

# Trinity Language Centre



## Student Handbook

**FALL 2023**

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 distributing. We reserve the right to change these contents as appropriate.

# TABLE OF CONTENT

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

### **Programs in 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 and PGS Level-2 are delivered with the combination of language and university credit course studies, and the credits gained can be transferred to undergraduate studies in TWU. Students who successfully complete the PGS Level-2 and meet the GPA requirements in the BA Leadership credit courses will be admissible into the TWU graduate programs requiring an IELTS 7.0 English language proficiency.

### **CAEL Preparation Course**

The CAEL Test (Canadian Academic English Language test) can be used as a placement test in TLC. When necessary, TLC may offer a CAEL Preparation Course prior to the start of each semester (regular start). A CAEL test will be offered after this course and the result will be available before the official start of that semester.

## C. Placement Test

A key component of the TLC system is the assessment of learners into appropriate language learning categories. In order to properly assess all incoming learners for their optimal language competency level, learners are encouraged to attend the CAEL (Canadian Academic English Language) test. Students who write the CAEL examination will be placed according to the assessment results.

IELTS, TOEFL, and Duolingo, PTE, and Cambridge English test scores are accepted in the application of TLC. The official transcripts of these tests are required to display upon enrolment. TLC In-House Placement Test is also offered. Please see below for detailed conversion between different scores.

CAEL	TOEFL IBT	IELTS Academic	TLC In-House Placement Test	Duolingo English Test	PTE Pearson Test of English Academic	Cambridge English	Programs
10-29	21-34	3.0- 4.0	15- 40	30-65	22-29	130- 146	AES Level 1
Completion of Grade 11 or Grade 12 English (60% minimum) in a student's home country.							
30-39 (Writing: 15 or higher)	35-45 (Writing: 6-11 or higher)	4.5 (Writing: 4.0 or higher)	41-50	70-75 (Literacy/Comprehension 30 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)	51-60	80-85 (Literacy/Comprehension 70 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)	61-70	90-95 (Literacy/Comprehension 80 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)	71-80	100-105 (Literacy/Comprehension 90 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)	81 and higher	110 and higher (Literacy/Comprehension 100 or higher)	59 and 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							

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 in one level lower than the level that the language score should have enabled them to sit before its expiration. They then will 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 contract with TLC for the first semester of study; or
- upon submission application with the University, and the applicant starts their study at TLC within one year of the application submission.

*TLC reserves the right to make decisions on the placement of a student case by case, 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.

#### **Conditions for Returning Students**

Admission conditions apply to returning students with 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 reminder;
2. Repeated lateness in attendance and ignoring warning letters; and
3. Inappropriate and disrespectful behaviors in class and on campus and making no 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 replaced 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.

The TLC learning record of a student's who has left the school for any reason will be eligible for replacement 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 are penalized 10% per day late 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 dates of the assignment.

Daily assignment hours are about 2 hours for AES Levels 1-4. The assignment hours for PGS students vary based on the types of assignments and tasks.

### **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 Level-1, a mid-term examination/project will be arranged around week 8. A final exam is taking place in week 15. For PGS Level-2, the Research Essay will replace the mid-term exam/project.

TLC students could request for rescheduling of a test with sufficient proof to teachers that rescheduling is necessary; then the instructor would report to TLC Director of Education for approval. The request has to be made at least one week before the exam date. Exam rescheduling fee will apply.

Students caught cheating during the exam will be given 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) in average to pass this level and get into a higher 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 students** to be admissible into the TWU graduate programs that require an IELTS 7.0, students have to pass both the TLC Academic English Classes (60%) and achieve a minimum of B average in GPA of the credit courses. Failure in any part of learning will lead to the repeat of both the language section and the two credit courses in PGS-1 and three credit courses in PGS-2 respectively.

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

1. Mid-term examination/Research essay/Research project (30%)
2. Quizzes (10%)
3. Active learning and Daily assignment (10%)  
Consisting of the following: daily assignment, attendance, engagement, improvement and punctuality
4. Final examination (50%)

**The grading at 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 a responsible student. When a student fails one level, the Director of Education, the Academic Assistant, and the Program Assistant 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 to shift a school/program that fits the student better. Students who fail in the third attempt of passing one level will not continue study at TLC. For the repeating semesters, certain conditions may apply (e.g. mandatory individual tutorials) to assist the student to learn better.

**Tutoring System**

TLC has set up a unique Tutoring System to provide academic support to students in AES Levels 1-4 on campus 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 tutor. The TLC Academic Coordinator 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 the Academic Coordinator to make up the class (es) they miss.

PGS-1 and PGS-2 students are required to attend workshops hosted by TLC Academic Coordinator for 3 and 2 hours respectively each week.



### **Challenge Test**

After completing each level, most AES students (see Note for exceptions) will have the opportunity to decide whether to challenge by writing either a TLC In-House Placement Test or an Online CAEL 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 have to achieve the test requirement of the corresponding level they would challenge.
4. Students can only write the designated Placement Test prior to the beginning of a new semester as a Challenge Test.
5. It is the student's own responsibility to plan ahead and decide which challenge test to write, if at all, based on the accessibility of the CAEL Online test in the city/country where the student resides at the time of writing the test. If a student decides to write a challenge CAEL test, they should find a time and date for the Test and book it online (<https://www.cael.ca/take-cael/overview/online/>). They should make sure that the official CAEL Test result could be received by TLC for placement before the start of the following semester.
6. To maintain the consistency of the application of the on-site CAEL Placement Test TLC used before Covid-19, the Speaking part of the official Online CAEL Test is only used as a reference in considering the overall score of a student's CAEL Test.

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

### III. BEHAVIORAL POLICIES

#### A. Attendance

100% attendance is expected in TLC. Instructors will take register each class and mark absences, late attendance, and early leave. If a student has to be late or absent because of unavoidable circumstances, he/she 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 your attendance and affect your active learning score. **Absence of classes of the current semester for 15% or more with/without valid reasons may result of 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 the class. When not allowed to enter the classroom because of lateness, students must wait outside the classroom until the break or being notified by the instructor to attend the 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 Supervised Assignment Session is recorded on file by the TLC Program Assistant; all rules and regulations on Attendance in Behavior Policies apply to this Session.

##### Leaves

**Sick Leave** - Students absent due to sickness are required to notify TLC/instructor by email or phone 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 a sick leave due to an epidemic disease, the maximum days of leave could be reconsidered case by case.

**Deferral** - Students are recommended to complete their learning continuously at TLC for the best learning outcome. Students with deferral request 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 Assistant 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 on p.16 of this Handbook).

Students who are late to start are also eligible for making up the missed quizzes and graded assignments with a fee.

**Students must be noted that attendances are tracked and the records may be submitted to Citizenship and Immigration of Canada upon request, which could result in revoking of 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 are 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 classrooms in TLC. Native languages of students' are acceptable **only when** English communication fails to assist learning for lower English 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 other languages than English will be recorded as offences by instructors or the TLC Program Assistant in the Supervised Assignment Session in the classroom, or any employees on campus after class.

## **D. Classroom and Campus**

Before/after and/or between classes, students are encouraged to use 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 is strictly forbidden on campus. In addition, according to Public Health Protection Bylaw 6989, Part 6.1.1(e) by the City of Richmond, "A person must not smoke within nine (9) metres measured on the ground from a point directly below any point of any opening into any building including any door or window that opens or any air intake."

Food is not allowed in classrooms in order to keep our learning place clean and tidy. Drinks in covered containers are acceptable. Students can eat at 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 cheatings may include, but are not limited to

- copying anything that is not your own work from a book, an article, 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;
- looking at your classmate's answers; and
- using AI in writing an assignment or in a test.

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.

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

1. identifies big discrepancy between a student's assignment produced in class with other forms of writing assignments that the student has produced; or
2. notices big discrepancy between a student's assignment with 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 reasons, a student stops attending classes for 4 consecutive weeks during a semester of study without notifying the Centre reasons of absence in writing or specifying their returning date;
2. For any reasons, a student does not return to the Centre within 4 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 reasons, a student does not pay for the tuition fee in full within the first 4 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 Assistant 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 improvement of the student can be measured and observed.

2. A follow-up report is compiled by the PA 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 the first verbal reminder of the payment in Week 1, followed by an invoice in Week 2 of a semester from the Accountant. After a verbal warning in Week 2 and Week 3 respectively, the student will receive a written warning from the Accountant indicating the deadline of payment at the beginning of Week 4. The student will be dismissed if no payment is received by the deadline indicated in the written warning.

## **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. Student 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 Assistant who is responsible for making determinations in respect of complaints. If the Program Assistant is absent or is named in a complaint, the student must provide the complaint to the Director of Education at TLC.
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 Assistant, 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 Assistant 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 Assistant is involved in the complaint, the student can set up an appointment with the Director of Education.
  - Written reasons for the determination will be provided to the student within 45 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 Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)). Students could also seek for resolution from the Board of Directors of Languages Canada (<https://www.languagescanada.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, fair, and that students' academic records will reflect their demonstrated abilities and accomplishments.

Students have the rights 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 reflect fairly 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 Academic Assistant (AA) 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 AA 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 Branch (PTIB) 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 PTIB 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 PTIB 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 PTIB 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 Assistant (PA) Miranda Pei (mpei@twu-tlc.ca). When the PA is not available, the student can make the complaint to TLC Academic Assistant (AA) Lily Li (lli@twu-tlc.ca).
  - b. The student meets with the PA or AA confidentially for the complaint.
  - c. If the complaint is not resolved after the meeting with the PA or AA, 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 (ozheng@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 PA or AA (when the PA is not available) will respond within five business days acknowledging receipt of the complaint.
  - b. TLC PA or AA 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 PA or AA 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 PA or AA.
  - 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 PA or AA (when the PA is not available).
  - b. The student will meet with the PA or AA on the report for a solution.
  - c. If the meeting with the PA or AA 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 PA (or AA) 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 PA or AA will respond within five business days acknowledging receipt of the report.
  - b. TLC PA or AA 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 PA or AA, 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 Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).

## VI. REFUND POLICY AND WITHDRAWAL

### A. Fees

Application Fee:	\$50
AES Tuition:	\$5,295 per semester
PGS Level 1 Tuition:	\$3,480 per semester
PGS Level 2 Tuition:	\$2,320 per semester
CAEL Prep Course Tuition:	\$400 (Non-refundable)
TLC In-House Placement Test Fee	\$100
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.
- Second-hand textbooks are only allowed with the confirmation of the Program Assistant who will make sure the condition of the book will not affect the learning of the students. Textbooks in print books format purchased from TLC are 100% refundable within ONE week of the original date of purchase with the original packing 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 the student and institution signed the enrolment contract, and:
    - (i) At least 30 days before the program start date in the enrolment contract, TLC may retain up to 10% of tuition due under the student enrolment contract, to a maximum of \$1,000.
    - (ii) Less than 30 days before the program start date in the enrolment contract, TLC may retain up to 20% of tuition due under the student enrolment contract, to a maximum of \$1,300.
3. After the program start date, TLC receives a notice of withdrawal or delivers a notice of dismissal to a student – applies to all regular programs, other than distance-education-only program:
  - (a) After the program start date, and up to and including 10% of instruction hours have been provided, TLC may retain up to 30% of tuition due 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 50% of tuition due under the student enrolment contract.
  - (c) After the program start date, and after and including 30% of instruction hours have been provided, TLC may retain 100% of tuition due under the student enrolment contract.
4. After the program start date, TLC receives a notice of withdrawal or delivers a notice of dismissal to a student – applies to distance-education-only program:
  - (a) Student completed less than and including 30% of the program, TLC may retain up to 30% of tuition due under the student enrolment contract.
  - (b) Student completed more than 30% but less than 50% of the program (based on evaluation provided to student), TLC may retain up to 50% of tuition due under the student enrolment contract.
5. TLC receives a refusal of study permit from an international student and he or she decides to withdraw:
  - (a) Before 30% of instruction hours would have been provided and the student has started the program on the program start date in the enrolment contract, and
  - (b) Student has not requested additional letter(s) of acceptance.

TLC may refund 100% tuition due under the student enrolment contract 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.

6. All refund request 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 Assistant 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 highly recommended to purchase medical coverage. For those plan 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](http://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, CAEL test dates, etc.,
- 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, homestay, academic support, absence report, tuition fee and other payment and MSP application, please contact TLC Program Assistant Miranda Pei ([mpei@twu-tlc.ca](mailto:mpei@twu-tlc.ca)) or 604-513-2191 ext. 3581). All emails will be responded within 24 hours.



## **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 student.

