



**EF INTERNATIONAL LANGUAGE SCHOOLS (CANADA) LTD.,**  
operating as

**EF INTERNATIONAL LANGUAGE CENTRE**

**1952 Blanshard Street**

**Victoria, British Columbia, V8T 4J3**

**Phone number: 1 (250) 999-7790**

**Fax number: 1 (250) 999-7790**

**Email: [Elena.Eliseeva@ef.com](mailto:Elena.Eliseeva@ef.com)**

**<https://www.ef.com/ca/ilsd/schools/vancouver-island/>**

PTIB Institution ID **03958**

Number:

This institution is  
PTA Designated:  Yes  No

**Private Training Institutions Branch**

Suite 203-1155 West Pender St.  
Vancouver, BC, V6E 2P4

Phone number: 1 604 569-0033

Email: [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)

[Privatetraininginstitutions.gov.bc.ca](http://Privatetraininginstitutions.gov.bc.ca)

**STUDENT INFORMATION**

Student Last Name

Student First and Middle Name

Student First Name

Student's Personal Educational # (EF  
Reference #)

Student Home Country Mailing Address

Postal Code

Student Mailing Address in Canada

Postal Code

Student Telephone  
Number

Alternate Telephone  
Number

Student Main Email Address

International Student:

Yes

No

Date of Birth:

**Y Y Y Y M M D D**

Gender

Male

Female

**PROGRAM INFORMATION**

English as a Second Language

Program Name

Program Duration  
in Hours (per  
Week)

Program Duration Total  
in Hours

Program Start Date

Program End  
Date

Credential Issued on  
Completion\*

Diploma

Certificate

*\*(For APP students, a  
Diploma is issued;  
For LS students, a  
Certificate is issued)*

Program Delivery Method  
(select all that apply)

On-  
Site

Distance

Online

Language of Instruction

English

**PRIVACY**

Under the Personal Information Protection Act students are entitled to access their student file. The personal information collected will only be used for the purpose for which it was originally collected or for a use consistent with that purpose, unless the student consents to other use. Please be advised that under section 61 of the Private Training Act, the registrar is authorized to collect, use and disclose personal information in accordance with the regulatory duties of the registrar under the Act. Accordingly, this institution is authorized to disclose your personal information to the registrar for regulatory purposes.

**PROGRAM ADMISSION REQUIREMENTS**

**General English Course**

There are no specific prerequisites or minimum admission requirements for an EF language program, except that the student must be 16 years of age or older (13 years for the junior program). Anyone can benefit from English language instruction. Therefore, all students 13/16 years of age or older who desire to learn English as a foreign language have met the admission requirements. To enroll, the student has to complete this Enrolment Form and send it to the EF office along with the non-refundable Enrolment Fee and an optional non-refundable Cancellation Protection Fee. The enrolment/registration fee is up to \$250 (domestic)/\$1000 (international).

**(Program admission requirements may not be waived by the student or the institution)**

## LANGUAGE PROFICIENCY POLICY

The EF International Language Centre in Vancouver is an English language school. There is no requirement regarding previous English language proficiency to attend the school. Anyone who meets the age requirement can attend our general English courses.

Students will be taking an English language test, the EFSET test, to assess their language level. This test can be taken online prior to arrival at the school or in person (online or paper-based) once the student has arrived at the school. Based on the test results, students will be placed in one of EF's six stages of the CEFR (Common European Frame of Reference), an established scale, which ranges from complete beginner to advanced proficiency.

## DISPUTE RESOLUTION

1. This policy governs complaints from students respecting EF International Language Centre and any aspect of its operation. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. We want all students to have the best EF experience possible and be happy at all times. If any student is feeling unhappy in any way, we encourage all students to speak with the School Director/Senior Onsite Administrator as soon as possible in order to resolve any dissatisfaction as soon as possible.
3. If a student has a complaint pertaining to their program, all student complaints **must be made in writing**.
4. The student must provide the written complaint to the School Director, Elena Eliseeva, who is responsible for making determinations in respect of complaints. If the School Director is absent or is named in a complaint, the student must provide the complaint to the Vice President of North America, [christian.groth@ef.com](mailto:christian.groth@ef.com).
5. The process by which the student complaint will be handled is as follows:

### STEP 1: Assessment

- Academic-related: the School Director will carefully assess all complaints seriously. The School Director may meet with the Academic Director/Academic Leader and/or instructors, and/or EF sales staff depending on the nature of the complaint prior to reaching a determination.
- Accommodation-related: The School Director will meet with the Housing Director/Accommodation Coordinator, host families, and/or residence advisors, and/or EF-affiliated hotel staff, and EF sales staff prior to reaching any determination.
- Other: The School Director will carefully assess all complaints pertaining to any other aspect of the program and may meet with other EF staff members prior to reaching any determination.

### STEP 2: Determination

- Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.

6. The student making the complaint may be represented by an agent or a lawyer.
7. EF's Vancouver centre is a member of Languages Canada, an association for accredited language schools in Canada. If you do not feel that your complaint has been resolved by EF, you can contact them in writing by

post at Languages Canada, 5886 - 169A Street, Surrey, BC, Canada V3S 6Z8. You can also use their online contact form available here: <http://www.languagescanada.ca/en/contact-us>

8. 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. Address: Suite 203 – 1155 West Pender Street, Vancouver, BC V6E 2P4, Phone: 604-569-0033, email: PTI@gov.bc.ca. Website: [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)

**ATTENDANCE POLICY**

In order to receive a certificate (short-term courses) or diploma (long-term courses) at the end of your course, you must attend 80% of the course and receive a minimum of a C+ grade point average. A longer version of the Attendance Policy is in the Student Handbook.

**DISMISSAL POLICY**

Probation and dismissal: students are required to maintain 80% attendance, as well as a GPA of C+ to remain in good standing. Students with excessive absences and/or who have had disciplinary action taken against them in violation of the EF Student Code of Conduct may be put on probation and/or dismissed from the program.

**PROGRAM COSTS**

Program Costs (in local currency) & Canadian Dollars	Amount
• Tuition (this amount includes discounts or scholarship amounts)	_____
• Registration/Application Fee	_____
• Accommodation & Student Services Fee	_____
• Textbooks	_____
• Summer supplement fee	_____
• Accommodation supplements (single, residence)	_____
• Cancellation insurance	_____
• Travel insurance	_____
• Transfer	_____
	_____

TOTAL PROGRAM FEES (in Canadian Dollars \$CDN)\* \*

\_\_\_\_\_

TOTAL TUITION (in Canadian Dollars \$CDN)

\_\_\_\_\_

\*Prices are set by EF Education First Ltd, Switzerland

\*\*Converted at the rate of the booking date

#### PAYMENT PLAN

*All tuition and accommodation charges are collected by EF Education First Ltd. (a Switzerland incorporated Company). Students enroll and pay for their course in their country of origin in local currency. The student enrollment agreement is with EF Education First Ltd. EF International Language School (Canada) Ltd. contracts with EF Education First Ltd., providing procurement services of facilities and staffing. The revenue amounts stated below are in a currency that the student paid; a total Canadian dollar amount is calculated based on the currency conversion rate on the booking date.*

Program Costs will be paid by way of: (Payment Type) \_\_\_\_\_

Payment  
Amount(s)

Date(s) Due:

#### REFUND POLICY

*The cancellation and tuition refund policy in the general Terms and Conditions of EF Education First Ltd, Switzerland applies to students whose tuition is less than \$4,000.*

- 1) A student may be entitled to a refund of tuition fees in the event that:
  - (a) The student provides written notice to the institution that he or she is withdrawing from the program; or
  - (b) The institution provides written notice to the student advising that the student has been dismissed from the program.
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund to which a student is entitled is calculated on the total Program fees due under the contract. Where total Program fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

6) Refund policy for students: Before the program of study begins

- (a) Rebooking: Any student requests to change destination, course type, start date or type of accommodation after initial enrollment will result in a rebooking fee of \$100, which is payable immediately. EF retains the right to make changes to destination, course type, start date or type of accommodation up to 21 days before the course start date.
- (b) Withdrawals before program start: All withdrawals must be made in writing to your nearest EF office, local EF representative or EF School Director. In all cases, the Enrollment Fee, Cancellation Protection fee and courier fee are non-refundable. Late withdrawals should be made before 5 p.m. (Central European Time) on the Friday prior to your program start date in order to obtain refund for any booked transfers
- (c) If the student withdraws 45 days or more before the start of the program the Course Fee will be refunded, with the exception of the Program Deposit. The Enrollment Fee, the Courier Fee and the Cancellation Protection Fee will not be refunded. The Program Deposit will be refunded if the student's visa application is denied.
- (d) If the student cancels 16 to 44 days prior to departure, the Program Fee is fully refundable. EF will retain 40% of the Accommodation & Student Services Fee (max. \$2500) to cover the cost of prepaid accommodation and services.
- (e) *If student withdrawals less than 15 days prior to departure, EF will retain 50% of the Tuition Fee. EF will retain 40% of the Student Services Fee (max \$2500) to cover the cost of prepaid accommodation and services.*

7) Refunds after the program of study starts:

- (a) If the student withdraws from their course after arrival at the EF Language Center, they must give their EF School Director at least four weeks' advance notice and sign a copy of the course change notification form. The student will receive a full refund of the Course Fee for all remaining weeks after the four-week notice period.
- (b) Refunds are made by the EF office or representative where the course fees were paid. EF is not obliged to make refunds to students whose courses are terminated due to violation of EF's written disciplinary and/or attendance policies or local, state or federal law.

All private language schools that accept international students for study programs of longer than six months are required to have British Columbia's Education Quality Assurance (EQA) designation. In order to be EQA designated, language institutions must first be certified by the Private Training Institutions Branch. The Private Training Institutions Branch (PTIB) is responsible for establishing basic education standards and providing consumer protection for students enrolled in language programs that are longer than six months or for which the tuition component of the program is at least CDN \$4,000.

**Any student attending a program of instruction for which tuition is less than CDN \$4,000 does NOT require approval under the Private Training Act; and cannot file a claim against the Fund with the trustee in respect of the program of instruction.**

EF International Language Centre in Vancouver is certified by the Private Training Institutions Branch, under the Private Training Act (2016). This legislation replaces the Private Career Training Institutions Act (2003).

PTIB also manages the Student Tuition Protection Fund that provides tuition refund protection to students in the event a certified institution ceases to operate, or if a student is found to have been misled by an institution.

**For further information about the Private Training Institutions Branch and the services it provides, students may contact:**

203 – 1155 West Pender Street, Vancouver, BC, V6E 2P4

Tel. (604) 569-0033 or 1-800-661-7441

Fax. (778) 945-0606

Email: [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)

[Privatetraininginstitutions.gov.bc.ca](http://Privatetraininginstitutions.gov.bc.ca)

**This contract is legally binding when signed by the student and accepted by the institution.**

#### **STUDENT DECLARATION**

I DECLARE THAT:

- I have read, understood, and agreed to the terms and conditions of this enrolment contract;
- I have received a signed copy of this contract;
- I have represented to the institution and provided evidence to prove that I meet all of the admission requirements for this program of study;
- I have read, understood and agreed to the institution's following documents and a copy has been provided to me:
  - Tuition and Fee Refund Policy
  - Dispute Resolution/Grade Appeal Policy (full copy in the Student Handbook)
  - Withdrawal and Dismissal Policy (full copy in the Student Handbook)
  - Admissions Policy
  - Attendance Policy (full copy in the Student Handbook)

- Program Outline; and
- Check all that apply:
  - Work Experience Policy
  - Prior Learning Assessment Policy
  - Language Proficiency Assessment Policy
  - Credit Transfer Policy

- *I understand that I am attending a program of instruction which does NOT require approval under the Private Training Act; and that I may not file a claim against the Fund with the trustee in respect of the program of instruction.*
- The information provided is true and accurate and I am 19 years of age or older. If under the age of 19, a parent or legal guardian must also sign the contract; and
- I hereby consent to the sharing of my enrolment and/or reporting information between the institution and Immigration, Refugees, and Citizenship Canada, as necessary for the purposes of the International Student Program, in accordance with applicable provincial privacy legislation.

Student Signature \_\_\_\_\_

Date Signed \_\_\_\_\_

Signature of Parent or Legal Guardian if applicable \_\_\_\_\_

Date Signed \_\_\_\_\_

#### INSTITUTION DECLARATION

The institution agrees to deliver the program according to the terms of this contract. The institution certifies that the student has met the admission requirements for the program of study.

Printed Name of Institution Representative \_\_\_\_\_

Position Title \_\_\_\_\_

Signature of Institution Representative \_\_\_\_\_

Date Signed \_\_\_\_\_

#### STUDENT SATISFACTION & FAQs

##### **Questionnaires**

All students complete an initial "Arrival questionnaire" and our policy is that a staff member goes over the questionnaire face to face with each student to ensure comprehension. Students studying for more than 3 weeks also have a mid-point questionnaire, and all students complete a departure questionnaire. Although you should speak to someone in person as soon as possible when you have any questions or concerns, it is very important



that you complete the questionnaires when they come up on MyEF. We read each questionnaire carefully and follow up within a day or two. If any aspect of the program is flagged as either “unsatisfied,” or “somewhat satisfied,” then the School Director will contact you and request a meeting in hopes of addressing any mild concerns.

Students are encouraged to communicate directly with their teachers about their English **lessons** and specific learning goals. Your teacher is here to help and only wants the best for your English education. If you are not comfortable speaking with your teacher, **the Academic Director/Academic Leader** is always available to help. If you have any questions or concerns about your **accommodation in Vancouver**, please speak with **EF staff in the Accommodation office** as soon as possible. The Accommodation Coordinator will help with any questions or help you to find a solution to any concerns you may have with your accommodation.

If you have any questions with **any other aspect** of your course or feel that your question was not answered in any other department, please speak to the **School Director, Elena Eliseeva**. The school director will talk to you to about your questions and help ensure satisfaction.

#### Changing, shortening or terminating your program

1. If you would like to finish your program earlier than the original date planned, please talk to the Administration Coordinator or School Director:

The Administration Coordinator or School Director will give you a Course Change Notification Form to sign. This form serves as written notification of the request to shorten/change your course. In all cases the Enrolment Fee and Optional Cancellation Insurance are non-refundable. The Refund Policy applies.

2. If you would like to change your course type please talk to the Administration Coordinator or School Director: You will need to sign a Course Change Notification Form and the Administration Coordinator/School Director will contact the EF admissions office in your home country or representative sales office for your home country. You will also have to pay a course change administrative fee which is the equivalent of CAD\$75. Your change will be effective the next Monday.

3. If you would like to change your accommodation for any reasons that are not deemed an emergency by the Accommodation Coordinator, you will be required to give 2 weeks’ notice if you are a short-term student. If you have already moved once and would like to move again for any reason which is not deemed an emergency by the Accommodation Coordinator you will need to give the same notice periods as above and pay an accommodation change fee which is the equivalent of CAD\$75.

4. If you would like to transfer to another EF School, please talk to the Administration Coordinator: You will need to sign a Course Change Notification Form. The Administration Coordinator will contact the EF sales office in your home country or representative sales office for your home country and you will need to pay a transfer change fee. The fee depends on which EF school around the world you are switching to and what course you will be taking. The average transfer change fee will be around CAD\$225.

*Please remember: if you have any concerns at all you can talk to any of the school staff who are always ready to listen and assist or put you in touch with the member of staff who can help you.*