



## ***POLICIES AND PROCEDURES***

### **REGISTRATION PROCEDURE**

It is recommended that the registration documents be sent to the school at least two weeks prior to the commencement of the course. Full payment of all fees is due before the course begins. All fees are calculated on complete weeks of study and any portion of a week is counted as a full week. No compensation is given for public holidays or scheduled professional days when the school is closed.

1. Fill in the registration form. Complete all of the questions and sign the declaration.
2. Give the completed registration form to your agent/counselor or mail, fax or email it to the school together with the Registration fee (non-refundable)
3. Upon receipt of the above documents, VanWest College will fax a Letter of Acceptance confirming the dates of your course. The original Letter will be mailed upon request.

### **PAYMENT METHOD**

Fees may be paid by cheque, money order, or by wire transfer. To pay by wire transfer, send Canadian funds to:

Royal Bank of Canada  
1497 W. Broadway  
Vancouver, British Columbia  
Canada V6H 1H7  
Sort Code: CC000305680  
Beneficiary: VanWest College  
Account # 100-122-1

### **ENGLISH ONLY POLICY**

Students must follow the strict English Only Policy at all times. This Policy is in effect on school premises and during all field trips and school activities. Students who consistently break the English Only Policy may not advance to the next level.

## **ATTENDANCE POLICY**

Students must attend and participate in all classes. If a student is late more than 10 minutes, the student may not enter the class until the break or may be refused entry by the teacher. Students missing more than 25% of classes per 4-week session will not be permitted to write the Exit Test and will not advance to the next level.

## **HOLIDAY POLICY**

Students who are enrolled a minimum of three (3) months may apply for a holiday from class. Two (2) weeks' notice must be given before students may leave on vacation. With a three (3) month enrolment, students can apply for up to two (2) weeks of holiday; with a six (6) month registration students can apply for up to four (4) weeks of holiday. Credit will only be given for vacations of four (4) weeks which coincide with course start and end dates.

## **LEVEL UPGRADE POLICY**

VanWest College offers six levels of English from Beginner to High Advanced. Advancement is based on attendance and the final grade on the Exit Test administered monthly. Students must achieve at least 80% on the Exit Test to advance to the next level. Students who have been absent for more than 25% of their classes without approval from an Administrator may not progress to a higher level. All of the requirements for advancement are given to students in an interview with their AM instructor at the end of the month and are made available to the student on request.

Certificates of Completion and Progress Reports will be awarded based on attendance, participation, and progress.

## **Tuition Refund Policy**

To apply for a refund, a student must submit a written notice of withdrawal to the Registrar of VanWest College.

### **If cancellation is received before the program start date:**

- a) If a visa is denied, the student will be refunded all fees except the registration fee.
- b) Less than 7 days after registration, the student will be refunded 75% of the total fees
- c) 30 calendar days or more before start of class, the student will be refunded 75 % of the total fees
- d) Less than 30 days before the start of class, the student will be refunded 60% of the total fees

### **If cancellation is received after the program start date:**

- a) Within 10% of the program's duration time, the student will be refunded 50% of the total fees
- b) Between 10% and 30% of the program is finished, the student will be refunded 30% of the total fees
- c) After 30% of the program is finished, there is no refund

## **Homestay Refund Policy**

Cancellation within two weeks of the expected arrival date will result in the forfeiture of the placement fee. If a student cancels Homestay within three weeks of the course start date he/she will be required to pay 25% of the first month's Homestay Fees.

Students wishing to leave their Homestay earlier than their scheduled departure date must give one month's notice to the host family. Students failing to do this will be charged one month's rent.

Students must give notice for any Homestay extension beyond the initial period booked. Extensions cannot be guaranteed and are dependent on family circumstances. Students who wish to extend their Homestay after arrival must pay a \$ 100 extension fee.