



ESLI Trinity Western University  
School Policies/Student Handbook  
2017/18

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## ADMISSION POLICY

- To gain admission to the ESLi program, students
  - must be a high school graduate or pending high school graduate
  - must meet the financial requirements of the program
  - must be a non-native English speaker
  - must have health insurance in Canada

## WITHDRAWAL POLICY

ESLI understands that during the semester a situation may arise in a student's life requiring the student to interrupt his/her studies for a period of time.

A student may withdraw following the following steps:

- Meet with a Director to discuss the situation and sign a withdrawal form.
- Meet with Administrative Services to return the student card and mailbox key.
- The student is informed about BC Medical Services Plan time limit, housing changes (as relevant: deadline for dorm stay, written one month notification to homestay).
- Meet with the TWU Registrar Office – International Student Services.
- Follow the Refund Policy (in this binder), which reflects the student's length of time at ESLI.

## DISMISSAL POLICY

### Dismissal Due to Attendance

- If a student has been absent 5 times for any one class, he/she will be required to meet with his/her teacher. Please note, significant lateness will also be treated as an absent.
- At 8 late arrivals/absences, the student will be required to meet with a Director.
- At 10 late arrivals/absences, the student will be asked to meet with the director and teacher and may be dismissed from ESLI for the remainder of the semester.

### Dismissal Due Behaviour

- Students will be expected to speak English AT ALL TIMES in the classroom and the ESLI department. Students will be given three warnings; then they will have to see a Director. If students continue to speak their native language in class or in the ESLI department, they will be sent to a Director and will be put on probation and may be asked to leave the ESLI program.

- ESLI and TWU condemn ALL forms of cheating. If a student has been found to have cheated, the teacher will determine the consequences, such as receiving a reduced grade or a zero for the assignment. If a student cheats multiple times, he or she may face more serious consequences which will be determined by the academic administrator. In the advanced department, such consequences will include expulsion from the program after the third plagiarism offence.

## RESPECTFUL AND FAIR TREATMENT OF STUDENTS POLICY

- ESLI has zero tolerance for threats. Any student who directly or indirectly threatens to harm him/herself, or intimidates another student or staff member will be required to meet with the director. The student may also be dismissed from ESLI permanently.
- ESLI is committed to providing a safe environment for its staff and students through the implementation of the stated policies.

## REFUND POLICY

### Trinity Western University International Student Refund Policy

Admissions Deposits are non-refundable. However, subject to the following criteria and process, some students may request a refund. Students must provide a current mailing address when requesting a refund. Admissions Deposits are refunded in the manner in which they were received and to the individual(s) or organization who made the payment. Refund request forms and further details are available from the Office of the Registrar ([registrar@TWU.ca](mailto:registrar@TWU.ca)).

International Students may request a refund if:

- a) the Student VISA and/or study permit is denied. In order to obtain a full refund, students must notify Trinity Western University in writing prior to the end of the second week of the intended arrival date, as listed in the acceptance letter, and provide the official visa rejection letter from the Canadian Embassy or Consulate.
- b) there is a deferral of start date. Admissions deposit, tuition and fee payments may be forwarded to a future semester to a maximum of one year. Notification of deferral must occur prior to the official start date of the semester for which admission has been granted.
- c) exceptional circumstances exist. Admissions Deposits may be refunded in part following an appeal to and review by the Admissions Deposit Committee.

Tuition payments in excess of the deposit are subject to the tuition refund schedule: [www.twu.ca/academics/office-of-theregistrar/financial-information/refund-for-full-withdrawal.html](http://www.twu.ca/academics/office-of-theregistrar/financial-information/refund-for-full-withdrawal.html)

*Note: Fees and policies are subject to change without notice.*

## ESLi English Only International Student Refund Policy

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
  - (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
  - (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
2. The institution 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 any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract.
4. If the institution receives a notice of withdrawal from a student:
  - (a) more than seven days after the effective contract date and
    - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
    - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - (b) after the contract start date
    - i. but before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
5. If the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
  - (a) before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

- (b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
6. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
7. 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 the institution receives a student's notice of withdrawal,
  - (b) of the date the institution provides a notice of dismissal to the student,
  - (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
  - (d) after the first 30% of the hours of instruction if section 3 of this policy applies.
8. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit.

## DISPUTE RESOLUTION POLICY

1. This policy covers complaints from students regarding **ESLI** and any aspect of its operations. Students will not be subject to any form of retaliation as a result of making a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Director who is responsible for making determinations in respect of complaints. If the Director is absent or is named in a complaint, the student must provide the complaint to the Assistant Director.
4. The process by which the student complaint will be handled is as follows:
  - The student will fill out a *Formal Complaint* form (available from the Administrative Assistant). The Administrator will make a copy of the form for the student and a second copy will be kept on file.
  - An opportunity to respond on a Formal Complaint Response Form will be provided the respondent, and a copy of this form will be given to the respondent.
  - A group made of at least one administrator and an instructor or staff member will decide the proper course of action and will provide a written response using the *Administration Response* form.
  - Written reasons for the decision will be provided to the student within 45 days after the date on which the complaint was made.

5. The student making the complaint may be represented by an agent or a lawyer.
6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution 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](http://www.privatetraininginstitutions.gov.bc.ca)).

## GRADE APPEAL POLICY

- In regards to daily/weekly marks, the students may question the instructor upon receiving a mark that appears unfair.
- You are responsible for keeping track of your grades. Students do not find out their pass/fail status until the progression/graduation lists are posted at the end of the semester. Please do NOT call, email or try to meet with teachers during final exam week because it is a very busy time. Instructors will be available during posted office hours in the final week of the semester. Final grades are non-negotiable.

## ATTENDANCE

- Attendance is required in all classes. You must respect your classmates and teacher by coming to class on time. If you must miss a class, please tell the teacher before the class. If you have missed a class, contact your teachers explaining your reason. All students have their teachers' email addresses on the class syllabi.
- If you have been absent 5 times for any one class, you will be required to meet with your teacher. Please note, significant lateness will also be treated as an absent.
- At 8 late arrivals/absences, you will be required to meet with a Director.
- At 10 late arrivals/absences, you will be asked to meet with a Director and you may be dismissed from ESLi for the remainder of the semester.

If a student withdraws from ESLi or simply stops attending classes after the sixth week of the semester, he/she will be considered equivalent to failing the level.

- If a Level 5 student withdraws from ESLi, he/she will receive a failing grade in all courses including the University Sheltered Course.

## CLASS & CAMPUS POLICIES

- Between classes, students are encouraged to go to the atrium, cafeteria or other places on campus instead of the ESLi hallway as it is a work area and needs to be kept quiet.
- Smoking and Alcohol are NOT allowed ANYWHERE on the TWU campus.
- ESLi has zero tolerance for threats. Any student who directly or indirectly threatens to harm him/herself, or intimidates another student or staff member will be required to meet with the director. The student may also be dismissed from ESLi permanently.
- ESLi does not tolerate racist or extreme nationalistic comments or behavior.
- The recording, filming or photographing of classes or class material is NOT permitted unless you have the teacher's permission. Recording, filming or photographing classes or class material without the instructor's permission is cheating.
- Cell phone use for translating is NOT allowed in the classroom. Students in the upper levels may ONLY use their cell phones as dictionaries if the teacher permits. Also, unless otherwise instructed by the teacher, students are to turn off their cell phones and place them on the teacher's desk at the beginning of class.
- ESLi is not responsible for providing printers or laptops for students. Printers are available in the library and computer labs on campus. However, students are expected to print their work before they come to class on the days assignments are due.
- Please choose clothing that is both modest and respectful of the other cultures represented at ESLi.
- If you wish to speak to a teacher outside of class, please check the teacher's office hours on your syllabi or make an appointment with your teacher.

## ENGLISH ONLY POLICY

Students will be expected to speak English AT ALL TIMES in the classroom and the ESLi department. Teachers will speak to students when they break this rule in the classrooms and in the hallway.

Teachers will record offences that occur in the classroom. Students will be given **three** warnings; then they will have to see a Director. If students continue to speak their native language in class or in the ESLi department, they will be put on probation and may be asked to leave the ESLi program.

If a student has a pre-Level 1 English ability, then a teacher may appoint a student to be a “study buddy” and help that student with instructions.

## ASSIGNMENTS

- **Daily assignments and homework** are due at the beginning of each class.
- **Major assignments/projects** are penalized 10% per day late for up to three class days, after which the assignment is not accepted and receives a 0% grade.
- **Quizzes/Tests** that are missed may receive a 0% at the discretion of the teacher.
- If you have been absent or late consistently in the semester, your teacher may deny you the right to take the final exam for that course.
- **Midterm and Final Exams** are only rescheduled under **extenuating circumstances**, and missed exams receive a 0% grade.
- **Rescheduling of Midterm or Final Exams:** Students who must write mid-term or final exams at an earlier or later date must do the following:
  - 1) make such a request to the appropriate teacher(s) as soon as possible. The student must prove to the teachers that rescheduling the exam is necessary, not merely convenient.
  - 2) wait for approval from an academic administrator.
  - 3) at least one week before the exam date, pay \$50.00 per rescheduled exam to cover the expenses for rewriting, supervising and evaluating the exam(s). The student will be issued a receipt for this fee.
- **Oral Presentations** receive a grade of 0% if they are missed without a valid reason. If a student is ill (and brings a doctor’s note to class), that student MAY be allowed to give the presentation at the end of the schedule, if time allows.
- **Homework Completion** is the responsibility of each student. Students who are absent from a class must find out what was discussed in class and do any homework assigned in the class.
- **Level 5 Students** must complete all assignments, tests, quizzes, etc. for the University Course.

## IMPORTANT TEXTBOOK INFORMATION

All students must buy NEW textbooks from the bookstore every semester. Do NOT buy used textbooks from other students. Teachers will not accept used textbooks in the class.

## TUTORS AND OTHER FORMS OF HELP

Students are encouraged to use private tutors. However, the following rules must be followed:

- You must tell your teacher(s) that you are using a helper or tutor and you must use the Writing Help Form for each assignment someone helps you with no matter if your tutor is a professional tutor, a homestay, a friend, or a roommate.
- You may not email your work to a tutor for help. You must meet in person.
- For major assignments, you should leave plenty of time for a tutor to work with you. Leaving only 24 or 48 hours before the assignment due date is not enough time and most tutors will decline the work with such short notice.
- Do not expect your tutor to change your grammar & sentence structure for you. He/She will give you suggestions and use grammar symbols and you are expected to make the changes yourself.
- All edited work including all earlier drafts must also be submitted with the tutor's comments, suggestions & grammar symbols.
- Your helper/tutor must sign and include his/her phone number on the Writing Help Form and that form must be submitted back to the teacher.
- If you do not tell your teacher(s) that you have a helper/tutor, or if you do not provide the information as stated above, you will be penalized for cheating.

## ACADEMIC INTEGRITY

Cheating, which includes **plagiarism**, occurs when a student or group of students uses assistance, materials or methods while completing assignments or exams. Cheating is a serious educational offence that makes learning unfair for all students. Also, cheating does not help you succeed. Plagiarism will be discussed in your classes at the beginning of the term.

Cheating has many forms. The following are some examples of cheating:

- copying from a book, article, the Internet or anything that is not your own work
- copying from a classmate
- giving your notes or homework to another student
- using secret notes written on a card or on your hand
- using your own papers when your teacher says that no papers are allowed
- using a dictionary during a test
- using a cell phone during a test
- looking at your classmate's answers
- handing in work that you did the previous term

ESLi and TWU condemn ALL forms of cheating. If a student has been found to have cheated, the teacher will determine the consequences, such as receiving a reduced grade or a zero for the assignment. If a student cheats multiple times, he or she may face more serious consequences which will be determined by a Director. In the advanced department, such consequences will include expulsion from the program after the third plagiarism offence.

## PROGRESSION REQUIREMENTS

### Requirements for students to progress:

- In order to **pass** one ESLi level:
  - students must have a **combined average of 65% or more** in Reading, Writing, and Listening/Speaking classes (and Research Skills in Level 4), with no class being less than 65%.
  - students in Level PMP1 and PMP2 must pass their ESLI courses with a minimum of 70% for MBA, 80% for MA LEAD, MA Nursing, MATESOL.

### Skipping a level:

- In order for a student to be eligible to write the **Challenge Exam** and skip a level, he or she must receive 80% or more in each of his or her classes and have the recommendation of **all** of his or her instructors. Only students from levels 1-3 are eligible to take this exam.
- In order to pass the Challenge Exam and skip a level, a student must receive **75% or more** on the exam.

### Graduation requirements for level 5:

- Students in Level 5 are not required to take a tutorial class or Research Skills. In its place, they are required to take a University Sheltered Course (USC) for credit and receive a grade of at least 50%.
- Level 5 students must pass their ESLi courses *and* the USC course *in the same semester* in order to graduate.\*
- PMP 1 students will take L5 reading and Research Writing Methods and two undergraduate university courses assigned to them by the faculty of their discipline (eg. 3 MBA courses).
- PMP 2 students will take an advanced level Reading/Writing course at ESLi and three undergraduate university courses assigned to them by the faculty of their discipline.

- Please note the **TWU grading system** below (this will apply to your University Course):

Letter Grade	Percentage
A+	90-100
A	85-89
A-	80-84
B+	77-79
B	73-76
B-	70-72
C+	67-69
C	63-66
C-	60-62
D+	57-59
D	53-56
D-	50-52
F	Below 50

\*Note: Students who are repeating level 5 cannot use a UC passing grade from a past semester. They must retake the UC course.

#### LATE-ARRIVING STUDENTS

Students arriving after the “Close of Regular Academic Entrance” date will write an Equivalency Exam in place of the regular Final Exams and will receive a descriptive report card rather than final marks.

#### LENGTH OF TIME STUDENTS MAY SPEND IN ONE LEVEL

Most students with good study habits and average language learning ability can complete one level in one semester. However, in some cases, students will have to repeat a level. If a student cannot complete the same level in two semesters, he/she will have a special meeting with the director and will be placed in Academic Coaching at a cost to the student. The Academic Coaching program has proven to be helpful to students who are struggling to succeed. If the student does not successfully complete the level after the third semester, he/she will be asked to find a program that better meets his/her needs. Extenuating circumstances will be considered as the students’ success is our ultimate goal. Students may be placed on probation for behavioural issues and be asked to leave ESLi if they do not meet the conditions of the probation.

#### LEVEL 4 MINI-LECTURES

- Students in Level 4 participate in a series of mini-lectures provided by TWU professors. These short lectures are designed for Level 4 students to practice listening to lectures, reading university level texts and applying acquired knowledge. Each of the ESLi teachers may require students to complete assignments related to these lectures. Your ESLi teachers will explain more about the mini-lectures.

## **RETAKING PLACEMENT EXAMS**

Students who leave ESLi and then return may be able to retake the Placement Exam IF:

1. They have been away from ESLi for one (1) academic year.

**OR**

2. They can show proof that they have studied English at another North American institution for at least one semester.

Students who return to ESLi and do not fulfill either of the above requirements will return to the level in which they were last placed.

## **LEVEL 5 COURSE**

The UC helps students become familiar with a regular university course and teaches them to succeed in university-level study.

- The UC is for university credit. The grade for the UC will go onto each student's permanent university transcript. Therefore, students must take the UC very seriously. At the same time, students must pass the ESLi courses in order to enter the university as regular students. Therefore, students must carefully manage their study time so that they pass both the UC and the ESLi courses.

## **STUDENT SUPPORT**

ESLi has various forms of support available for students:

### **TEACHER ADVISORS**

Each class gets one of the teachers as the class advisor for that semester. The advisor will arrange a meeting with each student during the semester, and students are welcome to arrange further meetings if they wish.

### **FIRST-LANGUAGE SUPPORT**

ESLi has staff to help students with personal, cultural or other situations in their own language. There are currently Chinese language, Korean, Vietnamese and Japanese support staff available. If a student is from another language group, ESLi will do its best to find someone to be available for support in that language.

Chinese language:	Amy Bao	<a href="mailto:amybao@telus.net">amybao@telus.net</a>
Korean:	Young Kim	<a href="mailto:foreveryoung604@yahoo.com">foreveryoung604@yahoo.com</a>
Vietnamese:	Phuong Lê	<a href="mailto:lalaphuongg@gmail.com">lalaphuongg@gmail.com</a>

### **PERSONAL/EMOTIONAL/CULTURAL SUPPORT**

If you feel overwhelmed in other areas of your life and wish to talk to someone on a deeper level, ESLi provides a professional who can help you deal with personal, emotional or cultural difficulties. There is a small fee as this is a professional service.

Hermia Wang [hermia@brookswoodcounselling.com](mailto:hermia@brookswoodcounselling.com)

### **VISAS/IMMIGRATION ISSUES**

If a student needs help with Canada Immigration papers for study visa renewals etc., ESLi has a Canadian Immigration Consultant on staff.

Canadian Immigration Consultant      Meghan Oakley      [meghan.oakley@twu.ca](mailto:meghan.oakley@twu.ca)

### **INTERNATIONAL STUDENT PROGRAMS**

TWU and ESLi work together to help students feel connected on the TWU campus. If students need help with housing issues, finding social activities on campus and meeting new friends, Matt and Mandy can help.

Associate Director of Community Life      Colton Martin      [colton.martin@twu.ca](mailto:colton.martin@twu.ca)

### **BEFORE YOU TRAVEL OVERSEAS**

If you are traveling home or visiting another country, there are some important things you should know.

- If you are planning to return to school, you will need to have a letter from ESLi/TWU stating that you are a student in the program. This letter will help you to re-enter the country.

- Be sure to check the expiry date on your passport and your study visa so that you are sure you can re-enter the country.
- If anyone asks you to take something on the airplane to your travel destination for him/her, **DO NOT** take it unless you are 100% sure who it is from, what it is, and where it is going. International students worldwide are targets for criminals to move illegal items around the world. Always be safe and smart in your travels.

## DISRUPTION OF CLASSES DUE TO EXTREME WEATHER CONDITIONS

If TWU cancels classes due to extreme weather conditions (such as heavy snow) or other emergency situations (such as extended power outages), ESLi will also cancel classes. If this situation occurs, please do one of the following:

1. Check Schoology to see if there is a message about cancellation of classes.
2. Check the university website for an announcement at: <http://www.twu.ca/conditions/>
3. Call 604-513-2147 to see if there is a message about the cancellation of classes.

## HELPFUL HINTS FOR A SUCCESSFUL SEMESTER:

- **Attitude:** Students must demonstrate the ability to participate in class and work respectfully and well with instructors and other students. They must show a mature, cooperative attitude indicating a readiness for the reality of Canadian university life.
- **Study discipline:** Students must organize their own time and discipline themselves to complete assignments on time.
- **Wellness:** Your wellness is a very important part of your success at ESLi. Please make sure you get enough sleep. Also, allow yourself time for fun, exercise and nutrition.