



CLLC - Canadian Language Learning College Inc.

STUDENT CONTRACT

Terms & Conditions — 2026

Purpose of the Student Contract

The Student Contract is a formal agreement between CLLC and myself that outlines the terms and conditions of enrollment. It confirms the program details, tuition fees, refund policy, and key rights and responsibilities under the International Student Program (ISP) requirements.

This document ensures transparency in financial, academic, and administrative matters and serves as a legal acknowledgment of the mutual expectations between me and CLLC.

By signing this contract, I confirm that I have received and understood the *CLLC Student Handbook* and agree to follow all CLLC policies.

Students will receive a contract in accordance with ISP requirements at the time of enrolment and prior to the start of classes.

PERSONAL INFORMATION

Student Full Name_____

Date of Birth_____

Nationality_____

Passport Number_____

Study Permit Number (if applicable) _____

Emergency Contact Name & Phone_____

**CLLC will not retain passports, study permits, or immigration documents under any circumstances.*

ADDRESS IN CANADA

Street Name & Number: _____

Type of Accommodation: _____

Province: _____

Postal Code: _____

Phone Number: _____

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: _____

Table of Contents

1. Student Rights, Responsibilities, and Supports.....	4
2. Admissions and Academic Policies.....	6
3. Conduct and Behaviour.....	7
4. Complaint Procedure.....	7
5. Fees, Refunds, and Damage Policies.....	7
6. Withdrawals, Dismissals & Record Retention.....	9
7. Homestay Policy.....	9
8. Harassment Complaint Policy.....	10
9. Student Supports.....	11
10. Waiver & Release.....	11
11. Vacation Policy.....	11
12. Confidentiality.....	11
13. Statement of Acknowledgement.....	11

1. Student Rights, Responsibilities, and Supports

1.1 Student Rights

As a student at CLLC, I understand, acknowledge, and accept that I have certain rights which are detailed in this student contract.

I have the right to:

- Be treated fairly and respectfully by all staff and students.
- Access academic, housing, and wellness support during my studies.
- Submit a complaint, formally or informally, if I believe I have been treated unfairly.
- Receive clear and accurate information about tuition fees, refunds, and academic performance requirements.

1.2 Student Responsibilities

I understand that as a student of CLLC, I am responsible to:

- Meet the academic performance standards required by my program.
- Follow all CLLC policies and procedures as outlined in the *CLLC Student Handbook* and this *CLLC Student Contract*.
- Treat all staff, students, and community members with courtesy and respect.
- Keep my personal and contact information up to date at all times.
- Make prompt payments for tuition, homestay, and any activity fees incurred.

1.3 Student Contact Information

CLLC reviews and updates student contact information at intake, mid-program, and upon completion. Students must notify CLLC immediately of any changes to their address, phone number, or emergency contact details. For full details on student contact information requirements and update procedures, please refer to Section 7 (Student Contact Information Update Process) of the *CLLC Student Handbook*.

1.4 International Student Supports

CLLC provides, or ensures the provision of, support to all international students enrolled in its programs. These supports include, at a minimum:

- Housing supports such as specific homestay arrangements, or links to one or more organizations that assist in finding appropriate housing.
- Health insurance guidance or information on where health insurance can be obtained. Academic, career, and peer counselling supports, or access to such supports through community referrals.
- Links to cultural or religious community organizations to support integration and well-being.
- Health and social service information or links to relevant community services.
- A current list of embassies or consulates representing the student's country of citizenship.
- Orientation or welcome services to assist international students upon arrival.

1.5 Compliance Statements

CLLC is not permitted to sell any goods or provide services that students produce or create.

2. Admissions and Academic Policies

The Admissions and Academic Policies are available to past, current, and future international students at any time.

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

I understand and agree that:

- I must complete a placement test and interview with the Academic Manager before being placed in a program level.
- My academic progress, attendance, and performance will determine my eligibility to advance to higher levels.
- I must meet all academic performance and attendance requirements established by CLLC.
- Academic dishonesty, plagiarism, or falsification of records may result in disciplinary action, including dismissal.
- The Admissions and Academic Policies are available to past, current, and future international students at any time.

For full details on attendance, move-up requirements, academic performance, and integrity standards, please refer to the "Academic Policies" section of the *CLLC Student Handbook*.

2.1 Academic Records & Transcripts

CLLC maintains academic records and transcripts for a minimum of 25 years in accordance with International Student Program (ISP) requirements. Students may request access to their records at any time during this retention period by submitting a written request to their campus administration.

Students have the right to receive transcripts and official credentials upon successful completion of their program, and may access the formal complaint process whenever needed.

For detailed procedures relating to credentials, transcript requests, and complaint resolution, see Student Handbook Section 3 (Complaint Procedure) and Section 1 (Academic Records & Credentials).

3. Conduct and Behaviour

I agree to follow all CLLC conduct policies, including the English-Only Policy, Scent-Free Policy, Smoke-Free Policy, and Drug & Alcohol-Free Policy, as outlined in the *CLLC Student Handbook*. I understand that any violation of these policies may result in disciplinary action, up to and including dismissal, in accordance with CLLC's established procedures.

For detailed information about conduct expectations and disciplinary processes, I will refer to the "Conduct and Behaviour Policies" section of the *CLLC Student Handbook*.

4. Complaint Procedure

All CLLC students have the right to fair and respectful treatment and may submit a complaint if they believe they have been treated unfairly. Complaints may be made informally or formally in writing, and will be handled in a timely and confidential manner.

The complaints procedure at CLLC is available to past, current, and future international students at any time.

4.1 Recording of Oral and Written Complaints

CLLC documents all complaints, whether submitted orally or in writing. The record includes:

- the date the complaint was received,
- the student's name,
- a description of the concern,
- actions taken by CLLC, and
- the final resolution.

These records are stored securely as part of the student's file in accordance with ISP requirements.

For detailed information on complaint resolution steps, timelines, and contact information for external organizations such as *Languages Canada*, please refer to the "Complaint Procedures" section of the *CLLC Student Handbook (Section 3)*

5. Fees, Refunds, and Damage Policies

I understand and agree to the following:

- Tuition fees are calculated weekly, and partial weeks are charged as full weeks.
- Tuition fees are collected in accordance with the schedule outlined in this contract.
- Refunds are processed in accordance with CLLC's Refund Policy within 30 days of receiving written notice.
- I must provide written notice of withdrawal to be eligible for any refund.
- In the event of severe weather, holidays, or other unforeseen closures, classes may be cancelled without refund.
- If I do not have medical insurance, I must purchase coverage through CLLC or show proof of valid insurance upon arrival.
- I am responsible for purchasing textbooks for each level.
- Homestay and medical insurance fees are payable in advance.
- I understand that illegal behaviour, misconduct, or expulsion for disciplinary reasons results in loss of refund eligibility.
- CLLC may adjust tuition and service fees without prior notice.

5.1 Tuition Fee Collection Process

Tuition fees are collected according to the following procedures:

1. Payment Methods:
 - CLLC accepts payments by credit card, debit, bank transfer, or approved agent payment.
2. Payment Timeline:
 - Tuition fees for the full study period or for each scheduled installment must be paid before the start date of the program or according to the payment schedule issued to the student.
 - Students on installment schedules must pay each installment before the due date stated on their invoice.
3. Outstanding Balances: Failure to pay tuition or homestay fees by the due date may result in:
 - late fees,

- withholding of certificates or transcripts, or
- suspension of studies until the account is in good standing.

4. Receipts: Students will receive an official receipt for all payments.

5.2 Refund Recipient Confirmation

When a refund is issued, CLLC requires written email confirmation from the student acknowledging the refund.

- For students who applied through an authorized agent, refunds will be issued to the agent, unless the agent provides written instruction requesting the refund be paid directly to the student.
- For students who applied directly to CLLC (retail students), refunds will be issued directly to the student.

Refunds will not be processed until the required written confirmation and instructions are received.

When a refund is issued, CLLC requires written email confirmation from the student or agent acknowledging the refund and confirming that the refund has been received.

Refunds and damage policies are applied in accordance with CLLC's Refund Policy. For full details on refund timelines, PAL deposits, breaks in study, and returning student fees, please refer to the "Fees, Refunds, and Damage Policies" section of the *CLLC Student Handbook*.

The "Fees, Refunds, and Damage Policies" are available to past, current, and future international students at any time.

6. Withdrawals, Dismissals & Record Retention

6.1 Withdrawals

Students may withdraw from their program at any time by submitting written notice to CLLC. Refund eligibility is determined by the Refund Policy in Section 5.

6.2 Dismissal

Students may be dismissed for repeated misconduct, breach of conduct policy, academic non-compliance, or safety concerns. Dismissal decisions are documented, reviewed by Campus Management, and communicated to the student in writing. Refunds (if applicable) follow Section 5 in the Contract and Section 5 in the Student Handbook.

6.3 Records

CLLC maintains written records of withdrawals, dismissals, and formal complaints as part of the student file.

7. Homestay Policy

CLLC offers a full-service Homestay Program with dedicated staff who ensure the quality and safety of all placements and provide support 24/7. I understand and agree to follow all Homestay policies as outlined in the *CLLC Student Handbook*, including payment schedules, notice periods, refund conditions, and standards of conduct while living with a host family.

I acknowledge that:

- Homestay fees must be paid a minimum of four weeks in advance.
- CLLC pays host families on a four-week cycle and cannot guarantee refunds once payment has been made to the host.
- I must provide written notice if I wish to change or leave my homestay.
- Any violation of homestay conduct standards may result in termination of my placement.

For full details on fees, notice requirements, refunds, and behavioural expectations, I will refer to the “Homestay Requirements” section of the *CLLC Student Handbook*.

The Homestay Policies are available to past, current, and future international students at any time.

8. Harassment Complaint Policy

CLLC is committed to providing a safe, healthy, and harassment-free learning environment for all students. Harassment of any kind, including sexual harassment, is strictly prohibited and will not be tolerated on CLLC premises or during any CLLC-related activities.

I understand and agree that:

- I have the right to study in an environment free from harassment or discrimination.
- Any student who engages in harassment or retaliation will be subject to disciplinary action, up to and including dismissal.
- CLLC will handle all complaints confidentially, fairly, and in accordance with applicable human rights laws.
- I may report concerns to my teacher, Academic Manager, Campus Director, or any staff member I feel comfortable approaching.

For detailed information about definitions, reporting procedures, and contact details for human rights and emergency resources, I will refer to the “Harassment Complaint Policy and Procedure” section of the *CLLC Student Handbook*.

The Harassment Complaint Policy is available to past, current, and future international students at any time.

9. Student Supports

CLLC provides or ensures the provision of comprehensive support for all international students. These include housing assistance, medical insurance information, academic and career counselling, cultural and religious community links, health and social service resources, and embassy or consulate contacts.

For full details, please refer to the “Student Supports” section of the *CLLC Student Handbook*. The Student Support Policies are available to past, current, and future international students at any time.

10. Waiver & Release

I understand and agree that the Canadian Language Learning College (CLLC) and its partners, including homestay families, are not liable for any injury, loss, or incident I may encounter while participating in CLLC activities, events, classes, or homestay programs.

- I release CLLC from all claims or liabilities arising from such activities.
- I agree to follow all staff instructions and understand that failure to do so releases CLLC from any related claims.
- I give permission for CLLC to take photos or videos of classes or activities that may include me for use in publications, websites, or marketing.
- I also consent to receive communications about CLLC programs, events, or promotions unless I request otherwise in writing.

11. Vacation Policy

Vacation and study break policies, including PSPP vacation rules and national holiday closures, are outlined in the *CLLC Student Handbook* and are available to past, current, and future students at any time.

Program delivery may be adjusted in accordance with CLLC’s Force Majeure Policy (see Student Handbook).

12. Confidentiality

All personal and academic information collected by CLLC will remain confidential and will not be released to any third party without the student's written consent, unless required by law.

13. Statement of Acknowledgement

I understand and agree to all conditions stated in this Student Contract and the accompanying *CLLC Student Handbook*, including:

- Making prompt payment for all tuition, textbook, homestay, and medical insurance fees.
- Understanding that CLLC is not liable for any injury, loss, or incident during CLLC-related activities (see Waiver & Release).
- Complying with all CLLC policies and the laws of Ontario, Nova Scotia, and Canada.
Acknowledging that CLLC may adjust class schedules or shifts based on operational needs.
- Confirming that CLLC will never retain my passport, study permit, or travel documents.
- Confirming that I have read and received a copy of this *CLLC Student Contract* and the *CLLC Student Handbook*.

Student Signature: _____

Date: _____

CLLC Administration Signature: _____

Date: _____



CLLC - Canadian Language Learning College Inc.

INTERNATIONAL STUDENT HANDBOOK

Terms & Conditions — 2026

Purpose of This Handbook

This Student Handbook provides all CLLC students with clear information about their rights, responsibilities, and available support. It serves as a comprehensive reference guide to help you understand how to navigate CLLC's academic, administrative, and housing processes.

The policies in this handbook are designed to ensure a safe, inclusive, and respectful learning environment. It includes important information about attendance, academic integrity, complaints, refunds, and student supports such as health insurance, counselling, and housing resources.

All students are encouraged to review this handbook carefully and keep a copy for future reference. By signing the Student Contract, you confirm that you have received and understood the information contained in this handbook.

All students receive a Student Contract and Student Handbook, in accordance with ISP requirements, prior to beginning their studies.

Table of Content

1. Admissions and Academic Policies.....	5
2. Conduct and Behaviour Policies.....	9
3. Complaint Procedure.....	12
4. Fees, Refunds & Damage Policies.....	15
05. Homestay Policy.....	19
6. Withdrawals, Dismissals & Record Retention.....	21
7. Student Supports.....	22
8. Health Insurance.....	25
9. Privacy & Confidentiality.....	26
10. Safety & Emergency Procedures.....	26
11. Technology & Online Use Policy.....	27
12. Vacation, Study Breaks & Academic Calendar.....	27

1. Admissions and Academic Policies

The Admissions and Academic Policies are available to past, current, and future international students at any time. Students receive detailed program information, including the program outline, cost breakdown, and the CLLC Student Handbook, as part of the admissions process.

1.1 Placement & Program Level

Before starting classes, all students must complete CLLC's placement process. This includes a placement test and an interview with the Academic Manager. These steps ensure that each student is placed in a level appropriate to their skills and learning needs.

Placement into a level or program is based on a combination of test results, interview assessment, and overall academic readiness. This evaluation allows CLLC to match students with the level that best supports their learning and progression.

CLLC's level equivalency chart is provided for reference only and does not guarantee admission to any specific level. External language test scores may be taken into consideration to assist in level placement, however, all placements must be confirmed through our internal assessment process. Admission to any program is subject to seat availability and institutional capacity.

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

1.2 Attendance Requirements

Students are expected to meet the following attendance standards:

- Attend all classes regularly and arrive on time.
- If choosing not to attend school on a given day, students must leave their homestay during regular school hours.

- Students with repeated absences or lateness may be removed from CLLC and/or the Homestay Program.

1.3 Move-Up Policy (Level Progression)

To progress through the General English (GE) Program and advance to the University Pathway Program (UPP), student must:

- Complete the required number of hours
- Achieve required marks on weekly tests and assignments
- Receive a teacher recommendation

1.4 Standard Move-Up Process

1. At Week 8 of the General English program, students speak with their Reading & Writing teacher about writing the move-up test.
2. Teachers monitor readiness by reviewing the last four test or presentation marks (minimum 75%).
3. Students must maintain at least 85% attendance.
4. Teachers recommend move-up eligibility based on academic performance, homework completion, participation, and consistent engagement.
5. Reading & Writing and Listening & Speaking teachers communicate to assess overall performance.
6. Students without four marks above 75% remain in the current level until this requirement is met.
7. The move-up test may be scheduled at the end of Week 9.
8. To advance to the next level, students must earn:
 - 75% or higher on the move-up test, and
 - 75% or higher on the Listening & Speaking weekly test/presentation
 - Successful students move up after Week 10.

1.5 Academic Performance Requirements

Students must meet all academic performance and attendance expectations in order to progress through their program successfully. CLLC regularly reviews student performance to ensure that each student is receiving the support they need while also maintaining academic standards.

Probation and Academic Standing

Academic Standing refers to a student's overall academic performance and progress, as determined by factors including attendance, participation, completion of required coursework and assessments, academic progress, and compliance with CLLC policies and procedures.

If a student fails two consecutive months, they will be required to sign a Probationary Contract. If academic performance does not improve, CLLC may take further action, which may include:

- Repeating the current level
- Changing programs
- Withholding the completion certificate
- Dismissal from the program (refunds follow CLLC's Refund Policy)

CLLC communicates all concerns to the student in writing and provides opportunities for improvement before academic dismissal is considered.

Certificates

Upon successful completion of all course requirements, and provided the student's account is in good standing, CLLC will issue a completion certificate within 30 days. The certificate will indicate the student's final course average and the last level successfully completed.

Evaluation Components

Student assessment at CLLC is based on ongoing academic performance and participation. This includes weekly tests, written and oral assignments, homework, class participation, and move-up tests. Teachers and administration also review student progress through formal and informal meetings to ensure that each student is receiving appropriate academic support.

1.6 Student Advocacy (Early Move-Up Requests)

Students who believe they are ready to move up early may:

1. Request a meeting with the Academic Manager (limited to one request per level).
2. If they score 75% or higher on an early move-up test, they may enter the next level on a trial basis.
3. They must pass a weekly test in the first two weeks of the new level; otherwise, they return to their previous level.
4. Students in the Accelerated program are not eligible to make this request.

1.7 Alternate Program Structure

If a program does not include Reading & Writing, the primary teacher assumes all responsibilities related to assessing readiness for move-up. *IELTS & Business Classes, Communication Skills* These classes run based on student enrollment and interest.

Accelerated Program

Students in the Accelerated Program (with daily IELTS classes):

- Follow a 6-week move-up cycle
- Must have four tests over 75%
- Take the move-up test in Week 6
- Must maintain 95% attendance
- Move up immediately after successful test results (Early move-up is not an option for this program)
- If the requirements are not met within six (6) weeks, the student will return to the Intensive schedule to complete the remaining four (4) weeks.

1.8 Underperformance Guidelines

If a student scores:

- 65%–74%: requires at least one extra week in the current level
- 55%–64%: requires two extra weeks and potential tutoring
- Below 55%: must repeat more coursework and may require academic intervention

1.9 Academic Integrity & Dishonesty

Definition

Academic dishonesty includes any deliberate attempt to cheat, deceive, falsify, or gain unfair academic advantage.

Types of Academic Misconduct

- **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.
- **AI Misuse** — This occurs when students use artificial intelligence tools to complete assignments or assessments without permission or without properly acknowledging their use. Examples include submitting AI-generated text as original work, using AI to answer test questions, or relying on AI tools to rephrase or write assignments without personal contribution.
- **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.

Procedure & Consequences

- First offense → meeting with instructor + redo assignment or rewrite test
- Repeat offenses → reduced grade, zero grade, written warning in student file
- Continued misconduct → meeting with Academic Manager or Director, which may lead to dismissal

2. Conduct and Behaviour Policies

CLLC is committed to providing a safe, respectful, and inclusive learning environment. All students are expected to behave in a manner that supports the well-being of the school community and maintains the academic integrity of our programs. The following policies outline the standards of conduct required of all students throughout their studies at CLLC.

2.1 General Code of Conduct

Students are expected to act in a respectful, considerate, and responsible manner at all times. This includes:

- Treating all staff, students, and community members with courtesy and professionalism
- Following all CLLC policies and procedures
- Respecting cultural differences and maintaining a positive learning environment
- Using appropriate language and behaviour in classrooms and common areas

Failure to meet these expectations may result in warnings, suspension, or dismissal depending on the severity of the behaviour.

2.2 English-Only Policy

To support language development and promote an immersive learning environment, CLLC follows an English-Only Policy during class time and in designated common areas. Students are expected to communicate in English with teachers, staff, and classmates. Students who repeatedly disregard this policy may receive a warning or additional guidance from instructors or administration.

2.3 Attendance and Lateness Expectations

Students must arrive on time and attend all scheduled classes. Excessive lateness or absenteeism disrupts learning and may affect academic progression. Repeated lateness or absences may lead to:

- Academic consequences
- Removal from the Homestay Program

- Probation or dismissal from CLLC

Full details are provided in the Attendance Requirements section of this handbook.

2.4 Scent-Free and Smoke-Free Environment

CLLC maintains a scent-free and smoke-free learning environment to protect students and staff with allergies or sensitivities. Students must:

- Avoid wearing perfumes, colognes, or scented products
- Refrain from smoking or vaping inside the school or near entrances
- Follow all provincial smoking regulations

Violations may result in warnings or disciplinary action.

2.5 Drug and Alcohol Policy

The possession, use, or distribution of illegal substances is strictly prohibited. Students must not attend classes or school activities under the influence of drugs or alcohol. Serious violations of this policy may result in immediate dismissal from CLLC.

2.6 Respectful Behaviour and Anti-Bullying Policy

CLLC is committed to a learning environment free from bullying, harassment, discrimination, and intimidation. Unacceptable behaviours include:

- Verbal or physical aggression
- Cyberbullying
- Threatening or disrespectful behaviour
- Harassment based on race, gender, ability, religion, or any protected ground

Any student engaging in these behaviours may face disciplinary action, including possible dismissal.

2.7 Damage to Property

Students are responsible for treating all CLLC property, facilities, and equipment with care. Any intentional or negligent damage may result in financial charges, loss of privileges, and/or disciplinary action.

2.8 Classroom Expectations

To maintain a productive learning environment, students must:

- Participate actively and respectfully

- Follow teacher instructions
- Avoid disruptive behaviour
- Refrain from using phones or electronic devices without permission

Teachers may ask students to leave the classroom if behaviour interferes with learning.

2.9 Consequences for Misconduct

CLLC applies consequences fairly and consistently, taking into account the nature and seriousness of the behaviour. Possible outcomes include:

- Verbal or written warnings
- Meetings with instructors or administration
- Behavioural contracts or probation
- Suspension
- Dismissal from the program

Refunds, if applicable, follow CLLC's Refund Policy.

2.10 Reporting Concerns

Students who witness or experience inappropriate behaviour are encouraged to report their concerns to any staff member they feel comfortable approaching. All reports are handled confidentially and respectfully in accordance with CLLC's Complaint Procedure.

3. Complaint Procedure

CLLC is committed to providing all students with a fair, respectful, and transparent process for resolving concerns. Students have the right to raise issues without fear of retaliation, and CLLC will ensure that every complaint is handled promptly, confidentially, and in accordance with ISP Requirements. The Complaint Procedure consists of two stages: informal resolution and formal written complaint.

The complaint procedure at CLLC is available to past, current, and future international students at any time.

3.1 Informal Resolution

Before submitting a formal complaint, students are encouraged to attempt an informal resolution. The goal of this stage is to resolve concerns quickly and collaboratively. Students may speak directly with their instructor, the Academic Manager, or the Campus Director.

During the informal process:

- Students may explain the concern verbally

- Staff will listen, clarify details, and attempt to resolve the issue
- The concern will be addressed promptly
- All parties should agree that the matter has been resolved

If the student does not feel the concern was resolved informally, or if the issue is too serious to resolve informally, the student may proceed to the formal complaint stage.

3.2 Submitting a Formal Complaint

A formal complaint must be submitted in writing and include:

- A detailed description of the concern
- The date(s) of the incident(s)
- The names of any individuals involved (if applicable)
- Any supporting documentation (emails, screenshots, notes, etc.)

Formal complaints must be submitted to the Campus Director within two weeks of the incident or the latest occurrence.

Complaints submitted after this timeframe will not be accepted unless the student demonstrates *extraordinary circumstances*, in which case an extension may be granted at the discretion of the Campus Director. The Campus Director will acknowledge receipt of the complaint and guide the student through the next steps of the process.

3.3 Review and Preparation for the Hearing

After receiving the written complaint, the Campus Director will:

1. Review the information provided
2. Determine whether the complaint meets the requirements for a formal hearing
3. Decide if the matter should be brought to the Complaints Committee
4. Notify the student of the decision
5. Provide the student with the date, time, and location of the hearing

The Complaints Committee Hearing will take place within one week of the student submitting their formal complaint, unless an extension is required for fairness or scheduling.

3.4 Complaints Committee Hearing

The Complaints Committee is responsible for reviewing and deciding on formal complaints. The student has the following rights during the hearing:

- The right to attend the hearing
- The right to make oral submissions

- The right to bring another person for support
- The right to have that person speak on their behalf, as permitted under Section 15.2(d)(iii)2 of the 2015 Requirements for Designation
- The right to review any information the Committee considers in making its decision

During the hearing:

- The Committee will review the student's written complaint
- The Committee may ask questions or request clarification
- The Committee will discuss the case privately before making a decision

CLLC ensures that all hearings are conducted respectfully, fairly, and without bias.

3.5 Decision and Notification

Within 7 days of the hearing, the Campus Director will provide the student with a written decision, which will include:

- The Committee's findings
- Any actions or remedies
- The reasons supporting the decision
- Any next steps (if applicable)

The decision is final. A copy of the complaint and the outcome will be stored in the student's file in accordance with CLLC's privacy and record-keeping policies.

3.6 Protection From Retaliation

CLLC prohibits retaliation against any student who makes a complaint in good faith. Students will not face academic or administrative consequences for initiating a complaint. Any retaliation or intimidation will result in disciplinary action.

3.7 Confidentiality

All complaints—informal and formal—are handled confidentially. Information is shared only with individuals directly involved in resolving the matter.

3.8 Additional Support and Assistance

Students may request assistance at any stage of the complaint process. Staff involved in receiving or reviewing complaints will:

- Provide clear explanations of the process
- Answer questions
- Ensure the student has the opportunity to present their case fully
- Accommodate language support needs when possible

The Complaint Procedure is available to past, current, and future international students at any time.

3.9 Student Records

CLLC maintains academic records, including transcripts, attendance history, level progression, certificates, and final grades for a minimum of 25 years. Students may request copies of their academic records at any time by submitting a written request to their Campus Director or Administration Office. Official transcripts may take up to 30 days to process. CLLC may release records to government or regulatory bodies when required by law.

4. Fees, Refunds & Damage Policies

CLLC has established clear and transparent policies regarding tuition fees, refunds, medical insurance, damage responsibilities, and program breaks. These policies ensure fairness for all students and full compliance with ISP requirements. Students are responsible for reviewing these terms before and during their studies.

Program	Price / Week
Semi-Intensive General English (15 hrs. / Week)	\$265 CAD / Week
Intensive General English (25 hrs. / Week)	\$395 CAD / Week
Accelerated English (35 hrs. / Week)	\$605 CAD / Week
University Pathway Program (25 hrs. / Week) 10 Weeks	\$505 CAD/Week
IELTS Preparation Program (15 hrs. / Week)	\$265 CAD / Week
Communication Skills (25 hrs. / Week)	\$395 CAD / Week
Business English (15 hrs. / Week)	\$265 CAD / Week

Fee Schedule (Mandatory Fees)

Fee Type	Amount	Notes
Application Fee	\$200 CAD	Non-refundable
Textbook Fee	\$190 CAD / Level	Each level is 10 weeks
Medical Insurance	\$30 CAD / Week	Mandatory unless proof of coverage provided

Homestay Placement Fee	\$205 CAD	If applicable & Non-refundable
Homestay (3 meals / day)	\$350 CAD / Week	Payable 4 weeks in advance
Airport Transfer	\$135 CAD	One way (Pick up or Drop off)
Custodianship	\$140 CAD	Upon request
PAL Deposit	\$500 CAD	Refundable at 80% if visa denied

4.1 General Fee Conditions

- Tuition fees are calculated weekly. If a student arrives or departs in the middle of a week, the full week's tuition is charged.
- Refunds may take up to 30 days to be processed.
- No refunds are issued due to closures caused by severe weather, fire, flood, local or national holidays, or other unforeseen circumstances.
- CLLC may adjust tuition or service fees without prior notice.
- CLLC ID cards are valid until the student's course end date.
- Students must purchase a new textbook for each level.
- If a national holiday falls on a Monday, classes will begin on Tuesday; no refund or credit is offered for the missed day.

4.2 Medical Insurance Requirements

All students must have valid medical insurance for the full duration of their studies.

- Students without insurance must purchase a plan from CLLC.
- Students who already have coverage must provide proof on their first day of school.
- Coverage begins only when CLLC is informed of the student's arrival in Canada.
 - If the student does not inform CLLC, they are responsible for any medical expenses until they arrive at school.
- CLLC's medical plan is calculated per four-week period.
- CLLC may share relevant medical information with insurance providers in order to process claims.

4.3 Homestay Fees

- Homestay fees may be calculated per day or per week.
- Homestay fees must be paid in advance of the Winter Break.
- Refunds for eligible withdrawals include 80% of unused homestay fees.

4.4 PAL (Province Attestation Letter) Deposit Policy

Students applying for a Study Permit and requiring a PAL must pay a \$500 CAD non-refundable PAL Deposit before the PAL can be issued.

- If a study permit is refused, the student is eligible for an 80% refund of the tuition fees (according to the refund tables below).
- Of the PAL deposit:
 - \$100 is refundable
 - \$400 remains as a credit and may be applied to a new PAL application
- A PAL cannot be reused after a visa refusal.
- PAL validity is determined by the provincial government.

4.5 Refund Eligibility Requirements

To request a refund:

- Students must submit a written notice of withdrawal.
- Refunds will be issued through the original payment method or as determined by management.
- CLLC does not refund tuition paid through agents; students must contact their agent directly.
- Medical insurance fees are refunded at 100% if unused.
- Homestay refunds follow the policy in Section 4.3.
- Students who are permanently dismissed for serious misconduct, including illegal drug or alcohol use, possession of weapons, verbal, physical, or sexual misconduct, or other illegal activities, are not eligible for a refund.

All dismissal processes follow fair “Due Process,” which includes documentation and may involve law enforcement or immigration officials if necessary.

4.6 Refund Policy Before First Day

(Programs 24 Weeks or Less)

- Visa Refusal (letter required): 100% of tuition fees
- Withdrawal for any other reason (14+ days before start): 80% refund
- Withdrawal (13 days or less before start): 60% refund

4.7 Refund Policy On or After First Day (Programs 24 Weeks or More)

- Visa Refusal (letter required): 100% of remaining tuition fees
- Up to 10% of program completed: 50% of remaining tuition refunded
- 11% – 30% of program completed: 30% of remaining tuition refunded

- More than 31% completed: No refund

4.8 Returning Students (Breaks, Re-Enrollment & Fees)

Application Fee Discounts (Within 90 Days)

If a student returns to CLLC within 90 days of graduation or withdrawal:

- They pay 30% of the Application Fee (rounded to \$55 for in-person programs).
- No placement test is required.

Breaks From Study (Up to 24 Months)

- Students may return and complete the remaining portion of their program if they return within 24 months of the original start date.
- After 24 months, the course is cancelled and no refund is issued.

Payment of Fee Differences

If tuition fees increase during the student's absence, the student must pay the difference to continue.

Returning After 90 Days or More

- 100% of the Application Fee is required
- A placement test will be required
- The student will be placed according to updated language proficiency
- Homestay Placement Fees apply
- Students must purchase any new textbooks introduced
- Medical insurance must be renewed or proof of valid coverage must be provided

4.9 Unexpected Leaves (With Time Remaining)

If a student takes an unexpected leave of over 90 days, the policies in Section 4.8 apply in full (application fees, placement test, homestay fees, textbook fees, and updated insurance requirements).

4.10 Damage to Property

Students are responsible for any intentional or accidental damage they cause to school property, homestay property, or any equipment or technology provided to them. Repair or replacement costs may apply, and additional disciplinary action may be taken in cases of significant or repeated damage. Charges may apply based on repair or replacement costs. Disciplinary action may be taken for significant or repeated damage.

The Fees, Refunds, and Damage Policies are available to past, current, and future international students at any time.

05. Homestay Policy

CLLC provides a full-service Homestay Program for students who request it. Each campus has dedicated Homestay staff who monitor the quality of host families and provide 24/7 support to ensure a safe, comfortable, and culturally rich experience.

The following guidelines outline the expectations, payment procedures, and refund conditions for students participating in the Homestay Program.

5.1 Homestay Payments

- Homestay fees must be paid four weeks before the student's arrival or extension date.
- All homestay payments are held in the student's individual account at CLLC.
- CLLC pays host families their four-week cycle payment one week before the scheduled due date.
- If CLLC has already paid the host family, refunds cannot be guaranteed.

5.2 Changing Homestay

- Students may request a homestay change free of charge.
- CLLC resolves homestay concerns within 48 hours through its Total Quality Management (TQM) system.
- Students must provide one week's notice before their final paid homestay day when requesting a change initiated by the student.
- If the move occurs during a four-week payment period and is initiated by the student or required due to student behaviour, the student must pay:
 - The full fee for the current four-week cycle, and
 - The required payment for the new homestay for the balance of the month.

5.3 Conduct Expectations in Homestay

Students are expected to meet Canadian standards of conduct while living with their host families.

- If a student does not meet these expectations and the host family requests that the student vacate the home, CLLC may not be responsible for finding alternate accommodation. In such cases, the student will be responsible for arranging their own accommodation. Please refer to the Homestay Contract for more details.

5.4 Graduation, Leaves, and Return to Homestay

Graduation

Students must leave their homestay within two days after graduating unless they receive written approval from CLLC Management.

Vacations and Temporary Leaves

- If a student leaves the homestay for vacation but continues to occupy the room, regular homestay fees apply.
- If a student leaves the homestay temporarily but will return within a few days, fees continue so that belongings may remain in the home.
- If the student will not return after leaving, belongings may remain in the home until the end of the current payment period.
 - After that, belongings will be delivered to the campus, and CLLC will coordinate their return with the student.

Rejoining Homestay After Leaving

- If a student leaves the Homestay Program and later wishes to re-join, the cost to re-enter the program is \$205.00.

5.5 Leaving the Homestay Program

General Withdrawal

- Students must provide one week's written notice to leave homestay.
- If notice is not provided, the student is responsible for payment of the one-week notice period.
- CLLC will issue an 80% refund of any unused homestay balance still held in the student's individual account, minus any owed fees.

Leaving During the First Four-Week Cycle

- Students must provide two weeks' written notice during their first four-week cycle.
- Refunds cannot be guaranteed if CLLC has already paid the host family.
- Any remaining homestay balance not yet paid to the host will be refunded at 80%.

Extra Nights *Students requiring additional nights of homestay outside their paid period must pay \$50.00 per night.*

5.6 Refunds Related to Homestay

Refunds follow these principles:

- 80% refund for unused homestay fees (held in the student's CLLC account)
- No refund for homestay periods already paid to the host
- Additional fees apply if the student's conduct leads to a homestay move or removal
- Refund processing may take up to 30 days

The Homestay Requirements are available to past, current, and future international students at any time.

6. Withdrawals, Dismissals & Record Retention

CLLC is committed to maintaining clear, transparent processes for students who choose to withdraw from their program, who may be dismissed due to policy violations, or who wish to access academic or behavioural record history.

6.1 Withdrawal Requests

Students may withdraw from their program at any time. To withdraw, the student must submit written notice to CLLC administration or their Campus Director. A withdrawal meeting may be scheduled to review next steps, refund eligibility, and available support. Refund eligibility is determined according to the *Refund Policy* outlined in Section 4 of this Handbook. Once processed, withdrawals are recorded in the student file.

6.2 Withdrawal Procedure

1. Students submit a written withdrawal request (email or letter).
2. Administration reviews the request and confirms the effective withdrawal date.
3. Refund eligibility (if applicable) is calculated according to Section 4.
4. A withdrawal confirmation is issued in writing to the student.
5. A record of the withdrawal is stored in the student file.

6.3 Dismissal Procedure

Students may be dismissed from CLLC for:

- repeated or serious misconduct
- academic non-compliance (including probation non-improvement)
- safety or behavioral concerns
- violation of major policies (see Section 3 — Conduct & Behaviour)

Dismissals are reviewed by Campus Management before a decision is made. Students will be notified of dismissal in writing, and refund eligibility (if any) will follow Section 4.

1. Concern is documented by staff or instructors.
2. Administration reviews behaviour, academic history, and previous warnings.
3. Students may be asked to participate in a meeting before a final decision.
4. Campus Management issues a final decision in writing.
5. The student file is updated with dismissal documentation.
6. Refund processing follows Section 4.

6.4 Records Retention & Access

CLLC maintains documentation of all formal complaints, withdrawals, dismissals, and resolutions as part of the student's official record. Files are stored securely and maintained for a minimum of 25 years in accordance with ISP requirements. Students may request access to their record at any time through a written request to campus administration.

7. Student Supports

CLLC is committed to supporting students academically, socially, and personally throughout their studies. The following services and community resources are available to help students succeed and feel supported during their time at CLLC and in Canada.

7.1 Housing Support

CLLC offers a full-service Homestay Program for students who request it, either before arrival or once they are in Canada. Students may also request assistance in exploring alternative housing options; however, these options are not managed by CLLC. For more information, students may speak with campus Homestay staff. Details regarding expectations and procedures can be found in the Homestay Requirements section of this handbook.

7.2 Medical Insurance Support

All students must have valid medical insurance for the duration of their studies. Students may:

- Purchase medical insurance through CLLC upon registration, or
- Provide proof of their own insurance before beginning classes

CLLC staff can assist students in understanding how to access medical services, how to use their insurance, and how to request additional information. Students may speak with a Student Management Counsellor at the campus front desk for support.

7.3 Student Contact Information Update Process

CLLC maintains an internal process to ensure student contact information remains accurate throughout the student's studies. Student contact information is reviewed and updated at the following stages: program intake, mid-program review, and program completion.

All contact information is stored and maintained in our CRM as the official student record. Campus staff must update any changes directly in Classter to ensure consistency across campuses. Students are responsible for informing CLLC of changes immediately. Once notified, CLLC updates the information in the student file to maintain accuracy for communication, safety, and documentation purposes. Students are responsible for informing CLLC of any changes immediately, and CLLC records these updates in the student file.

7.4 Academic, Career & Peer Counselling

Academic Counselling

CLLC's academic staff provide guidance to support each student's learning and long-term goals. Academic counselling includes assistance with English language progression, understanding level expectations, scheduling, developing academic skills, long-term educational planning, and meeting university and college pathway requirements.

Career Counselling

Career counselling is typically provided through external professional organizations. Students may contact the following resources:

Halifax	TEAM Work Cooperative — https://teamworkcooperative.ca/
	Canada Career Counselling — https://canadacareercounselling.com/
Toronto	JVS Toronto — https://www.jvstoronto.org/
	Canada Career Counselling — https://canadacareercounselling.com/
Ottawa	Careers by Design — https://www.careersbydesign.ca/
	Capital Choice Counselling — https://capitalchoicecounselling.com/

Peer Counselling & Community Mental Health Support

Halifax	Peer Support Nova Scotia — https://www.supportyourpeople.com/
	211 Nova Scotia — https://ns.211.ca/
Toronto	Stella's Place — https://stellasplace.ca/
	Better Help — https://www.betterhelp.com/
	MAX Ottawa — https://maxottawa.ca/

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

7.5 Cultural & Religious Community Organizations

CLLC welcomes and supports cultural diversity. Students seeking cultural, community, or religious resources may find support at the following organizations:

Halifax	Newcomer's Guide to Halifax — https://newinhalifax.ca/
	Relocate Canada — https://www.relocatecanada.com/
Toronto	Toronto Multicultural Youth Council - https://www.facebook.com/TorontoMulticulturalYouthCouncil/
	Toronto Central Health Line - https://www.torontocentralhealthline.ca/listServices.aspx?id=10423
	Interfaith Toronto - https://www.interfaithtoronto.ca/
Ottawa	Ottawa Cultural Alliance — https://ottawaculture.ca/
	Ottawa Community Immigrant Services Association — https://ociso.org/

7.5 Health & Social Services

Students may also access local public health and social service organizations:

Halifax	Department of Health & Wellness — https://novascotia.ca/dhw/
	Nova Scotia Health (Social Work) — https://www.nshealth.ca/content/social-work
Toronto	WoodGreen Community Services — https://www.woodgreen.org/
	Toronto Central Health Line — https://www.torontocentralhealthline.ca/listServices.aspx?id=10423
Ottawa	Family & Social Services — https://ottawa.ca/en/family-and-social-services
	Ottawa Public Health — https://www.ottawapublichealth.ca/en/index.aspx

7.6 Embassies and Consulates

Students may require consular services during their stay in Canada.

Halifax	Consular Corps in Nova Scotia — https://novascotia.ca/iga/honcons.asp
Ottawa & Toronto	Consular Offices in Ontario — https://www.ontario.ca/page/consular-offices

7.7 Immigration Resources

Students studying under a Study Permit must ensure their permit remains valid. Information about extending a Study Permit can be found at:

- Immigration, Refugees & Citizenship Canada:
<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/extend-study-permit.html>

The Student Supports section is available to past, current, and future international students at any time.

8. Health Insurance

CLLC requires all students to have valid medical insurance for the full duration of their studies. This ensures that students have access to appropriate medical care while in Canada and are protected from unexpected expenses.

Students may purchase medical insurance through CLLC during registration, or they may provide proof of their own insurance before beginning classes. Coverage begins once CLLC is informed of the student's arrival in Canada. Students who do not inform CLLC of their arrival are responsible for any medical costs incurred before coverage takes effect.

CLLC's insurance plans are billed in four-week periods. Students may request assistance with understanding their insurance plan, accessing medical services, or submitting claims by speaking with the Student Management Counsellor or front desk staff. CLLC may release necessary medical information to insurance providers in order to process claims.

The Health Insurance Policy is available to past, current, and future students at any time.

9. Privacy & Confidentiality

CLLC is committed to protecting the privacy and personal information of all students. Information collected during the admissions process, placement, enrolment, academic progression, and homestay participation is used only for educational, administrative, or safety purposes.

Student information may include application details, contact information, attendance records, academic results, behavioural notes, medical information (when required for insurance claims), and documentation related to immigration or homestay.

CLLC will not share personal information with third parties without the student's consent, except where required by law, government authorities, or the institution's regulatory obligations. Student records are securely stored and retained according to provincial and federal requirements. Students have the right to request access to their personal information and to ask questions about how their information is used or protected.

The Privacy & Confidentiality Policy is available to past, current, and future students at any time.

10. Safety & Emergency Procedures

CLLC prioritizes student safety and follows clearly defined emergency procedures across all campuses. Students receive safety information during orientation and are expected to follow all instructions provided by staff during emergencies.

10.1 Fire Emergencies

In the event of a fire alarm, students must leave the building immediately using the nearest exit and follow staff to the designated assembly point. Re-entry is not permitted until approval is given by emergency personnel or administration.

10.2 Medical Emergencies

If a student becomes ill or injured, staff will respond promptly and may contact emergency services if needed. Students should inform staff immediately if they feel unwell or witness a medical emergency.

10.3 Severe Weather & Closures

CLLC campuses may close during severe weather or other situations that impact safety. Announcements will be made through official communication channels. No refunds or credits are issued for closures due to weather, safety advisories, or unforeseen emergencies.

10.4 Incident Reporting

Students should report safety concerns, accidents, or unusual behaviour to any staff member. All reports are handled respectfully and confidentially.

The Safety & Emergency Procedures are available to past, current, and future students at any time.

11. Technology & Online Use Policy

CLLC provides on-campus and online learning environments that require responsible and respectful use of technology. Students are expected to use all digital tools in a manner that supports learning and protects the safety and privacy of the school community.

Students must:

- Use technology, computers, and Wi-Fi responsibly
- Avoid accessing inappropriate, harmful, or illegal websites or content
- Respect intellectual property and copyright
- Refrain from recording staff or students without permission
- Use school systems only for academic purposes
- Maintain professional communication standards in online classes or platforms
- Protect their login information and not share passwords

Improper use of technology may result in restricted access, academic consequences, or disciplinary action, including possible dismissal in cases involving serious misuse.

The Technology & Online Use Policy is available to past, current, and future students at any time.

12. Vacation, Study Breaks & Academic Calendar

12.1 Vacation Eligibility & Study Break Policy

Vacation eligibility, study break duration, and PSPP requirements are outlined in accordance with provincial regulations. Students must request vacation in advance through campus administration.

12.2 PSPP Vacation Rules

PSPP students must follow regulated vacation allotments and are responsible for maintaining full-time enrollment requirements. Failure to meet PSPP attendance and progression requirements may impact vacation approval.

12.3 National Holiday Closures

CLLC follows federal and provincial holiday closures. Classes are not held on statutory holidays and no refunds are issued for holiday closures.

12.4 Academic Calendar Availability

CLLC publishes an annual academic calendar outlining session start dates, holidays, breaks, and closures. The calendar is available to past, current, and future students at any time through the Student Handbook or the CLLC website.

12.5 Force Majeure

In cases of weather, emergency, or operational disruption, program delivery may be modified or rescheduled in accordance with CLLC's Force Majeure Policy.

Student Signature: _____

Date: _____

CLLC Administration Signature: _____

Date: _____