



Student Handbook - Toronto

Disclaimer: While all information in this Manual is accurate at the time of publication, the contents of this handbook may be subject to updates as communicated by International Language Academy of Canada.

www.ilac.com

Student Handbook

Welcome to International Language Academy of Canada!

Over the last 18 years, International Language Academy of Canada has benefited from a reputation of excellence and dedication to English language education and university studies preparation in Canada.

We are committed to you, the student, and we always strive to provide you with an excellent education, homestay and overall hospitality. We continue to expand our education programs to help you achieve your future goals. Today hundreds of our graduates have been accepted to Canadian universities and colleges and many more return home to be offered excellent international career opportunities.

At International Language Academy of Canada we are all here to provide you with the best service for all your needs. We will make this an experience that you will remember forever.

Jonathan Kolber
Executive Director

Ilan Cohen
Executive Director

Student Handbook

Part I: About ILAC

1.1 Company History

International Language Academy of Canada – referred to as “ILAC” throughout this Handbook.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any of ILAC’s programs or activities.

Founded in 1997, ILAC is an International ESL (English as a Second Language) school. ILAC employs over 200 team members and enrolls over 10,000 students annually from all over the world. ILAC is a private corporation and its Executive Directors are actively involved with the organization.

ILAC operates campuses in Canada: Toronto, Ontario and Vancouver, British Columbia.

Since its inception, ILAC has grown to become a leader in ESL education in Canada, as measured by the size of its programs and the number of students it attracts. ILAC has also earned numerous awards recognizing the quality and services that it provides. It is accredited by Languages Canada - the ESL accreditation body in Canada.

ILAC is the first school in the world to win the prestigious LTM Lifetime Superstar Award, in recognition for winning the LTM Star English Language School North America Award 5 years in a row.

ILAC was selected as a Regional Finalist in Canada's 50 Best Managed Companies Program for 2011, and as one of Canada’s Best Managed Companies in 2014.

1.2 Mission Statement

“We strive to provide English language learners with a life-changing experience through immersion in a diverse and dynamic environment with many opportunities to learn both inside and outside the classroom.”

We will accomplish this by:

- Maintaining the most up to date curriculum, standardized across all of our campuses;
- Making learning a complete experience that not only focuses on learning course content, but on developing the whole person;
- Providing our staff and students with modern functional facilities, offering amenities such as wireless internet, activities, and student lounges;
- Maintaining a professional, clean environment for adult learners;
- Offering safe and affordable accommodations in the form of homestay and residences;

Student Handbook

- Running enjoyable extracurricular activities that enhance the experience at ILAC;
- Merging customer service and education together to create a better experience; moving away from the traditional views of education as structured, rigid and inflexible;
- Creating a business through relationship building. We will make it clear that we are created by people, for people;
- Continuously creating innovative, effective, and practical programs by listening to the needs of our Students and Agents;
- Giving back to the community and promoting Canada as a great place to learn, live and work.

1.3 ILAC's Vision and "We Care" Values

"Our Vision is not to become the world's biggest chain of language schools. Our vision is to become the world's most respected brand in Education."

Everyone who works at ILAC believes that our success depends on students having a great experience for the duration of their studies at ILAC.

- We strive to create "wow" moments for our students, teachers and partners;
- Game changing ideas, innovation, and quality are our mandate;
- We listen to, take ownership of, and ensure that problems are solved;
- We build strong relationships with students and partners that last a lifetime;
- We celebrate all cultures and we learn from diversity;
- We act with honesty and integrity always;
- Our happiest moments are when our students succeed;
- We are passionate and proud to be part of the ILAC family;
- ILAC's employees are the most important resource in our service commitment to our students;
- We create a hip, dynamic, and modern environment;
- There are many opportunities for personal growth at ILAC.

Student Handbook

1.4 ILAC Foundation

The ILAC Foundation is a non-profit division of ILAC that promotes friendship and understanding between people of all faiths and backgrounds. Established in 2009, the ILAC Foundation is dedicated to promoting peace through education in both Canada and abroad.

The ILAC Foundation is committed to creating a legacy of peace through international education and is based on the principles of equity, diversity and respect.

The ILAC Foundation Values are:

- Understanding global problems;
- Having the skills to resolve conflicts and struggle for justice non-violently;
- Living by international standards and human rights and dignity;
- Appreciating cultural diversity;
- Respecting Earth and each other.

The ILAC Foundation supports local and international initiatives that provide educational opportunities for students from around the world.

In 2012, ILAC Foundation donated \$200,000 CAD to the Daughters for Life Foundation, a Canadian-Palestinian charity led by Dr. Izzeldin Abuelaish, a Nobel Peace Prize candidate, that provides educational and leadership opportunities for girls and women in the Middle East.

In 2016, ILAC Foundation pledges 50 scholarships to Syrian refugees to assist in their integration to Canadian society.

Student Handbook

Part II – General Information

2.1 Class Hours

Winter Hours	AM CLASSES	Summer Hours
8:45 – 11:45am	Main Class	8:30 – 11:30am
11:45 – 12:15pm	Lunch	11:30 – 12:00pm
12:15 – 1:45pm	Main Class; Electives	12:00 – 1:30pm
2:00 – 3:30pm	Power English Class; Electives	1:45 – 3:15pm
4:00 – 5:00pm	Self-Study*	3:30 – 4:30pm

*Self-Study: school facilities are opened to students.

Please note: Class hours are subject to change at ILAC's discretion. Please refer to your class schedule for accurate class times.

2.2 Facilities

All ILAC facilities provide filtered water and microwaves for students' use. In all of our campuses, there are common areas equipped with large tables and/or seating to accommodate students during break and lunch times. There are also numerous restaurants, cafés, and coffee shops close to ILAC campuses. Ask our staff for more details or check the maps we have available at Reception.

Campus Addresses

920 Yonge Street, 4 th Floor, Toronto, ON, M4W 3C7	101 Yorkville Avenue, Toronto, ON, M5R 1C1
771 Yonge Street, Toronto, ON, M4W 2G4	2 Bloor Street West, 2 nd Floor, Toronto, ON, M4W 3E2

2.3 Social Events and Activities

We believe extra-curricular activities contribute greatly to your social and academic success, and create lasting memories. Participation in extra-curricular activities provide you with the opportunity to get together with new friends, to practice English outside the class, and to immerse yourself in Canadian culture.

ILAC offers local activities and social events everyday including cultural events, visits to ethnic restaurants, sports and recreation events, movie theaters, and nightclubs. We also offer several weekend trips throughout the province to destination hot spots!

Student Handbook

Students must sign up to join the daily activities and excursions. Preference for activities with limited vacancies will be always given to the first students who sign up or book their trip. Lists are available at the Reception Desk. Monthly calendars are frequently updated and attached to information boards around our campuses, and on our TV screens.

Students must know where the meeting points are and arrive 15 minutes before departure time. Students, who do not arrive on time and are left behind, will not receive a refund. When going on an activity, students should always respect their surroundings, fellow students, and staff.

2.4 Homestay Accommodation

ILAC offers homestay accommodation as an optional service to students who want to live with a Canadian family while they are studying at our school.

A homestay with a host family provides you with a first-hand experience of Canadian home life, and it is a good opportunity to practice your English. Despite the cultural differences you may experience in your new temporary home, it is important to remain open-minded. Both you and your host family can learn a lot from each other.

If you have any problems concerning your homestay, contact the Homestay Director of our campus. We welcome and appreciate your feedback about your homestay experience and, encourage you to fill out the homestay evaluation form. Your feedback is important because it helps the Homestay Director to monitor and improve the experiences we provide to our students. Please fill out the homestay evaluation form after you have been with your family for at least one week and have had a chance to settle into your home.

2.5 Programs at ILAC

ILAC offers a variety of programs for our students, including:

- Intensive English Program
- Super-Intensive English Program
- Power English Program
- Junior Program: teen summer and winter camps
- Exam Preparation – TOEFL, IELTS, Cambridge
- Academic Pathway Program
- Business English

To learn more about the programs we offer, please visit our website at:
www.ilac.com

Student Handbook

Part III – Student & Academic Policies

Student Policies

3.1 Student Conduct at ILAC

ILAC expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. If students have any questions, they should request clarification from their teacher. Failure to comply with the Student Code of Conduct and Policies outlined in the Student Handbook may result in probation, temporary removal, or permanent dismissal from ILAC.

The Code of Conduct

Students are expected to:

- Comply with the policies outlined in this Handbook.
- Study English and comply with the English Only Policy.
- Attend school in accordance with the Attendance Policy; be on time! The key to successful language acquisition is attendance and class participation.
- Treat all students and staff with respect.
- Treat school property with respect.
- Complete all assignments and examinations on the scheduled completion dates.

Students MUST refrain from:

- Smoking on our campuses. ILAC is a smoke-free environment;
- Disruptive or offensive classroom behavior, including the use of cell phones and texting during class time;
- Bringing weapons of any kind (e.g. knives, guns) to school or social events and activities;
- Bringing any alcohol or any prohibited mood altering substances/drugs to school or social events and activities;
- Making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation and any other conduct which is determined to be detrimental or damaging to other students, staff members or the Institution.

Student Handbook

3.2 Student Conduct in Homestay Accommodations

Please be kind to your host family and respect their rules. The following are some things you must remember:

- You are responsible for paying for any long distance calls that you make. An option is to buy a long distance phone card;
- No guests are allowed to stay overnight unless your host family gives you permission;
- Host families usually eat dinner at a specific time every day and they might expect you to join them. If you are not planning to be home for dinner, please let them know in advance;
- Do not pay the family for your homestay. You will pay ILAC and ILAC will pay the family! Each homestay payment covers 4 weeks of accommodation and meals. Please make your homestay payments to the ILAC Homestay Director at least 2 weeks before the end of the current 4 week term. This guarantees that your room is reserved for you.
- If you plan to move from your homestay, you must give at least 2 weeks written notice to ILAC before you move out. The first 4 weeks of homestay are non-refundable.
- You are expected to leave your homestay as soon as you complete your studies at ILAC. If you wish to stay longer, please see the Homestay Director immediately to inform them of your departure date. Extra nights of homestay after your scheduled period are charged on a daily basis.

Homestay students must agree to a minimum stay of 4 weeks and are required to advise the homestay department at least 2 weeks before a planned departure or homestay change request. For more information, please contact the homestay department.

3.3 Student Support Services

Student Ambassador

The Student Ambassador is responsible for providing ongoing support for students; helping them with all inquiries and ensuring a high quality customer experience. The Ambassador's role is to do what it takes to support you. And, most Ambassadors can provide support in your native language!

Student Ambassadors can assist and provide you with information regarding:

- Health insurance information and direct you to the closest medical office, when needed;
- Services outside of ILAC such as information about cultural or religious organizations, and community groups;
- Embassies or Consulates;
- Programs such as Pathways and General English;

Student Handbook

- ILAC policies and procedures;
- Vacation requests from ILAC.

Academic Ambassador

The Academic Ambassador is the first point of contact for students when they have questions regarding class changes or need support with academic information. Their role is to respond to student needs as requested or forward the information to the responsible Academic Department member.

Academic Ambassadors can assist you with:

- Class changes and new schedules;
- Providing academic reports or attendance records;
- Questions related to class details and descriptions.

Assistant Director of Studies

The Assistant Director of Studies (ADOS) is responsible for managing and supporting students in order for ILAC to meet its mission of ensuring student learning and success. The ADOS is responsible for building strong relationships with the student body through on-going support and leadership. The ADOS works closely with the DOS and members of the academic department to ensure student requests are reviewed and responded to in a timely manner.

The Assistant Director of Studies can assist you with:

- Complaints and disputes including grade appeals;
- Recommendations for programs of study;
- Inquiries regarding levels and class placements.

Student Handbook

Director of Studies

The Director of Studies (DOS) is responsible for directing and managing the academic department in order to meet ILAC's core strategic initiatives of ensuring excellence in student learning and experience as well as fostering a highly engaged and distinguished faculty. The DOS is responsible for building strong relationships with full-time and part-time faculty, student services staff, and other ILAC team members in support of making teaching and learning central to educational excellence.

The Director of Studies can assist with:

- Student level ups;
- Escalated student and teacher issues.

Academic Policies

3.4 Admissions

Policy:

ILAC is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education goals.

Please note: *The admission criteria cannot be waived by either the school or the applicant.*

International Student Admission Procedure:

1. An international student is recruited either by an ILAC appointed 3rd party international Re-seller in the respective country, or is recruited directly by the ILAC Direct Sales Manager.
2. The Re-seller provides the student with an Application Form, and asks the student to complete the Form, indicating the English program of interest, and the English program start date. The web link to the ILAC Student Handbook - Toronto is provided in the Application Form. The student is then asked to sign and date the Form. The Re-seller submits the completed and signed Form to the ILAC Student Ambassador in Toronto.
3. The Student Ambassador registers the student in the ILAC database and generates a Letter of Acceptance and a Student Invoice. These 2 documents are sent directly to the Re-seller.
4. The student makes a payment to the Re-seller.
5. The student applies for a Visa (if applicable) or a Study Permit (if applicable) while still in his/her home country.
6. The student arrives in Toronto.

Student Handbook

7. On the 1st day of classes, the student attends an Orientation session, and takes an English Placement Test to determine their appropriate language level.
8. The student starts classes the next day.

Domestic or International Student already in Canada Admission Procedure: (Walk-ins and on-line registrants)

1. The student is given a tour of the campus, a General English program overview, an explanation of the student policies as stated in the Student Handbook – Toronto, and an explanation of the tuition fee and payment policy.
2. The student completes an Application Form, indicating the English program of interest, and the English program start date, and is then asked to sign and date the Form.
3. The Direct Sales Manager issues the student a Student invoice, and the student makes the payment.
4. The student is issued a Letter of Acceptance.
5. On the 1st day of classes, the student attends an Orientation session, and takes an English Placement Test to determine their appropriate language level.
6. The student starts classes the next day.

3.5 Language Proficiency Requirements

There is no minimum language requirement to join our ILAC language program. ILAC offers language courses from levels 1 – 17. For example, if a student has little English language fluency, they would start at our first level (Intro to English).

Assessment Procedure:

On the first day at ILAC, students complete a language proficiency placement test. The test has three different components:

1. **Speaking Assessment:** Students participate in a one-on-one speaking assessment with an ILAC teacher. The student and teacher will have a 5 minute conversation that assesses the student's speaking and listening levels. Teachers then use a rubric to determine the student's speaking level.
2. **Multiple Choice Reading and Grammar Assessment:** Students are given a multiple choice tests with a total of 60 questions. Students are assigned a level based on the number of questions answered correctly.
3. **Timed Writing Component:** Students are provided with questions and are asked to write a response to one question of their choice. Students are given 15 minutes to complete the task. Teachers then use a rubric to determine the student's writing level.

Student Handbook

Once all the assessments have been completed, students are placed in an appropriate level class by an examiner based on all three assessments.

3.6 Agreement and Medical Authorization

ILAC students must understand that **medical insurance** is mandatory while attending ILAC. ILAC offers each student the option to purchase medical insurance during the registration/application process. If students decline to purchase ILAC's medical insurance they are required to purchase their own insurance from a different provider. The student must provide evidence of medical insurance.

Student disclaimer:

I do waive and release all claims against ILAC for any injury, loss, damage, accident, delay and expenses from my participation in the program.

I release and agree to indemnify ILAC with regard to any financial obligations or liabilities that I may personally incur or any damage or injury to the person or property of others that I may cause while participating in the program. I also understand that ILAC is not responsible for any injury or loss suffered or caused by me while away from the school for any reason. I understand that I am responsible for my personal belongings while attending classes, in homestay and attending activities hosted by ILAC.

If I become ill, injured or incapacitated, ILAC or the host family shall immediately contact my parent/guardian in order that he/she may participate in any decision respecting a course of action or treatment for me. If the course of action includes transporting me back to my country, I shall do so at my own expense. I agree that Canadian law shall apply to this agreement and I agree to submit to the jurisdiction of Canadian law.

3.7 Examinations, Assignments and Course Assessments Policy

General English - ILAC Level Progression

The term Level Progression refers to the four week period starting from the main intake dates as listed in the ILAC Brochure.

Pass:

A student will progress to the next level based on the following requirements:

- a) 80% class attendance during the term;
- b) Meet the required minimum coursework score. Coursework is based on speaking level, classroom participation, and in-class writing assessment;
- c) Meets the required minimum language proficiency test scores.

Student Handbook

To learn more about specific level requirements and academic appeals, please speak with an Academic Ambassador.

3.8 Graduation Policy

At the end of your studies at ILAC, you will receive one or more of the following:

Certificate of Achievement

A Certificate of Achievement is provided to all students.

Certificate of Achievement for Specialty Classes

A Certificate of Achievement is provided to students who have completed all of the requirements for the TOEFL, IELTS, Academic Pathways, and Business English programs. For more information on the Academic Pathways requirements and certificates of completion, please contact the Pathways Department or the Assistant Director of Studies.

Transcript of Academic Report

Upon request, we can provide a Transcript of Academic Report that states you studied at ILAC. It indicates the total number of lessons you studied per week, the length of your study, results and attendance. Please request this through a Student Ambassador. Requests should be made at least 5 business days prior to needing this document.

3.9 Student Records, Photo Release, and Consent to Use of Personal Information Policy

ILAC collects, uses, retains and discloses information in accordance with the Personal Information Protection Act (“PIPA”). ILAC may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics. To view our privacy policy please visit: www.ilac.com/en-ca/privacy-policy

Please note: ILAC is required to submit directly to designated Provincial or Federal agencies to confirm student attendance and/or advancement in the program. Poor attendance and lack of progression may result in visa removals and a student may be asked to return to their home country.

A student’s record may include, as applicable, a student enrolment contract; financial records, attendance records; and, documentation of any dispute or dismissal. ILAC retains digital copies of student records following the student’s withdrawal, dismissal or graduation.

Student Handbook

During activities or school events, photos may be taken to be published in our brochures, websites, Facebook page, and other marketing materials as needed. If you do not wish to be photographed, please let us know. If you see your photo and wish for it to be removed, please contact us and we will happily remove it for you.

3.10 Academic Dishonesty – Plagiarism and Cheating

A student who is found to be cheating or plagiarizing will be given a mark of “0”.

3.11 Attendance Policy

Be on Time!

ILAC teachers only tolerate from 0 to 10 minutes of delay after classes start. Beyond that point, classes cannot be interrupted by students arriving late. Students are informed of ILAC’s late policy at orientation on their first day.

- Students cannot enter their classes more than 10 minutes after morning classes begin;
- Students cannot be late from the break (multiple lates may be considered as an absence);
- Students cannot enter classes after lunch or power communication classes more than 5 minutes after classes begin.

Attendance Requirement

One of the requirements to progress to the next level is that students must meet the minimum attendance requirement of 80%. Students who fail to do so will be required to repeat the level. Absences are tracked as follows:

- If a student misses part of a day, they are recorded as a half-day absence;
- If the student misses the entire day, they are recorded as a full-day absence;

For example, if a student accumulates 4 absences during a 4-week term (20 days), attendance will equal 80% (16/20).

Vacations

All vacation requests must be received in writing with 4 weeks notice and must be a minimum of two weeks in length. The request must be for a four-week period beginning on a course start date or midterm start date. Please speak with the Student Ambassador for appropriate vacation dates and terms start dates.

The request must be approved by the appropriate Student Ambassador. ILAC is not responsible for travel plans you make if your request is not approved. If you would like to stay longer at ILAC, please speak to the Student Ambassador before the next term begins so that we can ensure there will be space for you during the next term.

Student Handbook

If you request a vacation with less than 4 weeks' notice due to an unexpected situation, you will be required to pay an administration non-refundable fee of \$100 and show proof of your situation. For example, if your parents are coming to visit and you intend to travel with them, we need to see a photocopy of their plane tickets.

Vacation forms can be filled out online and are available at: <http://www.ilac.com/vacations/>.

3.12 Program Withdrawal, Transfers and Refunds

IF YOU ARE DENIED A VISA

You are entitled to receive a full refund (less program registration fee and all bank transfer charges) if you are unable to obtain lawful entry to Canada for the purpose of studying at ILAC. You must provide the letter from the Canadian Embassy stating that your visa to enter Canada was denied. Students who have applied through an agent must contact the agent for a refund.

ONCE YOU RECEIVE AN ENTRY VISA OR IF AN ENTRY VISA IS NOT REQUIRED

Students who have obtained their visa with the help of a letter of acceptance from ILAC and a conditional letter of acceptance and/or supporting letter to a Pathway Program institution, will be expected to complete their English language training at ILAC and not be eligible for a refund.

Once you have started studying, the first 4 weeks of your homestay are non-refundable. ILAC requires at minimum, a 2 week written notice for any changes, cancellations, or postponements. Otherwise, a 2 week accommodation fee will be applicable and homestay placement fee is not refundable.

To withdraw from a program at ILAC, you must first provide a written letter, dated and signed, outlining the reason for withdrawing. If you choose to withdraw from ILAC, you must demonstrate that your stay in Canada is lawful or that you will be leaving the country. ILAC will require proof that your visa status is lawful. ILAC may require proof that you are leaving the country early by showing a boarding pass. If you are attending another school you will need to provide evidence that you meet the visa requirement; you will have to re-apply for a new visa. Students who have applied through an agent must contact the agent for a refund.

ILAC may be required to submit attendance and/or advancement data for all international students to the federal government. Poor attendance, lack of progression and unlawful stays in the country may result in visa removals and a student may be asked to return to their home country. There are no refunds for a students changing programs.

REFUND POLICY – LANGUAGE PROGRAMS

- From 0% to 10% of course completed = 70% refund
- 11 to 30% of course completed = 50% refund
- After 30% of course completed = No refund

Student Handbook

Currency

Any refund of fees that ILAC is required to pay under the Act shall be paid in Canadian dollars.

3.13 Dismissal Policy

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

- Sexual assault;
- Physical assault or other violent acts committed on or off campus against any student;
- Verbal abuse or threats;
- Vandalism of school property;
- Theft.

Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

Concerns related to a student's conduct shall be referred to the Assistant Director of Studies to process in accordance with this Policy.

Procedure:

1. All concerns relating to student misconduct shall be directed to the Assistant Director of Studies. Concerns may be brought by staff, students or the public.
2. The Assistant Director of Studies will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Assistant Director of Studies will meet with the student as soon as possible.
3. Following the meeting with the student, the Assistant Director of Studies will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
5. The Assistant Director of Studies will meet with the student and do one of the following:
 - a) Determine that the concern(s) were not substantiated;
 - b) Determine that the concern(s) were substantiated, in whole or in part, and either:
 - I. Give the student a warning setting out the consequences of further misconduct;

Student Handbook

- II. Set a probationary period with appropriate conditions; or,
 - III. Recommend that the student be dismissed from the Institution.
6. The Assistant Director of Studies may prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institutions complaint file, and the original will be placed in the student file.
 7. If the student is issued a warning or placed on probation, the Assistant Director of Studies and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.
 8. If the recommendation is to dismiss the student, the Director of Studies or Assistant Director of Studies of the school will meet with the student to dismiss him/her from study at the school. The Assistant Director of Studies of the school will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the school.
 9. If a refund is due to the student, the financial department of school will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
 10. If the student owes tuition or other fees to the school, the financial department of the school may undertake the collection of the amount owing.

3.14 Dispute Resolution Policy

ILAC provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner.

The policy applies to all ILAC students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the Assistant Director of Studies.

Procedure:

1. When a concern arises, the student should address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Assistant Director of Studies (if the conflict exists between two students, students are encouraged to work with one another. In the event the concern continues, students should contact their teacher before engaging the in step 2.
2. The Assistant Director of Studies will arrange to meet with the student to discuss the concern and desired resolution as soon as possible, but within five school days of receiving the student's written concern.
3. Following the meeting with the student, the Assistant Director of Studies will conduct whatever enquiries and/or investigations that are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate ILAC personnel.

Student Handbook

4. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible, but no later than ten school days following the receipt of the student's written concerns. One of the following may happen:
 - a. If it is determined that the student's concerns are not substantiated the institution will provide a written explanation of the decision and deny the complaint; or,
 - b. If it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution.
5. The response should specify the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the institution's Student File, and the original will be placed in the student file.
6. If the student is not satisfied with the determination of the Assistant Director of Studies, the student must advise the Assistant Director of Studies as soon as possible, but within five school days of being informed of the determination. The Assistant Director of Studies will immediately refer the matter to the Director of Studies of the Institution.
7. The Director of Studies of the institution will review the matter and may meet with the student as soon as possible, but within five school days of receipt of the student's appeal.
8. The original decision will either be confirmed or varied by the Director of Studies in writing within 5 school days after meeting the student. At this point the Institution's Dispute Resolution Process will be considered exhausted at the school level.
9. If the student is dissatisfied with the result and feels that he or she has been misled by the institution, he or she may file a complaint with the Private Career Training Institutions Agency (PCTIA).

3.15 Grade Appeal Policy

ILAC provides an opportunity for students to resolve disputes regarding grades in a fair and equitable manner. The Grade Appeal Policy applies to all ILAC students who are currently enrolled or were enrolled 30 days prior to submitting their concern to the Assistant Director of Studies.

Procedure:

1. If a student is dissatisfied with a grade received and feels that a higher grade is warranted, he/she should discuss with his/her teacher. The teacher will reconsider the grade and, if reasonable, assign a different grade within 3 days of receiving the student's request.
2. If the student is not satisfied with the outcome of his/her appeal to the teacher, he/she should submit a written appeal or provide an oral submission of their complaint directly to the Assistant Director of Studies.
3. The Assistant Director of Studies will obtain a copy of the assignment/test in question from the teacher/student and will have another qualified team member conduct a review within 7 days of the

Student Handbook

student's submission.

4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. Once the re-assessment is complete, the Assistant Director of Studies will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 10 school days of ILAC's receipt of the written complaint.
7. If students in General English classes are unable to progress to the next level (have not met one or more of the three progression requirements described in section 3.5 of this handbook) they can appeal to their Teacher or a member of the Academic Department for a review of their academic history and possible conditional pass.

3.16 Harassment & Discrimination Policy

ILAC believes that all members of the ILAC community are entitled to work and learn in an environment free from harassment and discrimination. To promote an anti-harassment and anti-discrimination environment, ILAC:

- Is committed to providing a learning environment where the individual differences of all students and employees are valued and respected;
- Will not condone and will not tolerate any discrimination or harassing behaviour which undermines the dignity, self-esteem and productivity of any student or employee;
- Considers harassment and /or discrimination by any employee or student to be a serious breach of human rights which requires immediate resolution. Such resolution may include disciplinary measures up to and including dismissal or expulsion.

All members of the ILAC community are expected to promote an environment of mutual trust and respect. Nothing in this policy derogates from the responsibility or role of the directors of ILAC to ensure an educational environment that is free from harassment and discrimination.

The objectives of this policy are to:

- a) Stop harassment or discrimination as soon as it occurs;
- b) Provide a fair and equitable process for the resolution of harassment complaints and discrimination.

Student Handbook

3.17 Emergency Policies

ILAC, through its Health and Safety Committee, is committed and prepared to provide a healthy and safe environment for all employees and students in the case of emergencies.

Procedure for Fire Safety:

1. The Facilities Manager ensures that adequate fire suppression equipment is available as needed throughout the campuses and a qualified inspector inspects that all fire suppression equipment annually.
2. The Facilities Manager ensures that all employees receive training to operate fire suppression equipment and for school fire evacuation procedures.
3. The Facilities Manager is responsible for preparing and posting emergency exit instructions and route maps in each classroom at the campus, with the exit from that room specifically noted in a coloured highlight.
4. In the event of a fire emergency, the Facilities Manager or appropriate ILAC employee will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
5. The Facilities Manager or appropriate ILAC employee (designated Fire Warden or Assistant Warden) will advise all occupants to evacuate the campus. Staff, and each class teacher along with their students, proceeds to the identified Assembly Point ensuring that the class list is with them. The Fire Warden or appropriate ILAC employee will conduct a building sweep to ensure that no one remains in the building.
6. The Facilities Manager will act as a liaison between fire officials and students/employees during the emergency. If necessary, the General Manager will authorize school closure.
7. No student or employee will re-enter the building until the fire officials have authorized re-entry.

Procedure for Earthquake Safety:

1. The Facilities Manager ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.
2. The Facilities Manager ensures that all employees receive training in the school earthquake evacuation procedures.
3. The Facilities Manager is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus, with the exit from that room specifically noted in a coloured highlight.
4. In the event of an earthquake, all staff and students will take cover and remain under cover until the shaking stops.
5. If it is unsafe to remain in the building, the Facilities Manager or the Health and Safety Committee member

Student Handbook

will advise all occupants to evacuate the building.

6. The Facilities Manager will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the General Manager will authorize school closure.
7. No student or employee will re-enter the campus unless the rescue officials have authorized re-entry.