

# CCI Program - School Policies for International Visitors

## REFUND POLICY

- The only reason that CCI-LEX will refund student's money is if the visa application is denied by Canadian Immigration Authorities. CCI-LEX will not give a refund for any other reason.
- If the visa is denied, students must inform CCI-LEX at least 3 business days before the start date. CCI-LEX must see the Official Notification of Denial letter from Immigration to give a refund.
- CCI-LEX will refund the student's tuition and registration prepayment only, minus an administration fee of \$100CAD.
- **AFTER THE START DATE THERE ARE NO REFUNDS IF A STUDENT STOPS OR MISSES CLASSES.**
- If CCI-LEX closes a class:
  - i. If the class has not started, students are entitled to a full refund of all fees.
  - ii. If the class has started, students are entitled to a refund equal to the classes remaining and less registration and materials fees.

## REGISTRATION & START DATES

- The application for study is complete after CCI-LEX receives the International Registration Form and all fees in Canadian dollars.
- Students must start their studies on the start date given in the Letter of Acceptance.
- CCI-LEX must be informed in writing of any changes or delays at least 3 business days before the start date. The start date cannot be delayed more than 1 month from the original date. A \$50CAD fee applies to all changes.
- If a student arrives late without notice, CCI-LEX cannot guarantee the student a place. Tuition fees will be used from the start date given.
- CCI-LEX is a continuous enrollment school that is first-come, first-serve.
- Students take a placement test to determine their class level.
- After the student level is determined, CCI-LEX cannot guarantee a space will be available in the class level for the given start date.
- The student may need to wait for a space in the class or start in a different class when possible.
- If the starts in a different class with less hours, the difference in tuition cannot be refunded.

## SCHOOL & STUDENT POLICIES

- Regular attendance is required (minimum 80%). Repeated absences, lateness and/or leaving early are not accepted. In the case of medical issues or exceptional circumstances that impact attendance, students must inform CCI-LEX immediately.
- When a break in study is required due to exceptional circumstances, CCI-LEX will hold fees for a maximum of 3 months, with approval from the Executive Director, A \$50 administration fee will be charged.
- Fees cannot be transferred to another student.
- CCI-LEX provides certificates and letters upon request. CCI-LEX does not provide transcripts, grades or report cards.

## VISITOR VISA POLICIES

- CCI-LEX can provide students with documents up to 4 months in advance of the start date. After receiving the International Registration Form and tuition prepayment CCI-LEX will provide a Letter of Registration.
- The tuition prepayment includes the tuition fee any applicable materials fees, and a \$100CAD administration fee.
- CCI-LEX will not contact Canadian Immigration for students. Students are responsible for sending all documents to Immigration and paying all associated fees.
- After arriving at CCI-LEX students must start and finish their term of study consecutively. No breaks in study are allowed during the term of study.

Do you understand all policies? Yes

Student Signature \_\_\_\_\_