



**Lakehead**  
UNIVERSITY

Lakehead  
International

English Language Program (ELP)  
**STUDENT HANDBOOK**

Fall 2015 / Winter 2016



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UNIVERSITY

Lakehead  
International

## English Language Program

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## Student Services

### Student ID Cards

The Lakehead University Photo ID Card (the "Card") is the official means of identification at Lakehead University for administrative, security, and academic purposes. The University requires all students, faculty, and staff to have an official, valid University Photo ID Card on their persons when on campus. Your receipt and continued possession and use of the Card mean that you agree without qualification to all the "**Terms and Conditions for Possession and Use of the Lakehead University Photo ID Card**" accessible on this web page. As a member of the university community, the Photo ID card will be your key to services such as the Library, recreation facilities, exams, eating, and meal plans. Getting your LU Photo ID card is easy. Find out how to get your Photo ID card. <http://library.lakeheadu.ca/?pg=931>

## Admission and Registration

### Authorization to Study in Canada

It is your responsibility to ensure you have the appropriate authorization from Citizenship and Immigration Canada for the entire period of your study in Canada. Staff members at Lakehead University International will be pleased to help you if you need guidance locating this information.

### Offer of Admission

Accepting Lakehead University's ELP Offer of Admission confirms that you also accept the terms and conditions stated on the Lakehead University's ELP Application Contract and that you agree to follow the rules and regulations in this Handbook.

### Refunds

<b>Cancellation request received by:</b>	<b>Amount refunded:</b>
A week before the program begins	Application fee & Deposit withheld
The Friday of first week of the program	50% Tuition
After first week of the program	No refunds are available

#### Exceptions

- 1. Temporary Resident Visa/Study Permit Denials:**  
**100 % Refund (Excluding \$140 Application fee)**  
All tuition and fees are refundable only for students whose study permit application has been denied. If this happens to you, Lakehead University International will refund when you send proof that your study permit application has been denied. Proof **MUST** be received by the first day of the program or your tuition and fees will be forfeited.
- 2. Successful completion of external exam (TOEFL, IELTS, etc.):**

**100 % Refund (Excluding \$140 Application fee)**

- For students who are conditionally admitted to Lakehead University and meet the English Proficiency Requirements in advance of 7 calendar days before the program begins, the ELP tuition and all related fees will be transferred to their tuition for Lakehead University academic programs.

**3. A result of scores on the placement test:**

**100 % Refund (Excluding \$140 Application fee and \$140 Placement test fee)**

For students who are conditionally admitted to Lakehead University and meet the English Proficiency Requirements as a result of Lakehead University ELP placement tests, the ELP tuition and all related fees will be transferred to their tuition for Lakehead University academic programs.

**4. Withdrawal/Termination due to change of mind:**

**Partial Refund: ( \$140 Placement test fee)**

- After the ELP deposit is made, students who change their mind and decide not to come to the ELP will be refunded the \$140 placement test fee and any tuition except the \$1,000 deposit and \$140 application fee.

**5. No show: 0%**

- If students do not attend the first week of the program, and do not provide any notice, there will be no refund available.

**6. Dismissal for violation of student code of conduct: 0%**

- In the case of such dismissal a refund will not be available for the current program and a dismissed students will not be allowed to register for future sessions of the English Language Program.

In all other circumstances, students **MUST** submit the Cancellation and Refund request form to Lakehead University International.

## **Refund Process**

Lakehead University International will issue refunds to the initial payee. Lakehead University International **MUST** receive the Cancellation and Refund request form and all necessary documentation within 30 days of the initial cancellation notification. Incomplete forms will NOT be processed.

## Regulations

### Good Standing

You are in “good standing” at Lakehead University’s ELP when you

- a) Follow your program of studies diligently
- b) Maintain a positive attitude toward your work
- c) Follow the attendance policy
- d) Complete your assigned work on time
- e) Follow the English-only policy
- f) Work to the best of your ability
- g) Pass your class level each term
- h) Observe school regulations, policies, and procedures
- i) Maintain respectful and supportive working relationships with your classmates, teachers, and school staff

### Cell Phones

You may use your cell phone in all common areas of the school, but cell phones must be turned off in the classroom. Exceptions to this policy are at the discretion of your instructor. Lakehead University’s ELP policy is always in effect on school premises, even when you are using your cell phone.

### Textbooks

You must purchase textbooks for your morning and afternoon classes within three days of the start of your first class at each level.

### Complaints

All complaints will be dealt with at the lowest possible level. They will be resolved with reference to written Lakehead University ELP policies, academic regulations, student agreements, or host family rules.

**Academic matters** should first be brought to the appropriate teacher. If the teacher cannot resolve the matter, it should be brought to the main office. The main office will, if necessary, discuss the issue with the Director. The main office will:

- a) Discuss the matter with the student’s teacher
- b) Determine a corrective course of action

Other matters can be submitted via a **Complaint Form** to the main office (blank forms available at the office). Matters will be reviewed and addressed as appropriate.

For issues which cannot be resolved at the Departmental level, please refer to the University's Code of Conduct available online.

## **Inappropriate Behaviour**

Lakehead University's ELP is a learning community based on respect, courtesy, and hospitality. Verbal and physical forms of aggressive or abusive behaviour are strictly forbidden. If someone cannot do what you want or holds a view that is different than yours, show respect, listen to what they have to say, and try to understand. Force is never a correct option. If a teacher or member of the ELP staff tells you that your words or actions are aggressive, consider it to be a verbal warning.

## **Notice of Misconduct**

You will receive a verbal warning if you do not follow school rules or are in danger of losing your "good standing". A verbal warning is a sign that you are 'slipping' and must improve your performance or behaviour.

For your second violation of a rule, you will receive a written warning and may be placed on probation or suspended for a specified period. Decisions concerning academic probation and suspension rest with the Director. If you are suspended, missed classes count as absences.

## **Notification of Others**

In the event of any infraction involving written notice, probation, suspension, or permanent dismissal, the Director may send reports to others as may be appropriate to the situation:

- a) If you are a minor, your parents and homestay guardian will also be notified either by telephone, email, or conventional mail,
- b) If your tuition is being paid by a sponsor, Lakehead University's ELP will notify your sponsors.
- c) If you come to Lakehead University's ELP through an agent, the ELP will notify the agent if the Director deems it appropriate, or
- d) If you are in Canada on a visitor's or study visa, the ELP will notify the appropriate governmental authorities (e.g. the student's embassy, the office of the Canadian Immigration, etc.).

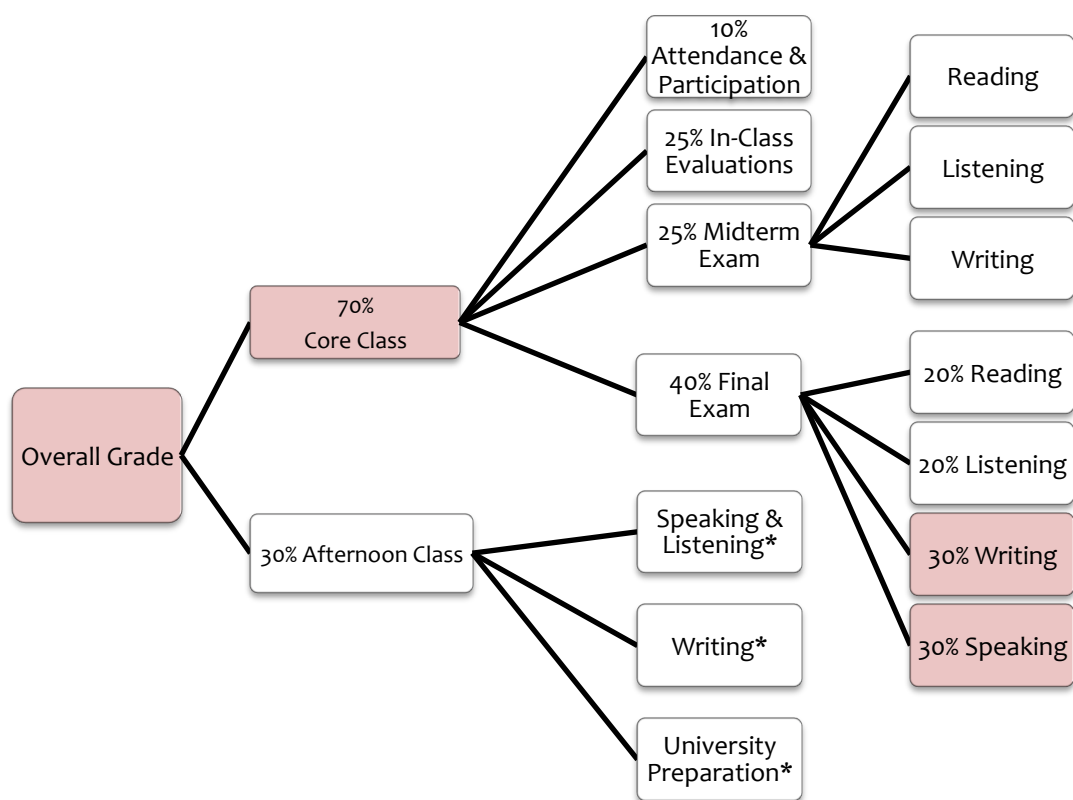
## Academic Program

### Course Requirements

You will receive a complete list of all graded assignments and tests from each of your instructors at the beginning of the semester. It is your responsibility to ensure you have a copy of this list.

### Evaluation

You will receive a percentage grade for your performance in every course for which you are registered. The grading scheme is based on learning objectives of the course. All course marks contribute to your overall grade.



*\*10% of each afternoon unit is Attendance & Participation*

## Passing Your Level

Students must meet **ALL** the requirements listed below in order to successfully pass the level:

1. Achieve a minimum Overall Grade of 70%
2. Achieve a minimum Core Class Grade of 70%
3. Achieve a minimum grade of 70% on both the Writing & Speaking sections of the Final Exam
4. Be in Good Standing with the ELP Attendance Policy

Official Transcripts issued by the university will only indicate “Pass” or “Fail.” Detailed Academic Reports with specific marks and results outlined will be issued by the ELP Office as requested/required at the end of each program.

## Failing Your Level

If your final Overall Grade is below 70%, and/or you have not met all requirements listed above, you may fail the level.

If you fail your level but your Overall Grade is between 65% and 69%, you may be eligible to take the **ELP Upgrading Program**. This program is scheduled during the two weeks immediately following the last day of classes each semester. At the end of the ELP Upgrading Program, you may write a final examination to determine if you may then pass the level.

If your final Overall Grade is 64% or lower, you may not be eligible for the ELP Upgrading Program and you will need to retake the entire level. Eligibility decisions are at the discretion of the ELP Administration.

## Certificates

If you meet all requirements to pass your level, you will receive a *Certificate of Achievement*. This indicates you have fulfilled the attendance and academic requirements of the level. Certificates will be available within 1-2 weeks of the completion of the semester.

## Graduation

A graduation ceremony will be scheduled at a date and time after final examinations each semester. All students are invited to attend this event. Certificates will be presented at that time.

## Tutoring

Individual and small group tutoring programs are available throughout the semester. Inquire at the Main Office for more information.



## Academic Policies

### English Only

English must be used **at all times** at Lakehead University's ELP. In class, if you speak a language other than English, you may be asked to leave. This will affect your attendance. If you continue to speak a language other than English in future classes, you may have to meet with the ELP Main Office (or the SWB Coordinator) and/or the Director and further action may need to be taken. Your sponsor may be contacted, and in extreme cases, you may be asked to leave the program.

### Required Attendance

Learning a language requires your active participation. Class attendance is required. Regardless of reason, if you are not in class you will be marked absent.

- If you are absent for **more than 10%** of your course hours for **unexcused** reasons, you may not be permitted to pass your level.
- If you are absent **more than 20%** of your course hours, **regardless of reason**, you may not be permitted to pass your level.

### Delayed Start Date

Any student who misses more than 20% of the total program hours as a result of a delayed start date (due to a delay in visa processing time, for example) will be required to complete an additional placement test (test fee will apply) at the end of the semester in order to ensure they meet the requirements to proceed either to the next AEP level or to their academic program. If the requirements are not met, the student may need to retake the current level.

### Excused Absences

If you need to miss a class for a valid reason it is possible that it may be excused. Inquire at the main office *in advance* if possible. If you are ill you must call the main office as soon as you know you will not be able to make it to class. In order for an absence to be considered excused, **valid documentation** must be produced to support your reason for being away. It is at the discretion of the main office and/or the Director to determine if an absence will be excused.

### Late Arrivals & Leaving Early

Late arrivals, leaving early, or not returning from break disrupts classes. If you miss **more than 15 minutes** in total of any class, you will be marked absent. If you are late, you will be not allowed in the classroom until after the break to minimize disruption to other students.

## Activity and Event Attendance

Activities allow students to experience Canadian culture and are an invaluable part of our program. Students are required to attend **8 activities** or events during each semester (Students enrolled in the 8-week Summer Intensive AEP are required to attend 5 activities). If you attend less than the required amount, each missed activity will count as an absence in your attendance record. Activities and events are posted on Facebook.com/LakeheadUniversityELP , and also on the ELP Event bulletin board in the student lounge area.

## Missed Tests and Exams

You can make up missed tests and exams only for serious illness or exceptional circumstances beyond your control. You must present a doctor's note or other reliable documentation to the main office to reschedule your test or exam. As a courtesy, also please notify the ELP office by telephone to report your illness.

## Academic Honesty

Honesty is an important standard of personal behaviour and is central to a person's character and reputation. All members of Lakehead University's ELP are responsible for maintaining Lakehead University's character and reputation.

Teachers practice academic honesty by minimizing opportunities for cheating in their courses, confronting students suspected of dishonesty in a way that respects their privacy, and assigning grades fairly on the basis of evidence of the student's work.

Students practice academic honesty by using their own thoughts and materials in writing papers and taking tests.

The following are commonly regarded as not being honest student practices, and not allowed. There are many others.

- Copying from others or allowing others to copy from you
- Using unauthorized materials, prepared answers, or concealed notes during a test
- Giving information about a test to a student who has not yet taken the same test
- Sharing answers for a take-home test or assignment unless specifically authorized
- Taking an exam for another student or having another student take an exam for you
- Stealing or attempting to steal an exam or answer key from the instructor
- Tampering with a test after it has been corrected, then asking the teacher for credit
- Offering another person's work as your own, including a tutor or friend
- Intentionally disrupting the educational process in any manner

- Allowing others to research and write an assignment for you (including purchasing an assignment from a commercial term-paper company)

## **Plagiarism**

Plagiarism is a common form of intellectual dishonesty. It involves using the work of another without giving that person appropriate credit. Plagiarism takes two main forms:

- Taking someone else's ideas, words, images or other work and calling it your own
- Using someone else's ideas, words, images, or others creative work – even in small parts, without referencing their source.

Credit must be given for every direct quotation, for paraphrasing or summarizing a work (in whole or in part), in one's own words, and for information that is not common knowledge. You will learn how to do this in class.

## **Cultural Awareness**

### **Living in a New Culture**

For many students, coming to Canada involves a major change in lifestyle and making adjustments to a new language, new food, a new climate, and new cultural values. It means interacting with new people and trying new things. For some this will be difficult. You will have to manage your time, your work, and your recreation carefully as you move toward your academic goals.

### **Being on Time**

To succeed in Canada, you must manage your time wisely. Important activities always start on time. You will show respect by being on time. You will give added importance to an activity by being a few minutes early. Your classes and all your program activities are important, so always be on time (or a few minutes early).

### **Dating in Canada**

If you are the same age or close to the same age as someone you are dating, it is fine. Canada has child abuse laws and if you are over the age of 19 and have an intimate relationship with someone under the age of 16, it is illegal and you are breaking the law. This can have severe legal consequences.

## Driving in Canada

If you choose to drive in Canada, make sure you fully understand the regulations about your driver's license and if it is valid here. These regulations differ depending on what country you are from.

## Alcohol Consumption in Canada

The age of majority varies by province. In Ontario, the legal age to consume alcohol is 19 years old. It is illegal to purchase or provide alcohol for anyone under the age of 19. It is also illegal to consume alcohol in public places, such as streets or parks.

## Riding your Bicycle

Many students choose to travel around the city and to class by bicycle. Lakehead University promotes a bike-friendly atmosphere. It is important to note, however, that in Canada bicycles are considered motorized vehicles, and as such, must follow the same rules of the road as cars, such as riding on the correct side of the road and obeying traffic signals and signs. Riding your bike on sidewalks is illegal.

## Scents and Fragrances

In Canada, many businesses such as hospitals, clinics, schools and offices have 'Scent-Free' policies. Lakehead University is the same. Personal products with strong fragrances, such as cologne, perfume and aftershave can be offensive and cause allergic reactions in some people. Please be respectful of others and limit your use of strongly-scented products.

## Emergency Procedures

In the event of a fire alarm, the correct procedure is to calmly exit the building through the nearest exit. You may not re-enter the building until you have been advised it is safe to do so.

If you require emergency assistance **on campus, dial 8-911** from any campus phone (or **807-343-8911** from a cell phone), or press the call button on a blue security box.

If you are **off campus, the emergency number for all of Canada is 911.**

## Department Contact Information

Main Office: PACI Room 1002 (401 Red River Road, Thunder Bay)

### ELP Administrative Manager

Rain Watson-Bain

807-346-7888

[rjwatson@lakeheadu.ca](mailto:rjwatson@lakeheadu.ca) or [international.english@lakeheadu.ca](mailto:international.english@lakeheadu.ca)

### Sponsored Student Coordinator

Lilliana Lopez

807-346-7876

[llopez@lakeheadu.ca](mailto:llopez@lakeheadu.ca)

### Student Affairs Coordinator (Events/Activities & Homestay)

Jenny Veal

807-624-7076

[jveal@lakeheadu.ca](mailto:jveal@lakeheadu.ca) or [international.homestay@lakeheadu.ca](mailto:international.homestay@lakeheadu.ca)

### Director of International

Leigh-Ellen Keating

807-346-7887

[lkeating@lakeheadu.ca](mailto:lkeating@lakeheadu.ca)

## Orillia Campus:

### ELP Manager

Helen Song

[Hsong2@lakeheadu.ca](mailto:Hsong2@lakeheadu.ca)