

Tamwood International College Inc. ("Tamwood Language Centres")

230 – 842, Thurlow Street

Vancouver BC Canada V6E 1W2

TERMS AND CONDITIONS

Effective January 1, 2015

ADMISSION REQUIREMENTS FOR ALL PROGRAMS

1. All students must have a valid documents (e.g. temporary resident visa, study permit, etc.) required to enter and stay in Canada for the duration of their program before they start their program. It is the responsibility of the student to obtain all the documents necessary to enter and stay in Canada. Tamwood cannot be held responsible if a student fails to obtain the proper documents to enter Canada.
2. All students must complete payment due to Tamwood according to Tamwood Payment Schedule.
3. The application form should be completed in full prior the registration. Registration process won't be initiated without the complete application form.
4. All students attending a Tamwood program must have valid medical insurance for their entire study period. Students who do not provide Tamwood with proof of valid medical insurance on their first day of classes can purchase their insurance through Tamwood. No student will be allowed to attend a Tamwood program until they have provided Tamwood with proof of valid medical insurance.
5. All students agree to accept the Tamwood Cancelation and Refund Policies.
6. All students must be at least 17 years old

LANGUAGE PROFICIENCY REQUIREMENTS

Students who want to register for special programs are to submit proof of English Language proficiency. Documents accepted as evidence:

1. TOEFL iBT certificate
2. IELTS Certificate
3. Cambridge Certificate
4. CLB Stage
5. CEFR

If none of the following documents can be provided, a student can undergo the English Language Assessment Test at Tamwood before registering. The test can be obtained from a Tamwood agent or another representative.

The above chart shows the required exit level for each level:

	Zero Beginner	Elementary	Pre-Intermediate	Intermediate	High Intermediate	Low Advanced	High Advanced
ENGLISH LEVEL	1	2	3	4	5	6	7
General English							
Private Lessons	●	●	●	●	●	●	●
Group Lessons		●	●	●	●	●	●
Exam Perparation							
IELTS					●	●	●
FCE					●		
CAE						●	●
University Pathway Program							
Pre-UPP/IELTS					●		
University Pathway Program						●	●
English for Professionals							
International Business English					●	●	●
English Preparation for Instructor Certificate							
CASI Level 1 Snowboard				●	●	●	●
CASI Level 1 Ski				●	●	●	●
English Plus Program							
English Plus Ski, Snowboard, Bike		●	●	●	●	●	●
TEST SCORE EQUIVALENCIES (TAMWOOD Levels)							
IELTS		2-3	3-3.5	3.5-4.5	4.5-5.5	5.5-6.5	6.5+
TOEFL iBT		19-29	30-51	52-64	65-78	79-95	96-120
CAMBRIDGE			KET (PET)	PET (Merit)	FCE (C-B)	FCE (A) CAE	CAE (A) CPE
CLB Stage*	1	2-3	4-5	6-7	8-9	10-11	12
CEFR		A1	A2	B1	B2	C1	C2

*Canadian Language Benchmark (Citizenship and Immigration Canada)

PAYMENT TERMS

1. Schedule of Payments for Adult Programs

- a. Tamwood cannot guarantee the student his/her registration until Tamwood has received the Registration Fee. Failure to pay the Registration Fee could result in the student's application being rejected.
- b. The balance of the fees owing must be paid in full no later than 4 weeks before the first day of the student's program at Tamwood

2. Late Payments

- a. Tamwood reserves the right to cancel, without notice, all bookings and arrangements if the Student fails to pay the required fees for a booking pursuant to the Schedule of Payments set out herein.
- b. Tamwood regrets that under no circumstances will a student be allowed to commence and/or attend any course where payment remains outstanding or not cleared.

3. Cancellation and Refunds

If the student cancels his/her program or is dismissed, he/she may be entitled to a refund for some of his/her program and accommodation fees according to the Tamwood Cancellation and Refund Policy.

CANCELATION AND REFUND POLICY

1. **Written Notice required** - To be considered for a refund, the student must submit a written and signed notice to Tamwood International College of withdraw from the program. Verbal notices will not be considered.
2. **Program Changes** - Once an application has been accepted by Tamwood, any changes requested by the student to the start date, end date, program type or accommodation options will be made only if the change is requested before the student's arrival in Canada and before any services have been rendered by Tamwood to the student. Changes will be made only if space is available and all changes made will be subject to the Tamwood published Program Change Fee.
3. **Payment of Refunds Owing to The students** - Refunds owing to the student shall be paid to the student's booking agency, within thirty (30) days of Tamwood receiving written notification of withdrawal, or within thirty (30) days of written notice of dismissal. All bank fees associated with payment of a refund are the responsibility of the student.
4. **Tamwood International College – Refund of Adult English Programs Fees**
 - a. **Refund in the Event of Visa Application Denial**
 - i. If a Study Permit or Temporary resident Permit (visitor visa) is denied by Citizenship and Immigration Canada, Tamwood will refund all of fees for the program less the Registration Fee. (The student must provide letter of rejection from the Canadian Embassy to get their refund).

b. Refund of Tuition fees for Special Programs - This section applies to students registered for one of the following Special English Programs at any of the Tamwood Language Centres:

- Cambridge FCE
- Cambridge CAE
- IELTS
- International Business English
- University Pathway Program
- Private Tuition
- English Preparation for Snowboard/Ski Instructor

If the student withdraws from the Special English Program more than 4 weeks before the program start date, Tamwood will retain \$150 CDN of the tuition fees as a cancellation fee, and refund the balance of the tuition fees paid.

- i. If the student withdraws or is dismissed from the Special Program 4 weeks or less before the start of the program or any time after the start of the program, no refund will be given of the tuition fee for the entire program and any outstanding tuition fees owing must be paid at that time.

c. Refund of Tuition Fees for the General English Program

i. Before the program start date

- 1. If the student withdraws more than four (4) weeks before the program start date, Tamwood will refund the tuition fees for the program less a \$150 cancellation fee.
- 2. If the student withdraws less than four (4) weeks before the program start date, Tamwood will retain either 30% of tuition fees for the program or \$500 CDN, whichever is the greater amount as a cancellation fee, and refund the balance of the tuition fees paid.

ii. After the program start date

If the student withdraws or is dismissed from the program after it has started, the following refund policies apply:

Up to 10% of program attended	—	50% refund
Up to 30% of program attended	—	30% refund
More than 30% of program attended	—	0% refund

5. Tamwood International College - Refund of Registration Fee, Text Book Fee and Accommodation Fees

- a. The Registration Fee is non-refundable.
- b. The Text Book fee is refundable up to one week before the program start date, but if the student cancels less than a week before the program start date or after the program has started, this fee is non-refundable.
- c. The Accommodation Placement Fee is non-refundable
- d. A full refund of accommodation fees will be given when canceling with more than four (4) weeks' notice.

- e. When the student cancels his/her accommodation with less than four week's notice, Tamwood will retain the fee for four (4) weeks accommodation and refund the balance of the accommodation fees paid.

TAMWOOD REQUIREMENTS FOR SUCCESSFUL COMPLETION

Certificate Requirements: Tamwood International College awards students who successfully complete their program of study with a certificate, a Progress Report and a Letter of Completion. Two types of certificates will be awarded based on the following criteria:

General Certificate of Completion

- proper attendance (80% of classes; except in emergencies cases)
- average academic progress and achievement
- positive attitude and effort
- cooperative in-class participation
- being on time (above 80% of the classes)
- writing 80% of your weekly/bi-weekly quizzes
- regular completion of homework
- adherence to the English-only rule

Honours Certificate of Completion

- active & positive in-class participation; sincere effort and a willingness to help others
- above average academic progress and achievement
- consistent efforts outside of the classroom to improve (self-correction, extra practice, attending the free tutorials)
- above average bi-weekly/weekly test results
- school spirit and contribution to the college (includes active participation in co-curricular activities, volunteering in the school community, etc.)
- excellent attendance and punctuality
- completion of all assigned homework
- total adherence and promotion of the English-only rule

NOTE: If the above criteria are not met, you may not receive a certificate or a letter of completion.