSC–New Delhi	Please contact ILSC–New Delhi
<b>French Communication Courses</b>	Flexible	Session start dates	See tuition fees
<b>Hindi Communication Courses</b>	Flexible (Courses are offered in the AM timeslot only. For longer daily Hindi study schedule, add tutoring)	Session start dates	See tuition fees

## TUTORING PROGRAM FEES *Minimum registration: 8 hours/week*

<b>Tutoring–Private:</b> \$24/hour per person	<b>Tutoring–Mini-group</b> (2–3 people): \$19/ hour per person
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There is a **\$20 non-refundable accommodation registration fee** for all of the accommodation options listed, which is due in advance to confirm booking.

## ACCOMMODATION FEES

HOMESTAY OPTIONS	SINGLE ROOM		SHARED ROOM	
	LOW SEASON	HIGH SEASON*	LOW SEASON	HIGH SEASON*
<b>Homestay—Half board*</b>	\$189/week (\$27/night)*	\$210/week (\$30/night)*	\$147/week (\$21/night)*	\$168/week (\$24/night)*
<b>Premium Homestay*</b>	\$245/week (\$35/night)*	\$266/week (\$38/night)*	N/A	N/A
<b>Apartment*</b> (Shared kitchen & bathroom; maid service included)	\$154/week (\$22/night)*	\$175/week (\$25/night)*	\$112/week (\$16/night)	\$133/week (\$19/night)*

*\*High season supplement (Mar 27–Sep 24), based on the dates of your stay.*

## OPTIONAL EXTRAS

<b>Airport transfer</b> \$25 (one way) \$45 (two way)	<b>Wireless Internet USB card</b> (use anywhere, anytime) \$6/week	<b>Taxi service</b> (depending on distance travelled) \$29/day (approx.)
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## PAYMENT INFORMATION

Payment can be made by cheque, money order, or bank transfer. Please send all forms with payment in full, directly to the school.

LOCATION	BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES
<b>ILSC–NEW DELHI</b> B–17 Shivalik, GF, Gitanjali Road, Malviya Nagar, New Delhi 110017 India	Transfer US funds to ILSC India Pvt. Ltd.: <b>HDFC Bank Ltd</b> C-5/32, Safdarjung Development Area (SDA) New Delhi 110016 India Purpose of remittance: tuition fees Account: 00322560001633 SWIFT code: HDFCINBBXXX	Make payable to <b>ILSC India Private Limited</b> and mail to ILSC–New Delhi

# 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 \$20 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

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 Session Start Dates

Where holidays land on session start dates, the session start moves ahead to the next business day. One school session is 4 weeks. Student intake is every Monday, except the last Monday of a session. If you start on the 2nd, or 3rd Monday of a session, you may be placed in an ongoing class.

## 2016

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## 2016 HOLIDAYS & SCHOOL CLOSURES\*

There are no classes during holidays and school closures.

CANADA	USA	AUSTRALIA	INDIA
Jan 1	Jan 1	Jan 1	Jan 1 Aug 25
Feb 8 (VAN only)	Jan 18	Jan 26	Jan 26 Sep 5
Feb 15 (TO only)	Feb 15	Mar 28	Mar 7 Oct 2
Mar 25	May 30	Mar 28	Mar 24–25 Oct 11
May 23	Jul 4	Apr 25	Mar 27 Oct 30
Jun 24 (MTL only)	Sep 5	May 2 (BNE only)	May 21 Nov 14
Jul 1	Oct 10	Jun 13 (SYD only)	Jul 7 Dec 24–25
Aug 1 (VAN & TO only)	Nov 11	Aug 10 (BNE only)	Aug 15
Sep 5	Nov 24–25	Oct 3	
Oct 10	Dec 26–30	Dec 26–30	
Nov 11			
Dec 26–30			

\*Holidays are determined by state/provincial and/or national governments and are subject to change. In India, elections may be called on short notice, and local laws require business closure. Students will be informed as soon as possible of any changes in holiday and school closure dates.

## 2017

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## 2017 HOLIDAYS & SCHOOL CLOSURES\*

There are no classes during holidays and school closures.

CANADA	USA	AUSTRALIA	INDIA
Jan 2	Jan 2	Jan 2	Jan 1 Aug 14–15
Feb 13 (VAN only)	Jan 16	Jan 26	Jan 26 Aug 25
Feb 20 (TO only)	Feb 20	Apr 14	Feb 24 Sep 30
Apr 14	May 29	Apr 17	Mar 13 Oct 2
May 22	Jul 4	Apr 25	Apr 14 Oct 19
June 26 (MTL only)	Sep 4	May 1 (BNE only)	Apr 16 Nov 4
Jul 3	Oct 9	Jun 12 (SYD only)	May 10 Dec 24–25
Aug 7 (VAN & TO only)	Nov 10	Aug 16 (BNE only)	Jun 26
Sep 4	Nov 23–24	Oct 2	
Oct 9	Dec 25–29	Dec 25–29	
Nov 13			
Dec 25–29			