

# CANQUEST

## ESL Academy's Student Guide



Dear Applicant:

Please read the following carefully and make sure you understand everything clearly.

### **Admission requirements**

1. Minimum age 16. If between 16 and 19, a parent or guardian must sign the Student Enrollment Contract
2. Proof of status in Canada
3. Reading and signing student contract/application form
4. Fee payment
5. Assessment test

**Admission requirements may not be waived by the student or Can-Quest ESL Academy.**

### **Language Assessment Test**

Every new applicant is required to fill out our application form and take our placement test to determine their level of English.

### **Our ESL Course Outline**

We use the Canadian Language Benchmarks (CLB) as the base of our curriculum plus extra contents included in our textbooks. The Canadian Language Benchmarks (CLB) describe 12 levels of ability in each of four different language skills – Listening, Speaking, Reading and Writing.

The CLB are used in Canada to describe the language ability of people who are learning English. For each language skill, you receive a separate benchmark, and this benchmark indicates how well you can function in that language skill.

There are three stages in the CLB. Stage I covers basic language ability (benchmarks 1 to 4). Stage II covers intermediate language ability (benchmarks 5 to 8). Stage III covers advanced language ability (benchmarks 9 to 12).

We use the Canadian Language Benchmarks to ensure that students learn the communication skills that are needed for daily life in Canada. It is important for you to understand the meaning of your CLB level if you plan to take an ESL class, enroll in a bridge training program, look for work or study at a college or university in Canada.

For more detailed information on the highlights of each level, click on the link below.

<https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/pub/language-benchmarks.pdf>

### Tuition Refund Policy for Students

A student may withdraw from a program by providing written notice to the institution. All institutions, at a minimum, should follow the requirements outlined below.

#### 1) Refunds before the program of study begins:

- (a) within 7 days after the contract is made, and before the commencement of the period of instruction, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
- (b) 30 days or more before the commencement of the period of instruction and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
- (c) Less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition due under the contract to a maximum of \$1300.

#### 2) Refunds after the program of study starts:

- (a) Before 10% of the course, the institution may retain 30% of the tuition.
- (b) After 10% and before 30% of the course, the institution may retain 50% of the tuition.
- (c) After 30% of the course, no refund is required.

#### Information for International Students:

If a student did not complete the Study Permit by the start date in the Letter of Acceptance, the student must notify the institution and the institution may issue an additional Letter of Acceptance for a later start date. In that case, the institution may charge an additional \$200 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application.

If a student advises the institution in writing, prior to the start date, he/she was denied a Study Permit and provides a copy of the Study Permit denial letter issued by Citizenship and Immigration Canada, the institution may retain the lesser of 10% of the total fees due under the contract or \$400. Should a student fail to advise the institution, or choose to withdraw for other reasons, the refund policy set out in Part 1 above will apply.

Refunds owed to students must be paid within 30 days of the institutions receiving a copy of the Study Permit denial letter.

***This is a summary of Bylaw 37.5. For more information on refunds, please refer to the [PTIB Bylaws](#) or contact the PTIB Student Support Coordinator at [studentsupport@ptib.bc.ca](mailto:studentsupport@ptib.bc.ca)***

### Attendance

Students are encouraged to attend punctually and regularly.

Two consecutive missed sessions without notification results in a phone call to the student. If two more sessions are missed, the student will receive a written warning. If a student is unable to catch up with the class, they will be dismissed, and if they have acceptable reasons such as health issues or family crises, the student will be recommended to register for the next term.

Taking extended time off in the middle of term for travels, national and religious celebrations, taking care of children, extended trips, and any other personal excuses (with or without consent of directors or instructors) is the student's choice and will count as absenteeism and can affect the student's status seriously. As a result, refund policy will apply and the student will need to repeat the course and pay the tuition fee for the new term.

### Withdrawal

If a student decides to withdraw from a program, he/she must provide a dated written notice of withdrawal to the office.

### Code of Conduct

- You must treat all students and staff with respect and must not engage in physically/verbally/sexually aggressive, threatening, harassing, discriminatory or otherwise offensive behavior.
- You must not contravene any provision of the Canadian Criminal Code or any other federal, provincial, or municipal statute or regulation.

### Dispute / Problem Resolution

1. Both parties resolve the issue directly with each other.
2. If unsuccessful and both parties are students, they should resolve the issue with their teacher.
3. If the teacher is unable to resolve the issue, or if one party is the teacher or a staff member, they must report to the director of administration or director of education.
4. If the issue is with one of the directors, a third-party must be invited to intervene.

### Grade Appeal

1. If a student is dissatisfied with a grade, he/she should discuss with his/her instructor.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.

3. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained.

### **Graduation Requirements**

A student will receive a Certificate of Completion provided that they obtain 70% of the total score. If they obtain between 50% and 70%, they must repeat the exam within a week. If they score below 50%, they must repeat the course.

THANK  
YOU!