

In the school policies, INLINGUA VANCOUVER DBA INVO CAREER COLLEGE will also be indicated as THE SCHOOL.

REFUND POLICY

After the Application Form has been signed, the following Refund Policy will be in effect:

WRITTEN NOTICE IS ALWAYS NECESSARY

- A. A written notice of withdrawal will be necessary in all cases. It will have to be submitted to THE SCHOOL by e-mail, mail, fax or in person.

CASE 1 — VISA IS NOT GRANTED OR RELATED PROBLEMS

- B. THE SCHOOL will retain the application fee or up to CDN 200 if a person is denied authorization from Citizenship and Immigration, or could not get a visa or study permit prior to the course of study. The person needs to provide a copy of the Study Permit denial letter issued by Citizenship and Immigration Canada.

CASE 2 — NO VISA PROBLEMS, BUT THE STUDENT DECIDES TO WITHDRAW BEFORE THE PROGRAM OF STUDY STARTS

- C. No later than seven days after the effective contract date, and before the program start date: 100% tuition refund.
D. Between the date the contract was signed and the start date of the program, where that period is less than seven days: 100% tuition refund.
E. More than seven days after the effective contract date, and at least 30 days before the program start date: THE SCHOOL may retain up to 10% of tuition, to a maximum of \$1,000.
F. More than seven days after the effective contract date, and less than 30 days before the program start date: THE SCHOOL may retain up to 20% of tuition, to a maximum of \$1,300.

CASE 3 -THE STUDENT DECIDES TO WITHDRAW OR IS DISMISSED AFTER THE PROGRAM OF STUDY STARTS

- G. If written notice of withdrawal is received by THE SCHOOL or a student is dismissed after the program starts, but before 11% of instruction hours have been provided, THE SCHOOL may retain up to 30% of tuition.
H. If written notice of withdrawal is received by THE SCHOOL, or a student is dismissed after the program starts, and after 10% but before 30% of instruction hours have been provided, THE SCHOOL may retain up to 50% of tuition.
I. If a student withdraws or is dismissed after 30% of instruction hours have been provided, THE SCHOOL may retain up to 100% of tuition.

CASE 4 — THE SCHOOL CHANGES THE START DATE OF A COURSE

- J. If THE SCHOOL changes the start date of a program after the contract has been signed, and the person does not want to take the course in the new date, the person will be given a refund of 100% of the fees including the application fee and all other fees charged.

CASE 5 — THE PERSON CHANGES THE START DATE OF A COURSE

- K. If the person wants to change the start date of a course, then all the fees paid will be transferred to a later date. The person must notify the school in writing of these changes. No additional fees will apply.

CASE 6 — THE PERSON CHANGES THE PROGRAM OF STUDY

- L. THE SCHOOL will accept changes of Program of Study between ESL Programs, for example, from SE Program to IP1 Program or to a Test Preparation program. The difference will be credited to more time of study in the new ESL program. Balances cannot be used to pay for books, homestay, insurance or similar fees.
M. All students who want to make their Programs longer, for example to include more afternoon classes, will only pay the difference between the Program they enrolled for and the new Program selected.
N. THE SCHOOL will not accept changes of Programs of Study from ESL to any other programs such as career training or vocational programs.

CASE 7 – THE PERSON DOES NOT MEET THE PROGRAM MINIMUM REQUIREMENTS

- O. If a student does not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, THE SCHOOL must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.

CASE 8 — A STUDENT IS DISMISSED FROM THE SCHOOL

- P. In this case, THE SCHOOL will give the person a written notice informing the student of the dismissal from the school and the reasons for this event. The amount of the refund will be ruled by clauses G, H, and I, and all the other clauses in this policy that apply.

CONSUMABLES AND TECHNICAL EQUIPMENT

- Q. Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
- R. Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:
- 1) The student must return the equipment unopened or as issued within 14 calendar days; and
 - 2) If the student fails to return the equipment as set out above, THE SCHOOL may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

REFUND DATE

- S. Refunds owed to students must be paid within 30 days of THE SCHOOL receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an THE SCHOOL's written notice of dismissal, or within 30 days of THE SCHOOL receiving a copy of the Study Permit denial letter.

RECIPIENT OF THE REFUND

- T. If the fees to be refunded were received from an Agent or the student's parents or legal guardians, then THE SCHOOL will agree with them if the refund is given to them or directly to the person.

IN CASE THE SCHOOL CLOSES:

- U. In the unlikely event that THE SCHOOL closed the school, THE SCHOOL will refund all funds paid and not used to the students or their agents.
- V. As a member of LANGUAGES CANADA, students in the ESL program are protected by the Program Closure Commitment, part of the Languages Canada Code of Ethics, which indicates that:
- In the event of a Languages Canada member program closure, the association is committed to minimizing the damage caused by the closure.
 - Member organizations are expected to assist affected students whenever possible, by offering alternative courses to students that are of an equal value, similar content and in the same geographical area of Canada where the student was originally studying.

ASSESSMENT AND CERTIFICATION POLICY

In order to successfully complete and graduate from a career diploma program or an ESL program, all students must:

1. Fulfill all course requirements including class participation, course assignments, quizzes, exams, presentations, projects, and completion of the co-op component if applicable.
2. Students must meet and maintain attendance requirements.
3. Any program fees that are outstanding prior to the finish of the program must be paid in full before receiving a certificate or diploma.

DISPUTE RESOLUTION POLICY AND PROCEDURE

This policy governs complaints from students respecting THE SCHOOL and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.

Individuals should always try to resolve issues informally. If a more formal approach becomes necessary, THE SCHOOL provides a fair and reasonable mechanism for resolution.

Procedure:

1. First try to resolve the issue directly with the other party (student, teacher, homestay family, etc.). If this does not work, follow step 2.
2. You can talk about any problems or difficulties with your school counsellors or with your teacher in or outside the class, or with any member of the Administration. If no satisfactory solution is found, follow step 3.
3. If you want to make a formal complaint, please put your complaint in writing and give it to one of the school Directors (Academic, Marketing, Accommodation, etc.). He/She will request submissions from all involved parties, including witnesses; conduct an investigation and set up a meeting within 48 hours. He will, in writing, provide a written decision to all parties within 48 hours. If this does not work, follow step 4.
4. Repeat procedure 3 with the Executive Director. If no resolution is satisfactory, follow step 5.
5. If the dispute remains unresolved after Step 4, the student may choose to ask for mediation. The cost will be covered by THE SCHOOL. The mediator must be impartial and mediation shall take place at the earliest date possible once a mediator has been identified.
6. Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
7. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by THE SCHOOL regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).
8. If the dispute remains unresolved after the mediation described in step 5, ESL students may file their complaint with Languages Canada. As a member of Languages Canada, inlingua Vancouver follows a Code of Ethics that protects students and ensures that the quality of the school is high. Students can contact Languages Canada if they have a problem that the school has not resolved according to this policy.
9. The student making the complaint may be represented by an agent or a lawyer.

CODE OF CONDUCT AND DISMISSAL POLICY

Students are expected to meet and adhere to the **Code of Conduct** set out in this policy while completing a program of study at THE SCHOOL. If necessary, students should request clarification from a **Student Counsellor at THE SCHOOL**. “**Student**” means a person who is presently enrolled at THE SCHOOL.

Code of Conduct

While on THE SCHOOL premises or in the course of activities or events hosted by THE SCHOOL, **students**:

- must treat all students and staff with respect and must not engage in physically aggressive, threatening, harassing, discriminatory, abusive or otherwise offensive behaviour;
- must refrain from cheating or plagiarism in regards to class assignments and assessments;
- students in any ESL program must adhere to our ENGLISH ONLY POLICY in a continuous way;
- students in a career diploma program should speak English while in class;
- must adhere to the completion dates for all class assignments and assessments (quizzes, exams, projects, presentations, etc.) on the scheduled course dates;
- must complete all the requirements for graduation within the registered study period (including co-op placement and post-co-op academic course if applicable) or apply in writing to withdraw from a program;
- must comply with all applicable THE SCHOOL policies;

- must comply with the school Attendance Policy and must not be absent for a period longer than two (2) days without notifying the school or provision of a doctor's note;
- must not steal, misuse, destroy or deface THE SCHOOL property;
- must not consume, possess or distribute alcohol or controlled or restricted substances (exception when events are held with or within a location that has a proper liquor license and students are of legal age with proper identification. Students must consume and drink responsibly);
- must not forge, alter or misuse school's documents, records or identification, or knowingly furnish false information to the school;
- must not misrepresent of themselves or of an organization to be agents of the school;
- must not engage in lewd, indecent or obscene behaviour;
- must not solicit or assist another person to commit any act which would subject a student to expulsion, suspension or probation pursuant to this code of conduct;
- must not have improper behaviour in the Homestay / Suite / Student house arranged by the school or one of the school accommodation coordinators; and
- must not contravene any provision of the Canadian Criminal Code or any other federal, provincial, or municipal statute or regulation.

The above list sets out examples of correct conduct and examples of prohibited conduct. It is intended to help students understand the type of conduct that will be subject to discipline and is not exhaustive. Students who violate the Code of Conduct will be subject to the procedures and discipline outlined below, which may include immediate dismissal from the institution.

Procedure and Discipline protocol:

- 1) All concerns relating to student misconduct shall be directed to a **Student Counsellor**. Concerns may be brought by staff, students or the public.
- 2) The **Student Counsellor** 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 **Student Counsellor** will meet with the student as soon as is reasonably possible.
- 3) Following the meeting with the student, the **Student Counsellor** 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 **Student Counsellor** will meet with the student and do one of the following:
 - (a) Determine that the concern(s) were unsubstantiated;
 - (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;
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Recommend that the student be dismissed from **THE SCHOOL**.
- 6) The **Student Counsellor** will prepare a written summary of the determination. A copy shall be given to the student, and the original will be placed in the student file.
- 7) If the student is issued a warning or placed on probation, the **Student Counsellor** and the student will both sign the written warning or probationary conditions and the student will be given a copy. The original document will be placed in the student's file.
- 8) If the recommendation is to dismiss the student, the **Executive Director** of the institution will review the recommendation and accept or reject it. If the recommendation is accepted by the **Executive Director**, the **Executive Director** will meet with the student to dismiss him/her from study at the institution. The **Executive Director** of the institution will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, in accordance with PTIB regulations. If the recommendation is rejected by the **Executive Director**, the **Executive Director** will follow steps 5 through 7, above.
- 9) If a refund is due to the student, **THE SCHOOL** will ensure that a refund is forwarded to the student within 30 days of the dismissal.
- 10) If the student owes tuition or other fees to the institution, **THE SCHOOL** may undertake the collection of the amount owing.

VACATIONS AND OTHER INTERRUPTIONS POLICY

- A. If you are sick and provide sufficient supporting medical documentation, classes missed will be added to your program.
- B. If you request a vacation and it is approved, the time of your vacation will extend your end date.
- C. Classes missed without an authorized vacation or for any other reasons will not be added to your program and will not extend your end date.

Vacation Policy - Instructions

1. To be eligible to request a vacation, you must be enrolled for a minimum of 12 weeks at THE SCHOOL.
2. A minimum of 2 weeks' notice is required for Vacation requests. An administration non-refundable fee of \$100 will be charged for Vacation requests with less than 2 weeks' notice.
3. You must provide a strong reason for the request and THE SCHOOL has the right to refuse approval.
4. Vacation period is minimum for 1 week and maximum for 24 weeks.
5. THE SCHOOL will respond to Vacation requests on Friday of the week.
6. If approved, you will need to inform your teachers of your vacation plans.
7. You are responsible to maintain your visa status while on vacation. To continue studying, you may need to extend your visa. THE SCHOOL will not issue letters of acceptance to cover your vacation time.
8. If staying in homestay or other type of accommodation arranged by THE SCHOOL, you will need to contact your Accommodation Coordinator. Vacation time will not extend the accommodation period.
9. Minor students will need written consent from their parents/legal guardian to request a vacation.
10. Refunds will not be given for deferred tuition as a result of a vacation.

STUDENT RECORDS, PHOTO RELEASE, AND CONSENT TO USE OF PERSONAL INFORMATION POLICY

- THE SCHOOL collects, uses, retains and discloses information in accordance with British Columbia's Freedom of Information and Protection of Privacy Act.
- THE SCHOOL 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.
- THE SCHOOL is required to submit directly to designate 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; evidence a student met all admission requirements and entrance examinations; financial records, attendance records; documentation of any dispute, grade appeals or dismissal; copies of study permits and other information.
- THE SCHOOL retains student records for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the student record is destroyed using a secure destruction method.
- During activities or school events, our Activities Department takes many photos to be published in our brochures, websites, Facebook page, and other marketing materials as needed. If you do not wish to be photographed, please contact the Activities team member and let them know. If you see your photo and wish for it to be removed, please contact the Activities team as well and we will happily remove it for you.

USE AND DISCLOSURE OF STUDENT INFORMATION

1. Disclosure to students of their own records
 2. Disclosure to staff members of THE SCHOOL
 3. Disclosure to third parties
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1. Disclosure to students of their own records: These provisions for access, retention and destruction of examinations are in accordance with British Columbia's Freedom of Information and Protection of Privacy Act.
 - A. Students have the right to access their academic and institutional records. To access their records, students must submit a signed request to one of the staff members of the Marketing and Counselling department. Access is determined on an individual basis.
 - B. Students have the right to receive transcripts of their own academic record. However, THE SCHOOL does not release official transcripts if a student is in debt to THE SCHOOL.
 - C. No partial transcripts of a record are issued.
 - D. Students may access their examinations where information can be blocked if necessary, or where access to the examination as a whole does not compromise the integrity of the examination system. Where access may do the latter, THE SCHOOL reserves the right to deny access.
 - E. THE SCHOOL examination scripts are normally retained for a one-year period after the examination has been written. Examination scripts are then destroyed.
 - F. All other student information is retained and destroyed as per the provincial (BC) records retention practices.
 2. Disclosure to staff members of THE SCHOOL: Information about students is normally disclosed without consent of the student to designated THE SCHOOL employees only for purposes consistent with THE SCHOOL activities and the normal operation of the school.
 3. Disclosure to third parties
 - A. Personal information is disclosed without student consent for the purpose of complying with a subpoena, warrant, or order issued, or made by a court, person, or body with jurisdiction to compel the production of information.
 - B. Necessary personal information may be released without student consent in an emergency if the knowledge of that information is required to protect the health or safety of the student or other persons.
 - C. Information may be released to agencies or individuals conducting research on behalf of a college or university or the educational system. This is done only under signed agreements to maintain confidentiality and to ensure no personally identifying information is made public. Research agreements are based upon Freedom of Information and Protection of Privacy Act standards.
 - D. Information may be shared with those educational institutions that offer programs in association, in partnership, or in collaboration with THE SCHOOL.
 - E. Other than in the above situations, information on students is released to third parties only with the written permission of the student.

ADMISSIONS POLICY (ESL Program)

1. Minimum age is 16 years old at the start date of the program. Applicants aged 16 to 18 years old at the start of the program will be accepted provided that a parent / guardian and the applicant understand all the school policies and sign the student contract. For visa purposes, a custodianship arrangement might be necessary for students under 19.
2. Applicants 19 years old at the time of registration will sign the student contract.
3. Health coverage is mandatory for all students. All students must show proof of valid medical insurance for their entire term at THE SCHOOL. Student Visa students, if eligible, can opt to register in a provincial medical plan. Any waiting period needs to be covered by alternative health insurance.
4. Applicants must pay CDN\$125 as Registration Fee. This fee is non-refundable.

PLACEMENT DISAGREEMENT POLICY (ESL Program)

If a student is initially placed in a level and they disagree it is the correct level for them, this is the procedure we follow:

- We ask the student to give it a week in the current level as lessons and materials change day to day; after one day or two days of class, a student has not really been exposed to enough of the curriculum or allowed enough time for the teacher to give a valid assessment of the student's abilities.
- We ask they stay in the level for the week so that the student can achieve a score for their performance (attendance, homework/writing and quiz score) which will then provide a better re-assessment of what their skill and level really is
- Upon completion of the first week in the placement level, the student's work is reviewed and a re-assessment is given.

GRADE APPEAL POLICY (ESL Program)

If a student does not agree with the teacher's assessment as to whether they need to repeat a level, this is the procedure we follow:

- Confer with the teacher on the student's overall performance and work in the level.
- Check their quiz scores, attendance, submission of homework/writing assignments and final test/presentation scores.
- Review their overall score to see if they qualify for a conditional pass; if they do not, then we ask the student to stay the week in the repeated level, do the quiz on the following Monday and another review will take place.
- If it is agreed to allow a conditional pass, then it is explained to the student that the teacher in the next level up will also be checking their performance (attendance, homework/writing, quiz score) to see if they are able to continue in the higher level.
- If the teacher of the higher level recommends the student should repeat the former level for another 4 weeks, then the student is counselled to do so based on their performance and scores.

ENGLISH ONLY POLICY (ESL Program)

At inlingua Vancouver we have a strict English Only Policy. This policy forces students in the ESL program to speak English at all times in our language school campuses and activities. It ensures the best possible opportunity for students to speak English.

Instructors and staff will use English as the language of communication with all students and at all times on school property (except in counselling situations and in case of emergencies). Students will be expected to also follow this rule when speaking to each other.

Students communicating using a mother tongue when not absolutely necessary will be penalized. However, students using English at all times and showing enthusiasm in their classes will be rewarded.

Here is our ENGLISH ONLY POLICY, strictly enforced by all teachers and staff members:

- 1st Offence: No school for one day.
- 2nd Offence: No school for two days.
- 3rd Offence: No school for one week.
- 4th Offence: Expulsion from the school. End of the program.

Because THE SCHOOL is a friendly place, we prefer to motivate our students to speak only in English. If students use only English at the school, most likely these things will happen:

- ✓ Students will learn English quickly.
- ✓ Students will make friends from all over the world.
- ✓ Students will earn everyone's respect and admiration.
- ✓ Students can win a prize (like an inlingua gift or a coffee certificate), presented by their teacher in the morning.

ATTENDANCE POLICY (ESL Program)

At inlingua Vancouver we take very seriously students' attendance to class. It is the only way for students to guarantee that their learning experience will be constant and that they will reach their goals.

It is easy for students to come every day to class. They just have to make an effort every day, one day at a time. Their effort will be compensated very soon. They will become more fluent in English.

We have an Attendance Policy for the ESL program that will help students attend class, enjoy their time and also guarantee that other students with poor attendance will not interrupt their courses and their learning.

- Students must keep good attendance and attend at least 80% of their classes.
- If a student in an ESL program is absent more than 4 days a session, he/she will fail the level and will be suspended for that session.
- If a student is suspended from two sessions, he/she will be expelled.

Student action	Student is absent for 1 day in any week	Student is absent for 2, 3 or 4 days in any week	Student is absent for 5 or more days in a 4-week session	After suspension from one session, Student is absent again for 5 or more days in a 4-week session
Consequence	Verbal Warning	Written Warning notice	Written Suspension notice from the current session. Student will repeat the level	Expulsion from school

If a Student is absent for 2, 3 or 4 days in any week in a session without a valid reason:

- Student will be warned in person and will receive a writing warning notice.
- If not possible, inlingua Vancouver will contact the student, agent, parent or guardian and inform them.
- If a student cannot be contacted to be warned, the warning notice will be kept at the school front desk and the student is anyway responsible for coming back to class. After the warning, students must come to class and not skip any other day.
- In a 4-week session, to keep good attendance, the maximum numbers of days a student can be absent is 4.

If a Student is absent for 5 or more days in a session without a valid reason:

- Student will be suspended from the session and will repeat the level.
- inlingua Vancouver will inform the student's agents, parent, guardian, sponsor, or any other entity paying for the students' courses about the students' suspension.
- Suspended Students will not be allowed at the school campus or activities and are expected to study by themselves.
- Students who want to study will be offered online lessons as a means to keep them learning.

After suspension from one session, if a Student is absent again for 5 or more days in a session without a valid reason:

- Students will be expelled from the school and their program will finish.
- inlingua Vancouver will inform the student's agents, parent, guardian, sponsor, or any other entity paying for the students' courses about the students' expulsion from school.

Thanks for respecting the attendance policy for the ESL program. Following it will help you succeed in your academic and professional goals now and in the future.

Note: inlingua Vancouver is a Designated Learning Institution (DLI). As such, we are required to report to Immigration, Refugees and Citizenship Canada (IRCC) the enrolment status of students who hold study permits. Our Students are required to remain enrolled and actively pursue studies at inlingua Vancouver while in Canada.

**ADMISSIONS POLICY (Career Diploma Programs)
for programs in Hospitality Management & Service, Tourism & Service, Food & Beverage**

1. Completion of high school or minimum 18 years of age
2. English Language proficiency*

*International students must demonstrate English language proficiency in one of the following ways:

1. Placement at level 3B (upper intermediate or higher) on the inlingua placement test (online or paper based) and on a video or in-person interview
2. Successful completion of inlingua Level 3A (upper intermediate)
3. IELTS 4.5
4. TOEFL iBT 50

CREDIT TRANSFER POLICY (Career Diploma Programs)

- Applicants who have studied at another post-secondary institution a similar program or similar course(s) can apply to transfer credits from that program / course(s) towards an INVO career diploma program.
- For Hospitality, Tourism, Food & Beverage and Service programs: Students can apply to transfer credits if the previous program followed an approved AHLEI curriculum that coincides with one or more of the courses being offered by INVO Career College.
- Transcripts must be submitted prior to the contract start date of the career diploma program at THE SCHOOL.
- Any costs for receiving transcripts from the prior institution and the submission of the transcripts to THE SCHOOL is 100% the responsibility of the applicant.
- All transcripts must be provided in English. If the applicant needs to have their transcripts translated, they are responsible for the costs of doing so and should provide verification that the translation was done by a reputable agency or translation service.
- THE SCHOOL will potentially accept a transfer of credits up to 25% of the program.
- Final approval for granting a transfer of credits is solely the discretion of THE SCHOOL.

ATTENDANCE POLICY (Career Diploma Programs)

At INVO Career College we take very seriously students' attendance to class. It is the only way for students to guarantee that their learning experience will be constant and that they will reach their goals.

It is easy for students to come every day to class. They just have to make an effort every day, one day at a time. Their effort will be compensated very soon. They will acquire the necessary career skills in their program.

We have an Attendance Policy for Career Diploma Programs that will help students attend class, enjoy their time and also guarantee that other students with poor attendance will not interrupt their courses and their learning.

- Students must keep good attendance and attend at least 80% of the lessons in their courses and their co-op (cooperative work experience placement) if applicable.
- A student in a career diploma program may not be absent from classes more than 3 days in a 4-week session. Half days of absence will also be counted. For example: two ½ days of absence will equal one absence.
- If a student is absent from classes more than 3 days without notification or proof of illness he/she will fail the course and will not be allowed to write the mid-term/quiz, do the course project or write the final exam.
- No credit will be given for that course and the student will need to repeat the course before graduating.

- A student can be given an excused absence from classes due to emergency or medical circumstances which must be proven by submitting a doctor's note in a timely manner.

Thanks for respecting the Attendance Policy for Career Diploma Programs. Following it will help you succeed in your academic and professional goals now and in the future.

Note: inlingua Vancouver dba INVO Career College is a Designated Learning Institution (DLI). As such, we are required to report to Immigration, Refugees and Citizenship Canada (IRCC) the enrolment status of students who hold study permits. Our Students are required to remain enrolled and actively pursue studies at THE SCHOOL while in Canada.

GRADE APPEAL POLICY (Career Diploma Programs)

Students are provided the right to appeal a final grade while maintaining respect to the academic responsibility of INVO Career College and the teachers in the career diploma programs.

This policy adheres only to the grievance of unfair or unjust action towards an individual student, not to the grievance of unsatisfactory methods of grading. THE SCHOOL will assume that the instructor of the program is using the established method of grading on an equal basis with all students and that their judgement of a student's academic performance and the grades awarded are correct.

This purpose of this policy is to determine if a final grade was given in a fair and appropriate manner.

Grounds for appeal include:

1. A student's final grade was given in error due to incorrect addition of marks or error of fact.
2. A student's final grade was not given by following the established manner of grading criteria indicated and/or given in an arbitrary manner.
3. A student's grade was given unfairly under prejudice or ill will.

It is the responsibility of the student to provide evidence that their final grade shows unfair treatment as compared to standards applied to other students.

Procedure:

- A. The student will first discuss the application of the final grade with the instructor within business 3 days after receiving the grade. The instructor and the student will discuss the grade and hopefully the situation will be resolved.
- B. If Part A is not successful, the student should request a meeting with the Director of Studies within 7 days of receiving the grade and provide all supporting material at the meeting. Should the Director of Studies feel that the student has a legitimate complaint, they will arrange a meeting with the instructor in question. Following the meeting with the Director of Studies, the instructor may choose to keep the grade the same or adjust it. The student will be informed of the decision within 2 days of the meeting.
- C. If Part A and Part B do not resolve the situation, then the student can fill out a Grade Appeal Policy form and submit it to the Executive Director along with evidence that supports the complaint. The Executive Director will consult with the Director of Studies and the instructor in question within 3 days of receiving Grade Appeal Policy Form. The Executive Director will listen to all participants and then come to a final decision. The decision of the Executive Director will be final and not subject to reproach. Should the Executive Director find the final grade given falls under one or more grounds of appeal, the instructor will be instructed to change the grade in accordance to the established criteria of the program. If the Executive Director does not find the grade falls under one or more grounds of appeal, the original final grade given will stand.