

CSLI POLICIES AND PROCEDURES

CSLI Inc. is accredited by Languages Canada, is a designated institution by BC EQA and PTIB, a member of Tourism Vancouver and BBB (Better Business Bureau). Its policies and procedures are in accordance with government regulation.

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GENERAL SCHOOL POLICIES

1. Admission Policy – Students must satisfy Immigration requirements, pay all fees, and agree to CSLI Policies and Procedures.
2. Medical Insurance Policy – The student must have medical insurance while studying at CSLI.
3. English Only Policy – Students must speak only English in school or during school outings.
4. Student Attendance policy – Students must maintain at least 70% attendance. Failure to do so may result in withholding of graduation certificate.
5. Student Information policy - Students must keep their contact details up to date.
6. Behaviour – Students must act appropriately towards staff, other students, and the school. CSLI does not tolerate the use of illegal substances. Behaviour that is found to be unacceptable may result in written disciplinary warnings. CSLI reserves the right to accompany any written warnings with suspension from CSLI.
7. Yellow card – Failure to follow CSLI school policies may result in students receiving a Yellow Card. Should a student receive a Yellow Card, they will be asked to leave the school for the day. If a student receives a second Yellow Card, they will be suspended from school for one week. Upon returning to school, if a third Yellow Card is issued, the situation will result in a permanent expulsion.
8. Student Commitment - Students must be aware of 'Student Commitments' posted in classrooms and follow it to ensure achieving their English learning goals successfully.
9. Safety Policy - CSLI is committed to providing a safe environment for students, instructors and employees. CSLI makes every effort to ensure all machinery and equipment are properly maintained and any required safety devices are in working order. Any concerns or issues must be reported to the Campus Manager or Delegate.
10. Use and Disclosure of Personal Information - The information that students have provided to CSLI is collected under the Freedom of Information and Protection of Privacy Act. The information will be used to facilitate our registration procedures, maintain academic history, administer, evaluate and market programs for statistical purposes. Their personal information is protected and can be viewed upon request. CSLI reserves the right to inform recruiters and parents of any students under the age of 19 regarding class marks and attendance, program changes and cancellations, and any actions or behaviors that contravene any of CSLI's policies. CSLI reserves the right to inform Citizenship and Immigration Canada of any cancellations and of students who do not show up for their intended program of study.

Questions regarding CSLI policies can be obtained at:

CSLI
188 Nelson Street
Vancouver, British Columbia V6B 6J8 Canada
Tel: 604.683.2754 www.csli.com Email: esl@csli.com

ENGLISH ONLY POLICY

Students are expected to speak in English only on campus at all time.

CONTACT INFORMATION POLICY

Students must keep their contact information up-to-date at all times.

ADMISSION, AGE AND MEDICAL INSURANCE POLICY

Applicants must meet the following requirements unless specified differently on customized group student and agent contracts i.e. CSLI Golden Experience Program, customized programs such as summer camps, package programs and private tutoring follow their own Admissions, Payment and Refund policy. Separate terms and conditions are set for these programs in the student and agent contract.

1. **Age**
Be 17 years old by the first day of class unless specified differently on customized group student and agent contracts.
2. **Meet Canadian visa requirements**
Refer to the nearest Canadian embassy or consulate to ensure there is sufficient time to obtain the proper documents. For study in Canada longer than six months, a student must have a visa before arriving in Canada. To visit the USA, a student must check with the US embassy or consulate in their own country regarding a visa to the USA. It is recommended that a US visa is obtained prior to arriving in Canada.

3. **Have medical insurance while studying at CSLI**
Proper medical insurance should be obtained prior to leaving a student's country; alternatively, CSLI can offer comprehensive medical protection. Contact CSLI for more information about our medical insurance and prices to obtain.
4. **Agree with all CSLI Policies and Procedures**

STUDENT ATTENDANCE POLICY

Students' regular attendance is expected in all programs.

General Principles for CSLI Teachers and Administration

1. Each teacher will record, monitor and submit an attendance report for all students in their classes.
2. The Academic Leader will keep the students' attendance records and review them at the end of each week. The Academic Leader will inform the student if his / her attendance is below 70%.
3. At the end of the students' program, if the student has not maintained an attendance average of at least 70%, they will not receive their graduation certificate.

Student Attendance Responsibilities

CSLI has the following expectations with regards to students' attendance. Students must:

1. Report any absence due to illness (or other valid reasons) to CSLI on the first and each subsequent day of absence either by leaving a message on the CSLI telephone system, by calling the school prior to 9 am, or by sending an e-mail.
2. Students must maintain an attendance average of at least 70% to receive a graduation certificate.

PRIVACY POLICY: USE AND DISCLOSURE OF PERSONAL INFORMATION

Under the Freedom of Information and Protection of Privacy Act students are entitled to access their student file. The personal information collected will only be used for the purpose for which it was originally collected or for a use consistent with that purpose, unless the student consents to other use.

The information that students have provided to CSLI is collected under the Freedom of Information and Protection of Privacy Act. The information will be used to facilitate our registration procedures, maintain academic history, administer, evaluate and market programs for statistical purposes. Their personal information is protected and can be viewed upon request.

CSLI reserves the right to inform recruiters and parents of any students under the age of 19 regarding class marks and attendance, program changes and cancellations, and any actions or behaviors that contravene any of CSLI's policies.

Canadian confidentiality laws require any adult (18+) to give permission for information about their studies to be shown to a third party. As such, for the purpose of sending progress reports to the agents or family members, a confidentiality / authorization form will be signed by students.

SAFETY POLICY

CSLI is committed to providing a safe environment for students, instructors and employees. CSLI makes every effort to ensure all machinery and equipment are properly maintained and any required safety devices are in working order. Any concerns or issues must be reported to the Campus Manager or Delegate.

CSLI ACTIVITY WAIVER

Exclusion of Liability - Assumption of Risk

As a condition of involvement in all activities at CSLI Inc., students will assume all risk of person injury, death, or property loss resulting from any cause whatsoever, including but not limited to the inherent risks of these activities, use of equipment, collision with man-made or natural objects or other students, travel within or beyond designated boundaries, or negligence, breach of contract, or breach of statutory duty of care on part of CSLI Inc. and its employees, owner, and agents. Students agree that CSLI Inc. and its employees, owner, and agents shall not be liable for any such personal injury, death, or property loss and release CSLI

Inc. and its employees, owner, and agents and waive all claims and respects thereto. This includes all transport to and from these activities arranged by CSLI Inc. and its employees, owner, and agents.

This means that a student is fully responsible for anything that happens during activities organized by CSLI Inc. Students do not have to engage in any activity they do not want to. It is a student responsibility to ensure adequate personal insurance coverage.

DISMISSAL POLICY

CSLI expects its students to meet all admission requirements and adhere to a code of conduct during their studies. Behaviour that is found to be unacceptable may result in written disciplinary warnings. CSLI reserves the right to accompany any written warnings with a suspension.

Code of Conduct

Expectations for Students:

1. Attend classes in accordance with CSLI Attendance Policy
2. Act appropriately towards staff, other students and the school
3. CSLI does not tolerate the use of illegal substances
4. Abstain from cell phone use in class unless permission is given
5. Communicate in English only

Any of the following, if substantiated will result in immediate dismissal without a warning letter or probationary period. Any illegal activity will be reported to the police:

1. Physical assault or other violent acts committed on or off CSLI's campus against any student
2. Verbal abuse or threat
3. Vandalism of CSLI property
4. Theft

Dismissal Procedure

1. All concerns relating to student misconduct shall be directed to the Campus Manager or Delegate. Concerns may be brought forward by staff, students or the public. Concerns may be brought forward personally. Formal complaints must be in writing.
2. The Campus Manager or Delegate will arrange to meet with the student to discuss the concern within 5 school days of receiving the formal complaint. The meeting must be documented.
3. Following the meeting with the student, the Campus Manager or Delegate will conduct further investigation to determine whether the concerns can be substantiated. The results of the investigation must be documented.
4. Any additional investigation shall be completed within 5 school days of the initial meeting with the student. The results of the additional investigation must be documented.
5. The Campus Manager or Delegate will meet with the student and do one of the following:
 - a. Determine that the concern(s) were not substantiated;
 - b. Determine that the concern(s) were substantiated in whole or in part, and depending upon severity, either:
 - a. Give the student a verbal warning and set out consequences for further misconduct
 - b. Give the student a written warning and set out consequences for further misconduct
 - c. Set a probationary period with appropriate conditions set out in a probationary letter;
Recommend verbally and in writing that the student be dismissed from CSLI. A Letter of Dismissal will be issued to the student.
6. The Campus Manager or Delegate will prepare a written summary of the findings, substantiated by the documentation collected and:
 - a. A copy of the summary will be given to the student
 - b. The original will be placed in the students' file and the Dispute Resolution binder.
7. If the student is issued a written warning or is placed on probation, the Campus Manager or Delegate, and the student, will both sign the warning or probationary letter and the will receive a copy. The original will be placed in the student's file.
8. If the recommendation is to dismiss the student, the Campus Manager or Delegate will discuss the situation with the President and gain written approval to dismiss the student. The Campus Manager or Delegate will then meet with the student to formally dismiss him / her from study at CSLI. The Campus Manager or Delegate will provide the student a Letter of Dismissal and a calculation of refund due or tuition owing.
9. If a refund is due according to CSLI's refund policy, the Campus Manager or Delegate will ensure that a cheque is forwarded to the student within 30 days of the dismissal.

10. If the student owes tuition or other fees to CSLI, the Campus Manager or Delegate may undertake the collection of the amount owing.

WITHDRAWAL POLICY

1. A student may be entitled to a refund of tuition fees in the event that: The student provides written notice to CSLI that he or she is withdrawing from the program, or the student is asked to withdraw (See Dismissal Policy).
2. The written notice of withdrawal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered, such as email, letter, etc.
3. The notice of withdrawal is deemed to be effective from the date it is delivered.
4. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, CSLI is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
5. If CSLI has received fees in excess of the amount it is entitled to under the student contract, the excess amount is refunded.
6. Refunds owed to students are paid within 30 days of receiving written notification of withdrawal received by CSLI and all required supporting documentation.

DISPUTE RESOLUTION POLICY

CSLI provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner. The policy applies to all CSLI students who are currently attending or have attended 30 days prior.

Procedure for Student Disputes

1. When a concern arises, the student should address the concern with the individual most directly involved. The student and individual most directly involved, should try to work out a solution to the issue that is mutually satisfactory.
2. If the student is not satisfied with the outcome at this level, the student must put his/her concern in writing and request a meeting with the Campus Manager or Delegate who will attempt to resolve the issue for the student.
3. At the meeting, the Campus Manager or Delegate, will discuss the concern and desired resolution, as soon as possible, but within five school days of receiving the student's written concern. The meeting will be documented.
4. Following the meeting with the student, the Campus Manager or Delegate will conduct enquiries and/or investigations necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate CSLI personnel. The results of the investigation will be documented.
5. The necessary enquiries and / or investigations shall be completed and a response provided in writing to all involved as soon as possible, but no later than ten school days following the receipt of the student's written concerns. Two options are then available to the Campus Manager or Delegate:
 - a. If it is determined that the student's concerns are not substantiated, he/she, on behalf of CSLI will provide a written explanation of the decision and deny the complaint; or
 - b. If it is determined that the student's concerns are substantiated in whole or in part, CSLI will propose a resolution.

The student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the CSLI Dispute Binder and the original will be placed in the student file.

6. If the student is not satisfied with the determination of the Campus Manager or Delegate, the student must advise the Campus Manager or Delegate as soon as possible but within five school days of being informed of the determination. The Campus Manager or Delegate will immediately refer the matter to the CSLI President.
7. The President of CSLI will review the matter and may meet with the student as soon as possible but within ten school days of receipt of the student's appeal. The original decision will either be confirmed or varied by the President in writing within 5 school days after meeting the student. At this point the CSLI's Dispute Resolution Process will be considered exhausted.
8. The student, once the CSLI dispute resolution process is complete, may file a complaint with [Languages Canada](#) and the Private Training Institutions Branch [PTIB](#) if he/she feels the institution misled the student regarding the institution or any aspect of its operations.

GRADE APPEAL POLICY

CSLI provides an opportunity for students to appeal grades in a fair and equitable manner. The policy applies to all CSLI students who are currently attending or have attended 30 days prior to submitting their concern to the Campus Manager or Delegate.

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Campus Manager or Delegate.
3. The Campus Manager or Delegate, will obtain a copy of the assignment/test in question from the instructor and will have another instructor conduct a review.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. Once the re-assessment is complete, the Campus Manager or Delegate will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 15 school days of the Campus Manager or Delegate's receipt of the written complaint.

CSLI REFUND POLICIES

FEES

The Registration fee and Accommodation Placement fee are non-refundable. Refunds are based on net funds received by CSLI. Refunds are calculated according to the date of withdrawal by written notice, not according to the date the notice was received. Refunds are calculated by week, not by day, and based on the net funds received by CSLI. All refunds are issued within 30 days of receiving written notice of withdrawal or change. All requests for refunds must be received by CSLI in writing, dated and signed by the student requesting the refund. Disputes regarding refund policy must be received in writing, addressed to the Campus Manager or Delegate at CSLI, within 14 days of receipt of a refund from CSLI. A response can be expected from CSLI within 7 working days from the date the notification of dispute is received.

CSLI Golden Experience Program, customized programs, package programs and private tutoring follow their own refund policy if separate terms and conditions are set for the program.

TUITION

Refunds are based on net funds received by CSLI and a written notice is required. Any program changes resulting in a shorter study period or length than original registration will be deemed a withdrawal i.e..

Before program start:

1. Withdrawal within 7 calendar days after contract made: Full tuition refund minus \$250 or 5% of tuition, whichever is less
2. Withdrawal 30 calendar days or more before original start date and more than 7 calendar days after contract made: Full tuition refund minus \$1000 or 10% of tuition, whichever is less
3. Withdrawal less than 30 calendar days before original start date and more than 7 calendar days after contract made: Full tuition refund minus \$1300 or 20% of tuition, whichever is less

After program start:

1. Withdrawal or dismissal within first 10% of program: 70% refund
2. Withdrawal or dismissal between 10% and before 30% of program completed: 50% refund
3. Withdrawal or dismissal after 30% of program completed: no refund

Declined Visa:

In situations when the visa is declined, CSLI will give a full refund based on net funds received less the registration fee, accommodation placement fee, and all bank transfer charges. CSLI needs to be notified in writing prior of the program start date that the student's visa was denied. A copy of the denial letter from the Canadian Embassy must be provided to CSLI at that time. If CSLI is notified after the program start date without any previous notification about visa delay or denial, a \$200 administration fee will be added on top of the registration fee, accommodation placement fee, and bank transfer charges withheld from the refund.

Where a student did not meet the CSLI and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, all tuition and fees paid under the contract are refundable, less the applicable non-refundable student application or registration fee.

REFUND PROCEDURE

1. A student may be entitled to a refund of tuition fees in the event that:
 - a. The student provides written notice to CSLI that he or she is withdrawing from the program; or
 - b. CSLI provides written notice to the student advising that the student has been dismissed from the program.
2. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
3. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
4. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, CSLI is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
5. If CSLI has received fees in excess of the amount it is entitled to under the student contract, the excess amount is refunded.
6. Refunds owed to students are paid within 30 days of the receipt of written notification of withdrawal to CSLI, and all required supporting documentation, or within 30 days of CSLI written notice of dismissal.

AIRPORT TRANSFER REFUND POLICY

Once payment is received, a fee of \$25 will be charged for cancellation of each one-way airport transfer. The cancellation request must be given in writing more than 1 business day before the scheduled transfer service to be eligible for a refund. Airport pick-ups are not guaranteed if notification of confirmed flight plans is not received at least two weeks prior to arrival and/or if conditions in the Student Confirmation are not met.

HOMESTAY REFUND POLICY

The Accommodation Placement fee is non-refundable. 30 days written notice must be given to change, extend or cancel homestay accommodation without penalty. If 16-29 days' notice is given, a cancellation fee of \$200 will be charged. If less than 16 days' notice is given, there will be a cancellation fee of \$200 and a 2-week homestay fee will be withheld from refund.

ALTERNATIVE ACCOMMODATION REFUND POLICY

Placement fee for alternative accommodation (include but not limited to HOTEL, HOSTEL, APARTMENT RENTAL) is non-refundable. 30 days notice in writing must be given if students wish to change, extend, reduce, or cancel their accommodation, and a \$200 administration fee will be charged or deducted from the refund.

CSLI GOLDEN EXPERIENCE PROGRAM (SENIOR PROGRAM) ADDITIONAL TERMS AND CONDITIONS & REFUND POLICY

CSLI Golden Experience Program is a package program and it follows special terms and conditions. Please see below for details:

Admission

All fee payments are required no later than 30 days prior to the program start date, unless different arrangements have been made.

Payment

The application form is due at least 45 days before the program start date. If the students require homestay accommodation, a homestay preference request is also required to start the necessary arrangements.

Refund Policy

To cancel a program, please submit a written notice of withdrawal to CSLI. Refunds are based on net funds received by CSLI and detailed as follows:

1. Withdrawal less than 7 calendar days after contract made: Full tuition refund minus \$150 registration fee
2. Withdrawal 30 calendar days or more before the start date: 75% refund
3. Withdrawal less than 30 calendar days before start date: 60% refund
4. Withdrawal 14 calendar days or less: no refund

CUSTOMIZED PROGRAMS, PACKAGE PROGRAMS AND PRIVATE TUTORING REFUND POLICY

Customized programs, package programs and private tutoring follow their own refund policy if separate terms and conditions are set for the program.

CSLI PAYMENT POLICY

Registration and accommodation placement fees must be paid before an application will be processed. All fees are required 30 days before the start date; otherwise, a program may be cancelled. Payments may be made by:

1. Bank Transfer
2. Credit Card
3. Money Order/Bank Cheque
4. Cash or Travelers Schedules

IMPORTANT: CSLI must be contacted to let us know when and how to expect payment.

Bank Transfer

1. Contact CSLI for our bank information: esl@csli.com
2. Add CDN \$20 to your payment for bank charges.
3. Fax or e-mail documents to CSLI of all payments made by bank transfer.

Credit Card

1. Credit card payment will be accepted at CSLI's discretion. We accept three different credit cards: Visa, MasterCard, and American Express. Some restrictions may apply. CSLI can be contacted for more detail.
2. Payments by credit card may be accepted when registering online on the CSLI website
3. When providing a photocopy of the front and back of the credit card by email or fax, the name of the cardholder, card number, expiry date, and cardholder signature must be visible. CSLI must see the cardholder's matching signature on both the credit card and application form.

Money Order/Bank Cheque:

Send by registered mail or courier to:

CSLI Inc.

188 Nelson Street, Vancouver, BC, Canada V6B 6J8

Cash or Travelers Cheques

Canadian personal cheques will be accepted at CSLI's discretion. Cheques are made payable to:

CSLI Inc.

188 Nelson Street, Vancouver, B.C. Canada V6B 6J8

HOMESTAY POLICY

1. Host families offer their homes as part of a cultural exchange. It is as much a students' responsibility to fit into the lifestyle of a family as it theirs to provide a student with a safe, friendly, educational, and caring environment.
2. Students will be required to provide feedback on the host family regularly to ensure customer satisfaction. Students can expect a comfortable private bedroom with study desk and lamp, access to bathroom, use of TV, telephone, laundry, and three daily meals made available. Snacks, maid service, and extra events are not included.
3. Students are expected to act responsibly and respectfully toward their homestay and their property.
4. CSLI attempts to ensure that there are no other students who speak the same native language in the same home.
5. Students are required to provide their own insurance and are responsible for their own health and property.
6. Each family has its own house rules regarding smoking, alcohol consumption, responsibilities, cleaning, security, noise, friends visiting, telephone use, meal times, etc. These house rules should be discussed with the family.

7. Most Canadian families do not allow smoking in their homes but some will allow it outside the house. CSLI must be informed prior to arriving if a student smokes. A student must check their booking before arriving, to review their smoking or non-smoking request and ensure it is accurate.
8. All comments regarding homestay should be relayed to CSLI through the CSLI homestay survey. Students will be relocated when complaints are justifiable.
9. CSLI cannot guarantee a suitable homestay if bookings are not made 30 days in advance of arrival, although attempts will be made to satisfy requests.
10. Full payment is required 30 days in advance to guarantee selected homestays. Any concerns can be dealt with immediately by contacting the CSLI Homestay department.

Changes

Homestays are available for the time of study only. Changes to homestay bookings require 30 days' notice to allow homestay families and CSLI to adequately prepare for students' needs and a \$200 administration fee applies. There is great demand for these quality homestays and priority is given to current and new students before past students may request an extension of their stay. All changes must be made and confirmed with CSLI to allow for coordination of future bookings. Therefore, students are asked to make other accommodation arrangements after they have completed their last month of study. CSLI cannot guarantee a suitable homestay if bookings are not made 30 days in advance of arrival, although attempts will be made to satisfy requests. Full payment is required 30 days in advance to guarantee selected homestays. Any concerns can be dealt with immediately by contacting the CSLI Homestay department.

Disclaimer

CSLI in no way accepts responsibility or liability for damage, loss, or injury that occurs to the student or homestay as a result of either the student or the homestay family.

CSLI is currently placing students with host families through Quality Homestay Ltd. This homestay disclaimer applies to all participants in this homestay program, including hosts, applicants, affiliates, students and clients. Homestay Change and Cancellation. The Placement fee is non-refundable. 30 days notice in writing must be given if students wish to change, extend, reduce, or cancel their accommodation, and a \$200 administration fee will be charged or deducted from the refund.

REGISTRATION PROCEDURES

To apply to CSLI

A completed application must be sent along with an applicant's registration and placement fees. CSLI will then send a letter of acceptance, a receipt for payment, and a confirmation of program. Applicants must read, understand CSLI Policies, and sign the application form before submitting.

To Get a Canadian Visa

If a student visa is required, an applicant must apply at the nearest Canadian visa office with a letter of acceptance from CSLI, a valid passport, and proof of sufficient funds for the length of stay in Canada. Some countries also require a medical exam. If an applicant wishes to study for longer than six months the applicant must have a student visa before arriving in Canada. If an applicant plans to visit the USA, he/she must check with the US embassy or consulate in the home country about application procedures i.e. prior to arriving in Canada. CSLI recommends that students obtain their US visa before coming to Canada.

To Pay CSLI

Once a visa is received, or 30 days before starting classes, fees must be paid to CSLI.

To Confirm Date of Arrival

If a student has requested a homestay, CSLI will send you a Homestay profile 4 weeks prior to arrival. If a student has requested an airport pickup service, a driver will meet the student at the airport. Students must confirm arrival plans at least 2 weeks before the arrival date.

First day at CSLI

Students must:

1. Arrive one hour earlier (8am) than the usual schedule for the first day of study for registration and assessment test.
2. Bring study confirmation documents and proof of medical insurance.

3. Bring all immigration documents including passport, and where applicable: study permit, working holiday visa, etc.
4. Local contact information (address and phone number) in Vancouver