

Student Code of Conduct and Rights and Responsibilities

Students at The Language Gallery Canada have the right to:

- A written student contract with all important details about your enrolment with:
- The legal name of the institution;
- The name of the program;
- All associated program fees;
- Admission requirements, as applicable;
- The expected duration of the program;
- The expected hours of instruction;
- Expectations required to successfully complete the program;
- All tuition and fees associated with the program, including costs of required textbooks;
- Consent by the student to share their enrolment and/or reporting information with IRCC (Immigration, Refugees and Citizenship) Canada) as necessary for the purposes of the ISP (International Student Program);
- Acknowledgement with place for a student's signature, confirming they have received and read the contract; and
- The tuition refund policy applicable to the student.
- A receipt for all fees paid
- A refund in the case of withdrawal, cancellation of a program, in accordance with TLGC Fee Refund Policy;
- A transcript, issued upon request;
- A TLGC certificate issued upon successful completion of programs;
- Expect to have complaints dealt with seriously, in accordance with TLGC Student Complaint and Dispute Resolution Policy;
- A learning environment that is safe, free from harassment and discrimination;
- A learning environment of mutual respect;
- The right to complain without fear of retribution;
- Confidentiality of student information/records.

Students at The Language Gallery Canada have the responsibilities to:

- Have valid health insurance;
- Abide by federal, provincial and municipal laws and regulations in addition to school policies;
- Treat all members of TLGC Academic and Administrative staff and fellow students, with respect;
- Refrain from:
 - a. Any misconduct /disruptive behavior;
 - b. Conduct and activities likely to endanger the health or safety of themselves or another person;
 - c. Assault or threat of assault to another person;

- d. Behaviour that would cause another person to fear bodily harm;
 - e. Behaviour that may endanger personal wellbeing or may obstruct the teaching and/or learning process;
 - f. Personal harassment that you know would cause another person to feel humiliated, disgraced or intimidated or which may obstruct the teaching, learning and/or work process of another person;
 - g. Using the School's communication systems to convey offensive messages which may compromise the personal well-being of another person or which may impede the teaching, learning and/or work process;
- Treat School facilities and equipment with respect;
 - Familiarize themselves with relevant School policy;
 - Respect posted hours;
 - Abide by the School's policies and guidelines;
 - Evacuate the buildings during fire alarms or other emergencies.

Student Code of Conduct

As a student of The Language Gallery Canada, you are required to:

- Read the Student Handbook which you receive by email;
- Arrive to class on time;
- Return to class on time after the break;
- Participate fully in class;
- Buy a course book for all of your classes;
- Bring your course book to class every day;
- Not bring food into class (water in a closed container is allowed);
- Switch your phone to silent in class. If your teacher has a no phones policy, we ask you to respect your teacher's rules;
- Treat your teachers, classmates and School's staff members with respect;
- Inform your teacher or Academic Manager as soon as possible if you cannot attend class;
- Do your homework;
- Not speak your own language during class time and activities;
- Work in groups and pairs with classmates;
- Take responsibility for your own learning;
- Follow School policies regarding class transfers, complaints and holidays;
- Follow all The Language Gallery Canada rules and instructions by TLGC staff;
- Not smoke (including the use of e-cigarettes) on School premises;
- Follow all safety and emergency procedures;
- Not show inappropriate physical intimacy in school;
- Not distribute religious or political materials;

- Not bring alcohol, illegal drugs or weapons onto School premises;
- Not attend school under the influence of alcohol, illegal drugs, misuse of prescription medication or “legal highs”;
- Be respectful of others faiths, beliefs, sexualities, nationalities and genders;
- Not engage in serious bad behavior, such as violence, physical, sexual or mental abuse, bullying, damage to property, and use of abusive or threatening language in English or any other language;
- Understand your final certificate of completion or attendance letter will not be issued if your attendance is below 80%.