



**Lakehead**  
UNIVERSITY

English  
Language Centre

# **STUDENT HANDBOOK**

**Academic English Program (AEP)  
and  
Intensive Academic English Program (IAEP)**

## Foreword

This Handbook is a guide to the Academic English Program and the Intensive Academic English Program at Lakehead University's English Language Centre (ELC). The Handbook is a modified version of earlier handbooks.

Our website contains up-to-date information on the AEP and the IAEP, as well as tuition, fees, and other news. We encourage you to visit our website at

<https://www.lakeheadu.ca/international/english-language-centre/aep>

If you have any questions, or would like to discuss any aspect of your program, please contact Crystal Belanger, Administrative Manager of the ELC. She will be able either answer your question or connect you with the Director, the Academic Coordinator or an International Student Advisor, depending on the nature of your question.

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## Introduction

Dear Thunderwolf,

Congratulations and welcome to Lakehead University's English Language Centre! You are about to embark on A Truly Fantastic Online Experience and the English Language Centre (ELC) would like to welcome you!

We want to ensure you have a safe and easy transition to Lakehead University. This is your Program Handbook. Please read it carefully and make sure you become familiar with the forms attached at the end of the document.

This Handbook presents important information about the English Language Centre in general, and the Academic English Program (AEP) and the Intensive Academic English Program in particular.

### What you need to know: Part 1

You are a valued member of our Lakehead University community! The information in this section will help you get your student life started.

#### Lakehead University email and Internet access

Once you have been admitted to and registered in the AEP or IAEP, you will have a Lakehead University email account. **You will need to use this email address for all your Lakehead University-related affairs. It is also the email address that we will use to communicate with you.** Further, your username and password will give you access to essential services such as **myInfo** where you will be able to pay your tuition and access your academic transcripts, for example. Most importantly, your username and password will have access to **myCourselink (Desire 2 Learn – D2L)**, the learning management system (LMS) that will allow you to attend your online AEP or IAEP classes.

Finally, your Lakehead University Internet account will give you access to our Wi-Fi server anywhere you are on campus if you happen to be in our Thunder Bay or Orillia campus.

#### Student ID Cards

As a Lakehead University member, you will need to obtain the Lakehead University Photo ID Card if you are physically present on either campus. This card is the official means of identification at Lakehead University for administrative, security, and academic purposes. As a member of the university community, the Photo ID card will be your key to services such as the library, recreation facilities, printing services, and meal plans. **You MUST carry this card with you at ALL TIMES.**

Our staff at the ELC can help you obtain this card. We can help you do this after class on your first day of classes. If you arrive at Lakehead University before the first day of classes, please stop by our office located at the lower level of Chancellor Paterson Library (Lakehead University's main library) and one of our staff will be happy to help you. At this time we can also give you a tour of the ELC!

### Health Insurance

Your health is a priority for us! That's why, all students registered in ELC programs who are physically present in either campus must be enrolled in the mandatory health insurance program provided by Guard.me. If you are in any of our campuses, our Main Office will give you a policy card within the first two days of the program. This card confirms that your health needs are covered for the duration of your time at the ELC. If you need to access health services, such as a doctor, dentist, hospital visit or prescription medication, check the information on the Guard.me webpage to ensure what is covered and how you can make a claim. You will be provided with a policy card from our Main Office within the first two days of the program. **You MUST carry this card with you at ALL TIMES.**

**If you are physically present in Thunder Bay or Orillia and do not receive this card within the first week of the program, please contact Crystal Belanger at [manageradmin.elc@lakeheadu.ca](mailto:manageradmin.elc@lakeheadu.ca) as soon as possible.**

### Student Office Hours

Your academic success is also a priority for us! To this end, all ELC instructors provide office hours to their students free of charge every week. This is your time to come to your teacher with specific questions regarding class assignments such as the essays, presentations and the unit assessment tasks. We strongly recommend that you make an appointment with your instructor if you want to have a more formal meeting to discuss your progress in the program.

### The Early Alert Learning Plan (EALP)

The EALP is another service we provide to our students free of charge. By identifying whether you need extra help in your program early, we ensure that you successfully complete your program.

The EALP is a document describing a learning plan required by a particular student enrolled in the Academic or Intensive Academic English Program. This plan is based on a thorough assessment of the strengths and needs that may affect the student's ability to demonstrate their learning during the course of the level they are currently taking.

Developed at the beginning of a semester, the plan is reviewed and adjusted throughout periodically by the academic coordinator and the student's teacher. The plan is also an accountability tool for you, the student, your sponsoring organization (if applicable), and everyone who has responsibilities under the plan for helping you meet the learning

expectations as you progress through the Academic English Program or the Intensive Academic English Program. Once you have been identified as having difficulties in completing your program successfully, you will be required to attend a number of sessions (usually for the remainder of the semester) with a teacher to work on the areas you are experiencing difficulties.

### International Student Services

All ELC students may access all services offered by the International Student Services (ISS) team! These services include, but are not limited to, academic course advising, referrals to counseling services at Lakehead University, and immigration advice.

For more detailed information on the wide variety of services you can access through ISS, please visit the [Lakehead University International Student Services Online Community of Care](#).

### The Level 5 Transition to University Program

If you are in Level 5 or are enrolled in the Intensive Academic English Program (IAEP), you will have direct access to one of the International Student Advisors for all your questions with regards to your life after the AEP throughout the semester. The main purpose of this program is to ensure you are ready for your future undergraduate or graduate program and, as a result, increase your chances of excelling in your studies.

Your designated advisor will connect with you to set up a number of informal meetings to answer any questions you have regarding your upcoming semester in your graduate or undergraduate program. The advisor will also connect you with the ISS Immigration Advisor in case you have questions regarding your immigration status in Canada.

### IELTS Test Venue

Lakehead University is an official test venue for IELTS. Test dates are scheduled up to twice every month at this time. You must register online through [ILSC Toronto](#) or the [British Council](#). In addition, please see the [ELC webpage](#) or ask Crystal Belanger, ELC Administrative Manager ([manageradmin.elc@lakeheadu.ca](mailto:manageradmin.elc@lakeheadu.ca)) for further information.

Please note that the IELTS test can be taken by any of the AEP students at any given time. However, make sure that you take the test either towards the beginning of the semester or towards the end of the semester. You will not be allowed to skip your AEP level or the IAEP if you take the exam after your first month into your program.

The ELC offers an IELTS Preparation Course. This 40hour course takes place during the 4 weeks leading up to each scheduled IELTS test date. Please inquire with Crystal Belanger ([manageradmin.elc@lakeheadu.ca](mailto:manageradmin.elc@lakeheadu.ca)) for more information. The course is subject to minimum enrolment and costs \$350.

## **What you need to know: Part 2**

Now that you already know the most important information to get you started at Lakehead University, it is time to know about your ELC program.

In this section we will cover some important regulations that have been put in place to ensure you have a memorable experience at the ELC. We will also cover general information on your program (AEP or IAEP) that you will find useful in planning for next few months.

Ready, set, go!

### **AEP and IAEP Regulations**

#### Online Learning

We want to see you succeed! Therefore, to complete the AEP or the IAEP online, you are expected to follow certain rules. These rules ensure the integrity of the program you are taking and help you develop the work and study habits, discipline and commitment necessary to succeed in your future university program. To this end, all AEP and IAEP students are expected to:

- follow Lakehead University's ELC Attendance Policy;
- purchase their own textbook for the class. Screenshots of the pages assigned and course materials are not permitted;
- actively participate in course discussions during class and in discussion forums in English.
- have their computer camera and video on during live instruction. A complete visual of their face must be visible;
- contact the ELC Main Office if I change my registration in the program or need to leave the program;
- contact their instructor and the ELC Main Office if they need to be absent from class.
- provide a doctor's note if they need to miss classes because they are sick;
- attend their classes using their laptop or home computer; not their cell phone;
- attend classes from their home or residence room using appropriate clothes and from a designated learning space; not their bed;
- follow proper online protocol. If they disagree with a classmate's opinions, they are expected to conduct themselves respectfully. Failure to do so will result in a deletion of their comment and a meeting with the Associate Director;
- complete all assignments required for course completion by the due date assigned by their instructor. Assignments submitted past the due date will receive a reduced mark per day late;
- having an open chat, surfing the web, using multiple screens is not permitted. Online face-to-face class time is limited and complete attention must be given; and



- not use their cell phone during class, unless their instructor asks them to do so for learning purposes;
- use their own original work and properly cite sources to complete assignments.

### Good Standing

You are in “good standing” at Lakehead University’s English Language Centre when you

- follow your program of studies diligently;
- follow the regulations for online learning;
- maintain a positive attitude toward your work;
- attend 90% of scheduled classes;
- complete your assignments by the deadline assigned by your instructor;
- pass your class level with a minimum of 70% mark;
- observe school regulations, policies, and procedures described in this Handbook;
- maintain respectful and supportive working relationships with your classmates, instructors, and school staff.

### Program Textbooks

Under normal circumstances, you should purchase your level’s textbook from Lakehead University’s Bookstore before or within three days of the start of your first class.

Under the current conditions, students should purchase their textbook online.

Level 1 students, [this](#) is the textbook you will need.

Level 2 students, [this](#) is the textbook you will need.

Level 3 students, [this](#) is the textbook you will need.

Level 4 students, [this](#) is the textbook you will need.

Level 5 and IAEP students, [this](#) is the textbook you will need.

### Academic Appeals

The ELC is committed to help you and, like every Lakehead University student, you have the right and are entitled to a review of your grades or academic standing if you believe there are inconsistencies in the way you are being or have been graded.

All requests for academic appeals will be dealt with at the lowest possible level. This means that we encourage you to express your concern to your instructor first and try to find a solution to your concern with them.

If you are not satisfied with the solution you discussed with your instructor, academic appeals will be dealt with following the protocol described in the **English language Centre Policy**

**Regarding Academic Appeals** (See Appendices I and II at the end of this Handbook). Please read it carefully and familiarize yourself with the policy.

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

### Student Conduct

Lakehead University's ELC is a learning community based on respect, courtesy, and acceptance. Verbal and physical forms of aggressive or abusive behaviour (online and face-to-face) 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 an instructor or member of the ELC staff tells you that your words or actions are aggressive, consider it to be a verbal warning. If you persist on the inappropriate conduct, the Lakehead University Code of Conduct will be applied. **Please note that this also applies to your conduct in residence/homestay and university community at large.**

*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 must improve your performance or behaviour. We will be able to connect you with an International Student Advisor to help you in this regard.

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 of the AEP or IAEP. Decisions concerning academic probation and suspension rest with the Associate Director of ELC. If you are suspended, missed classes will count as absences and missed assessments tasks and assignments will not be re-scheduled.

### Notification of Others

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

- If you are a minor, your parents and homestay guardian will also be notified either by telephone, email, or conventional mail,
- If your tuition is being paid by a sponsor, Lakehead University's ELC will notify your sponsor.
- If you come to Lakehead University's AEP or IAEP through an agent, the ELC will notify the agent if the Associate Director deems it appropriate.

## **The Academic English Program and the Intensive Academic English Program**

### Programs description

The AEP is a five-semester academic English program designed to provide a learning experience for students who need to improve their academic listening, speaking, reading, writing and comprehension skills in English.

The IAEP, on the other hand, is a two-month (9 weeks) program aimed at students who possess an overall IELTS score of 6.0, with no individual scores below 6.0. The program usually takes place during the summer months, Monday through Saturday, 36 hours a week (6 hr. /day) of blended learning. Please note that this program may be offered at a different time of the year if there is enough interest.

Both programs are rigorous and are aimed at those students who wish to attain knowledge of the English language at an academic level. The objectives of the programs are designed to enhance students' ability to study effectively as well as to develop knowledge and skills in listening, speaking, reading and writing.

Based on critical communicative approach and sociocultural constructivist theories of additional language learning, the course introduces in some cases and expands in others key concepts and grammatical structures intertwined with cultural elements specific to the English-speaking cultures.

The two programs help students prepare for enrollment in Lakehead University's undergraduate and graduate programs. Students participate in classes and attend university events as a component of their acculturation experience. The programs address the needs of international students working to improve their academic English proficiency in several ways:

- Classes are tailored to fit a student's individual needs;
- Students learn the skills and strategies necessary to succeed in the Canadian educational system;
- Instructors and administrative staff are committed to the success of every student;
- Average class size is less than 20 students;
- Classes are rigorous so that students can master academic English;
- AEP and IAEP students receive 325 hr. of blended instruction in addition to out-of-class activities;
- Placement in any of the five levels is done in two ways:
  - providing valid and current IELTS or TOEFL scores, or
  - taking the ELC's in-house placement test.

### Course outline

You will receive a course outline at the beginning of the semester. The course outline is a contract between the instructor and the student. This document contains a complete list of all graded assignments and assessment tasks you will complete in the semester.

It is your responsibility to read this course outline and ask questions about it (if any) shortly after your instructor covers it in class. The course outline will also be posted on **myCourselink** (D2L). You are responsible for logging in and checking your course updates as your grades and attendance will also be recorded here. D2L will also be used for submitting written assignments and making class announcements. Further, an electronic copy of this Handbook will be posted in D2L as well.

### Passing Your Level

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

1. Achieve a minimum Overall Grade of **70%** in the program; and
2. Be in good standing with the **90%** attendance to classes policy.

Please note that official transcripts of successful completion of the AEP or IAEP issued by the university will only indicate “Pass” or “Fail.” Detailed Academic Reports with specific marks and results outlined will be issued by the ELC Office as requested/required at the end of each program/semester.

There will be a graduation at the end of the semester where all students that passed their level will be awarded a certificate of successful completion of their program. For students going into an undergraduate or graduate program, please note that, although you receive a certificate of completion of your program, the ELC will forward your name to the Admissions office in order to have your language restriction lifted. In this way, you will be able to register in your academic program.

### Failing Your Level

*Course work and final exams.* If your final Overall Grade is below 70%, and/or have an attendance below 90%, you may fail the level. If you wish to proceed with your studies, you may need to repeat the level, or you may choose to write an official proficiency test (such as IELTS), in order to verify your ability to proceed.

You will receive an email from the ELC Main Office informing you whether you passed or failed your level shortly after you write your final exams or submit your final assignment. However, your marks for all your course work before the final exam or final assignment are a good predictor of whether you will pass your level or not. That is why, it is important that you keep track of your progress and marks throughout the semester.

If you wish to challenge your marks in the final exams or assignments, you will need to follow the **English language Centre Policy Regarding Academic Appeals**.

If you feel that you need extra help or that you are struggling with the successful completion of course work, you should notify your instructor. She or he will notify the Associate Director who, in consultation with your teacher and the Academic Coordinator, will devise a learning plan for you to complete during the semester.

Please note that our in-house placement test is only used when you start the AEP program and only when you do NOT possess current IELTS or TOEFL scores. The placement test is NOT used to revoke your final marks in your level. Further, our in-house placement test is not used to jump from one level to another level. For example, a student who completed level 3 will not be allowed to take the placement test to jump to Level 4.

*Required attendance.* ELC students are required to attend 90% of all classes in the semester. **If a student is passing all his/her course assignments but exceeds the allowed 10% (30 hr. of class time or 6 days) of unexcused absences to classes, she or he will be notified and withdrawn from the program.** As a result, she or he will need to re-take the level they enrolled in.

To avoid this to happen, the ELC has the following protocol in place:

- The ELC Main Office will send out a note to the student warning her or him that the office is aware that she or he is missing classes on an ongoing basis. The Associate Director may ask the student to meet with the student in order to assess the reason(s) for the absences and to determine whether the student will need to be referred to an International Student Advisor for further help.
- If the student misses more classes after the issue of the first warning, she or he will be sent a note to formally meet with the Associate Director to discuss the reason of the absences and explore possible solutions to stop the absences.
- A third note will be sent to the student if she or he exceeds the 10%. The note will inform the student that she or he has been withdrawn from the program. In such case, the student will need to meet with the International Immigration Advisor to determine the course of action with regards to the student's visa requirements.

If a student needs to miss a class for a valid reason it is possible that it may be excused. She or he should inquire at the ELC Main Office *in advance* if possible. If the student is ill, she or he must notify their instructor and the Main Office as soon as they know she or he will not be able to make it to class. In order for an absence to be considered excused, **valid documentation** (such as a doctor's note) must be produced to support her or his reason for being away. It is at the discretion of the Main Office and/or the Associate Director to determine if an absence will be excused.

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 are responsible for any missed work during class time.

Finally, students who fail their level twice or have to take the same level twice will not be allowed to continue in the same level for a third time. This means that the student will not be allowed to continue in the ELC.

### Assessment Structure in the AEP and IAEP

The following is an outline of the different ways in which students are assessed in the AEP and IAEP. Please note that the number and nature of these assignments will vary depending on the level the student is enrolled in. That said, the level of difficulty of the assignments described here will increase as the students move to higher levels.

### *Discussion Forums*

A running dialog about course topics will be maintained via the D2L discussion forums. It is expected that you will fully participate in the online discussions. This means posting your own thoughts about the weekly readings/content commenting on others' ideas and responding to questions about your own postings. Again, class participation points will be based more on quality than quantity.

### *Assessment Tasks*

There will be 4 assessment tasks (reading, writing, listening and speaking) at the end of every unit. These tasks will vary in length and will include all the content and target specific skills taught in a given unit. They will provide you with a solid idea of how you are doing in the course and what you need to work on.

### *Academic Essays*

You will write two specific types of essay on a varied number of topics during the semester. You should have at least 3 academic sources to support your ideas for the essays. Articles are to be submitted submitted or emailed to your instructor one week before the due date to determine if the article(s) is(are) in fact academic. If any article is not academic, it cannot be used in the assignment and another article must be chosen. The essay should be typed with a cover page and include an introduction with a thesis statement, body paragraphs and a concluding paragraph. The essays content must be supported with specific examples, details and facts and these must be properly referenced (in-text citations) in APA format. There must also be a reference page (in APA format) at the end of the assignment that lists all of the sources used in the essay.

### *Academic Presentations*

You will also facilitate two individual academic presentations throughout the semester on a number of topics related to the topics being discussed in class. The presentation should include different perspectives and include evidence and examples to support your viewpoint.

Typically, you choose the topic of your presentation and notify the instructor. Then, the instructor determines if the topic is academic and doable. If the topic is not academic or too broad, you must choose a different topic. Once a given topic is approved, students begin their research. You must use at least 3 academic sources for your presentation. Your sources must be submitted to the instructor at least 1 week before the presentation due date via email and in APA format. If an article(s) is (are) not academic, it (they) cannot be used and a new source(s) must be found. Once articles have been approved by the instructor, read the articles, take notes and prepare your slides. Text and pictures should be properly referenced in APA format (in-text citations) and the last slide must include a reference of the articles/sources cited in the presentation.

### Missed Assignments

You can make up missed assignments 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 an assessment task or receive an extension for an essay. As a courtesy, also please notify the ELC office by telephone to report your illness.

### Academic Honesty

Although we understand that you are still developing as a writer in English, we also consider that honesty is an important standard of personal behaviour and is central to a person's character and reputation. All members of Lakehead University's ELC are responsible for maintaining Lakehead University's character and reputation.

ELC Instructors practice academic honesty by maximizing opportunities for you to demonstrate your learning in their courses, help you avoid plagiarism by exploring it with you in class, and assigning grades fairly on the basis of evidence of your work.

Students practice academic honesty by using their own thoughts and materials in writing papers and taking tests. Further, if students are having difficulties writing their papers, they should contact their instructors and express their concerns. All ELC instructors are under the obligation of offering assistance and are qualified help you. Remember that they have specific office hours to answer questions or provide you with guidance.

The following are commonly regarded as not being honest student practices, and not permitted. 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 person 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.

In your program you will learn that 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.

AEP and IAEP students will receive direct instruction and enough practice in their program on how to avoid plagiarism. However, if a student insists on plagiarizing, the ELC will follow the following protocol:

- Instructor will meet with the specific student to inform them of the areas of their assignment that have been plagiarized.
- The student will be offered a chance to re-write the paper out of 70%.
- If the student commits plagiarism again in a second assignment, the instructor will meet with the student again and will assign a mark of zero "0" to the paper.
- At this time, the instructor will advise the Associate Director and the Academic Coordinator about the student.
- A record of this incident will be created and included in the student's file.

### Undergraduate Courses and AEP students



AEP students who have been accepted to an undergraduate program and are in Level 5 may be eligible to take **one** half-credit academic course (0.5 FCE) in their undergraduate program concurrently with the AEP.

These are the requirements to be allowed to take an academic course together with the AEP:

- The student's individual IELTS scores should not be below 6.0. at the time of registration in the AEP. Likewise, individual scores in their TOEFL test should not be below 18. For students who were in Level 4 in the previous semester, their final grade in this level should be 80% or above.
- The undergraduate academic course should not conflict with the AEP academic class schedule. That is, the undergraduate course should not take place at the same time of the AEP morning or afternoon classes.
- Academic standing in the AEP must not be affected by the requirements of the undergraduate academic program. If the AEP academic standing is not satisfactory, the student will need to drop the undergraduate academic course.

**\*\*** Students enrolled in the summer IAEP are not eligible to take undergraduate courses concurrently with their ELC program due to the intensive nature of the IAEP and the number of hours they need to take in a week.

### Certificates

All AEP and IAEP students will receive a certificate of completion of their level at the end of the semester during a graduation ceremony **if they meet all graduation requirements:**

- Successfully pass the level;
- Pay all outstanding program fees;
- Fulfill the attendance requirement.

You can request a copy of your certificate from the ELC Main Office if you are not able to attend graduation. However, please note that you do not need a certificate of completion of the AEP or IAEP in order to register in your academic program.

## **Other Academic Policies**

### The Importance of Communicating in English during Class

You are strongly encouraged to communicate in English in class. In addition that you are taking the AEP or IAEP because you want/need to:

- improve your proficiency in Lakehead University's language of instruction,
- be able to understand future professors and other students in your planned undergraduate or graduate program,
- be able to function and actively participate during future undergraduate or graduate class discussions and/or the university community as a whole, and
- ultimately be able to succeed in your future academic endeavors in Canada.

#### Class Changes

If a student wishes to contest his or her level placement, supporting documentation is required (such as an IELTS test report), and must be submitted within the first 2 weeks of the program.

**Note that if you take the ELC's in-house placement test and already processed an IELTS score that is higher than the one you received in the placement test, the ELC reserves the right to place you at the level corresponding to the score you received in the placement test and NOT in the IELTS score.**

#### Delayed Start Date

All students who have received a Letter of Acceptance from the English Language Centre may still start the program **2 weeks** after the program start date.

Any late start in the program of more than **2 weeks** will be assessed on individual basis. However, if a student decides to enrol half-way through the semester, they will be allowed to attend classes, but will **not** be allowed to write past assignments or assessment tasks. As a result, the student will need to register for the same level in the following semester.

#### Extra-curricular Activities and Events

The English Language Centre wants to ensure that our students also have time to enjoy themselves, socialize, and get to know other international and domestic students and other members of the community while they are enrolled in the AEP or IAEP.

To this end, the English Language Centre and International Students Services plan a number of extra-curricular activities that allow students to experience Canadian culture and are an invaluable part of our program. Students are highly encouraged to attend as many events as possible during each semester. There is a noticeable difference in class marks for students who make the effort to attend events. Activities and events are posted on the Facebook pages of both departments: **Lakehead University English Language Centre** and **Lakehead International Student Life**. In order to receive updates on events, just "Like" the pages.

## **Cultural Awareness**

### Studying in a New Culture

For many students, studying in Canada involves a major change in lifestyle and adjusting to a new language and cultural values. It means interacting with new people and trying new ways of communicating. 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.

If you are struggling with this transition, or if you feel you need to speak with someone to help you, please contact Crystal and she will direct you to one of the International Student Advisors. We are here to support you in all aspects of your time at the ELC.

### Being on Time

To succeed in your studies in a Canadian institution, you must manage your time wisely. Important activities such as classes, student assemblies and meetings 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.

### 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. The department of International Student Services can help you with making sure that your Driver's License is valid or where you need to go in order to make it valid in Ontario.

### Alcohol and other Controlled Substances 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 and university residence common areas such as lounges, halls, entrances and smoking designated areas. If you are of a legal age, the only place where you can legally consume alcohol in residence is in your own room.

Similarly, the English Language Centre adheres to [Lakehead University's policy on the use of recreational cannabis and vaping](#) on campus. The policy states that:

- 1- Recreational use or consumption of cannabis in common areas of University Residences is not permitted.
- 2- Responsible non-smoking or non-vaping recreational use or consumption of cannabis is permitted in University residence rooms, by those of legal age and subject to all applicable laws.
- 3- The University may establish rules governing recreational use and consumption of cannabis in University residence rooms.

All individuals must adhere to any such rules and are responsible to familiarize themselves with such rules. Violations of this Policy by students may fall under the Code of Student Behaviour and Disciplinary Procedures, and by employees may fall under the Employee Code of Conduct.

#### Riding your bicycle in Canada

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 use at Lakehead University

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 at Lakehead University

In the event of a fire alarm, the correct procedure is to calmly exit the building through the nearest exit. You must stay together in a group at the designated meeting place outside the building. 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**. For a non-emergency **on campus**, dial **8569** from any campus phone (or **343-8569** from a cell phone)

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

**The International Student Support Advisor's Emergency Number is 807-627-8701**

## English Language Centre Contact Information

### **ELC Administrative Manager**

Crystal Belanger

807-346-7888

Room LI 0003

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

[manageradmin.elc@lakeheadu.ca](mailto:manageradmin.elc@lakeheadu.ca)

### **Sponsored Student & Group**

Liliana López

807-346-7876

Room 0003

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

### **Associate Director**

Ismel González

807-346-7838

Room LI 0014

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

### **Academic Coordinator**

David Fish

807-346-6201

Room LI 0004

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

## APPENDIX I



### English Language Centre Policy Regarding Academic Appeals

#### Introduction

The English Language Centre (ELC) is committed to the fair and expeditious handling of all academic appeals. The ELC Policy Regarding Academic Appeals is intended to ensure that ELC students are treated fairly with regard to academic appeals.

Specifically, the Policy provides ELC students with a means to address their concerns about final course marks and other academic decisions such as withdrawal from the program due to surpassing the allowed number of unexcused absences to classes in a semester. Students may appeal when they believe that an inappropriate decision was made or that their personal circumstances were not considered. Inappropriate decisions may arise during the process of evaluating course work or in decisions regarding procedures, regulations, requirements or standards of the course of study in which the student is enrolled.

Students are expected to make reasonable efforts to resolve issues beginning with the individuals making the decisions. **Nothing in this document will relieve students of their obligation to review and understand any and all regulations, requirements and standards that may apply to the ELC programs.** Normally, ELC students will be updated on their academic process throughout the semester. In all ELC programs, students' English proficiency is assessed on a weekly or bi-weekly basis. Therefore, students have ample opportunities to discuss with their instructors ways in which they can improve. Further, in the case of excused and unexcused absences, the ELC main office issues warning letters (see *Warning Letter in the Student Handbook*) to students at different points in the semester if they are exhibiting signs of lack of attendance. At this time, students have the opportunity to meet with the Associate Director or the Academic Coordinator in the absence of the Associate Director to discuss what is preventing them from attending classes and whether the International Students Services department can assist them in resolving any pressing issues.

The policy is divided into two sections that describe what may or may not be appealed by students, as well as the steps they should take in order to start an appeal process. In addition, the sections also identify the administrative personnel in charge of filing and making a final decision on an appeal.

## **What May Not and May Be Appealed**

### **What may not be appealed?**

Students may not use the procedures described in this Policy to appeal decisions regarding admission or readmission to the English Language Centre.

Students may not appeal decisions concerning academic misconduct of any kind. Sanctioning of, and appeals from decisions concerning, academic misconduct are governed by the English Language Centre's policy on academic dishonesty described in the Student Handbook.

### **What may be appealed?**

#### *Final Course Mark*

A *Final Course Mark* is the grade assigned to a student by the student's instructor in respect of a level. Student work that contributes to a *Final Course Mark* may be appealed only as part of an appeal of a *Final Course Mark*.

#### *Academic Decisions Other Than a Final Course Mark*

Academic Decisions Other than a Final Course Mark are decisions regarding a requirement of the ELC program in which the student is enrolled (i.e. AEP, IAEP, General English, VIP, EIP). Examples include decisions regarding surpassing the allowable limit of unexcused absences without the need to produce written documentation that excuses the student. In the ELC, all students are allowed a maximum of 11 unexcused absences to classes (or 10% of the classes).

## **How to Appeal**

### **Appeal of a final course mark**

#### Timeframe for Appeal of a Final Course Mark:

**Step 1:** The student will discuss the Final Course Mark with the course instructor. No formal response is required. If the matter is not resolved the student can proceed to Step 2 by submitting a "Request for Appeal of a Final Course Mark" to the ELC Associate Director. This "Request for Appeal" must be filed within 7 working days of the release of the final grade for the course under appeal by the English Language Centre. For the purposes of this policy "working day" means any day of the week from Monday to Friday, excluding statutory holidays and any other day that Lakehead University is closed.

An Appeal will be incomplete unless it includes a detailed (maximum two page) explanation of the student's reason(s) for appealing the Final Course Mark. The student may receive help from ELC staff in filling out this form in the event he/she possesses a low level of English (e.g. a student from Levels 1, 2 or 3) and finds it difficult to express him/herself.

**Step 2:** Upon notification of the “Request for Appeal of a Final Course Mark,” the ELC Associate Director will forward a copy of the notification to the instructor involved.

The Associate Director is charged with determining the final outcome of the appeal. Depending upon the nature of the appeal, the Associate Director may:

- Determine that there is no reasonable prospect of success or that the grounds presented do not constitute valid grounds for an appeal or that the application is incomplete.
- Seek further information from the instructor, or other relevant persons.
- Have the instructor re-read any paper, test or examination.
- Have an **independent** qualified person review any paper, test or examination. This person may be the ELC Academic Coordinator or an instructor who teaches a different level at the centre. All reviews should, where practicable, be conducted “blind” (i.e. without the reviewer knowing the identity of the student). It is appropriate for the reviewer to refer to the decision, and reasoning, of the initial marker while considering a review. The reviewer does not mark the assessment without being provided with background information such as a description of what the student was expected to do and what was being assessed. The reviewer asks the question “is the mark within the range of acceptable options appropriate for an assessment item of this quality?”
- Adopt any other process that would fairly and expeditiously assist in determining the appeal.

The Associate Director will provide a decision in person and in writing with reasons to the student and the instructor involved normally within 7 working days of receipt of the appeal.

### **Important Notes:**

- Students have the right to review their final exams under conditions determined by the Associate Director in consultation with instructors, and in accordance with this policy, in order to protect the integrity of the exam. That is, a student may be allowed to review his/her exam under the supervision of his/her instructor, but may not be allowed to take the exam, a copy of the exam out the ELC or a picture of the exam.



- There is no appeal of ongoing performance such as behaviour, assessment tasks, or any individual assessment worth less than 10% of the Final Course Mark. These marks stand and are to be included in the calculation of the final grade in the course.
- All formal final grade appeals, i.e., a “Request for Appeal of a Final Course Mark,” must be filed with the ELC’s main office and included in the student’s file within 15 working days of the final grades being released to the student by the ELC main office. In exceptional circumstances the Associate Director has the discretion to waive the deadline for filing an appeal.
- Formal appeals to the Associate Director will be dealt with expeditiously and the decision on the appeal should normally be provided in writing to the student within 7 working days from the filing of the “Request for Appeal of a Final Course Mark”.
- Appeal grades may be raised or lowered and the new mark, whether higher or lower than the original, replaces it as the student's official mark in their ELC program.
- When work in dispute is part of the AEP or IAEP assignments, the student will be allowed to attend regular classes until the decision on the appeal is communicated to him/her. At this time, the student will be instructed by the Associate Director to remain (continue to attend) in the program or withdraw from (and no longer attend) the AEP or IAEP.

### **Appealing an Academic Decision Other than a Final Course Mark**

#### **Timeframe for Appeal of an Academic Decision Other Than a Final Course Mark:**

**Step 1:** A student who wishes to appeal an Academic Decision Other than a Final Course Mark such as withdrawal from any of the ELC programs as a result to lack of attendance to the program will discuss the matter with the instructor first or ELC Associate Director. No formal response is required. If the matter is not resolved the student can proceed to Step 2 by submitting a “Request for Academic Appeal” to the ELC Associate Director. This “Request for Academic Appeal” must be submitted within 7 working days of the release of the decision under appeal. (See section 3(1) above for the definition of “working day”.)

An Appeal will be incomplete unless it includes a detailed (maximum two page) explanation of the student's reasons for appealing the Academic Decision Other Than a Final Course Mark.

**Step 2:** Upon notification of the “Request for Appeal of an Academic Decision,” the Associate Director will forward a copy of the notification to the student’s instructor and the ELC Academic Coordinator.

The Associate Director is charged with determining the final outcome of the appeal. Depending upon the nature of the appeal, the Director has all the powers of investigation as outlined above in section 3(1).

The Associate Director will provide a decision in person and in writing with reasons to the student and the instructor involved normally within 7 working days of receipt of the appeal.

**Important Notes:**

- All formal appeals of Academic Decisions Other than a Final Course Mark must be submitted to the ELC Associate Director within 7 working days of the release of the decision under appeal. In exceptional circumstances the Director has the discretion to waive the deadline for filing an appeal.
- Formal appeals to the Associate Director will be dealt with expeditiously and the decision on the appeal should normally be provided in writing to the student within 7 working days from the filing of the "Request for Appeal of an Academic Decision other Than a Final Course Mark".
- For appeals that involve the student's status in courses that require the course or work in dispute as a pre-requisite, the student will be allowed to attend such courses until the decision on the appeal is communicated to him/her. At this time, the student will be instructed by the Associate Director to remain in or withdraw from (and no longer attend) the ELC program concerned.

## APPENDIX II



**Lakehead**  
UNIVERSITY

**English  
Language Centre**

### APPLICATION FOR ACADEMIC APPEALS

PLEASE PRINT

For assistance in completing this form, please consult the ELC Associate Director or Academic Coordinator.

**Name:**

**Student I.D. Number:**

**Local Address:**

**Telephone Number:**

**Permanent Address:**

**Telephone Number:**

1. I confirm that I have completed all previous Levels of Appeal. *(Please see English language Centre Policy Regarding Academic Appeals Policy)*

**Signature**

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**Date**

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2. Please check below the category of decision being appealed.

☐ Final Course Mark

☐ Academic Decision Other Than a Final Course Mark

**3.** Please copy here, or attach to this form, the text of the decision you are appealing:

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**4.** Please identify the Person whose decision or ruling is being appealed:

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**5.** Please check below the appropriate grounds for your appeal (may be one or more):

☐ evidence of a factual error or procedural irregularity in the consideration of the appeal at a previous level of appeal;

☐ evidence that you were denied Natural Justice at a previous level of appeal;

☐ new evidence which may be, on a reasonable interpretation, material to resolution of the appeal;

☐ evidence that a decision reached at a previous level of appeal is unreasonable.

**6.** Please provide a brief, reasoned argument in support of each of the grounds that you are claiming for your appeal (in total no more than 2 pages). You may attach your argument to this form.

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7. Please summarize the evidence which you are prepared to offer in support of your grounds for appeal. You may attach any documents that you feel would support your appeal.

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8. You have the right to be accompanied at your meeting with the Associate Director of the ELC by a person of your choosing who may act only as an observer. If you will be so accompanied please identify the observer:

Name:

Address:

Telephone Number:

RETURN completed form to:

**Director, English Language Centre**

**LI0014**

**Lakehead University**

**THUNDER BAY, ON P7B 5E1**

Email: [igonzale@lakeheadu.ca](mailto:igonzale@lakeheadu.ca)

Personal information on this form is collected pursuant to section 14 of the Lakehead University Act and will be used to process a request for appeal. Any questions on this collection should be directed to the Associate Director of the English Language Centre,

Lakehead University, 955 Oliver Road, Thunder Bay, Ontario P7B 5E1; telephone: (807) 346-7838.