

# Tamwood Language Centre Policies

Revision 3/8/2019

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## **Do More, Learn More, *BE MORE!***

By teaching, coaching and encouraging our students, Tamwood Language Centres helps students to develop their talents, achieve their educational goals and realize their potential.

Enclosed:

- Admissions Policy
- Language Proficiency Assessment Policy
- Student Attendance Policy
- Student Dismissal Policy
- Dispute Resolution/Grade Appeal Policy
- Refund Policy
- Student Withdrawal Policy
- Privacy Policy
- Sexual Harassment Policy
- Respectful and Fair Treatment Policy

Tamwood Language Centres is a division of Tamwood International College Ltd. hereafter referred to as Tamwood Language Centres, Tamwood or the School.

'Student' is defined as including prospective students as well as those currently registered or enrolled in any programs or activity at Tamwood Language Centres.

<b>Title</b>	<b>ADMISSIONS POLICY</b>
<b>Effective</b>	March 1, 2015
<b>Responsibility</b>	Registrar, Senior Educational Administrator
<b>Date Of Last Version</b>	September 27, 2017
<b>Referenced In</b>	<a href="https://www.tamwood.com/">https://www.tamwood.com/</a>
<b>Change Log</b>	November 12, 2015: Toronto age requirement has been changed to accept student who are 16 or more years old by the end of their program

Tamwood is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education goals. Tamwood's admission criteria are well publicized and applied consistently. Entry assessment tools and admission requirements ensure students have the required language competencies, and the basic knowledge, skills and abilities to achieve program outcomes. **Admission requirements may not be waived by either the student or Tamwood.**

The School admissions policy ensures that qualified applicants have equality of access to programs or courses regardless of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age (BC Human Rights Code).

Students are provided with the following policies before entering into any contract, including a Letter of Acceptance or student enrollment contract:

- a. Tuition and Refund Policy
- b. Dispute Resolution/Grade Appeal Policy
- c. Withdrawal Policy
- d. Dismissal Policy
- e. Admissions Policy
- f. Attendance Policy
- g. Program Outline
- h. Language Proficiency Assessment Policy

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- i. Sexual Harassment Policy
- j. Respectful and Fair Treatment Policy

**General Admission Criteria:** The minimum requirements cannot be waived by either the institution or the student.

- Applicants who wish to qualify as domestic students must produce valid documentation confirming their legal status as Canadian citizens or permanent residents.
- Applicants who are classified as International students must meet the requirements for international students studying in Canada as laid down by Citizenship and Immigration Canada.
- By the time applicants plan to finish their program, they must be at least 17 years old to be eligible for the program at Vancouver Campus and at least 16 years old for Whistler and Toronto campuses. Any applicants under 19 years of age require a parent/legal guardian's permission, as indicated on the application form.
- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy
- All students must complete payment due to Tamwood according to Tamwood Payment Schedule.
- 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.
- All students agree to accept the Tamwood Cancellation and Refund Policies.

## **Procedure:**

Tamwood Language Centres representatives corresponds/meets with the prospective student to discuss the program of interest, and provides information about the program, start dates, fees etc., and refers inquiries to the Business Development Managers as needed.

Once the prospective student has decided on a program of study, he/she completes the application form and sends it, along with the evidence of meeting the admission requirements, to the Registrar directly or through the Tamwood Representative.

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The Registrar reviews the submitted evidences against the admission criteria for the program to ensure that the prospective student meets all of the criteria. The Registrar places the evidence in the student file.

Once student is deemed to be admissible to the program, the Registrar registers the student into the program and prepares a Student Enrolment Contract and sends it to the student or student representative, together with the invoice and following policies and documents:

- a. Tuition and Refund Policy
- b. Dispute Resolution/Grade Appeal Policy
- c. Withdrawal Policy
- d. Dismissal Policy
- e. Admissions Policy
- f. Attendance Policy
- g. Program Outline
- h. Language Proficiency Assessment Policy
- i. Sexual Harassment Policy
- j. Respectful and Fair Treatment Policy

Students will not be allowed to start the program, until they provide the following:

- a. The signed Student Enrollment Contract
- b. The evidence of having the medical insurance for the full period of study
- c. The payment due as per the Tamwood Payment Schedule.
- d. The copy of any immigration documents (if applicable)

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<b>Title</b>	<b>LANGUAGE PROFICIENCY ASSESSMENT POLICY</b>
<b>Effective</b>	March 1, 2015
<b>Responsibility</b>	Registrar, Senior Educational Administrator
<b>Referenced In</b>	<a href="https://www.tamwood.com/">https://www.tamwood.com/</a>
<b>Date Of Last Version</b>	February 5, 2015

## **Policy**

Tamwood Language Centres teaches English and can therefore accept students into its ESL Program with any level of English, from Beginner to Advanced, so there is no language proficiency requirement for the program. Certain English courses offered by Tamwood in the ESL Program are offered only to students who have reached an intermediate to advanced level of English. Students who wish to study in such courses will need to reach a pre-requisite level of English proficiency in the Tamwood General English course first or, if they wish to enroll directly into such a course, demonstrate proficiency in English to the required level for the course on or before the course start date.

Language proficiency requirements are admission requirements and may not be waived by either the institution or the student.

Students who wish to enroll directly into the Intermediate to Advanced courses must provide one of the official test results listed for each of the courses below as a proof of their English level, or demonstrate that they have the minimum English language Proficiency required for their desired program on the Tamwood Placement Test and Placement Interview administered on their first day of the course.

Students who don't achieve the score required for admission to their desired course on the Tamwood English Placement Test and Interview, will be placed into General English course until they reach the required English Language proficiency for the course they applied to.

## **Tamwood Language Centres English Courses with English Proficiency Requirements**

### **University Pathway Program**

This is a Tamwood Level 6 course and Students must demonstrate the minimum English proficiency for this level on the Tamwood English Placement test taken by all students on their first day of classes. The English Placement Test is except if CEFR B2, IELTS 4.5, TOEFL ibT 65+, Cambridge FCE (C-B) or Tamwood Language Centre's level 5 is presented.

### **International Business English**

This is a Tamwood level 5 course and Students must demonstrate the minimum English proficiency for this level on the Tamwood English Placement test taken by all students on their first day of classes. The English Placement Test is exempt if CEFR B1, IELTS 3.5+, TOEFL ibT 52+, Cambridge PET (Merit) or Tamwood Language Centre's level 4 is presented.

### **IELTS Preparation**

This is a Tamwood level 5 course and Students must demonstrate the minimum English proficiency for this level on the Tamwood English Placement test taken by all students on their first day of classes. The English Placement Test is except if CEFR B1, IELTS 3.5+, TOEFL ibT 52+, Cambridge PET (Merit) or Tamwood Language Centre's level 4 is presented.

### **Cambridge FCE Preparation**

This is a Tamwood level 5 course and Students must demonstrate the minimum English proficiency for this level with Tamwood's online test. The online test is except if CEFR B1, IELTS 3.5+, TOEFL ibT 52+, Cambridge PET (Merit) or Tamwood Language Centre's level 4 is presented.

### **Cambridge CAE Preparation**

This is a Tamwood level 6 course and Students must demonstrate the minimum English proficiency for this level with Tamwood's online test. The online test is except if CEFR B2, IELTS 4.5, TOEFL ibT 65+, Cambridge FCE (C-B) or Tamwood Language Centre's level 5 is presented.

### **English Preparation for Ski/Snowboard Instructor Certification**

This is a Tamwood level 4 course and Students must demonstrate the minimum English proficiency for this level with Tamwood's online test. The online test is except if CEFR A2, IELTS 3+, TOEFL ibT 30+, Cambridge KET (PET) or Tamwood Language Centre's level 3 is presented.

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<b>Title</b>	<b>STUDENT ATTENDANCE POLICY</b>
<b>Effective</b>	March 1, 2015
<b>Responsibility</b>	Campus Managers
<b>Referenced In</b>	<a href="https://www.tamwood.com/">https://www.tamwood.com/</a>
<b>Date Of Last Version</b>	September 26, 2016

### **Policy**

Regular attendance is expected in all courses.

### **General Principles**

1. Each instructor will record, monitor and report on the attendance of all students for all of their courses.
2. The clerical staff will keep the students' attendance records, review them at the end of each month, and inform the student if his/her attendance is below 80%. A meeting with the instructor, Campus Manager and student will be scheduled to discuss poor attendance and agree on a plan to improve attendance rate.
3. At the end of the course, students who do not maintain an attendance average of at least 80% will not be issued a Certificate of Completion upon departure from Tamwood and the Campus Manager may expel the student for excessive absenteeism as per the Dismissal Policy.

### **Student Responsibilities**

Students are expected to:

1. Report any absence due to illness or other reason to the teacher on the first and all subsequent days of absence either in person or by leaving a message by phone or e-mail.

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2. Maintain an attendance rate of at least 80%. Students who do not maintain an attendance average of at least 80% during the program will not be issued a certificate of completion for their program.
3. Provide a doctor's note to support absences of more than 3 consecutive days.

## **In case of student absence:**

For each week of your studies at Tamwood:

2nd absence: Teacher speaks with student.

3rd absence: Teacher asks student to see Campus Manager who speaks with student and issues warning.

Repeated absences over several weeks: Student must attend a counseling session with the Campus Manager to discuss their challenges in making good attendance and agree on a goal and plan for the student's attendance going forward.

In case of excessive absenteeism and if the student cannot meet the goals in the agreed plan, the Campus Manager may recommend the student for dismissal as per the Dismissal Policy.

Students who miss more than 20% of their classes will not be issued a Certificate of Completion upon departure from Tamwood.

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<b>Title</b>	<b>STUDENT DISMISSAL POLICY</b>
<b>Effective</b>	March 1, 2015
<b>Responsibility</b>	Campus Managers
<b>Referenced In</b>	<a href="https://www.tamwood.com/">https://www.tamwood.com/</a>
<b>Date Of Last Version</b>	September 26, 2016

## **Policy**

Tamwood Language Centres expects students to meet all admission requirements and adhere to a code of conduct while completing their program of study.

The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the Campus Manager.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any programs or activity at Tamwood Language Centres.

## **The Code of Conduct for Students**

1. I will speak and write ENGLISH ONLY in and around Tamwood International College.
2. I will attend, at a minimum, 80% of my classes (i.e. 8 out of 10 days).
4. I will be on time for at least 80% of my classes.
5. I will complete assigned homework.
6. I will participate in class and be respectful of my classmates and instructors.
7. I will respect and abide by the rules of my host family.
8. I agree to abide by the laws of Canada and my home country.
9. I agree not to use drugs while in Canada other than those prescribed by a doctor for medical purposes.

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10. I agree to treat School property and other people's property with respect.
11. I consent to Tamwood's usage of my personal image in any type of promotional material, including its videos, web site, brochures, flyers, and advertisements.
12. Unresolved school related conflicts will be referred to the President & Managing Director of Tamwood for mediation. The President & Managing Director's decision is final. Infractions of the terms of this agreement may result in the immediate dismissal of the student from the program and termination of the student's visa.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period (any illegal activity will be reported to the police):

- 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.
- Evidence of illegal drug use while on school property or on school activities.

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.

Only the President & CEO and President & Managing Director are empowered to dismiss a student in accordance with this policy.

## **Procedure:**

- 1) All concerns relating to student misconduct shall be directed to the Campus Manager. Concerns may be brought by staff, students or the public.
- 2) Within 5 school days of receiving the complaint, the Campus Manager will arrange to meet with the student to discuss the concern(s).
- 3) Following the meeting with the student, the Campus Manager will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
- 4) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.

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- 5) The Campus Manager 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;
    - (ii) Set a probationary period with appropriate conditions; or
    - (iii) Recommend to the President & CEO or the President & Managing Director that the student be dismissed from the Institution.
- 6) The Campus Manager will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed on the student's file.
- 7) If the student is issued a warning or placed on probation, the Campus Manager and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed on the student's file.
- 8) If the Campus Manager's recommendation is to dismiss the student, the President & CEO or the President & Managing Director should review the matter and if the recommendation is approved by them, the Campus Manager will meet with the student to dismiss him/her from study at the School. The Campus Manager 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 (see refund policy), the Financial Unit 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 Institution, the Financial Unit may undertake the collection of the amount owing.

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<b>Title</b>	<b>DISPUTE RESOLUTION/GRADE APPEAL POLICY</b>
<b>Effective</b>	March 1, 2015
<b>Responsibility</b>	Campus Managers
<b>Referenced In</b>	<a href="https://www.tamwood.com/">https://www.tamwood.com/</a>
<b>Date Of Last Version</b>	September 27, 2017

## **Policy**

This policy is to ensure a fair, reasonable and effective Student Dispute Resolution Policy for handling students' complaints and grade appeals. The student may also be represented by an agent or lawyer.

The policy applies to all students who are currently enrolled or were enrolled in the prior year to submitting their concern to the Campus Manager. In the event that the Campus Manager is unavailable, the Academic Assistant will act in behalf of the Campus Manager. Written reasons for the determination will be given to a student 45 days after the date on which the student makes the complaint.

## **Procedure for Student Disputes:**

1. When a concern arises, the student should address the concern with the individual most directly involved (e.g. their instructor). 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 Campus Manager.
2. The Campus Manager will arrange to meet with the student to discuss the concern and desired resolution within five school days of receiving the student's written concern. The Campus Manager will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part.

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3. The necessary enquiries and / or investigation 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, Tamwood Language Centre 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, Tamwood Language Centre will propose a resolution.

The response should specify that 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 and a copy placed in the student complaints file and in the student's file.

4. If the student is not satisfied with the determination of the Campus Manager, the student must advise the Campus Manager as soon as possible, but within five school days of being informed of the determination. The Campus Manager will refer the matter to either President & CEO or President & Managing Director who will review the matter within five school days of receipt of the student's appeal.
5. The original decision will either be confirmed or adjusted in writing by either the President & CEO or President & Managing Director within 20 school days of receiving the student's appeal. At this point, Tamwood Language Centre's Dispute Resolution Process will be considered exhausted.

Once the dispute resolution process is complete, the student may file a complaint with Languages Canada (<http://www.languagescanada.ca/en/laws-and-membership-policies-0>) and PTIB (<http://www.privatetraininginstitutions.gov.bc.ca/form-library>) if he/she feels the institution misled the student regarding the institution or any aspect of its operations.

### **Procedure for Grade Appeal:**

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.

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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 Campus Manager.
3. The Campus Manager, will obtain a copy of the assignment/test in question from the instructor and will have another instructor conduct a review.
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, Campus Manager, 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 30 school days of the Campus Manager's receipt of the written complaint.

## **Student Written Complaint And Grade Appeal Form**

Please submit to the Campus Manager at your location.

Today's Date: \_\_\_\_/\_\_\_\_/20\_\_  
MM DD YY

Student Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Campus Location:  Vancouver  Whistler  Toronto

Nature of Complaint:  Grade Appeal  Level Assignment  Other

**Details of Complaint** (please include dates, facts and names of persons involved, attach a separate sheet if more space needed):

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**OFFICE USE:**

Date Complaint Received: \_\_\_\_/\_\_\_\_/201\_\_

MM DD YY

Date of Meeting with Student: \_\_\_\_/\_\_\_\_/201\_\_

(no later than 5 days from date of receipt of complaint) MM DD YY

**Resolution / Response to Complaint:** 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.

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**Campus Manager**

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**Student**

**Notes:**

If the student is not satisfied with the determination of the Campus Manager, the student must advise the Campus Manager as soon as possible but within five school days of being informed of the determination. The Campus Manager will immediately refer the matter to the President & CEO or the President & Managing Director.

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The President & CEO or the President & Managing Director 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***.

The original decision will either be confirmed or varied by the President & CEO or the President & Managing Director in writing within 5 school days after meeting the student. At this point the Institution's Dispute Resolution Process will be considered exhausted.

The student, once the dispute resolution process is complete, may file a complaint with [PTIB](#) if he/she feels the institution misled the student regarding the institution or any aspect of its operations.

## **President & CEO / President & Managing Director's Decision:**

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## **Date Final Decision Provided to Student:**

\_\_\_\_/\_\_\_\_/201\_\_

MM      DD      YY

\_\_\_\_\_  
President & CEO and (or) President & Managing Director

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<b>Title</b>	<b>REFUND POLICY</b>
<b>Effective</b>	March 1, 2015
<b>Responsibility</b>	Registrar
<b>Referenced In</b>	Student Contract – BC, Ontario; Pre-arrival Package; <a href="https://www.tamwood.com/">https://www.tamwood.com/</a>
<b>Date Of Last Version</b>	March 08, 2019

1. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
  - (a) of the date Tamwood receives a student's notice of withdrawal,
  - (b) of the date Tamwood provides a notice of dismissal to the student,
  - (c) of the date Tamwood receives a copy of refusal of a study permit
2. Tamwood will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend the first 30% of the hours of instruction to be provided during the contract term, Tamwood will retain up to 50% of the tuition paid under the student enrolment contract.
4. If Tamwood receives a notice of withdrawal from a student or a student delivers a refusal of study permit:
  - (a) No later than seven days after the effective contract start date and before the contract date, 100% tuition refund
  - (b) 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
  - (c) more than seven days after the effective contract date and
    - i. at least 30 days before the contract start date, Tamwood will retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.

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- ii. less than 30 days before the contract start date, Tamwood will retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - (d) after the contract start date
    - i. but before 11% of instruction hours have been provided during the contract term, Tamwood will retain up to 30% of the tuition due under the student enrolment contract.
    - ii. between 10% to 30% of instruction hours have been provided during the contract term, Tamwood will retain up to 50% of the tuition due under the student enrolment contract.
    - iii. After 30% of the hours of instruction have been provided during the contract term, Tamwood will 100% of the tuition due under the student enrolment contract.
- 5. If Tamwood provides a notice of dismissal to a student and the date Tamwood delivers the notice to the student is:
  - (a) before 11% of instruction hours have been provided during the contract term, Tamwood will retain up to 30% of the tuition due under the student enrolment contract.
  - (b) between 10% and 30% of instruction hours have been provided during the contract term, Tamwood will retain up to 50% of the tuition due under the student enrolment contract.
- 6. Tamwood will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal or refusal of study permit to Tamwood or Tamwood provides a notice of dismissal to the student.

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## **Tamwood Language Centres - Refund of Extra Services Fees**

1. Registration Fee is non-refundable. Registration is ONLY refundable if a student was admitted in an approved program without having met the admission requirements and without have misrepresented his/her knowledge or skills when applying.
2. A full refund of Accommodation Placement Fee will be given when cancelation request received more than four (4) weeks before the check in date.
3. Accommodation Placement Fee is non-refundable when the student cancels his/her accommodation less than four (4) weeks before check-in date.
4. When the student cancels his/her accommodation
  - a) More than two (2) weeks before check-in – Tamwood will refund the full balance of the Accommodation Fees paid.
  - b) Less than two (2) weeks before the check-in date - Tamwood will retain 10 % of the Accommodation Fee and refund the balance of the Accommodation Fees paid.
  - c) After check-in date, (i) if a cancelation notice was received at Tamwood four (4) or more weeks before the requested check-out date, Tamwood will issue full refund for the cancelled portion of accommodation. (ii) If a shorter notice is provided, Tamwood will retain four (4) weeks of Accommodation Fees starting from the date when the cancelation notice was received at Tamwood and will refund the rest of the Accommodation Fee.
5. In case of the airport transfer cancelation, students need to notify Tamwood during the working hours, Monday to Thursday, at least 24 hours before arrival/departure. In case of late notice, the Airport Transfer Fees will not be refunded.

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<b>Title</b>	<b>STUDENT WITHDRAWAL POLICY</b>
<b>Effective</b>	March 1, 2015
<b>Responsibility</b>	Campus Managers
<b>Referenced In</b>	<a href="https://www.tamwood.com/">https://www.tamwood.com/</a>
<b>Date Of Last Version</b>	September 26, 2016

## **Policy:**

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to Campus Manager or front office. Refunds are calculated according to Tamwood Language Centres Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

If an international student's Study Permit application has not been completed by the start date identified in the Tamwood Letter of Acceptance and the student so notifies the institution, at the request of the student, Tamwood may issue an additional Letter of Acceptance for a later start date. In such a circumstance, Tamwood will charge the student an additional Course Change Fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application.

Tamwood will retain the Registration Fee for international students who are denied Study Permit Study Permit or visa authorization from Citizenship and Immigration Canada. Students denied a Study Permit or visa must provide the institution with a copy of the denial letter prior to the program start date as set out in the institution's most recently issued Letter of Acceptance. Should a student fail to advise the institution, or choose to withdraw for other reasons, the refund policy will apply. Refunds owed to students must be paid within 30 days of the institutions receiving a copy of the Study Permit denial letter.

## **Procedure:**

The written notice of withdrawal may be delivered by e-mail, by registered mail, or in person that indicates the full name of the student on the correspondence and the date on which the notice is delivered.

- 1) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

2) The refund to which a student is entitled is determined by the **refund policy**.

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<b>Title</b>	<b>PRIVACY POLICY</b>
<b>Effective</b>	September 26, 2016
<b>Responsibility</b>	On-site Administrator
<b>Date Of Last Version</b>	September 26, 2016

## **Policy**

Tamwood Language Centre collects, uses, retains and discloses information in accordance with the Personal Information Protection Act (“PIPA”). Tamwood Language Centre 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.

## **Student records**

A student’s record includes a copy of the signed student enrolment contract, letter of acceptance, financial records, evidence a student has met all admission requirements, attendance records, transcript and credential issued, documentation of any dispute, grade appeals or dismissal, and a copy of the study permit. A copy will be provided to a student, when requested, at reasonable cost.

Tamwood Language Centre retains student records for a period of at least three (3) years following the student’s graduation, withdrawal or dismissal.

## **Access to student’s records**

Student records will be maintained in a secure storage medium in a secure location. Upon written request to the Onsite Administrator, a student may access his/her records.

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<b>Title</b>	<b>SEXUAL HARASSMENT POLICY</b>
<b>Effective</b>	May 17, 2017
<b>Responsibility</b>	Campus Managers

## **Background & Purposes:**

Tamwood has a responsibility to provide a respectful environment where its community members can study and work free from concerns of sexual harassment, sexual assault and sexual misconduct (“sexual misconduct”). This policy articulates Tamwood’s obligation, and commitment to support members of the Tamwood community if they are impacted by sexual misconduct, and to provide information regarding the resources and options available to those affected by sexual misconduct. Tamwood is committed to making resources available in order to educate its community on the prevention of sexual misconduct, and to provide a process to respond to and investigate all allegations of sexual misconduct.

Unlawful discrimination has no place at Tamwood. This violates the Institute’s core values, including its commitment to equal opportunity and inclusion, and will not be tolerated. Sex and gender based discrimination and harassment are prohibited by Tamwood policy and can constitute violations of provincial and/or federal law.

**Prohibited Conduct:** Tamwood is committed to providing a campus environment free of sex and gender based discrimination, and sex and gender based harassment. Tamwood prohibits sexual misconduct that, under this policy, can include:

- Sex and gender based discrimination
- Sexual and sex and gender based harassment (including a hostile environment based on sex or gender)
- Sexual assault
- Sexual exploitation
- Stalking
- Relationship violence (including dating and domestic violence)
- Voyeurism and indecent exposure
- The distribution of sexually explicit photographs or video without the consent of all parties that appear within the aforementioned with the intent to distress or harm
- An attempt to commit and act of sexual misconduct
- Any threat to commit an act of sexual misconduct

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Under Tamwood's policy, sexual misconduct can occur in any sex or gender configuration (i.e., between the same sex or different sex or gender) and regardless of actual or perceived sex, gender, gender identity, gender expression, and/or sexual orientation. Tamwood also prohibits retaliation.

Sexual misconduct is not limited to the workplace or the educational environment. Sexual misconduct can extend beyond Tamwood property, and could take place at any Tamwood sponsored program, activity, or event regardless of the location. It can occur out of province or out of country, such as at a conference, off-site project or external sites. Sexual misconduct can occur between students, employees and third parties such as visitors, vendors, third parties and other community members. Tamwood's sexual assault and sexual misconduct policy applies broadly and in many different circumstances.

## **Response to Allegations of Sexual Misconduct:**

Tamwood will respond to all allegations of sexual misconduct seriously, and is committed to providing information, education, resources, support, interim measures, and clear direction to Tamwood community members to prevent and address such conduct.

Tamwood will *always* respond to incidents of sexual misconduct that we are aware of in order to stop prohibited behavior, prevent the recurrence of any behavior of concern, prevent and/or eliminate any hostile environment, and, where appropriate, address any impacts on campus from such prohibited behavior.

Tamwood is committed to addressing and preventing crimes of sexual violence that are never acceptable and will not be tolerated.

Those who violate this policy are subject to disciplinary action. Disciplinary consequences for violations of this policy may include loss of privileges, disciplinary probation, suspension and expulsion for students, and may include warnings (verbal or written), demotions, suspensions, and termination for employees, permanent teachers, substitute teachers, and third parties. The behavior described in this policy may also be violations of the law, and other laws and regulations may apply beyond the scope of this policy and Tamwood's disciplinary measures. Tamwood will abide by court ordered restraining orders, orders of protection, and will assist individuals seeking these or other law enforcement options. Tamwood will respect a complainant /victim's /survivor's decision to pursue legal action or not.

It is the responsibility of the Tamwood **Campus Managers** to make inquiries into reports of sexual misconduct on behalf of the institute.

**Support and Interim Measures:** Tamwood is committed to assisting complainants, accused students, witnesses through many resources available to support them.



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Tamwood will provide information about and referrals to external organizations and encourages those who wish to receive confidential support services regarding sexual misconduct to seek assistance from the following organizations:

## **Vancouver & Whistler locations:**

VictimLink-[www.victimlinkbc.ca](http://www.victimlinkbc.ca)

WAVAW (Women Against Violence Against Women)-[www.wavaw.ca](http://www.wavaw.ca)

Rape Victims Support Network-[assaultcare.ca](http://assaultcare.ca)

Sexual Assault Services-Vancouver General Hospital

BC Society for Male Survivors of Sexual Abuse-[bc-malesurvivors.com](http://bc-malesurvivors.com)

Victim Services Whistler-Tel. 604-905-1969

## **Toronto location:**

Toronto Rape Crisis Centre /Multicultural Women Against Rape- [trccmwar.ca](http://trccmwar.ca)

Women's College Hospital Sexual Assault/Domestic Violence-[womenscolleghospital.ca](http://womenscolleghospital.ca)

Tamwood seeks to support complainants by informing victims about options to address sexual misconduct, both through our disciplinary process and/or through the legal system. Complainants can use any or all of these options at the same time to address sexual misconduct.

Tamwood respects the choice of complainants' decisions to be involved or not involved in any process to address sexual misconduct. However, should the behavior at issue pose a threat to campus safety Tamwood must take action whether the complainant wishes to proceed with their complaint or not.

Tamwood will provide interim measures in response to sexual misconduct in order to stop prohibited behavior, prevent the recurrence of any prohibited behavior, prevent and/or eliminate an intimidating environment, and, where appropriate, address any impacts on campus from such prohibited behavior.

Interim measures and other support options are available even if no disciplinary or criminal claims are pursued. Interim measures could lead to a person's immediate removal from campus. Appropriate interim measures and support options include health and counseling services; stay away orders, no-contact orders, no trespass orders, class changes, academic supports or adjustments, and information about financial aid and visa/immigration related issues.

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Tamwood will make efforts to implement interim measures that will minimize the burden on the Complainant whenever possible.

**Prohibition Against Retaliation:** Retaliation against anyone who makes a good faith report or complaint of an incident of sexual misconduct, or participates in an inquiry or investigation of sexual misconduct under this policy is strictly prohibited. The prohibition against retaliation applies to a reasonable objection to behavior an individual believes, in good faith, to be a violation of law or policy. A person engaged in retaliatory conduct will be subject to disciplinary action by Tamwood. Depending on the nature of the retaliation, discipline may include denial of privileges, disciplinary probation, suspension, expulsion, for students, and may include warnings (verbal or written), demotions, suspensions, and termination for employees and third parties working with Tamwood. Tamwood will also provide interim measures in response to retaliation related issues in order to stop prohibited behavior, prevent its recurrence, prevent and/or eliminate any hostile environment and address any effects on campus from such conduct. These measures could lead to an accused person's immediate removal from campus or other various available and appropriate interim measures.

**Reporting Obligations of Responsible Employees:** All employees of Tamwood are designated "Responsible Employees" for this policy and accordingly are required to report claims of sexual misconduct in a timely manner that they observe or learn about to the **Campus Manager**. The **Campus Manager** is responsible for managing Tamwood's response to fulfil its obligations under this policy, including addressing complaints of sexual misconduct, coordinating investigations and providing appropriate interim measures for the Tamwood community.

Although responsible employees are required to report conduct under this policy to the Campus Manager, they will otherwise respect the privacy of the information related to the matter reported.

All responsible employees are required to report any incident of sexual misconduct, even if the person(s) concerned about or affected by the misconduct is uncertain about making a disciplinary complaint. The **Campus Manager** will assess the report and discuss with the complainant the reported allegation. Responsible employees who knew about but did not report allegations of sexual misconduct may be subject to disciplinary action.

## **Purpose**

The purpose of this policy and procedures is to make sure that our community members work and learn in a safe and respectful environment without any form of sex and gender discrimination and sexual harassment.

If there is a violation of this policy:

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## **PROCEDURES**

The following procedures explain Tamwood's process for responding to and resolving reports of violations of this policy, including its investigation and the fair and just process for resolution and possible discipline for violating this policy. These policies and procedures also provide opportunities for reporting misconduct outside Tamwood and resources available on and off campus to support anyone who has been victimized or impacted by another's misconduct.

### **STEP 1:**

**DO NOT IGNORE** if you feel you have been harassed, immediately make the alleged harasser aware of your disapproval/ and or discomfort with their comments, actions, or behaviour. If however the accuser feels uncomfortable, approaching the alleged harasser the accuser should move immediately to step 2. The accuser should document incidents with dates and details of the event including citing any witnesses who witnessed the event. If the behaviour continues, go immediately to step 2.

### **STEP 2:**

**SEEK GUIDANCE:** Contact the Campus Manager either directly or if you are a student, you can ask your teacher for assistance in contacting the Campus Manager. At this step, the Campus Manager will direct the accuser to any external agencies in the local area that can support the emotional and physical well-being of the alleged victim.

### **STEP 3:**

**DOCUMENT:** Accuser should file a formal complaint. Writing a detailed account of the incident or incidents. The report must include dates, times, locations, exact comments, actions, behaviour, materials/pictures and the names of witnesses.

### **STEP 4:**

#### **INVESTIGATION:**

The Campus Manager will investigate the harassment complaint. This will require interviewing both parties (Accuser & Alleged Harasser) plus any witnesses cited in the report. All information will be accurately documented and managed accordingly in accordance with Tamwood's privacy policy and current privacy legislation. However where disclosure is necessary for the purpose of the investigation or potential disciplinary action the appropriate disclosures will be made.

### **STEP 5:**

#### **ACTION:**

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When the investigation is completed, the Campus Manager will decide in collaboration with the Presidents what the appropriate action or actions will be. If the complaint is found to have merit, the corrective action may range from a reprimand (official written warning), dismissal, termination, or criminal charges. Tamwood views allegations of harassment and sexual misconduct as extremely serious and will not tolerate sexual harassment / misconduct of any kind towards employees or students.

- **Please note false claims or harassment will also carry the appropriate disciplinary action.**
- **Please note that if the complaint is against a Campus Manager, the accuser should bring their complaint directly to the Tamwood President or another member of the senior leadership team of Tamwood and the President will conduct the investigation.**

## **SCOPE:**

The members of the Tamwood Community covered by this Sexual Assault and Misconduct Policy and Procedures includes all: students, employees (including full-time & part-time staff, permanent teachers, & substitute teachers), visitors or third parties, and applicants for admission or employment. A third party is someone on campus or participating in a Tamwood sponsored program, activity, or event. This policy applies regardless of race, color, national origin, religion, creed, age, disability, sex, gender identity or expression, sexual orientation, familial status, pregnancy, predisposing genetic characteristics, military status, domestic violence victim status, position or role in the institution or criminal conviction.

**Location of Where the Conduct Occurs:** This policy applies to behavior that takes place on-campus, off-campus, and at Tamwood sponsored programs or events. This policy also covers conduct that takes place off-campus that occurs in the context of an education program or activity of the Institute such as external sites or conferences. This policy also covers conduct that takes place at student Homestays managed by Tamwood.

## **Notice of Institute -Wide Non-discrimination Policy**

Tamwood is an Equal Opportunity Employer committed to the standard of equal opportunity in education and employment. Tamwood does not discriminate on the basis of race, color, creed, religion, age, sex, gender, national origin, marital or parental status, sexual orientation, citizenship status, veteran status, disability, gender identity or expression, genetic predisposition, carrier status, or any other basis prohibited by law.

This policy is strictly enforced by the Tamwood, and alleged violations are promptly addressed with appropriate corrective action. Tamwood will take measures to prevent discrimination and harassment, to prevent the recurrence of discrimination and harassment, to prevent retaliation for bringing a claim forward or assisting in an investigation, and will take appropriate action to remedy the impact of discrimination and harassment.

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**The Campus Managers** are Tamwood's compliance officers for all forms of discrimination. **The Campus Manager** is responsible for Tamwood's compliance efforts and for directing Tamwood's response to all complaints involving possible sexual misconduct or discrimination, including educational programs and gender equity in employment and admission. This also includes all forms of discrimination, limitations on consensual relationships, sex and gender discrimination, sexual harassment, sexual assault/rape, exploitation and other sexual misconduct, stalking, dating and domestic violence, and intimidation and retaliation for filing such complaints.

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<b>Title</b>	<b>RESPECTFUL AND FAIR TREATMENT POLICY</b>
<b>Effective</b>	November 29, 2016
<b>Responsibility</b>	Senior Educational Administrator
<b>Date Of Last Version</b>	November 29, 2016

## Policy

Tamwood is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students, staff, and property. The policy is implemented on campus premises and during school activities or events hosted by Tamwood. The list below defines a student's rights and responsibilities to ensure a healthy atmosphere.

1. **RIGHT:** to have a safe environment.  
**RESPONSIBILITY:** to consider everyday hazards, make themselves familiar with safety procedures and fire alarm instructions, and act accordingly.
2. **RIGHT:** to have an environment free from bullying, discrimination, harassment, alcohol and drugs.  
**RESPONSIBILITY:** To respect and treat everyone equally, report any inappropriate behavior or illegal alcohol and drugs evidenced to the Campus Manager/Senior Educational Administrator and abide by the Tamwood Anti-Discrimination Policy.
3. **RIGHT:** to freely express their opinion without fear of discrimination.  
**RESPONSIBILITY:** to respect other people's opinions.
4. **RIGHT:** to be fairly evaluated and be able to appeal the test results  
**RESPONSIBILITY:** to participate in all required assessments, and to make themselves familiar with the appeal procedure
5. **RIGHT:** to have access to academic and personal counseling at mutually agreed times.  
**RESPONSIBILITY:** to monitor their academic progress and seek help to resolve any difficulties.
6. **RIGHT:** to have an established schedule of the classes and be notified of any changes.

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RESPONSIBILITY: to come to class on time, notify Tamwood of any expected absence; check the community board regularly to get informed about schedule changes.

7. RIGHT: to the confidentiality of their progress report and assigned grades

RESPONSIBILITY: respect other students' confidentiality

8. RIGHT: To change or cancel a program or an additional service

RESPONSIBILITY: To make themselves familiar with the cancellation and change policy.

9. RIGHT: to have equal access to the school facilities and equipment during the hours of operation

RESPONSIBILITY: to respect the school's property and get familiarized with rules and policies concerning when access to the property is denied

10. RIGHT: to have access to publicly available policies and school rules.

RESPONSIBILITIES: to familiarize themselves with the publicly available documents.

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

## **Procedure**

1. Report any complaint of disrespectful and unfair treatment involving a student/staff member to the Campus Manager or Senior Educational Administrator (SEA) in person or written statement or by leaving a message by phone or e-mail.
2. The Campus Manager/SEA will investigate and file a formal report involving the student as soon as a complaint has been reported. If the mistreatment occurred in homestay or residence, the Campus Manager/SEA will involve the Accommodation Manager for further assistance.
3. Within the next day, the Campus Manager/SEA will get in touch and arrange for a meeting with those involved to address the mistreatment brought forward and act as a mediator to resolve the situation. In the event that mistreatment occurred, the accused will be sanctioned accordingly.

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