

Trinity Language Centre



Student Handbook

Spring 2026

Welcome! Please take time to look over this Handbook. It is your responsibility to be familiar with and understand all of the policies and procedures of Trinity Language Centre, as they may affect you in different ways. The contents of this Handbook are true and valid at the time of distribution. We reserve the right to change this content as appropriate.

TABLE OF CONTENT

I. TLC	1
A. About Us.....	1
Highlights	
Mission Statement	
Vision	
Core Values	
B. Our Programs	2
AES Programs	
PGS Programs	
C. Placement Test.....	3
II. ADMISSION AND ACADEMIC POLICIES.....	4
A. Program Admission Policy.....	4
Late Arrival	
Conditions for Returning Students	
Re-enrolment	
B. Academic Policies	4
Assignments	
Exams	
Course Passing Requirements	
Expected Times of Each Level	
Tutoring System	
Challenge Test	
III. BEHAVIORAL POLICIES	8
A. Attendance.....	8
Lates	
Absences	
Supervised Assignment Session	
Leaves	
Quiz, Graded Assignment, and Test Make-up/Rescheduling	
B. Cell phones and Social Medium.....	9
C. Languages.....	9
D. Classroom and Campus	10
E. Cheating or Plagiarizing	10
F. Dismissal Policy	10
G. Dispute Resolution	11
H. TLC Grade Appeal Policy.....	13
IV. STATEMENT OF STUDENT RIGHTS AND RESPECTFUL AND FAIR TREATMENT OF STUDENT POLICY.....	14
A. Statement of Student Rights	14
B. Respectful and Fair Treatment of Student Policy.....	15
V. TLC SEXUAL MISCONDUCT POLICY	16
VI. FEES, REFUND POLICY AND WITHDRAWAL.....	19
A. Fees	18
B. Refund Policy.....	20
C. Withdrawal	21
VII. SERVICE AND INFORMATION.....	22
A. Medical Insurance	22
B. TLC Website	22
C. Student Service.....	22
D. Inclement Weather Protocol	23

I. TLC

A. About Us

Trinity Language Centre (TLC) offers university language preparation programs for students who plan to pursue post-secondary education in Canada. TLC provides different levels of English classes to accommodate various demands of diverse student population.

Highlights

Statement of purpose

Trinity Language Centre (TLC) offers university language preparation programs for students pursuing post-secondary education in Canada. By providing academic English classes to students from beginning to advanced levels, TLC aims to help learners to improve their academic English skills necessary for the undergraduate or graduate studies, equip them with the learning strategies essential in North American educational context, and cultivate the cultural sensitivity and critical thinking for them to succeed their journey of international education in Canada.

Language and content area learning combined

All courses teach progressive/advanced skills within the context of academic content areas.

Individualized learning assistance

A tutorial system (highlighting a daily Supervised Assignment Session) bridges classroom teaching and after-class learning to provide students with individual academic assistance.

Caring and supporting learning atmosphere

TLC follows evangelical Christian spirits and creates a caring, equitable, and inclusive atmosphere for teaching and learning.

Mission Statement

The mission of Trinity Language Centre is to provide students with high quality English instruction and training that accommodates individual needs, and ultimately help them to navigate in their respective pursuit of academic learning with sufficient English proficiency. In a supportive community of English learning, students will improve their language skills and learning strategies, acquire cultural knowledge and awareness, and develop critical thinking to ensure a smooth transition into North American colleges or universities.

Vision

Engaging, empowering and inspiring students to achieve excellency.

Core Values

TLC is committed to build a community that

- enhances caring relationships
- integrates the Bible values
- promotes a Christian worldview, and
- highlights scholarly success

B. Our Programs

All programs in TLC help students to improve their listening, speaking, reading and writing skills, to instill confidence in moving forward to the next level of English learning, and to get well-prepared for the undergraduate/graduate studies in their future learning at graduate or undergraduate level.

Academic English Studies (AES) (For Future Undergraduate Studies)

To achieve the best result in teaching and learning, undergraduate language preparation programs in TLC will be organized to teach progressive or advanced skills within the context of academic content areas. This Modular Academic System (MAS) of Learning is composed of four progressive levels. Each level will be taught through the lens of three Academic Content Areas—Humanities and Social Sciences (MAS-H), Sciences and Math (MAS-S), and Professional Studies (MAS-P). Each level is composed of three five-week learning and assessment; students are therefore able to start every five weeks. In addition to the 20-25 hours per week of direct learning, students attend daily tutorials to supplement in-class learning.

If students plan to enter Trinity Western University for undergraduate studies, their successful completion of AES level 4 (which requires the completion of 4-H, 4-S, and 4-P) will enable them to go to the programs that require IELTS 6.0 (U1 Program and BA Leadership Program). U1 program is the first year of undergraduate studies at TWU, which provides fundamental courses for students to commence future specialized studies. After completion of U1 program, students will be able to choose any undergraduate major in TWU.

Pre-Graduate Study (PGS) (For Future Graduate Studies)

PGS Level-1 offers academic English classes at TLC, while PGS Level-2 is delivered with a combination of language and university credit course studies. The credits gained can be transferred to undergraduate studies at TWU. Students who successfully complete the PGS Level-2 and meet the GPA requirements in the BA Leadership credit courses will be eligible for admission into the TWU graduate programs requiring an IELTS 7.0 English language proficiency.

C. Placement Test

A key component of the TLC system is the assessment of learners into appropriate language learning categories. CAEL, IELTS, TOEFL, Duolingo, PTE, and Cambridge English test scores are accepted for TLC applications. The official transcripts of these tests are required to be displayed upon enrolment. Please see below for the detailed conversion between different test scores and the corresponding levels of studies at TLC.

TLC PLACEMENT TESTING SCORE GUIDE						
CAEL	TOEFL IBT	IELTS Academic	Duolingo English Test	PTE Pearson Test of English Academic	Cambridge English Qualifications (B2 First, C1 Advanced and C2 Proficiency)	Programs
10-29	21-34	3.0-4.0	40-75	22-29	130-146	AES Level 1
Completion of Grade 11 or Grade 12 English (60% minimum) or an English course at a post-secondary institution (50% minimum).						
30-39 (Writing: 15 or higher)	35-45 (Writing: 6-11 or higher)	4.5 (Writing: 4.0 or higher)	80-85 (Literacy: 65 or higher)	30-34	147-153	AES Level 2
40-49 (Writing: 30 or higher)	46-59 (Writing: 12-13 or higher)	5.0 (Writing: 4.5 or higher)	90-95 (Literacy: 75 or higher)	35-42	154-161	AES Level 3
50-59 (Writing: 40 or higher)	60-77 (Writing: 14-17 or higher)	5.5 (Writing: 5.0 or higher)	100-105 (Literacy: 85 or higher)	43-50	162-168	AES Level 4
Students officially admitted to Trinity Western University who request to take or retake academic English classes at TLC.						
60-69 (Writing: 50 or higher)	78-87 (Writing: 18-20 or higher)	6.0 (Writing: 5.5 or higher)	110-115 (Literacy: 95 or higher)	51-58	169-175	PGS Level 1
70-79 (Writing: 60 or higher)	88-99 (Writing: 21-23 or higher)	6.5 (Writing: 6.0 or higher)	120 or higher (Literacy: 105 or higher)	59 or higher	176 or higher	PGS Level 2
Students who have completed the Advanced Academic Writing and Research I at Vancouver Premiere College (VPC) with C- and higher						

Note: Cambridge English Certificates do not expire.

For students waiting for their test results, if they have one of the above-mentioned test scores that are already expired, they may be placed temporarily one level lower than the level that the language score would have enabled them to sit before its expiration. They will then be replaced when the test score is available.

The standardized English test result that a candidate has provided will be acceptable if it is valid

- upon signing the contract with TLC for the first semester of study; or
- upon application submission to the University, and the applicant starts their study at

TLC within one year of the application submission.

Please Note: TLC reserves the right to 1) add or remove a test that is accepted by TLC; 2) adjust scores of a test needed for any level; and 3) decide the placement of a student on a case-by-case basis, taking into consideration of all the potential factors that may be involved in each individual case.

II. ADMISSION AND ACADEMIC POLICIES

A. Program Admission Policy

Late Arrival

Students who are unable to enroll on the official starting date of each module are allowed to begin no later than 10 business days after the specific starting date, or they are supposed to start from the starting date of the following module or semester.

Conditions for Returning Students

Admission conditions apply to returning students with a record of TLC policy violation in the previous semester. TLC policy violation may include, but is not restricted to, the following situations:

1. Delaying in paying tuition fees and ignoring warning letters of payment reminders;
2. Repeated lateness in attendance and ignoring warning letters; and
3. Inappropriate and disrespectful behaviors in class and on campus without improvement after warning.

Re-enrolment

For any students who have left TLC and will resume studies within a year from the date of their official dismissal or withdrawal, they will be placed according to the level of learning when they leave. When a student has been away from TLC for longer than a year, their placement is either based on the level of learning when they leave or a valid English test result that TLC recognizes. Conditions apply to those who are dismissed because of breaching TLC behavioral policies. International students on study permits are advised to follow the scheduled terms. According to IRCC, study permit holders should not take an authorized leave longer than 150 days from their study program.

The TLC learning record of a student who has left the school for any reason will be eligible for placement for two years. After two years, students have to submit a valid language test recognized by TLC to resume study.

B. Academic Policies

Assignments

If not otherwise specified by the instructor, daily assignments and homework are due at the beginning of the following class. Late submission of assignments/projects is penalized 10% per day for up to three class days, after which the assignment is not accepted and receives a 0% grade.

If hard-copy assignments are requested, students are expected to print them out before coming to class on the due date of the assignment.

Exams

For AES programs, exams take place at the end of each learning module. To be more specific, the 5th week of each module is the Testing Week when general revision of the content covered will be followed by the module-specific tests (Written & Oral).

For PGS classes, a mid-term examination/project/research essay will be arranged, and the final exam will take place in week 12.

TLC students can request a test/quiz rescheduling with sufficient proof that the rescheduling is necessary. To do so, students should contact the TLC Program Coordinator to request and fill out the form and pay for the reschedule fee with the TLC Accountant. Then they will contact their instructors to confirm the time and date. Meanwhile, the Manager of Program and Learning will work with the instructor on the test paper/questions when necessary. Ideally, the test rescheduling request should be submitted a week before the test/quiz date. Students caught cheating during the exam will receive a score of 0 for the exam.

Course Passing Requirements

TLC students are required to complete all studies in each level and achieve a minimum of 60% (60 points in numerical grading) on average to pass this level and advance to the next level of study.

For AES students, the assessed assignments in each module are as follows:

1. One major assignment (20%)
2. Quizzes (10%)
3. Homework/assignment (10%)
4. Active learning (10%)
Consisting of the following: attendance, engagement, improvement, and punctuality (applicable to all classes including Supervised Assignment Sessions)
5. Module test (50%)

Please note that the grade AES students earn in TLC is not transferable to any other schools; but TLC could provide a TLC transcript upon request.

For PGS Level-2 students to be admissible into the TWU graduate programs that require an IELTS 7.0, they have to pass both the TLC Academic English Classes (60%) and achieve a minimum B average in GPA of the credit courses.

The grading at PGS Level-1 language section is as follows:

1. Mid-term examination/Research essay/Research project (30%)
2. Quizzes (15%)
3. Active learning and Daily assignment (5%)
Consisting of the following: daily assignment, attendance, engagement, improvement and punctuality
4. Final examination (50%)

The grading at the PGS Level-2 language section is as follows:

1. Mid-term examination/Research essay/Research project (30%)
2. Quizzes and assignments (15%)
3. Active learning (5%)
Consisting of the following: daily assignment, attendance, engagement, improvement and punctuality
4. Final examination (50%)

Evaluation criteria can be found on the course outlines that instructors will distribute at the beginning of each module for AES students and of the semester for PGS students.

Expected Times of Repeating Each Level

Most students are expected to pass each level in one semester if they follow the Student Conduct and learn actively as responsible learners. When a student fails one level, the Director of Education, the Manager of Program and Learning, and the Program Coordinator of TLC will work with this student to help him/her to succeed in the second attempt. The cost that is generated from the extra help that the student gains will be paid by the student. If the second repeating fails, TLC may recommend the student shift a school/program that fits the student better. Students who fail on the third attempt to pass one level will not continue to study at TLC. For the repeating semesters, certain conditions may apply (e.g. mandatory individual tutorials) to assist the student in learning better.

Tutoring System

TLC has set up a unique Tutoring System to provide academic support to students in AES Levels 1-4 in the format of mandatory Supervised Assignment Session (SAS) and individual tutoring (optional) by appointment. Students identified as at-risk are required to make an appointment and meet the TLC Manager of Program and Learning (MPL). The MPL will work closely with each instructor to keep track of the learning progress of students and offer specific assistance to those in need upon recommendation of the instructor. If students are late or absent due to health or unexpected conditions, they are encouraged to book appointments with instructors and MPL to make up the class (es) they miss.

PGS-1 and PGS-2 students are required to attend workshops hosted by TLC Manager of Program and Learning each week.

Challenge Test

Most AES students (with exceptions noted below) will have the opportunity to decide whether to challenge by writing an Online CAEL Test, TOEFL IBT, or an IELTS Academic Test to skip a level on the following conditions.

1. Students have completed the three module studies in their corresponding level with an average score of no lower than 77 points.
2. Recommendations of writing a challenge test are made by the instructor based on attendance, participation, and academic progress of the student.
3. Students must meet the admission requirement for the corresponding level they wish to challenge.
4. It is the student's own responsibility to plan ahead and choose which challenge test to write, if at all, based on the accessibility and availability of the three tests in the city/country where the student resides at the time of the test writing. They should make sure that the official Test result will be received by TLC for placement before the start of the following semester.

NOTE: AES Level-3 & Level-4 students in the BA Leadership and the U1 Program are not eligible for the Challenge Test.

III. BEHAVIORAL POLICIES

A. Attendance

100% attendance is expected in TLC. Instructors will check the attendance at each class and mark absences, late attendance, and early leave. If a student has to be late or absent because of unavoidable circumstances, they must inform the instructor by telephone or email in advance. Any absence, lateness, and early leaving for any classes without a valid reason will be reflected in the attendance record and affect the active learning score. **Absence of classes of the current semester for 15% or more with/without valid reasons may result in repeating of the same level courses.**

Lates

Students who are late may be required to wait until the break or notification of the instructor to enter an onsite class. Students may wait in the waiting room before being allowed to enter the Zoom class. **Three lates will count as one absence.**

Absences

Missing one hour of a class (because of late arrival, early leaves, or missing in between) counts as one absence.

Supervised Assignment Session

Supervised Assignment Session is a critical part of the courses in AES Levels 1-4, and all students at these levels are required to attend. Attendance in the Supervised Assignment Session is recorded on file; all rules and regulations on Attendance in the Behaviour Policies apply to this Session.

Leaves

Sick Leave - Students absent due to sickness are required to notify TLC/instructor by phone or email in advance. Sick leave for more than 2 days (including 2 days) will be requested to present a doctor's note. If a student asks for sick leave due to an epidemic disease, the maximum days of leave could be reconsidered on a case-by-case basis.

Deferral - Students are recommended to complete their learning continuously at TLC for the best learning outcome. Students with deferral requests have to fill out the Deferral Application Form and preferably pay the tuition fee of the corresponding level and/or semester of study by the deadline specified to secure a space when they come back.

Leave of Absence – Typically, a leave of absence begins on the first day of an academic

semester and approval for the leave is obtained at least two weeks before the semester begins. Please consult the Program Coordinator for details.

Quiz, Graded assignment, and Test Make-up/Rescheduling

Students with a doctor's note or other valid documentation for leaves are eligible for rescheduling/making up of missed quizzes, graded assignments, and/or tests with a fee (please refer to the Fee Section of this Handbook).

Students who are late starting are also eligible to make up the missed quizzes and graded assignments with a fee.

Students must note that student attendance is tracked and the records may be submitted to Citizenship and Immigration of Canada upon request, which could result in revoking the study permit.

B. Cell Phones and Social Media

Cell phones must absolutely be muted throughout class time. No social media (WeChat, Facebook, for example) and text messaging are allowed during class time.

Conditional use of smartphones for learning purposes in class is allowed with the permission of instructors, who have the right to ask students to turn off their phones when necessary.

C. Languages

Students are highly encouraged to speak English in and out of the classrooms in TLC. Students' native languages are acceptable **only when** English communication fails to assist learning for lower-level students. Students have to make this clear to instructors when they wish to gain help from their fellow students using their shared first language; however, instructors will decide whether this is allowed and if yes, when and for how long. In other conditions, communication in languages other than English will be recorded as offences by instructors or the TLC Program Coordinator in the Supervised Assignment Session in the classroom, or by any employees in person or online after class.

D. Classroom and Campus

Before/after and/or between classes, students are encouraged to use the public learning area on and off campus. It is the responsibility of all students, instructors, and staff members to keep TLC a quiet and learning-friendly space.

Smoking and vaping products use is strictly forbidden on campus. For detailed regulations of different cities, please go to <https://www.richmond.ca/city-hall/bylaws/property/smoking.htm> (Richmond) and <https://city.langley.bc.ca/sites/default/files/uploads/Bylaws/SMOKING%20BYLAW%202792%20%28CONSOLIDATED%29.pdf> (Langley).

Food is not allowed in classrooms to keep our learning environment clean and tidy. Drinks in covered containers are acceptable. Students can eat in the cafeteria area near the classroom.

E. Cheating or Plagiarizing

Students are considered cheating or plagiarizing if they seek help, use assistance, materials or methods while completing assignments or exams, without acknowledging of doing so.

Typical cheating may include, but is not limited to

- copying anything that is not your own work from a book, an article, the internet, etc.;
- copying from a classmate;
- using secret notes in an exam;
- using a dictionary when a dictionary is not allowed;
- using a cell phone during a test; and
- looking at your classmate's answers.

Any form of cheating will bring serious consequences from a reduced grade to a fail in the assignment/test. Repeated cheating will lead to expulsion from TLC.

AI Usage: Using AI for more than 20% in writing an assignment or in a test is considered cheating and will bring serious consequences from a reduced grade to a fail in the assignment/test. Repeated cheating will lead to expulsion from TLC. A 20% or less AI similarity rate is allowed, although students will be reminded of the language use when an AI application is detected.

Also, an instructor has the right to deduct scores (up to 30%) in a graded assignment and/or test if the instructor

1. identifies a big discrepancy between a student's assignment produced in class with other forms of writing assignments that the student has produced; or
2. notices a big discrepancy between a student's assignment and their everyday academic performance in class.

Note: When necessary, a higher percentage of deduction or even a failure may be implemented with the consent of the DoE.

F. Dismissal Policy

SECTION I. General conditions of dismissal

A) Policy

If a student discontinues his or her program of study in any of the following cases, the student will be considered a student of dismissal from their program of study.

1. For any reason, a student stops attending classes for four consecutive weeks during a semester of study without notifying the Centre of the reasons of absence in writing or specifying their returning date;

2. For any reason, a student does not return to the Centre within four consecutive weeks of their expected returning date after a planned study break or academic suspension without giving the Centre a written notice to specify a new returning date;
3. For any reason, a student does not pay the tuition fee in full within the first 2 weeks of a semester.

B) Procedure

The process by which a student may be dismissed in the above conditions is as follows:

1. The Program Coordinator (PC) fills out a "Student at Risk" report with the student, identifying the problem and setting a plan of action. At this point, a verbal warning or advice is given.
The plan of action will specify what the student needs to do during a certain period of time so that the student's improvement can be measured and observed.
2. A follow-up report is compiled by the PC with the student if the situation has not been improved. In this case, the student is then issued a written warning and given one more chance for improvement.
3. If the second follow-up report shows that the requirements have not yet been met, the student may be dismissed.
4. For students who do not pay their full tuition fee on time, they will receive an email reminder of the payment in Week 1 and Week 2, indicating the deadline for payment, normally two weeks after the semester starting date. The student will be dismissed if no payment is received by the deadline indicated in the reminder, and the refund policy will apply.

SECTION II. Other possible conditions for dismissal

Other possible conditions that may lead to immediate dismissal from TLC are as follows:

1. Disrespect directed toward staff, instructors, or other students;
2. Threatening or intimidating behavior that interferes with the pursuit of learning by others;
3. Failure to follow TLC's regulations, policies, and procedures.

NOTE: Final decisions with respect to a student's status at TLC will be at the discretion of the Director of Education. The Centre reserves the right to expel a student without prior warning for a criminal offence or action that causes harm to TLC or its staff or students.

G. Dispute Resolution

The following policies and procedures have been designed for the protection and interest of

both the student and TLC. It is acknowledged by both parties (or representatives thereof) that the contents are read and understood and will be the basis of conflict and dispute resolution between the two parties.

1. This policy governs complaints from students respecting Trinity Language Centre (TLC) and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Program Coordinator who is responsible for making determinations in respect of complaints. If the Program Coordinator is absent or is named in a complaint, the student must provide the complaint to the Manager of Programs and Learning.
4. If a student has a dispute regarding the instruction, training, course content, scheduling, exam results, and other related academic matters, the student should:
 - Discuss and try to resolve the issue with the instructor directly.
 - If the student does not receive a suitable response, the student can make a written statement of the issue (within 5 business days after the result of the exam or assignment is released by the instructor, if the dispute is about the result of an exam or assignment) to the Program Coordinator, who will meet with the student, request submissions from all parties involved (including witnesses), and conduct an investigation.
5. If a student has a dispute with another student, a staff member or manager, the student should:
 - Talk directly to the person involved in the dispute. Then both parties should try to resolve the problem.
 - If the student is dissatisfied, he/she may meet with the Program Coordinator at TLC who will then request submissions from all parties involved (including witnesses) and conduct an investigation
 - If further action is required, or if the Program Coordinator is involved in the complaint, the student can set up an appointment with the Manager of Programs and Learning.
 - Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made.
6. The student making the complaint may be represented by an agent or a lawyer.
7. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Regulatory Unit (www.privatetraininginstitutions.gov.bc.ca). Students could also seek for resolution from the Board of Directors of Languages Canada (<https://www.languescanada.ca/en/>) if the issue is not solved by the school.

8. If a student wants to make an appeal for a grade, they can refer to the Grade Appeal Policy (see below).

H. TLC Grade Appeal Policy

Policy

Trinity Language Centre (TLC) is responsible for maintaining standards that promote academic integrity and student success. It is expected that faculty members will make academic judgments that are consistent and fair, and that students' academic records will reflect their demonstrated abilities and accomplishments.

Students have the right to know the academic standards of the course and how their academic performance will be evaluated. Faculty members and other staff who are responsible for grading a student's academic performance are expected to make available, at the start of each course, the evaluation components.

The purpose of this policy is to establish the parameters of and the procedure for students who wish to appeal a grade.

Appeals are limited to the following grounds:

1. A clerical error has resulted in a miscalculation of the grade.
2. The grade awarded did not fairly reflect the student's academic performance and/or the stated requirements for the course.

Procedures

Grades submitted by instructors after the completion of a module/term are considered final. If a student disagrees with a grade, that student must first address any such grade dispute with the relevant instructor. If the student is dissatisfied with the instructor's resolution of the issue, he/she may submit a written statement concerning the issue to the Manager of Program and Learning (MPL) within five (5) business days of the decision having been made. The appeal must describe the circumstances and reasons as to why the student's academic record needs to change. The MPL will assess the petition with the support of the Director of Education (DoE). The student will be sent a written decision within fifteen (15) business days of TLC's receipt of the petition. The decision of the DoE is final and is the ultimate step in the appeal process.

IV STATEMENT OF STUDENT RIGHTS AND RESPECTFUL AND FAIR TREATMENT OF STUDENT POLICY

A. Statement of Student Rights

Trinity Language Centre (TLC) is certified with the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIRU or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIRU for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIRU and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

Members of the Centre community engaged in any activity on Centre property or in conjunction with the Centre have the right to an environment that promotes respectful behavior.

B. Respectful and Fair Treatment of Student Policy

Trinity Language Centre strives to provide a campus environment that is free from discrimination, harassment, bully, and violence. The Centre does not condone these behaviors and they will not be tolerated.

Members of the Centre community are expected to:

1. share the responsibility of establishing and maintaining an environment of respectful behavior and engage in professional conduct in all respects of Centre related activities.
2. make every reasonable effort to prevent, identify, and report any actions of discrimination, harassment, bully, or violence that have been committed or that they reasonably believe may have been committed in conjunction with the procedures related to this policy; and
3. act in compliance with all applicable laws and regulations when fulfilling their obligations to and interacting with the Centre; when appropriate, investigations may be handled by outside authorities.

All violations of this Policy will be investigated in a fair, just, equitable and timely manner and dealt with accordingly in conjunction with the procedures related to this Policy.

Actions taken under this Policy may include discipline up to and including termination of study, denial of access to the Centre, and/or legal sanctions.

V. TLC SEXUAL MISCONDUCT POLICY

1. TLC is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - a. The student makes a complaint to TLC Program Coordinator (PC) Miranda Pei (mpei@twu-tlc.ca). When the PC is not available, the student can make the complaint to TLC Manager of Program and Learning (MPL) Lily Li (lli@twu-tlc.ca).
 - b. The student meets with the PC or MPL confidentially for the complaint.
 - c. If the complaint is not resolved after the meeting with the PC or MPL, the student will meet with Dr. Olivia Zhang (ozhang@twu-tlc.ca), the Director of Education (DoE) at TLC for a solution. When the DoE is not available, the student will meet with Joy Zheng (jzheng@twu-tlc.ca), the Executive Director (ED) of TLC.
 - d. If a complaint cannot be resolved satisfactorily after the intervention of the DoE (or the ED), the student can request TLC to invite an unbiased third party to get involved and reach a final solution.

6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
 - a. After receiving a complaint from a student, TLC PC or MPL (when the PC is not available) will respond within five business days acknowledging receipt of the complaint.
 - b. TLC PC or MPL will set up a confidential meeting with the student on the complaint in the hope of solving the problem within five business days after the meeting.
 - c. If the confidential meeting with the PC or MPL will not resolve the complaint, TLC DoE (or TLC ED) will meet with the student and work out a solution within ten business days after receiving the case from the PC or .
 - d. In the case when a solution can not be reached after both meetings, the student can request TLC DoE (or ED) to invite an unbiased third party to intervene for a final solution.
7. The process for making a **Report** of sexual misconduct involving a student is as follows:
 - a. A student can submit a report (a written statement and request for actions) of sexual misconduct to the PC or MPL (when the PC is not available).
 - b. The student will meet with the PC or MPL on the report for a solution.
 - c. If the meeting with the PC or MPL fails to reach a solution, the student can request the intervention of the DoE (or the ED when the DoE is not available).
 - d. When a solution is not reached after the intervention of both the PC (or MPL) and the DoE (or ED), the student can request the involvement of an unbiased third party for a final solution.
8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
 - a. TLC PC or MPL will respond within five business days acknowledging receipt of the report.
 - b. TLC PC or MPL will review the report, meet with the student, and discuss the case within ten business days upon receiving the report. A solution is expected within ten business days after the meeting.
 - c. When a solution fails to be reached with the PC or MPL, TLC DoE (or ED) will review the report, meet with the student, and work out an action plan with the student within ten business days after taking over the case.
 - d. In the cases when the report is not satisfactorily resolved after Steps a, b, and c, TLC DoE or ED will invite an unbiased third party to involve and reach a final solution within four weeks after the third party is invited.
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
10. Any processes undertaken pursuant to this policy will be based on the principles of

administrative fairness. All parties involved will be treated with dignity and respect.

11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

This institution is certified by the Private Training Institutions Regulatory Unit (PTIRU). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIRU, go to www.privatetraininginstitutions.gov.bc.ca.

VI. REFUND POLICY AND WITHDRAWAL

A. Fees

AES Tuition:	\$5,295 per semester
PGS Level 1 Tuition:	\$6,264 per semester
PGS Level 2 Tuition:	\$4,437 per semester
CAEL Prep Course Tuition:	\$400 (Non-refundable)
Exam Reschedule Fee:	\$100
Quiz/Graded Assignment Reschedule Fee	\$50
Official Transcript Fee	\$10
Text Books and Material Fee:	Level-specific
Late Payment fee	1% per week of the unpaid tuition due after the due date and before the starting date. 2% per week of the unpaid tuition due after the starting date or the due date whichever is later

- Tuition fee due date is specified in the student contract.
- If there is any unpaid tuition after the due date, late payment fee will apply.
- For students who do not pay their due amount after two weeks of the semester, Trinity Language Centre reserves rights to prohibit the students from their class.
- The maximum of cash payment that TLC accepts is \$500.
- Textbooks purchased from TLC are 100% refundable within ONE week of the original date of purchase with the original condition and payment receipt.
- Expenses occurred for academic field trips are paid by students.

B. Refund Policy

1. Student enrolled in a program without having met the admission requirements for the program, if the student did not misrepresent the student's knowledge or skills when applying for admission, TLC may refund 100% tuition and all related fees, including application fees.
2. Before the program start date, TLC receives a notice of withdrawal:
 - No later than seven days after student signed the enrolment contract and before the program start date, TLC may refund 100% tuition and all related fees, other than application fees
 - More than seven days after student signed the enrolment contract and before the program start date, TLC may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under student enrolment contract.
3. After the program start date and not later than seven days after the program start date TLC provides a notice of dismissal or receives a notice of withdrawal, TLC may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under student enrolment contract – applies to all programs.
4. After the program start date, TLC provides a notice of dismissal or receives a notice of withdrawal - applies to all approved programs:
 - (a) After the program start date, and up to and including 10% of instruction hours have been provided, TLC may retain up to 10% of tuition paid or payable under the student enrolment contract.
 - (b) After the program start date, and after more than 10% but before 30% of instruction hours have been provided, TLC may retain up to 30% of tuition paid or payable under the student enrolment contract.
 - (c) After the program start date, and after more than 30% but before 50% of instruction hours have been provided, TLC may retain up to 50% of tuition paid or payable under the student enrolment contract.
 - (d) After the program start date and after more than 50% of instruction hours have been provided, no refund due.
5. Student does not attend – “no-show” the first 30% of the program, TLC may retain up to 50% of the tuition paid under the student enrolment contract.
6. After the program start date, TLC receives a refusal of study permit from an international student and student decided to withdraw:
 - (a) Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:
 - The program start date in the most recent Letter of Acceptance
 - The program start date in the enrolment contract
 - (b) Student has not requested additional letter(s) of acceptance.

TLC may refund 100% tuition and all related fees, other than application fees. This only

applies for students who choose to pursue their study in TLC while waiting for their initial study permit approval.

7. All refund requests must be made in writing.

C. Withdrawal

Students should note that simply stopping attending school does not constitute official withdrawal from TLC. Students should talk to TLC Program Coordinator about their situation first and fill out a Withdrawal form.

VII. SERVICE AND INFORMATION

A. Medical Insurance

British Columbia Medical Services Plan (BCMSP)

Students in TLC are required to enroll in BCMSP during their study period. To qualify for coverage for the BCMSP (government medical insurance), international students must have a study permit for more than 6 months; otherwise, you have to extend it in the future before you are qualified to apply. If you are a Canadian citizen or a permanent resident, provide documentation that could approve your status (i.e. a copy of PR card). Those on visitor visas are not eligible.

International students should submit their application for BCMSP as soon as arriving in Canada as there is a three-month application processing period. You will then receive a B.C. Care Card in the mail.

For information on premium rates and application forms, please visit
<http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents>

Private Insurance

While waiting for BCMSP to be effective, students are required to purchase medical coverage. For those planning to enter TWU in the future, please visit
<https://www.guard.me/twu/> for temporary insurance purchase.

B. TLC Website

TLC website address is www.twu-tlc.ca. Students can find most important information on this website, including but not limited to

- a. Important dates including semester starting days
- b. School policies
- c. Fees
- d. Application package
- e. Program description

C. Student Service

For information about the enrolment contract, TLC student policies, the program outline, housing service, academic support, absence report, tuition fee and other payment and MSP application, please contact TLC Program Coordinator Miranda Pei (mpei@twu-tlc.ca) or 604-513-2191 ext. 3581). All emails will be responded within 24 hours on business days.

D. Inclement Weather Protocol

Under inclement weather conditions:

1. TLC remains open when public transit runs normally (which is the general protocol for most of the educational institutions) unless TWU announces the campus closure;
2. Classes and exams will continue as scheduled if not otherwise advised. Instructors could be flexible in arranging/adjusting class activities and test to accommodate the maximum participation of students.

