



ISS Language and Career College of BC (LCC)
(a division of The Immigrant Services Society of BC)
#601-333 Terminal Avenue, Vancouver, BC, CANADA V6A 4C1
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info@LCC.issbc.org LCC.issbc.org

ISS Language and Career College of BC (LCC) is designated by the Private Training Institutions Branch (PTIB) Comprehensive English, Test Prep, Short-Term Focused courses do not require approval, were not reviewed by PTIB, and tuition is less than \$4,000

STUDENT INFORMATION

Last Name		First Name	
Mailing Address			
Student Telephone Number		Student Email Address	

PROGRAM INFORMATION

Program Title			
Hours of Instruction during Contract Term	Program Duration in Weeks	Contract Start Date	Contract End Date
Program Delivery Method (select all that apply)	<input type="checkbox"/> In-class	<input type="checkbox"/> Distance	<input type="checkbox"/> Combined
Language of Instruction:	English _____		

PROGRAM OUTLINE

Please see the appended program outline(s) to the contract. Please initial all pages before signing the contract.

PROGRAM COSTS

Total tuition payable during contract term	\$ _____
Application fee (non-refundable)	\$ _____
Course materials (textbook)	\$ _____
Discounts	\$ _____
TOTAL PROGRAM COSTS	\$ _____

REFUND POLICY

1. Refunds before the program of study begins:

- a) If written notice of withdrawal is received by the institution less than seven (7) calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 5% of the tuition fees due under the contract.
- b) If written notice of withdrawal is received by the institution thirty (30) calendar days or more before the commencement of the period of instruction specified in the contract and more than seven (7) days after the contract was made, the institution may retain the lesser of 10% of the tuition fees due under the contract.
- c) If written notice of withdrawal is received by the institution less than thirty (30) calendar days before the commencement of the period of instruction specified in the contract and more than seven (7) days after the contract was made, the institution may retain the lesser of 20% of the tuition fees due under the contract.

2. Refunds after the program of study starts:

- a) If written notice of withdrawal is received by the institution, or a student is dismissed, within 10% of the period of instruction specified in the contract, the institution may retain 30% of the tuition fees due under the contract.
- b) If written notice of withdrawal is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract, the institution may retain 50% of the tuition fees due under the contract.
- c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract, no refund is required.

3. Other Refund Policy Requirements

1. Where a student is deemed not to have met the institutional and/or program specific minimum requirements for admission, the institution must refund all fees paid under the contract, less the applicable non-refundable application or registration fee.
2. Where an institution provides technical equipment to a student, without cost to the student, and the student withdraws or is dismissed, the institution may charge the student for the equipment or use of the equipment on a cost recovery basis, unless the student returns the equipment unopened or as issued within fourteen (14) calendar days.
3. If students withdraw or are dismissed from their program, they are entitled to 100% refund of any as-yet-to-be-received consumables that have been pre-paid.
4. Refunds owed to students must be paid within thirty (30) calendar days of the institution receiving written notification of withdrawal and all required supporting documentation, or within thirty (30) calendar days of an institution's written notice of dismissal.

PRIVATE TRAINING INSTITUTIONS BRANCH

The program listed in this student enrolment contract does not require approval by the Private Training Institutions Branch of the Ministry of Advanced Education and Skills Training. As such, PTIB did not review this program.

Students may not file a claim against the Student Tuition Protection Fund in relation to this program.

This institution is certified by the Private Training Institutions Branch (PTIB). For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.

STUDENT SIGNATURE

Student Signature

Date Signed

Signature of Parent or Legal Guardian

Date Signed

INSTITUTION SIGNATURE

Signature of Institution Representative

Date Signed