

# English Path Statement of Student Rights and Responsibilities

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## Statement of Student Rights and Responsibilities

1. Each individual student is guaranteed the privilege of exercising his/her rights without fear of prejudice.

Such rights include the following:

- Students are free to pursue their educational goals; appropriate opportunities for learning in the classroom and on the campus shall be provided by English Path.
  - No disciplinary sanctions may be imposed upon any student without due process.
  - Staff and students at English Path have the right to expect safety, protection of property and the continuity of the educational process.
2. English Path booking forms serve as a contract. Booking forms contain the following:
    1. Program name
    2. School name and city
    3. Start date and number of weeks
    4. Name of course
    5. Student name, address, phone, email, language, nationality, gender, date of birth, passport information
    6. Flight details (if airport transfer is required)
    7. Terms and Conditions
    8. Schedule of hours of instruction
    9. Place for a signature
  3. Students will then be presented an invoice that contains the following:
    - Student name and email address
    - School name, address, email
    - Package details including fees
    - Payment instructions
  4. Students have a right to access their transcripts for a period of 25 years. [Subject to change to 5 years if and when Languages Canada changes their Standard.] Students may request a transcript/academic report by contacting English Path.
  5. Students have the right to be taught by qualified instructors.
  6. Students are to present on their first day: passport, visa, proof of medical insurance. **English Path will NOT retain or withhold students' passport or visa documentation under any circumstance.**
  7. **Dismissal (Expulsion) Policy**

The following are grounds to dismiss a student:

- Intoxicated, substance abuse and/or disorderly conduct while on campus or when representing Stafford House Toronto on a field trip, study tour or any coordinated activity.
- Possession of any banned or illegal items, example: guns, drugs, etc.
- Harassment, verbal abuse, physical assault or any intimidating behavior towards other students, faculty, staff or to the general public, in and around the college's premises.
- Disregard of smoking regulations.
- Theft or other illegal acts.

- Excessive tardiness and/or absenteeism.
- Failure to comply and maintain sufficient academic progress.
- Failure to meet financial obligations.
- Cheating on tests and/or other forms of program/progress evaluations.
- Disruptive behaviour including actions that may threaten the safety and security of students, faculty and/or staff.

## **8. Student Complaint Procedure**

English Path endeavours to resolve any complaint or concern to the student's satisfaction and in a timely manner.

**If a student has a dispute, the student is advised to:**

### **Step 1. Informal Complaint**

If your complaint is related to lessons or classes, then speak to your teacher first. If your query is about anything else, speak to a member of the Student Services Team. You will almost always receive a resolution to your complaint within twenty four hours. If you do not receive a resolution in a timely manner, please go to step 2, below.

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### **Step 2. Written Complaint**

If you are not satisfied by the outcome of your complaint/query then an official complaint can be made in writing.

The complaint form can be downloaded at <https://www.englishpath.com/policies-and-procedures/>, collected from Student Services Office or by emailing [info@englishpath.com](mailto:info@englishpath.com).

Please email the completed form to [info@englishpath.com](mailto:info@englishpath.com) and you will receive a reply within twenty four hours.

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### **Step 3. Further action**

If you are still unhappy after discussing your complaint with your school team, you can contact a member of the Senior Management Team, email addresses are below:

#### Operational Complaint

Canada: Susan Vilhena, [svilhena@englishpath.com](mailto:svilhena@englishpath.com)

#### Academic Complaint

Local: Susan Vilhena, [svilhena@englishpath.com](mailto:svilhena@englishpath.com)

Global: Mary-Ellen Wright, [mwright@englishpath.com](mailto:mwright@englishpath.com)

#### Online Complaint

Greg Nowak: [gnowak@englishpath.com](mailto:gnowak@englishpath.com)

#### Managing Director of English Path

Mike Summerfield: [msummerfield@englishpath.com](mailto:msummerfield@englishpath.com)

**In addition to the official complaint's procedure, students can make complaints through the channels below:**

**First Week Survey:** Students are surveyed during the first week of their student journey at English Path. They are able to leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint and you will be contacted by a member of the English Path team. We will action as necessary and your complaint will be recorded in our complaints log.

**Mid-Course Survey:** Students are surveyed mid-way through their student journey at English Path. They are able to leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint by student services, followed up by the student's services officer, actioned if necessary and recorded in the complaints log.

**Leavers Survey:** Students are surveyed during the last week of their student journey at English Path. They are able to leave feedback and make a complaint during this process. A score of three or below will be treated as a complaint by student services, followed up by the student's services officer, actioned if necessary and recorded in the complaints log.

**Members of Staff:** Students can talk to any member of staff at any time during their course. For issues with their classes, they should ideally speak to their teacher or an Academic Manager. For personal problems, or issues with accommodation, they should speak to a member of Student Services.

**Suggestion boxes:** Students can leave anonymous feedback through the Ep suggestion boxes. When a complaint is received the same process as above will apply.

## 9. Disputing a Grade

Students wishing to dispute a grade should first speak to their teacher. Students must come prepared to explain why they feel the grade should be changed and support their position.

The teacher will listen to the student, consider their arguments, and will either amend the grade or leave the grade as is with an explanation for their decision.

If a student is still dissatisfied, they have the right to escalate the matter to the Academic Manager. The decision of the Academic Manager is final and cannot be appealed verbally.

If a student wishes to escalate the matter, they can bring their concerns to the Global Head of Academics in writing.

## 10. Cancellations and Refunds

1. You may cancel your course and receive a full refund (minus registration fee) at any point until up to 1 (one) week prior to arrival at school.
2. You may cancel your accommodation and receive a full refund (minus registration fee) if you cancel at least 6 (six) weeks prior to arrival at school.
3. In the case of a visa refusal, a full refund will be given minus the registration fee. We require a copy of the official visa refusal document to process the refund. You must follow points 1 and 2 above to get a full refund (minus registration fee).
4. Refunds can take up to a maximum of 60 days.
5. No refunds (tuition, material fees or accommodation) can be made after you arrive.
6. In the case of illness, you may ask for their course to be postponed to a later date. In this case, the school will require a medical certificate.