



STUDENT CONTRACT

TERMS & CONDITIONS

2024

PERSONAL INFORMATION

Name: _____

ID #: _____

ADDRESS IN CANADA

Street Name & Number: _____

Province: _____

Postal Code: _____

Phone #: _____

Email: _____

CLLC PROGRAM

Registered Program: _____

Delivery Method: In Class

Length of Study (Weeks): _____

Hours / Week: _____

Lessons / Week: _____

Program Start Date: _____

Program End Date: _____

Today's Date: _____

STUDENT RIGHTS, RESPONSIBILITIES & CLLC POLICIES

As a student at CLLC, I understand, acknowledge & accept that I have certain rights & responsibilities which are detailed in this student contract. Students have the right to fair treatment by staff & students & have the right to complain, either formally or informally, if they deem to have been treated unfairly (see Complaints Procedure below). Students have the responsibility to meet the academic performance requirements of CLLC, follow its policies, treat staff & students with respect & make prompt payments for tuition, homestay & activity fees that have been incurred.

CLLC provides or ensures the provision of supports to you for any program or training that include, at a minimum;

- Housing supports, such as specific homestay arrangements or links to one or more organizations to assist with finding appropriate housing if the institution does not provide housing itself,
- A mechanism to provide health insurance for International Students, or information on where such insurance can be obtained,
- Academic, career and peer counselling supports or links to such supports in the community,
- Links to cultural or religious community organizations,
- Health and other social service supports, or links to such supports in the community,
- A current list of contacts at the nearest embassy or consulate representing the student's country of citizenship, and
- Orientation or welcome services for International Students.

Admission to CLLC Programs

Prior to beginning my studies, I acknowledge receipt of the program, full cost breakdown, program outline & the Student Handbook.

I understand and agree to the following guidelines with regard to admittance:

- Prior to beginning my program of studies, I will write a placement test & will be interviewed by the campus Academic Manager. It is upon the results of these prior assessments that a decision will be made regarding the level and program of study I will be placed in.
- CLLC level equivalency chart below is for general guidance purposes only, it does not guarantee a student admission to any given level.

CLLC LEVEL	CANADIAN LANGUAGE BENCHMARK	ENTRY IELTS SCORE
General English - Level 1	3	0-3
General English - Level 2	4	3-5
General English - Level 3	5	4.0
General English - Level 4	6	4.5
General English - Level 5	6.5	5.0
General English - Level 6	7	5.5
University Pathway Program	8	6.0

Academic Performance Requirements

I understand & agree that I must meet all academic performance and attendance requirements. As such, I agree to the following:

- If I fail two consecutive months I will be asked to sign a “Probationary” contract. If performance plateaus I may be asked to leave with a refund based on CLLC’s refund policy. Alternatively, I may not be promoted to the next level, receive my certificate or I may be asked to change my program.
A CLLC program completion certificate will be issued by CLLC no later than 30 days after I have successfully completed all course requirements if my account is in good standing. The certificate will indicate my course average & last level completed.
- IELTS & Business classes are offered based on the number of interested students
- My evaluations include: weekly tests, assignments (written and oral), homework, class participation, move up tests & formal & informal meetings with teachers & administration.

Attendance

I understand & agree to the following guidelines with regard to attendance:

- I must attend classes regularly & on time.
- If I choose not to attend I must be out of my homestay during normal school hours.
- If I am absent or late on a regular basis I may be asked to leave CLLC & its Homestay Program.

Move Up Policy

I understand & agree to the following process for moving up to a higher level:

In order for students to progress through General English (GE) Program & to advance to the University Pathway Program (UPP) they will have to fulfill the following criteria:

- Meet the required number of hours
- Meet the required marks on weekly tests & assignments
- Receive a teacher recommendation

Standard Move-Up Process

1. When a student reaches the 8th week of the General English Program, they should talk to their Reading and Writing teacher about writing the move-up test.
2. Teachers are responsible for monitoring the readiness of their students to write the move-up test. This involves evaluating the students' past four test or presentation marks, and making sure they reached 75%.
3. In addition to academic performance, students need to maintain an attendance record of at least 85%, reflecting good academic standing.
4. The teacher will make a recommendation if the student has met the move-up requirements. This includes consistent completion of homework and assignments, successfully passing tests, maintaining regular attendance, and demonstrating strong class participation and engagement.

5. The Reading and Writing teacher must also communicate with the Listening and Speaking teacher to evaluate the student's overall performance.
6. If the student does not have four marks above 75%, they are required to stay at the current level until this requirement is met.
7. Once the student and the teacher are in agreement, the move-up test can be scheduled for the end of the 9th week.
8. In order to move-up to the next level a student needs to get a minimum of 75% on the move-up test and at least 75% on the Listening and Speaking weekly test or presentation. If successful, moving up will happen after the 10th week in the level.

Student Advocacy

1. If a student believes they are ready to move-up to the next level before having met the move-up requirements, the student can make a request and meet the Academic Manager to discuss the process of taking the move-up test. This option is limited to one time per level..
2. If the student scores 75% or higher on the move-up test, they will be able to move-up to the next level on a trial basis. The move-up is on the condition that the student is able to successfully pass a weekly test in their first two weeks of the new level. - If they are unable to do so, they will need to return to their previous level.

Alternate Program Structure

1. In programs where Reading and Writing components are unavailable, the primary teacher of the program assumes the responsibilities outlined for the Reading and Writing teacher in the standard move-up process.

In Case of Underperformance

1. If a student scores below 75% on the move-up test, additional time in the current level is required. A score of 65% or above necessitates at least one extra week, while a score of 55% or above requires a two-week extension and potential tutoring assistance.

Accelerated Program

1. For students enrolled in the Accelerated Program, which includes an additional IELTS class each day, the move-up process is condensed into a six-week timeframe.
2. These students are expected to write the move-up test in the 6th week, given their academic standing is good and they have four tests exceeding 75%.
3. Upon achieving 75% or higher on both the move-up and Listening and Speaking weekly test, and maintaining an attendance average of 95% or higher, they can move up to the next level immediately after the 6th week.

Academic Dishonesty

I understand & agree to the following:

Academic dishonesty or academic misconduct is any deliberate attempt to cheat, falsify, deceive, make up or tamper with any academic information, data, reports, records, tests or assignments. It may include the following:

- **Cheating** - This occurs when students use unauthorized information or assistance from others on a test or academic assignment or when they provide others with unauthorized information or assistance. An example would be copying another student's answers or sharing answers on a test.
- **Plagiarism** - This occurs when students deliberately submit or present ideas or words from another source as their own (without properly acknowledging the source). Examples are word for word copying, paraphrasing, making up references or submitting another person's work as your own.
- **Fabrication or Falsification** - This occurs when students invent or counterfeit academic information or data. Falsification occurs when students deliberately change academic information or data. Examples are creating nonexistent references & altering grades.
- **Multiple Submissions** - This occurs when students submit work that has already earned academic credit without authorization. Submitting the same paper in different classes or twice in the same class to receive two separate grades is an example.
- **Sabotage** - This occurs when students deliberately try to stop others from doing or completing their work. Examples are stealing or destroying another student's notes, or an assignment or textbook.
- **Complicity** - This occurs when students deliberately help another to be academically dishonest. An example is giving another student a copy of a test or test question without authorization.
- **Deception** - This occurs when students give false information about an academic exercise. Examples are lying to get an extension on an assignment or to be excused from a test.
- **Misuse of Academic Materials** - This occurs when students use them with the intention of being academically dishonest. An example is distributing or selling academic materials to others .

CLLC students are to be responsible for their own learning & to approach their learning with integrity, fairness and honesty. If an instructor suspects a student has engaged or is engaging in academic dishonesty, he or she will arrange to meet with the student in private to discuss the suspected violation of academic standards. A full explanation of the violation and how to avoid it will be offered. If this is a student's first offence, he or she may be asked to redo an assignment or to rewrite a test.

For subsequent offences, the student may face a reduced grade or a zero depending on the seriousness of the infraction & will be given a warning letter that will remain in the student's file. If the behaviour continues unchanged, the student will meet with the Academic Manager or Director to discuss his or her continuation of studies at CLLC.

Academic Complaint Procedure

Students have the right to fair treatment by staff and students & have the right to complain either formally or informally, if they deem to have been unfairly treated. The Complaint Committee is set up to deal with complaints from students such as requesting a change in grade for a test, assignment, report or program they have been enrolled in or receiving unfair treatment from a staff member or student.

Complaints Procedure:

- Students have the right to attempt an informal resolution first before making a formal complaint to the Complaints Committee. Informal resolution involves discussing the issue with your instructor, Academic Manager or Campus Director. Informal complaints will be dealt with in a timely manner to ensure that the student & all other parties concerned have agreed that the issue has been successfully resolved.
- If the student deems the informal process was unsuccessful, he or she may request that a formal complaint process begin.
- The formal process requires that the student submit a written request & any supporting documentation to their Campus Director describing the nature of the complaint in detail.
- Complaints must be submitted within two weeks of the original incident or incidents causing the complaint. Complaints submitted after this time will not be heard. Students can request an extension of this deadline in extraordinary circumstances.
- The Campus Director will review the documentation & determine if the request for an appeal will be presented to the Complaints Committee.
- The Campus Director will inform the student of the time & location of the Complaints Hearing.
- The Hearing will take place within one week of submitting the formal complaint.
- The student must be present at the Complaints Hearing. The student may be accompanied by another person during the complaint process.
- The Committee will hear & consider the complaint. The Committee will discuss the outcome & any decision to be made.
- The student will be notified of its decision in writing by their Campus Director within a period of 7 days.
- The process shall also include:
 - Giving the student making the complaint an opportunity to make oral submissions,
 - Allowing the student to have a person present with the student at all stages of the proceedings
 - The right of the student to have the person referred to in section 15.2(d)(iii)2 (of the 2015 Requirements for Designation) to make submissions on his or her behalf

English Only Policy

I understand & agree that I must speak English 100% of the time at CLLC premises, attending classes or any social activities. I understand the following consequences (on your first day you will be given a warning only):

- 1st, 2nd, 3rd, 4th offence - My name will be recorded, I will attend my classes, however, the hours for the class will not be counted towards my total hours for the level.
- 5th offence - Expulsion at the discretion of CLLC Senior Management, a refund will be granted based on CLLC's refund policy.

* Please note that CLLC provides individual language assistance in an office, away from the common student areas, in order to meet the needs of a more serious situation. Here, a student would be allowed to speak their first language in order to express their needs (with staff only, in a designated office).

Scent-Free Policy

I understand that wearing scented products like perfume, cologne, body spray, lotion, etc. is not permitted at CLLC. I also understand that I may be asked to go home & change my clothes if the scent is in the clothing. Many public spaces in Canada are Scent Free to protect those who have reactions to scents. We thank you in advance for your consideration of others.

Smoke-Free Policy

To protect & enhance CLLC's indoor air quality & to contribute to the health & well-being of all students & employees, CLLC is entirely smoke free. Additionally, the use of all tobacco & cannabis products including chewing tobacco & electronic cigarettes or vaping products is banned from CLLC workplace.

Smoking is prohibited in all of the enclosed areas within CLLC, without exception. This includes but is not limited to classrooms, meeting rooms, private offices, hallways, restrooms, student lounge & all other enclosed facilities.

Smoking is only permitted in designated smoking areas, outside of the CLLC campus.

Drug & Alcohol-Free Policy

I understand & agree with CLLC's "Zero Tolerance" policy towards illegal narcotics. If I bring illegal narcotics to a CLLC location or any social activity the following will occur:

- I will be asked to leave the premises/activity & may be expelled from CLLC (At the discretion of CLLC Management).
- My agent/scholarship sponsor, parents (if I am 18 years or younger) or law enforcement may be contacted.

* Please note that both the legal smoking & drinking age in most Canadian Provinces is 19 years of age.

Vacation Policy

I understand and agree that vacations of one week, or "study breaks" are permitted after 10 weeks (each level). If special circumstances arise during a level I may request a vacation in writing, two weeks before the requested period, with no refund. A vacation cannot be requested once the week has begun, for example requesting a vacation on a Tuesday of the requested week off. I will also provide CLLC with two weeks notice if I change my vacation return date.

PSPP Vacation Policy

Vacation Time for Initial Application:

Initial PSPP applications must be for a minimum of 40-weeks paid, with a 50 week LOA provided to cover 10 weeks of vacation. For the vacation, the standard is that there will be 1 week at Christmas, 1 March Break, and 8 weeks in the summer to match public school breaks. A student may choose to take the vacation at other times, but they may forfeit vacation during public school breaks all vacation time taken is deducted from the 10 week total.

Vacation Time for Extensions:

For extensions under 40 weeks CLLC's standard vacation policy of 1 week of vacation per each 10-week level of studies applies. Extension invoices must begin on the Monday following the Friday end date of the previous invoice.

Additional Vacation Time:

Additional time excused may be granted in exceptional or emergency circumstances (i.e. hospitalization, death in family, etc). If students take unapproved vacation time, they will be marked as enrolled and charged for the weeks they miss.

Credit from Vacation:

Credit weeks owed to students for excused vacation weeks must be used within 12 months of the start date of the initial invoice.

Vacation Request Process:

Students should submit a vacation request form a minimum of 1 week before the start date of their requested vacation. Last-minute vacation requests may not be approved.

National Holidays

CLLC observes Canada's national holidays. If the holiday falls on a Monday that week's classes will begin on Tuesday. If the holiday falls on a weekday, CLLC will be closed. If the holiday falls on the weekend, the holiday will be observed on the following Monday. In the case of inclement weather, CLLC will close for the day(s). There are no refunds paid to students in either instance. Please note that you will be charged for homestay & medical insurance during all of these holidays. Tuition will be charged for all holidays except Christmas & Boxing Day.

Recognized National Holidays for 2024:

HOLIDAY	DATE
New Year's Day	January 1, 2024
Family Day (ON) / Heritage Day (NS)	February 19, 2024
Good Friday	March 29, 2024
Easter Monday	April 1, 2024
Victoria Day	May 20, 2024
Canada Day	July 1, 2024
Civic Holiday (ON) / Natal Day (NS)	August 5, 2024
Labour Day	September 2, 2024
Thanksgiving Day	October 14, 2024
Remembrance Day	November 11, 2024
Christmas Holiday	December 23 - 27, 2024

General Complaint Resolution Policy

All CLLC students have the right to fair treatment by staff and students & have the right to complain either formally or informally, if they deem to have been unfairly treated. Please note that all cases, whether formal or informal, are treated in strict confidence with a focus on respect & understanding for all parties involved.

If your problem is not easily solved, please follow the complaint resolution process below:

- When a problem or issue arises, students are advised to seek information and assistance from either their teacher or an administrative staff member who can then either help find a solution or direct them to another person who can help.
- If the student's problem is not resolved to their satisfaction they may write out their problem or complaint and make an appointment to meet with the Campus Director. The Campus Director will meet with the student, and any other parties, to determine the best solution. The student will allow two days for a partial or full solution to be achieved. After the two day period the Campus Director will provide any updates to the student and ask for further clarification if needed.
- If your problem is not solved to your satisfaction after the previous step, you may send your complaint in writing to Languages Canada to assist (<https://www.languagescanada.ca/en/contact>).

For academic related problems, please speak to your teacher or campus academic team to try to solve the problem. If you aren't able to come to a resolution with your teacher, or campus academic team, please refer to CLLC's Academic Complaint Procedure.

FEES, REFUNDS & DAMAGE POLICIES

Fees

I understand & agree that all fees must be paid 4 weeks before the start of my program. Additionally, I understand that any fees I send to CLLC in advance of my start date will be held in trust until the day I start my course, at which point the funds will be moved from CLLC's Trust Account into CLLC's Main Account.

Furthermore, I understand & agree to the following conditions:

- Tuition fees are calculated weekly, and no part thereof. If I arrive, or depart, in the middle of any week I will be responsible for paying for the entire week.
- Any & all refunds may take up to 30 days for processing.
- In the event of severe weather, fire, flood, local & national holidays, or other unforeseen circumstances, CLLC may close. Please note that no refunds will be issued in these instances.
- If I do not possess medical insurance I will have to purchase it from CLLC. If I have coverage I will have to show proof of coverage on my first day of school. To begin my medical insurance coverage I must inform CLLC of my arrival in Canada. If I do not inform CLLC of my arrival I will be responsible for any expenses incurred until I arrive at CLLC on my first day of school. CLLC's medical plan is calculated per four week period. I also understand that in order to process any medical claims I may have CLLC will release medical information to insurance companies on my behalf.
- I understand that I will be responsible to buy textbooks for each level from CLLC.
- I understand that if a national holiday falls on a Monday, classes begin on the Tuesday - no refund offered.
- Homestay fees may be calculated daily, or weekly & payment is required in advance of the Winter Break.
- CLLC has the right to increase fees without prior notice.
- CLLC ID cards are valid until the course end date.

Refund Policy

I understand & agree to the following guidelines with regard to CLLC's refund policy:

Any refunds are given at the discretion of management & cancellation fees may apply. A full refund (less any agent commission & non-refundable fees) may be granted to me on compassionate grounds. This includes, but is not limited to, my death or serious injury to me or my immediate family during the academic year that requires my return to my home country.

Refund Policy Before First Day at CLLC

- Visa Refusal (Refusal letter must be provided) – 100% of tuition fees
- Any other reason (14 days or more) – 80% of tuition fees
- Any other reason (13 days or less) – 60% of tuition fees

Refund Policy On or After First Day at CLLC

- Visa Refusal (Refusal letter must be provided) – 100% of remaining tuition fees
- Up to 10% of current student invoice completed – 50% of remaining tuition fees
- 11% – 30% of current student invoice completed – 30% of remaining tuition fees
- 31% or more of current student invoice completed – No refund

Refund Conditions

- To be eligible for a tuition refund, I must give written notice that I intend to withdraw from my program.
- Refunds will be issued in the original payment method or at CLLC Management's discretion.
- For eligible refunds, I will receive 80% of any unused homestay fees or 100% medical insurance fees.
- CLLC does not refund tuition fees that have been paid through a CLLC agent. I must speak to my agent directly.
- No refund if I am dismissed permanently from the school for the following reasons:
 - Illegal drug or alcohol use
 - Possession of firearms or other deadly weapons
 - Highly inappropriate conduct (verbal, physical, sexual) at school or on school activities
- If caught and/or witnessed participating in illegal activities I will be entitled to "Due Process" through the school, where each step will be documented. If deemed necessary, law enforcement & immigration officials will be a part of the process. Parents & legal guardians will be notified.

Second Application Fees

Context

If you return or if you decide to take an extended vacation, but then decide to return, you might be eligible for Application Fee Discount.

Within 90 Days

If I return to CLLC within 90 days from my graduation date or application withdrawal date, I will be charged 30% of the original CLLC Application fee. This fee is rounded to \$55 for the 2nd Application for in-person courses. In such cases, no placement test will be required.

After 90 Days

If I return to CLLC after a break of 90 days or more I will need to pay 100% of the CLLC Application fee. Additionally, a placement test will be conducted to assess my language proficiency level. Based on the results of the placement test, I will be placed in the appropriate course level that aligns with my abilities and skills.

Unexpected Leaves (With Time Remaining)

Tuition & Homestay Fees

You can choose to pay your fees all in advance or defer a portion of your course fees to a future date while you are studying. This may be planned ahead of time or may be unexpected. Such cases must be discussed with and approved by CLLC management.

Break From Studies

If I decide to take a break from my studies (for whatever reason), but plan to return within 24 months from the start date of my original course, I am eligible to continue and finish my remaining course. If I return after 24 months the course will be cancelled and no refund will be issued.

Payment of Difference

If I wish to continue my remaining course within the 24 months period I will be required to pay any difference in tuition fees that may have occurred during my absence.

Application Fees

If I return to CLLC after a break of 90 days or more, I will be required to pay 100% of the Application fee.

Homestay Placement Fee

If I return after 90 days or more I will also be responsible for paying the Homestay Placement fee.

New Textbook Fees

I will be required to cover any new textbook fees that may have been introduced during my absence.

Medical Insurance

I will pay updated Medical Insurance fees or share with CLLC my valid medical insurance.

HOMESTAY REQUIREMENTS

CLLC provides full service homestay for those students who request it. Each CLLC campus has dedicated staff who ensure the quality of each home and who can provide support 24/7.

I understand & agree to the following guidelines with regard to CLLC's Homestay Program:

- CLLC requires Homestay fees four weeks prior to my stay or extension. CLLC pays the host family.
- Homestay payments are kept in individual students accounts with CLLC.
- CLLC pays its homestay hosts their "four week cycle payments" one week prior to the due date.
- If CLLC already paid the fees to its homestay families then CLLC cannot guarantee any refunds.
- CLLC allows students to change their homestay without a fee. All issues are resolved within 48 hours through CLLC's "Total Quality Management" System.
- If you would like to make a change to your homestay situation, you must give notice one week prior to your final paid day in homestay.
- If for any reason I cannot meet Canadian standards of conduct within the homestay & the homestay requests that I vacate the home, CLLC will not be responsible for finding me a new homestay. In such circumstances I will be responsible for finding new accommodations.
- When I graduate, I must leave my homestay within two days unless pre-approved by CLLC Management.
- If I take a vacation or leave the homestay permanently, & wish to return to the Homestay Program, the cost to re-join the homestay program is \$205.00.
- If I take a vacation & leave the home, but still occupy the room, I will pay the regular homestay price.
- If I stay extra nights I will be required to pay \$50.00 / night.
- If I decide to leave the Homestay Program, I must inform CLLC officially one week in advance. I will be required to make payment for the one week notice if notice was not given in writing. CLLC will issue an 80% refund to me for any unused remaining homestay balance minus any due homestay fees.
- If I decide to leave the Homestay Program during my first "four weeks cycle payment" I must inform CLLC officially two weeks in advance. CLLC cannot guarantee any refunds if payment has been made to homestay host despite the two weeks notice. CLLC will issue an 80% refund to me for any unused remaining homestay balance that remains in my individual CLLC account.
- In the event that I leave my homestay during the "four weeks cycle payment" & the move is initiated by me or necessitated by my behaviour, I will be required to pay the full fee for the current "four weeks cycle" payment, plus the fee to be paid to the new homestay for the balance of the month.

HARASSMENT COMPLAINT POLICY & PROCEDURE

CLLC is committed to a healthy, harassment-free work environment for all our students. CLLC has developed a company-wide policy intended to prevent harassment of any type, including sexual harassment, of its students & to deal quickly and effectively with any incident that might occur. This policy covers all behaviours that occur on CLLC premises or in other settings where CLLC-related activities occur. This policy applies to all CLLC students.

Definition of Harassment

Harassment occurs when a student is subjected to unwelcome verbal or physical conduct because of race, religious beliefs or creed, colour, place of origin, gender identity or expression, physical or mental disability, age, ancestry, ethnic or aboriginal origin, citizenship, marital status (including single status), source of income, family status or sexual orientations & sex (including pregnancy). Nova Scotia & Ontario Human Rights Law prohibits workplace harassment based on these grounds. Protected grounds under human rights law may also include: record of criminal offences, irrational fear of contracting an illness or disease, political belief, affiliation or activity, association with protected groups or individuals, or other grounds as human rights laws are amended from time to time.

Harassment includes derogatory or vexatious conduct or comments that are known or ought reasonably to be known to be offensive or unwelcome. Harassment may be verbal, physical, written or electronic. Comments or conduct can amount to harassment if directed at another person who reasonably finds the behaviour is unwelcome, personally offensive, or fosters a toxic work or learning environment.

Examples of harassment that will not be tolerated at CLLC are: verbal or physical abuse, threats, derogatory remarks, jokes, innuendo or taunts related to any employee's race, religious beliefs, colour, gender, physical or mental disabilities, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation. CLLC also will not tolerate the display of pornographic, racist or offensive signs or images, practical jokes that in awkwardness or embarrassment & unwelcome invitations or requests, whether indirect or explicit.

Definition of Sexual Harassment:

Sexual harassment includes comments, gestures or physical conduct of a sexual nature where an individual knows or ought reasonably to know that the behaviour is unwelcome & personally offensive to the recipient or to onlookers.

According to the Nova Scotia Human Rights Commission (<https://humanrights.gov.ns.ca/>) & the Ontario Human Rights Commission (<http://www.ohrc.on.ca/en>), sexual harassment can include such things as pinching, patting, rubbing or leering, "dirty" jokes, pictures or pornographic materials, comments, suggestions, innuendoes, requests or demands of a sexual nature. The behaviour need not be intentional in order to be considered sexual harassment.

All harassment is offensive & in many cases it intimidates others. It will not be tolerated within CLLC campuses or on CLLC activities.

Policy Exemptions

The following practices, provided they are conducted in a professional manner, are not considered to fall within the scope of this policy:

- Appropriate supervision & performance appraisal, including training, direction, instruction, evaluation & counselling.
- Appropriate disciplinary action consistent with CLLC policies & legal or contractual obligations.
- Other routine interactions, including interpersonal conflicts or difficulties which from time to time may arise.

Complaint Procedure

If you are being harassed:

- Tell the harasser that their behaviour is unwelcome & ask them to stop. It is acknowledged that in some instances this is not possible or appropriate. If you are unable to communicate directly with the harasser, report your concerns to your teacher or other supervisory personnel. A student who observes an incident that they reasonably believe is harassment should take the incident seriously & address the incident directly by speaking with the individuals involved or by report it to their teacher or other supervisory personnel.
- Keep a record of incidents (dates, times, locations, possible witnesses, what happened, your response). You do not have to have a record of events in order to make a complaint, but a record can strengthen your case & help you remember details over time.
- Make a formal complaint by reporting the problem to one of the following individuals at your campus:
 - Teacher
 - Academic Manager
 - Campus Director
 - Any CLLC staff member you feel comfortable approaching
- You also have the right to contact the Nova Scotia Human Rights Commission or to the Ontario Human Rights Commission to make a complaint of sexual harassment & you can report any incident of assault that has occurred to the following Organizations:

	HALIFAX	OTTAWA	TORONTO
Police - Emergency	911	911	911
Police - Non-Emergency	902-490-0773	613-236-1222	416-808-2222
Rape Crisis Centre	902-425-0122	613-562-2333 / 613-562-2334	416-597-8808 / 416-597-1171
Sexual Assault Centre	902-422-4240	613-234-2266 / 613-725-2160	

Dealing With a Complaint

- Once a complaint is received, it will be kept strictly confidential except to the extent necessary to investigate & resolve the matter. An investigation will be undertaken immediately by senior management & all necessary steps taken to resolve the problem. If appropriate, the actions taken to resolve the complaint may include conciliation.
- Both the complainant & the alleged harasser will be interviewed separately, as will any individuals who may be able to provide relevant information. All information will be kept in confidence except to the extent necessary to investigate and resolve the matter. Records concerning complaints, conciliations & investigations will be retained and stored in a secure and confidential manner.
- If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include immediate ejection if perpetrated by a CLLC student. The incident will be documented in the harasser's file. No documentation will be placed in the complainant's file when the complaint has been made in good faith, whether the complaint is upheld or not.
- If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser. Both the complainant & the alleged harasser will be notified in a timely manner of the decision in writing, by the Campus Director / Manager.
- Regardless of the outcome of a harassment complaint made in good faith, the student lodging the complaint, as well as anyone providing information during the investigation will be protected from any form of retaliation by either CLLC Staff or members of the student body. Retaliation includes dismissal, demotion, unwanted transfer, denial of opportunities within the company or harassment of an individual as a result of having, in good faith, made a complaint or having provided evidence regarding the complaint.
- In certain cases, provincial law may dictate that the local police be involved in the process from the beginning or that they will head an external investigation.

Responsibility of Management

As a CLLC student you must know that it is the responsibility of a director, manager or any person within CLLC, to take immediate & appropriate action to report or deal with incidents of harassment of any type, whether brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or downplayed nor should the complainant be told to deal with it personally. CLLC seeks to provide a safe, healthy & rewarding work environment for its employees. Harassment will not be tolerated within this company. If you feel that you are being harassed, contact us. We want to hear from you.

CLLC HALIFAX	CLLC OTTAWA	CLLC TORONTO	CLLC ONLINE LIVE
Natalie MacIsaac Senior Director natalie@cllc.ca 5201 Duke St., Unit 0230 Halifax, Nova Scotia, Canada B3J 1N9 902-461-9577	Monica Perdomo Director monica@cllc.ca 207 Queen St. Ottawa, Ontario, Canada N5L 1A1 TBA	Abbas Ghods Director abbas@cllc.ca 433 Yonge St. Toronto, Ontario, Canada M5B 1T3 647-980-8377	Jessica Rumble Director jessica@cllc.ca Web-Based International

STUDENT SUPPORTS

Housing

CLLC provides homestay for any student who requests it, either beforehand or once they have arrived. Please see the *"Homestay Requirements"* section of this contract. Help with alternative housing options can be done if requested, however, these are not CLLC managed services. Please see your campus homestay staff for more details.

Medical Insurance

It's required that every CLLC student have medical insurance coverage. This coverage can be purchased through CLLC upon registration, at which point CLLC will make arrangements with a preferred student medical insurance provider, or that the student purchase their own before beginning their studies. If more information about medical insurance is required please see the campus Student Management Counsellor at the campus front desk.

Academic, Career & Peer Counselling

Through its academic staff CLLC offers academic counselling regarding general English language progression, scheduling, long-term goal planning, skill assessment, and post-secondary standards and requirements.

Specific career counselling advice can be obtained through the post-secondary institution the student plans to attend or through the following resources:

HALIFAX

TEAM Work Cooperative
<https://teamworkcooperative.ca/>

Canada Career Counselling
<https://canadacareercounselling.com/>

OTTAWA

Careers By Design
<https://www.careersbydesign.ca/>

Capital Choice Counselling
<https://capitalchoicecounselling.com/>

TORONTO

JVS Toronto
<https://www.jvstoronto.org/>

Canada Career Counselling
<https://canadacareercounselling.com/>

Specific peer counselling advice can be obtained through the post-secondary institution the student plans to attend or through the following resources:

HALIFAX

Peer Support Nova Scotia
<https://www.supportyourpeople.com/>

211 Nova Scotia
<https://ns.211.ca/>

OTTAWA

Max Ottawa
<https://maxottawa.ca/>

Psychiatric Survivors of Ottawa
<https://www.pso-ottawa.ca/>

TORONTO

Stella's Place
<https://stellasplace.ca/>

Better Help
<https://www.betterhelp.com/>

Cultural & Religious Community Organizations

Specific cultural and religious community organizations can be found below:

HALIFAX

New Comer's Guide to Halifax
<https://newinhalifax.ca/>

Relocate Canada
<https://www.relocatecanada.com/>

OTTAWA

Ottawa Cultural Alliance
<https://ottawaculture.ca/>

Ottawa Community Immigrant Services Association
<https://ociso.org/>

TORONTO

Toronto Multicultural Youth Council
<https://www.facebook.com/TorontoMulticulturalYouthCouncil/>

Toronto Central Health Line
<https://www.torontocentralhealthline.ca/listServices.aspx?id=10423>

Health & Social Service Supports

Specific health and social service supports can be found below:

HALIFAX

Department of Health & Wellness
<https://novascotia.ca/dhw/>

Nova Scotia Health
<https://www.nshealth.ca/content/social-work>

OTTAWA

Family & Social Services
<https://ottawa.ca/en/family-and-social-services>

Ottawa Public Health
<https://www.ottawapublichealth.ca/en/index.aspx>

TORONTO

Woodgreen
<https://www.woodgreen.org/>

Toronto Central Health Line
<https://www.torontocentralhealthline.ca/listServices.aspx?id=10423>

Embassies & Consulates

Embassies and consulates can be found below:

HALIFAX

Consular Corps in Nova Scotia
<https://novascotia.ca/iga/honcons.asp>

OTTAWA & TORONTO

Embassies & Consulates in Ontario
<https://www.ontario.ca/page/consular-offices>

FORCE MAJEURE

CLLC is committed to bringing students quality learning experiences, maintaining a high level of academic infrastructure & providing the expert instructors that students have come to expect from us. In order to support this commitment, tuition fees & policies will not change in circumstance where we are obligated to deliver our programs in one or more alternative formats as a result of events which are beyond our reasonable control, such as - acts of war, terrorism, pandemics, illnesses, viruses, epidemics, governmental mandates, regulations, labour shortages/strikes, or other factors affecting our ability to provide safe instruction to our student population on campus.

The decision to move to alternative formats for everyone as a result of the COVID-19 pandemic was considered & done in the interest of student & public safety & to comply with Canadian Government laws. In the result, the way in which education is delivered has been affected, but it does not affect the standard of our program.

WAIVER & RELEASE

I understand & agree that the Canadian Language Learning College & its partners including homestay families are not liable for any injury, loss or unfortunate happening that I may encounter while I am staying at my homestay & / or participating in activities or school events, outings, or any event related to the Canadian Language Learning College. I completely release the Canadian Language Learning College from any possibility of being held liable by myself & / or anyone representing myself. I understand that I must follow & abide by all instructions given by the Canadian Language Learning College staff & if I fail to do so this shall release any claim by me. I also understand that CLLC may take photographs of classes or activities of which I may be included & I give permission to CLLC to use these in school publications, websites or advertising as is deemed necessary.

CONFIDENTIALITY

Please be advised that all personal & academic information collected by CLLC will not be released to any third party representative unless permission has been granted.

ONLINE ETIQUETTE GUIDELINE

Interacting in a virtual space through Online Live Classes can be different from a face-to-face setting in terms of communication. At CLLC, we pride ourselves in providing wonderful opportunities for social interaction in our classes & school activity program. Because communication in a virtual environment is via written text or video conferencing, you may miss body language cues, therefore, it is very important to understand some common rules for good online etiquette. This ensures that the message you would like to convey is received accurately.

For further information please refer to CLLC's Student Terms & Conditions at www.CLLC.ca & the items listed below:

Security

Your password is the only thing protecting your privacy:

- Don't share your password with anyone
- Change your password if you think someone else might know it
- Always log out when you are finished your classes

Guidelines

When communicating virtually, students should always:

- Treat your instructor & classmates with respect in email or any other communication
- Use clear & concise language
- Use humour or sarcasm cautiously as tone is sometimes lost in emails or discussions
- Be careful with personal information (both yours & other's)
- Don't send confidential information via e-mail & chat
- Always be respectful of others' opinions even when they differ from your own
- Do not make personal or insulting remarks
- Remember that all communication should have correct spelling & grammar
- Avoid using the caps lock feature AS IT CAN BE INTERPRETED AS YELLING
- Limit & possibly avoid the use of inappropriate emoticons
- Avoid slang terms & texting abbreviations such as "u" instead of "you"
- Make posts that are on topic & within the scope of the course material
- Take your posts seriously - review & edit your posts before sending
- Be as brief as possible while still making a thorough comment
- Be sure to read all messages in a thread before replying
- Don't repeat someone else's post without adding something of your own to it
- Be mindful of your camera & mute button as to whether it's turned on or off

It is important to treat online classes the same as in-person classes in all respects, including behaviour, clothing attire and professionalism.

STATEMENT OF ACKNOWLEDGEMENT

I understand & agree to the conditions stated in this contract including:

- Making prompt payment for all services & related fees (Tuition, textbook, medical insurance & homestay fees).
- Understanding that CLLC is not liable for any injury, loss or unfortunate happening that I may encounter while I am participating in CLLC school activities or school events, classes, outings or any event related to CLLC (See Waiver & Release).
- Understanding that I must follow all CLLC guidelines, as well as abiding by the laws of Ontario, Nova Scotia & Canada.
- Reading, understanding & agreeing to these Terms & Conditions for studying & enrolment at CLLC.
- Understanding that at any time, without consultation, CLLC may change my class or shift, based on organizational needs.
- Understanding that CLLC will not, at any time, retain my passport, study permit or any such travel document.

Student Signature: _____ Date: _____

CLLC Administration Signature: _____ Date: _____