



**EF INTERNATIONAL LANGUAGE SCHOOLS (CANADA) LTD.,  
operating as**

**EF INTERNATIONAL LANGUAGE CAMPUS**

Suite 200 – 750 Cambie Street

Vancouver, British Columbia, V6B 2P2

Phone number 1 604 633-0505

Fax number 1 (604)633-0506

Email: [erin.alefounder@ef.com](mailto:erin.alefounder@ef.com)

<http://www.ef.com/ca/ils/destinations/canada/vancouver/>

<http://www.ef.com/ca/aya/destinations/canada/vancouver/>

PTIB Institution ID Number: **03958**

This institution is designated by the Private Training Institutions Branch ☒ Yes ☐ No

**Private Training Institutions Branch**

Suite 203-1155 West Pender St.

Vancouver, BC, V6E 2P4

Phone number: 1 604 569-0033

Email: [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)

[Privatetraininginstitutions.gov.bc.ca](http://Privatetraininginstitutions.gov.bc.ca)

**STUDENT INFORMATION**

Student Last Name

Student First Name and Middle Name

Usual First Name

Student's Personal Educational Number (EF Reference #)

Student Home Country Mailing Address

Postal Code

Student Canada Mailing Address (if available and different from above)

Postal Code

Student Telephone Number

Alternate Telephone Number

Student Main Email Address

International Student:

☐ Yes ☐ No

If you are an international student:  
Citizenship: \_\_\_\_\_

Do you have a study permit?

☐ Yes ☐ No

If you do not have a study permit, do you have a permit, visa or other written authorization to study in Canada other than a study permit?

☐ Yes ☐ No

Date of Birth: <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>  <b>Y Y Y Y</b> </div> <div style="text-align: center;"> <input type="text"/> <input type="text"/>  <b>M M</b> </div> <div style="text-align: center;"> <input type="text"/> <input type="text"/>  <b>D D</b> </div> </div>		Gender <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Male  <input type="checkbox"/> Non-Binary         </div> <div> <input type="checkbox"/> Female         </div> </div>
<b>PROGRAM INFORMATION</b>		
English as a Second Language		
Program Title (as designated by PTIB)		
Hours of Instruction during Contract Term	Program Duration Total in Hours	Contract Start Date
Contract End Date		
Credential Issued on Completion* <i>*(For APP students, a Diploma is issued; For LS students, a Certificate is issued)</i>		
<div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> Diploma         <input type="checkbox"/> Certificate       </div>		
Program Delivery Method <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <input type="checkbox"/> In-Class         <input type="checkbox"/> Distance         <input type="checkbox"/> Online         <input checked="" type="checkbox"/> Combined       </div>		
Language of Instruction <div style="border-bottom: 1px solid black; display: inline-block; margin-left: 20px;">English</div>		
<b>PRIVACY</b>		
<p>Under the Personal Information Protection Act students are entitled to access their student file.</p> <p>The personal information collected will only be used for the purpose for which it was originally collected or for a use consistent with that purpose unless the student consents to other use. Please be advised that under section 61 of the Private Training Act, the registrar is authorized to collect, use and disclose personal information in accordance with the regulatory duties of the registrar under the Act. Accordingly, this institution is authorized to disclose your personal information to the registrar for regulatory purposes.</p>		
<b>PROGRAM ADMISSION REQUIREMENTS</b>		
<p><b>General English Course</b></p> <p>There are no specific prerequisites or minimum admission requirements for an EF language program, except that the student must be 16 years of age or older (13 years for the junior program). Anyone can benefit from English language instruction. Therefore, all students 13/16 years of age or older who desire to learn English as a foreign language have met the admission requirements. To enroll, the student has to complete this Enrolment Form and send it to the EF office along with the non-refundable Enrolment Fee and an optional non-refundable Cancellation Protection Fee. The enrolment/registration fee is up to \$250 (domestic)/\$1000 (international).</p>		

## STATEMENT OF STUDENT RIGHTS

EF International Language Campus 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>.

## LANGUAGE PROFICIENCY POLICY

EF International Language Campus in Vancouver is an English language school. There is no requirement regarding previous English language proficiency to attend the school. Anyone who meets the age requirement can attend our general English courses. Special requirements exist for the University Preparation program as outlined in the Admissions Policy.

Students will be taking an English language test, the EFSET test, to assess their language level. This test can be taken online prior to arrival at the school or in person (online or paper-based) once the student has arrived at the school. Based on the test results, students will be placed in one of EF's six stages of the CEFR (Common European Frame of Reference), an established scale, which ranges from complete beginner to advanced proficiency.

## DISPUTE RESOLUTION POLICY

1. This policy governs complaints from students respecting EF International Language Campus-("EF") and any aspect of its operation. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by EF at any time.
2. We want all students to have the best EF experience possible and be happy at all times. If any student is feeling unhappy in any way, we encourage all students to speak with the School Director/Senior Onsite Administrator as soon as possible in order to resolve any dissatisfaction as soon as possible.
3. If a student has a complaint pertaining to their program, all student complaints **must be made in writing**.
4. The student must provide the written complaint to the School Director, Erin Alefounder (erin.alefounder@ef.com), who is responsible for making determinations in respect of complaints. Responsible for reconsideration is the Senior Director of Operations for Canada, Elinel Atencio (elinel.atencio@ef.com) if the School Director absent or is named in a complaint.
5. The process by which the student complaint will be handled is as follows:

### STEP 1: Assessment

- Academic-related: The School Director will carefully assess all complaints seriously. The School Director may meet with the Academic Director/Academic Leader and/or instructors, and/or EF sales staff depending on the nature of the complaint prior to reaching a determination.
- Accommodation-related: The School Director will meet with the Housing Director/Accommodation Coordinator, host families, and/or residence advisors, and/or EF-affiliated hotel staff, and EF sales staff prior to reaching any determination.
- Other: The School Director will carefully assess all complaints pertaining to any other aspect of the program and may meet with other EF staff members prior to reaching any determination.

### STEP 2: Determination

- 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. EF's Vancouver campus is a member of Languages Canada, an association for accredited language schools in Canada. If you do not feel that your complaint has been resolved by EF, you can contact them in writing by post at Languages Canada, 5886 - 169A Street, Surrey, BC, Canada V3S 6Z8. You can also use their online contact form available here: <http://www.languagescanada.ca/en/contact-us>
  8. 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, the student may file a complaint with the Private Training Institutions Branch. Address: Suite 203 – 1155 West Pender Street, Vancouver, BC V6E 2P4, Phone: 604-569-0033, email: PTI@gov.bc.ca. Website: [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date the student completes, is dismissed from, or withdraws from the program.

## ATTENDANCE POLICY

In order to receive a certificate (short-term courses) or diploma (long-term courses) at the end of your course, you must attend 80% of the course and receive a minimum of a C+ grade point average. A longer version of the Attendance Policy is in the Student Handbook.

## DISMISSAL POLICY

Probation and dismissal: students are required to maintain 80% attendance, as well as a GPA of C+ to remain in good standing. Students with excessive absences and/or who have had disciplinary action taken against them in violation of the EF Student Code of Conduct may be put on probation and/or dismissed from the program.

## PROGRAM COSTS

Program Costs (in local currency) & Canadian Dollars	Amount
------------------------------------------------------	--------

- |                                                                   |  |
|-------------------------------------------------------------------|--|
| • Tuition (this amount includes discounts or scholarship amounts) |  |
| • Registration/Application Fee                                    |  |
| • Accommodation &-Administrative Fee                              |  |
| • Assessment fee                                                  |  |
| • Textbooks                                                       |  |
| • Summer supplement fee                                           |  |
| • Accommodation supplements (single, residence)                   |  |
| • Cancellation insurance                                          |  |
| • Travel insurance                                                |  |
| • Transfer                                                        |  |

**TOTAL PROGRAM COSTS (in Canadian Dollars \$CDN) \* \***

**TOTAL TUITION payable during contract term (in Canadian Dollars \$CDN)**

**\*Prices are set by EF Education First Ltd, Switzerland**

**\*\*Converted at the rate of the booking date**

### PAYMENT PLAN

*All tuition and accommodation charges are collected by EF Education First Ltd. (a Switzerland incorporated Company). Students enroll and pay for their course in their country of origin in local currency. The student enrollment agreement is with EF Education First Ltd. EF International Language School (Canada) Ltd. contracts with EF Education First Ltd., providing procurement services of facilities and staffing.*

**The revenue amounts stated below are in a currency that the student paid; a total Canadian dollar amount is calculated based on the currency conversion rate on the booking date.**

Method of Payment: ☐ Cash ☐ Cheque ☐ Credit Card ☐ Other: \_\_\_\_\_

Payment  
Amount(s)

Date(s) Due:

### REFUND POLICY

Circumstances when Refund Payable	Amount of Refund
<b>Before program start date</b> , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> <li>—</li> </ul>	100% tuition and all <a href="#">related fees</a> , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>At least 30 days before the later of:                             <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>More than seven days after the student and institution signed the enrolment contract, and</li> <li>Less than 30 days before the later of:                             <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
<b>After program start date</b> , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition.  Institution must refund fees paid for course materials if not provided to the student.

<ul style="list-style-type: none"> <li>After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</li> </ul>	<p>Institution may retain up to 50% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
Student does not attend program – “no-show” (applies to all students)	
<ul style="list-style-type: none"> <li>Student does not attend the first 30% of the program.</li> </ul>	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ul> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	<p>100% tuition and all related fees, other than application fee.</p>
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> <li>Student completed up to 30% of the program.</li> </ul>	<p>Institution may retain up to 30% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> <li>Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</li> </ul>	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Institution must pay the tuition or fee refund <b>within 30 days</b> after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).</p>	
PRIVATE TRAINING INSTITUTIONS BRANCH	
<p>EF International Language Campus in Vancouver is certified by the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education and Skills Training.</p>	

Certified institutions must comply with regulatory requirements relating to, among other things, student enrolment contracts, tuition refunds and instructor qualifications.

Please be advised that under section 61 of the Private Training Act, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar's regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.

**For further information about the Private Training Institutions Branch and the services it provides, students may contact:**

**203 – 1155 West Pender Street, Vancouver, BC, V6E 2P4**

**Tel. (604) 569-0033 or 1-800-661-7441**

**Fax. (778) 945-0606**

**<http://www.privatetraininginstitutions.gov.bc.ca>**

**Email: PTI@gov.bc.ca**

**This contract is legally binding when signed by the student and accepted by the institution.**

#### **STUDENT DECLARATION**

I consent to the Institution sharing my personal information with the Ministry of Advanced Education and Skills Training for research purposes and statistical analysis under the authority of sections 6(2)(a) and 10(1)(a) of the Personal Information Protection Act (PIPA).

I consent to the sharing, in accordance with Provincial privacy legislation, of my enrolment and reporting information between EF International Language Campus and Immigration, Refugees and Citizenship Canada, as necessary, for the purposes of the International Student Program.

Should you have any questions about the collection, disclosure and use of personal information you may contact: Director, Policy and Institution Certification, Private Training Institutions Branch, Governance, Legislation and Corporate Planning Division, Ministry of Advanced Education and Skills Training, 203 - 1155 W. Pender St, Vancouver, BC V6E 2P4 or by telephone at (604 569-0019).

Student Signature

Date Signed



Signature of Parent or Legal Guardian (if under age 19)

Date Signed

INSTITUTION SIGNATURE

The institution agrees to deliver the program according to the terms of this contract. The institution certifies that the student has met the admission requirements for the program of study.

Printed Name of EF Representative

Position Title

Signature of EF Representative

Date Signed

PROGRAM OUTLINE

Brief Program  
Description

*EF International Language Campus's program in English as a Second Language teaches students English language skills from a beginning (A1) to an advanced level (C2) in five different courses: Intensive English, General English, Basic/Junior English, and Examination Preparation. The courses differ in the number of weekly lessons, as well as in the number of special interest (elective) classes offered.*

Career Occupation  
(if applicable)

*Not applicable to English language programs.*

Admission  
Requirements

*Students must be 16 or older to participate in the courses, except for the Junior course, for which students must be 13 or older.*

Required Course  
Materials

*ESL: EF writes and publishes its own textbook series, Efecta, from A1 to C2 for general English lessons, as well as a number of special interest textbooks in Communication, Grammar, Vocabulary and Idioms, as well as Business English. Other special interest (elective) courses use a variety of supplementary textbooks. The examination preparation course uses Cambridge Advanced Result (Oxford) and FCE Gold Plus (Pearson-Longman) textbooks.*

Equipment  
required for  
this Program

*EF students have access to a Dell computer laboratory, as well as iPads, which are used in the classrooms. Students are not obligated to purchase any equipment except textbooks for the EF program.*

Other Materials *Supplementary materials as needed and provided by the Campus.*

Program Duration *The different courses at EF mainly differ in the number of weekly hours and length of study.*  
*The short-term General, Intensive, and Examination courses are flexible in that the student decides the length of study, from 2 weeks to any desired length.*

*The Basic course lasts from 2 to 12 weeks.*

*General and Intensive courses can also be purchased as a set length course for either six months ("Academic Semester" or nine months "Academic Year" or 10 months "Academic Year Extended").*

*This table describes the weekly number of lessons, also converted into 60-minute clock hours.*

*EF teaches in 40-minute lessons, two of which are combined into an 80-minute block on the student schedule.*

Course type	40-minute lessons	Total number of minutes	60-minute clock hours
Intensive Examination	32	$32 \times 40 = 1240$	$: 60 = 21.33$
General	26	$26 \times 40 = 1040$	$: 60 = 17.33$
Basic/Junior	20	$20 \times 40 = 800$	$: 60 = 13.33$

Homework Hours *Students are expected to complete 1-2 hours per day of homework.*

Delivery Method(s) *Indicate how the program is delivered*

☒ *In-class instruction*

☐ *Distance education*

☐ *Combined delivery (both in-class and distance)*

Instructional Methods

**Method of Delivery**

**(reflect all methods used)**

**Contact lessons per week**

*Classroom (Instructor Led)*

20-24

*Computer Based Training  
(instructor led)*

6-8

*Distance Education*

0

*Supervised Lab*

0

*Work Experience*

0

**Questionnaires**

All students complete an initial “Arrival questionnaire” and our policy is that a staff member goes over the questionnaire face to face with each student to ensure comprehension. Students studying for more than 3 weeks also have a mid-point questionnaire, and all students complete a departure questionnaire. Although you should speak to someone in person as soon as possible when you have any questions or concerns, it is very important that you complete the questionnaires when they come up on MyEF. We read each questionnaire carefully and follow up within a day or two. If any aspect of the program is flagged as either “unsatisfied,” or “somewhat satisfied,” then the School Director will contact you and request a meeting in hopes of addressing any mild concerns.

Students are encouraged to communicate directly with their teachers about their English **lessons** and specific learning goals. Your teacher is here to help and only wants the best for your English education. If you are not comfortable speaking with your teacher, **the Academic Director/Academic Leader** is always available to help. If you have any questions or concerns about your **accommodation in Vancouver**, please speak with **EF staff in the Accommodation office** as soon as possible. The Accommodation Coordinator will help with any questions or help you to find a solution to any concerns you may have with your accommodation.

If you have any questions with **any other aspect** of your course or feel that your question was not answered in any other department, please speak to the **School Director, Erin Alefounder**. The school director will talk to you to about your questions and help ensure satisfaction.

**Changing, shortening or terminating your program**

1. If you would like to finish your program earlier than the original date planned, please talk to the Administration Coordinator or School Director:

The Administration Coordinator or School Director will give you a Course Change Notification Form to sign. This form serves as written notification of the request to shorten/change your course. In all cases the Enrolment Fee and Optional Cancellation Insurance are non-refundable. The Refund Policy applies.

2. If you would like to change your course type please talk to the Administration Coordinator or School Director: You will need to sign a Course Change Notification Form and the Administration Coordinator/School Director will contact the EF admissions office in your home country or representative sales office for your home country. You will also have to pay a course change administrative fee which is the equivalent of CAD\$75. Your change will be effective the next Monday.

3. If you would like to change your accommodation for any reasons that are not deemed an emergency by the Accommodation Coordinator, you will be required to give 2 weeks’ notice if you are a short-term student. If you have already moved once and would like to move again for any reason which is not deemed an emergency by the Accommodation Coordinator you will need to give the same notice periods as above and pay an accommodation change fee which is the equivalent of CAN\$75.

4. If you would like to transfer to another EF Campus, please talk to the Administration Coordinator: You will need to sign a Course Change Notification Form. The Administration Coordinator will contact the EF sales office in your home country or representative sales office for your home country and you will need to pay a transfer change fee. The fee depends on which EF Campus around the world you are switching to and what course you will be taking. The average transfer change fee will be around CAD\$225.

*Please remember: if you have any concerns at all you can talk to any of the school staff who are always ready to listen and assist or put you in touch with the member of staff who can help you.*