



CLLC - Canadian Language Learning College Inc.

STUDENT CONTRACT

Terms & Conditions — 2026

Purpose of the Student Contract

The Student Contract is a formal agreement between CLLC and myself that outlines the terms and conditions of enrollment. It confirms the program details, tuition fees, refund policy, and key rights and responsibilities under the International Student Program (ISP) requirements.

This document ensures transparency in financial, academic, and administrative matters and serves as a legal acknowledgment of the mutual expectations between me and CLLC.

Upon submission of my application and by signing this contract, I confirm that I have received and understood the *CLLC Student Handbook* and agree to follow all CLLC policies.

Students will receive a contract in accordance with ISP requirements at the time of enrolment and prior to the start of classes.

PERSONAL INFORMATION

Student Full Name: _____

Date of Birth: _____

Nationality: _____

Emergency Contact Name & Phone: _____

**CLLC will not retain passports, study permits, or immigration documents under any circumstances.*

ADDRESS IN CANADA (if applicable)

Street Name & Number: _____

Type of Accommodation: _____

Province: _____

Postal Code: _____

Phone Number: _____

Email: _____

CLLC PROGRAM

Registered Program: _____

Delivery Method: Online Classes

Length of Study (Weeks): _____

Hours / Week: _____

Lessons / Week: _____

Program Start Date: _____

Program End Date: _____

Today's Date: _____

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1. Student Rights, Responsibilities, and Supports

1.1 Student Rights

As a student at CLLC, I understand, acknowledge, and accept that I have certain rights which are detailed in this student contract.

I have the right to:

- Be treated fairly and respectfully by all staff and students.
- Access academic, and wellness support during my studies.
- Submit a complaint, formally or informally, if I believe I have been treated unfairly.
- Receive clear and accurate information about tuition fees, refunds, and academic performance requirements.

1.2 Student Responsibilities

I understand that as a student of CLLC, I am responsible to:

- Meet the academic performance standards required by my program.
- Follow all CLLC policies and procedures as outlined in the *CLLC Student Handbook* and this *CLLC Student Contract*.
- Treat all staff, students, and community members with courtesy and respect.
- Keep my personal and contact information up to date at all times.
- Make prompt payments for tuition.

1.3 Student Contact Information

CLLC reviews and updates student contact information at intake, mid-program, and upon completion. Students must notify CLLC immediately of any changes to their address, phone number, and email. For full details on student contact information requirements and update procedures, please refer to “Student Contact Information Update Process” section of the *CLLC Student Handbook*.

1.4 International Student Supports

CLLC provides, or ensures the provision of, support to all international students enrolled in its programs. These supports include, at a minimum:

- Academic, career, and peer counselling supports

- Orientation or welcome services to assist international students upon arrival.

1.5 Compliance Statements

CLLC is not permitted to sell any goods or provide services that students produce or create.

2. Admissions and Academic Policies

The Admissions and Academic Policies are available to past, current, and future international students at any time.

Prior to beginning my studies, I acknowledge receipt of the program outline, full cost breakdown, and the *CLLC Student Handbook*.

I understand and agree that:

- I must complete a placement test and interview with the Academic Manager before being placed in a program level.
- My academic progress, attendance, and performance will determine my eligibility to advance to higher levels.
- I must meet all academic performance and attendance requirements established by CLLC.
- Academic dishonesty, plagiarism, or falsification of records may result in disciplinary action, including dismissal.
- The Admissions and Academic Policies are available to past, current, and future international students at any time.

For full details on attendance, move-up requirements, academic performance, and integrity standards, please refer to the “Academic Policies” section of the *CLLC Student Handbook*.

2.1 Academic Records & Transcripts

CLLC maintains academic records and transcripts for a minimum of 25 years in accordance with International Student Program (ISP) requirements. Students may request access to their records at any time during this retention period by submitting a written request to their campus administration.

Students have the right to receive transcripts and official credentials upon successful completion of their program, and may access the formal complaint process whenever needed.

For detailed procedures relating to credentials, transcript requests, and complaint resolution, see the *CLLC Student Handbook* Section 3 (Complaint Procedure) and Section 1 (Academic Records & Credentials).

3. Conduct and Behaviour

I agree to follow all CLLC conduct policies, including the English-Only Policy, Smoke-Free Policy, and Drug & Alcohol-Free Policy, as outlined in the *CLLC Student Handbook*. I understand that any violation of these policies may result in disciplinary action, up to and including dismissal, in accordance with CLLC's established procedures.

For detailed information about conduct expectations and disciplinary processes, I will refer to the "Conduct and Behaviour Policies" section of the *CLLC Student Handbook*.

4. Complaint Procedure

All CLLC students have the right to fair and respectful treatment and may submit a complaint if they believe they have been treated unfairly. Complaints may be made informally or formally in writing, and will be handled in a timely and confidential manner.

The complaints procedure at CLLC is available to past, current, and future international students at any time.

4.1 Recording of Oral and Written Complaints

CLLC documents all complaints, whether submitted orally or in writing. The record includes:

- the date the complaint was received,
- the student's name,
- a description of the concern,
- actions taken by CLLC, and
- the final resolution.

These records are stored securely as part of the student's file in accordance with ISP requirements.

For detailed information on complaint resolution steps, timelines, and contact information for external organizations such as *Languages Canada*, please refer to the "Complaint Procedures" section of the *CLLC Student Handbook (Section 3)*.

5. Fees, Refunds, and Damage Policies

I understand and agree to the following:

- Tuition fees are calculated weekly, and partial weeks are charged as full weeks.
- Tuition fees are collected in accordance with the schedule outlined in this contract.
- Refunds are processed in accordance with CLLC's Refund Policy within 30 days of receiving written notice.
- I must provide written notice of withdrawal to be eligible for any refund.
- In the event of severe weather, holidays, or other unforeseen closures, classes may be cancelled without refund.
- I am responsible for purchasing digital resources for each level and digital resources will only be available while I am enrolled in class at CLLC Online.
- I understand that illegal behaviour, misconduct, or expulsion for disciplinary reasons results in loss of refund eligibility.
- CLLC may adjust tuition and service fees without prior notice.

5.1 Tuition Fee Collection Process

Tuition fees are collected according to the following procedures:

1. Payment Methods:
CLLC accepts payments by credit card, debit, bank transfer, or approved agent payment.
2. Payment Timeline:
 - Tuition fees for the full study period or for each scheduled installment must be paid before the start date of the program or according to the payment schedule issued to the student.
 - Students on installment schedules must pay each installment before the due date stated on their invoice.
3. Outstanding Balances: Failure to pay tuition by the due date may result in:
 - late fees,
 - withholding of certificates or transcripts, or
 - suspension of studies until the account is in good standing.
4. Receipts: Students will receive an official receipt for all payments.

5.2 Refund Recipient Confirmation

When a refund is issued, CLLC requires written email confirmation from the student acknowledging the refund.

- For students who applied through an authorized agent, refunds will be issued to the agent, unless the agent provides written instruction requesting the refund be paid directly to the student.
- For students who applied directly to CLLC (retail students), refunds will be issued directly to the student.

Refunds will not be processed until the required written confirmation and instructions are received.

When a refund is issued, CLLC requires written email confirmation from the student or agent acknowledging the refund and confirming that the refund has been received.

Refunds are applied in accordance with CLLC's Refund Policy. For full details on refund timelines, breaks in study, and returning student fees, please refer to the "Fees, Refunds, and Damage Policies" section of the *CLLC Student Handbook*.

The "Fees, Refunds Policies" are available to past, current, and future international students at any time.

6. Withdrawals, Dismissals & Record Retention

6.1 Withdrawals

Students may withdraw from their program at any time by submitting written notice to CLLC.

Refund eligibility is determined by the Refund Policy in Section 5.

6.2 Dismissal

Students may be dismissed for repeated misconduct, breach of conduct policy, academic non-compliance, or safety concerns.

Dismissal decisions are documented, reviewed by Campus Management, and communicated to the student in writing.

Refunds (if applicable) follow Section 5 in the Contract and Section 4 in the Student Handbook.

6.3 Records

CLLC maintains written records of withdrawals, dismissals, and formal complaints as part of the student file.

7. Harassment Complaint Policy

CLLC is committed to providing a safe, healthy, and harassment-free learning environment for all students. Harassment of any kind, including sexual harassment, is strictly prohibited and will not be tolerated on CLLC premises or during any CLLC-related activities.

I understand and agree that:

- I have the right to study in an environment free from harassment or discrimination.
- Any student who engages in harassment or retaliation will be subject to disciplinary action, up to and including dismissal.
- CLLC will handle all complaints confidentially, fairly, and in accordance with applicable human rights laws.
- I may report concerns to my teacher, Academic Manager, Campus Director, or any staff member I feel comfortable approaching.

For detailed information about definitions, reporting procedures, and contact details for human rights and emergency resources, I will refer to the “Harassment Complaint Policy and Procedure” section of the *CLLC Student Handbook*.

The Harassment Complaint Policy is available to past, current, and future international students at any time.

8. Student Supports

CLLC provides or ensures the provision of comprehensive support for all international students. These include academic and career counselling. For full details, please refer to the “Student Supports” section of the *CLLC Student Handbook*. The Student Support Policies are available to past, current, and future international students at any time.

9. Waiver & Release

I understand and agree that the Canadian Language Learning College (CLLC) and its partners are not liable for any injury, loss, or incident I may encounter while participating in CLLC, events, classes. I release CLLC from all claims or liabilities. I agree to follow all staff instructions and understand that failure to do so releases CLLC from any related claims.

- I give permission for CLLC to take photos or videos of classes or activities that may include me for use in publications, websites, or marketing.
- I also consent to receive communications about CLLC programs, events, or promotions unless I request otherwise in writing.

10. Vacation Policy

Vacation and study break policies, including national holiday closures, are outlined in the CLLC Student Handbook and are available to past, current, and future students at any time.

Program delivery may be adjusted in accordance with CLLC's Force Majeure Policy (see Student Handbook).

11. Confidentiality

All personal and academic information collected by CLLC will remain confidential and will not be released to any third party without the student's written consent, unless required by law.

12. Statement of Acknowledgement

I understand and agree to all conditions stated in this Student Contract and the accompanying *CLLC Student Handbook*, including:

- Making prompt payment for all tuition, and digital resource fees.
- Understanding that CLLC is not liable for any injury, loss, or incident during CLLC classes.
- Complying with all CLLC policies. Acknowledging that CLLC may adjust class schedules or shifts based on operational needs.
- Confirming that I have read and received a copy of this *CLLC Student Contract* and the *CLLC Student Handbook*.

Student Signature: _____

Date: _____

CLLC Administration Signature: _____

Date: _____