



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

EF INTERNATIONAL LANGUAGE CAMPUS

1952 Blanshard St

Victoria, British Columbia, V8T 4J3

Phone number 1 250 999 7790

Email: Christopher.White@ef.com

<http://www.ef.com/ca/ilsd/schools/vancouver-island>

PTIB Institution ID
Number: **03958**

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

Private Training Institutions Branch (PTIB)

Suite 203-1155 West Pender St.
Vancouver, BC, V6E 2P4

Phone number: 1 604 569-0033

Email: PTI@gov.bc.ca

Privatetraininginstitutions.gov.bc.ca

STUDENT INFORMATION

Student Last Name

Student First Name and Middle Name

Student First Name

Student's Personal Educational Number (EF
Reference #)

Student Home Country Mailing Address

Postal Code

Student Canada Mailing Address

Postal Code

Student Telephone
Number

Alternate Telephone
Number

Student Main Email Address

International Student:

☐ Yes

☐ No

Date of Birth:

Y Y Y Y M M D D

Gender

☐ Male

☐

Female

PROGRAM INFORMATION			
English as a Second Language			
Program Name (as approved by PTIB)			
Program Duration in Hours	Program Duration Total in Hours	Program Start Date	Program End Date
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> Credential Issued on Completion* <i>*(For Academic Year/Semester students, a Diploma is issued; For short-term students, a Certificate is issued)</i> </div> <div style="width: 30%;"> <input type="checkbox"/> Diploma </div> <div style="width: 30%;"> <input type="checkbox"/> Certificate </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 30%;"> Program Delivery Method (select all that apply) </div> <div style="width: 30%;"> <input checked="" type="checkbox"/> On-Site </div> <div style="width: 30%;"> <input type="checkbox"/> Distance </div> <div style="width: 30%;"> <input type="checkbox"/> Online </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 30%;"> Language of Instruction </div> <div style="width: 60%;"> English </div> </div>			
PRIVACY			
<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>			
PROGRAM ADMISSION REQUIREMENTS			
<p>General English Course</p> <p>There are no specific prerequisites or minimum admission requirements for an EF language program, except that the student must be 15 years of age or older (13 years for the junior program). Anyone can benefit from English language instruction. Therefore, all students 13/15 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> <p style="text-align: center; margin-top: 20px;">(Program admission requirements may not be waived by the student or the institution)</p>			

LANGUAGE PROFICIENCY POLICY

The 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.

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 in English.

GRADE APPEAL AND DISPUTE RESOLUTION POLICY

The process by which a student may appeal a grade received in a course at the EF International Language Campus is as follows:

- If you have all your course grades, plug them into the grading formula which is as follows: 40% final projects and tasks; 15% weekly quizzes; 15% homework, 30% speaking fluency and accuracy, if available, to determine if your results are the same as your instructor's.
- If you don't have all your grades, including the results of your final test, any projects or tasks, or your attendance percentage, then you'll need to pick up those scores or course work from your instructor and/or the academic director.
- Once you have calculated your grade, determine if you believe your instructor has made a simple math error. If so, make an appointment with your instructor to review the matter. If the math does not reveal any discrepancy, you can still visit with your instructor to seek clarification of your grade. You might find your instructor is missing a grade on an assignment that you can produce.
- If there is a disagreement over the quality of your work, it is more difficult. In the end it is your instructor's assessment of your work that matters, not yours.
- If you are not satisfied with the results of this meeting, you can appeal to academic director. If you remain dissatisfied, contact the school director and finally, the regional director.
- You can also file a request for a hearing to contest your grade (see Dispute Resolution below), but only after first trying to resolve the dispute as suggested above.
- Please note: In most formal grade appeals, you must be able to demonstrate that your instructor used "inappropriate or irrelevant factors" in determining your final course grade—instead of a "good faith" judgment of your performance. Such factors might include race, sex, or personal animosity. Grievance hearings also may proceed from alleged violations of the grading policy, as stated in the course syllabus. NOTE: You cannot contest a grade based on allegations of faculty incompetence.
- To request a grievance hearing, you must submit a written statement to the school director. The deadline to contest a grade is the middle of the following term (academic year/semester students)/two-week period (short-term students).

Grievance resolution

1. This policy governs complaints from students respecting EF International Language Campus and any aspect of its operation. Student will not be subject to any form of retaliation as a result of filing a complaint.
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, Christopher White, who is responsible for making determinations in respect of complaints. If the School Director is absent or is named in a complaint, the student must provide the complaint to the Vice President of North America, Carl.Cronstedt@ef.com
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 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. EF's Vancouver centre 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, he or she 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

ATTENDANCE AND COMPLETION REQUIREMENTS

In order to receive a certificate (short-term courses) or diploma (long-term courses) and for your course to be considered completed, 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 & Student Services Fee	
• Textbooks	
• Summer supplement fee	
• Accommodation supplements (single, residence)	
• Cancellation insurance	
• Travel insurance	
• Transfer	
TOTAL PROGRAM FEES (in Canadian Dollars \$CDN)* *	
TOTAL TUITION (in Canadian Dollars \$CDN)	
*Prices are set by EF Education First Ltd, Switzerland	
**Converted at the rate of the booking date	

PAYMENT PLAN

This document stipulates the mutual obligations between the student and EF International Language School (Canada) Ltd.

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 Schools (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.

Program Costs will be paid by way of: (Payment Type) _____

Payment
Amount(s)

Date(s) Due:

REFUND POLICY

The following tuition refund policy is mandated by the Private Training Institutions Branch in Vancouver, British Columbia. The cancellation and tuition refund policy in the general Terms and Conditions of EF Education First Ltd, Switzerland may vary slightly. At all times, the terms most favorable to the student will apply.

- 1) If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
 - a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date;
- 2) The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
- 3) If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
- 4) Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
 - a. more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.

- b. after the contract start date
 - i. and up to and including the date on which 10% of the hours of instruction have been provided, the institution may retain 30% of the tuition due under the student enrolment contract.
 - ii. and after the date on which more than 10% but before the date on which 30% of the hours of instruction have been provided, the institution may retain 50% of the tuition due under the student enrolment contract.
- 5) Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student;
 - a. the institution has provided 10% or less of the hours of instruction, the institution may retain 30% of the tuition due under the student enrolment contract.
 - b. the institution has provided more than 10% but less than 30% of the hours of instruction, the institution may retain 50% of the tuition due under the student enrolment contract.
- 6) If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 7) The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
- 8) Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - a. of the date the institution receives a student's notice of withdrawal,
 - b. of the date the institution provides a notice of dismissal to the student,
 - c. of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
 - d. after the first 30% of the hours of instruction if section 3 of this policy applies.
- 9) If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
 - a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or the program is provided solely through distance education.

PRIVATE TRAINING INSTITUTIONS BRANCH

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 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, Regulation, Private Training Institutions Branch, Governance, Legislation and Strategic Policy Division, Ministry of Advanced Education, 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 DECLARATION	
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 Institution Representative	Position Title
Signature of Institution Representative	Date Signed
PROGRAM OUTLINE	
Brief Program Description	<i>EF International Language Campus' 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.</i>
Career Occupation (if applicable)	<i>Not applicable to English language programs.</i>
Method(s) of Evaluation	<i>Instructors will use the following assessment methods:</i> <i>Formal: examinations, tests, quizzes, essays, reports, presentations, projects, homework completion.</i> <i>Informal and continuous observations in communicative speaking activities, such as role play, simulations, interviews.</i> <i>Students will be awarded grades on a weekly basis from A (highest grade) to F (failing grade). Grades are weighted as follows: 40% final projects and tasks; 15% weekly quizzes; 15% homework, 30% speaking fluency and accuracy.</i>
Required Textbooks	<i>EF writes and publishes its own textbook series, Efekta, from A1 to C2 for general English lessons, as well as a limited number of special interest textbooks in Communication, Grammar, Vocabulary and Idioms, as well as Business English. Other special interest (elective) courses use a</i>

variety of supplementary textbooks provided by the centre. The examination preparation course uses a variety of 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 centre.

Program Duration
and
Organization

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").

The table below 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.

List of Courses

<i>Course type</i>	<i>40-minute lessons</i>	<i>Total number of minutes</i>	<i>60-minute clock hours</i>
<i>Intensive Course Examination Course</i>	<i>32 lessons: 20 General English lessons 10 Special Interest/Exam lessons 2 group lecture lessons</i>	<i>32 x 40 = 1240</i>	<i>: 60 = 21.33</i>
<i>General Course</i>	<i>26 lessons: 20 General English lessons 4 Special Interest lessons 2 group lecture lessons</i>	<i>26 x 40 = 1040</i>	<i>: 60 = 17.33</i>
<i>Basic/Junior Course</i>	<i>20 General English lessons</i>	<i>20 x 40 = 800</i>	<i>: 60 = 13.33</i>

Homework Hours	<i>Students are expected to complete 1-2 hours per day of homework.</i>	
Delivery Method(s)	<i>Indicate how the program is delivered</i> <input checked="checked" type="checkbox"/> <i>In-class instruction</i> <input type="checkbox"/> <i>Distance education</i> <input type="checkbox"/> <i>Combined delivery (both in-class and distance)</i>	
Instructional Methods	Method of Delivery (reflect all methods used) <i>Classroom (Instructor Led)</i> <i>Computer Based Training</i> <i>(instructor led)</i> <i>Distance Education</i> <i>Supervised Lab</i> <i>Work Experience</i>	Contact lessons per week 20-24 6-8 0 0 0

STUDENT SATISFACTION & FAQs

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 Victoria**, 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, Christopher White**. 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.