



**Greystone**  
COLLEGE

# CANADA APPLICATION FORM 2019

VANCOUVER | TORONTO | MONTRÉAL | NEW DELHI

# 2019 APPLICATION FOR ADMISSION



Start Date (MM/DD/YY)

PROLA #

LEVEL

## STUDENT INFORMATION

Male  Female

First name

Middle name(s)

Last name

Birthdate (MM/DD/YY)

First language

Nationality

Agency referral (if applicable)

Passport number

Expiry date

Address: Street

City

State/Province

Country

Postal Code

Primary phone number

Email

Emergency contact name

Emergency contact telephone

Visa status in your country of study  Citizen

Student  Visitor  Working Holiday  Other (please specify)

Do you have any physical or mental medical conditions we should be aware of?

Yes  No If yes, please specify

Do you wish to purchase medical insurance through Greystone College  Yes  No

Start Date (MM/DD/YY)

End Date (MM/DD/YY)

Are you also applying for a program at ILSC Language Schools?  Yes  No

If Yes, attach ILSC Language Schools application form.

Student Number (Office use only)

## CHOOSE YOUR LOCATION

TORONTO <sup>T</sup>  VANCOUVER <sup>V</sup>  MONTRÉAL <sup>M</sup>  NEW DELHI <sup>ND</sup>

## CHOOSE YOUR PROGRAM

International students must demonstrate the required language level as per page 3

### BUSINESS PROGRAMS

#### ACADEMIC DIPLOMA PROGRAMS

Advanced Diploma in Business Administration <sup>V</sup>

Diploma in Business Communications <sup>V</sup>  
Please indicate  Daytime  Evening

Diploma in International Business Management (IBM) <sup>V T</sup>  
\*For Vancouver, please indicate  Daytime  Evening

Diploma in Supervisory Management <sup>V T</sup>

#### CO-OP & PRACTICUM DIPLOMA PROGRAMS

Advanced Diploma in Business Administration with Practicum <sup>V</sup>

Diploma in Business Communications Co-op <sup>V</sup>  
Please indicate  Daytime  Evening

Diploma in International Business Management Co-op (IBM) <sup>V T</sup>  
\*For Vancouver, please indicate  Daytime  Evening

Attestation of College Studies, International Business Management <sup>M</sup>

#### ACADEMIC CERTIFICATE PROGRAMS

Certificate in Business Communications (Non Vocational in TO) <sup>V T</sup>

Certificate in Business Experience <sup>V</sup>

Certificate in Business Management (Clerk in TO) <sup>V T</sup>

Certificate in Financial Management and Planning <sup>V</sup>

Certificate in Human Resources <sup>V</sup>

Certificate in International Business and Trade (Clerk in TO) <sup>V T</sup>

### TOURISM & HOSPITALITY PROGRAMS

#### ACADEMIC DIPLOMA PROGRAMS

Diploma in Customer Service <sup>V T</sup>  
Please indicate  Daytime  Evening

Diploma in Hospitality Management <sup>V T</sup>

Diploma in Hospitality Operations <sup>V T</sup>  
Please indicate  Daytime  Evening (<sup>V</sup> only)

Diploma in Hospitality Sales & Marketing <sup>V T</sup>

#### CO-OP DIPLOMA PROGRAMS

Diploma in Customer Service Co-op <sup>V T</sup>  
Please indicate  Daytime  Evening

Diploma Hospitality Management Co-op <sup>V T</sup>

Diploma in Hospitality Operations Co-op <sup>V T</sup>  
Please indicate  Daytime  Evening (<sup>V</sup> only)

Diploma in Hospitality Sales & Marketing Co-op <sup>V T</sup>

#### CO-OP CERTIFICATE PROGRAMS

Certificate in Hospitality Skills Co-op <sup>T</sup>

### INTERPRETING & TRANSLATION

Certificate in Interpreting and Translation (Korean) <sup>V</sup>

### TEACHER TRAINING PROGRAMS

Cambridge TESOL Diploma <sup>V</sup>  
Add optional TKT exam?  Yes  No  
Add optional TKT-YL exam?  Yes  No

TESOL-TKT Certificate / TESOL-TKT Preparation Certificate <sup>V T</sup>  
Add optional TKT exam?  Yes  No

TKT-YL Certificate <sup>V</sup>  
Add optional TKT-YL exam?  Yes  No

TESOL Diploma <sup>V</sup>  
Add optional TKT exam?  Yes  No

Teaching Young Learners Preparation Certificate <sup>ND</sup>

TESOL Certificate (with optional Cambridge TKT) <sup>ND</sup>

TESOL Business Certificate <sup>ND</sup>

# 2019 APPLICATION FOR ADMISSION

TORONTO **V** | VANCOUVER **T** | MONTRÉAL **M** | NEW DELHI **ND**

## ACCOMMODATION (If applicable)

**Homestay—Full board** (3 meals per day) **V T M**  **Roomstay** (No meals) **V T M**

**Homestay—Half board** (2 meals per day - no lunch) **V T M ND**

**Vancouver** **V**  **Toronto** **T**  **Montréal** **M**  **New Delhi** **ND**

Alternative accommodations vary by location, but may include student residences, hostels, hotels, shared apartments, and more. ILSC will contact you to confirm availability.

Accommodation name:

Room type or location:

## ARRIVAL INFORMATION

Check-in date (MM/DD/YY)

Check-out date (MM/DD/YY)

Airline and flight number

Airport transfer  Pick-up only  Pick-up and drop-off  None

## ACCOMMODATION PREFERENCES\*\*

Are you comfortable with children between the ages of  12 years and under  13 years and over  None

Are you comfortable with pets in the home?  Yes  No If no, please specify:

Are you comfortable with other students in the home?  Yes  No

Please note that other students will speak a first language other than your own, and will have their own separate room.

Do you require a special diet (For example, no pork, no fish, no red meat, no eggs, etc.)?  Yes  No  
If yes, specify:

Do you have any allergies?  Yes  No  
If yes, please specify:

What languages do you speak?

Do you take daily medication?  Yes  No  
If yes, please specify:

**(Montréal only)** Do you want your homestay family to speak  English  French

Do you have medical insurance?  Yes  No  
If yes, please specify:

**(New Delhi only)** Do you want your homestay family to speak  English  Hindi

Do you smoke?  Yes (Most families do not allow smoking indoors)  No

Interests and other comments

*\*Requests are not guaranteed, but the homestay staff at Greystone College will do their best to accommodate student requests. It is recommended that students who request airport reception arrive and depart on the weekend. Alternative Accommodation and Roomstay placements are based on availability and not guaranteed. Homestay students are advised that neither Greystone College nor the homestay family can be held responsible for the loss or theft of personal belongings. Although the chance of a loss due to theft is extremely small, we nonetheless advise students to ensure that they obtain adequate insurance coverage in their home countries for all personal belongings that they bring to the destination country.*

*\*\*Please refer residence pricing and full policy on our website.*

## STUDENT DECLARATION

- I declare that the information I have given on my application to study at Greystone College of Business and Technology (Toronto) Inc. (Greystone College (Toronto)), Greystone College of Business and Technology (Greystone College (Vancouver)), Collège Greystone (Greystone College (Montréal)) and ILSC India PVT Ltd (operating as Greystone College (New Delhi)) herein collectively referred to as "Greystone College".
- I declare that I am in possession of sufficient funds to finance my full term of study at Greystone College.
- I have read and understood **all of the policies applicable to my study location**, including the cancellation and refund policies as applicable to my chosen study location (refer to: Page 4 of this application form for Greystone College (Vancouver) policies, and page 5 of this application form for Greystone College (Toronto), Greystone College (Montréal) and Greystone College (New Delhi) policies and the Work Experience Policy on page 5 of this application form; and agree to abide by any decisions of Greystone College's management regarding the enforcement thereof.
- I agree that Greystone College may provide my educational records or information to my parents (if a minor) sponsoring agency or any other educational institution to which I apply.
- I declare that I will disclose to Greystone College any contagious medical condition that I might contract prior to or during my stay at Greystone College and I agree to disclose any pre-existing medical or health condition that may require ongoing or intermittent medical attention or that may affect my ability to fully participate in either classroom or activity programs. I hereby authorize any doctor, EHS or medical facility to provide treatment to me if I am injured or ill whether or not I am able to provide consent.
- I agree and acknowledge that Greystone College may collect personal information including medical information as a result of this application and/or my time at Greystone College and acknowledge that this information will only be used in the course of the provision of educational, ancillary and medical services either directly or indirectly and for no other purposes.
- CANADIAN LOCATIONS ONLY: I understand that Greystone College (Toronto), Greystone College (Vancouver) and Greystone College (Montréal), are required to share enrollment and reporting information with Immigration Refugees and Citizenship Canada (IRCC) and MEES (Ministère de l'Éducation et de l'Enseignement Supérieur) in Quebec as necessary for the purposes of the International Student Program (ISP), and consent to my information being shared with the IRCC, and the Provincial Ministerial bodies designated to oversee the ISP program in British Columbia, Ontario, and Quebec.
- I agree to save and hold harmless, Greystone College, its agents, employees, homestay families and assigns for any loss, damage or injury which may occur to me or my property and hereby permanently waive all claims for loss, damage or injury resulting or arising from my term of attendance at Greystone College to the extent allowable under the applicable provincial legislation.
- I agree, as well, that the violation of any of the above conditions or if any of the information provided in this application is discovered to be false or misleading, I may be dismissed from Greystone College without notice or recourse.
- I have read, understood and agree to be bound by the terms and conditions as stated in this application form.
- I understand that my information may be shared as outlined in this application form.
- I have read the cancellation, grievances and refund policies specific to my chosen location of study and agree to abide by these terms.
- I consent to receiving electronic messages from Greystone College and its affiliates containing news, updates, and promotions, and I understand that I can withdraw my consent at any time.

## BY SIGNING BELOW I ACKNOWLEDGE THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ABOVE STUDENT DECLARATION

Student name (print)

Date (MM/DD/YY)

Student signature

Parent signature (if student is underage\*)

Greystone College authorized signature

Date (MM/DD/YY)

*\*Age of Majority is 18 in Toronto, Montreal and New Delhi, and 19 in Vancouver. For students younger than the Age of Majority, the student contract must also be signed by a parent or legal guardian.*



## ADMISSIONS POLICY

To be admitted to any Greystone College program, prospective students must meet specific requirements regarding age, prior education, English level, and demonstrated proficiency in the basic skills required for college level work.

All applicants must\*:

- Have a secondary school diploma or equivalent (in Toronto, accepted secondary school diplomas must be from Canada or the USA);
- In Toronto only, be at least 18 years of age, and pass a superintendent approved qualifying test.
- In Montréal, a candidate is eligible to an Attestation of College Studies program (AEC) if his/her educational training is deemed sufficient by the College and if it meets one of the following conditions:
  - a) If a candidate has interrupted his full-time studies for at least two (2) consecutive terms or for one (1) full school year;
  - b) The candidate has pursued his/her post secondary education for a period of at least one (1) year.
  - c) Even though a candidate who has a High School Diploma is considered to have the necessary education to enroll in a College program, all applicants must submit, with the application, all academic records and all other documents deemed necessary for admission purposes.

If the applicant does not possess a High School Diploma, he must submit, with his application, last transcripts, proof of academic accomplishments, a resume, a description of his professional accomplishments along with letters of recommendation from present and previous employers.

Students must submit proof that he/she meets all of the program's admission criteria (e.g. transcript, proof of age, etc.).

All applicants whose first language is not English must provide proof of English proficiency. Please refer to the Language Entry Requirement for International Students chart for the language entry level required for your chosen program. Students taking Interpreting and Translation programs also require proof of proficiency in Korean (school records from education in which Korean was the language of instruction or minimum TOPIK level 5).

Prospective students requesting credit for prior post-secondary education must submit transcripts (in English) before registration.

If the prospective student fails to meet the minimum admission requirements, neither the institution nor the student can waive the requirements.

## ATTENDANCE & LATENESS POLICY

Greystone College recognizes that good attendance is directly related to student success in completing a program of study. This policy applies to all students who are currently enrolled or are enrolled at any future time.

Students are expected to attend classes as scheduled. Students must attend a minimum of 80%\* of their classes each course, as part of the requirement to receive credit for each course or module taken. For example, the maximum number of allowable absences in a 4 week session is 4 in all programs other than TESOL\* (Please see Teacher Training policy) and Greystone College Montréal programs.

Once the student reaches the maximum number of absences (less than 80% attendance record per course) they cannot write the final exam, quiz or test and/or participate in the final project, and will not receive credit for the course. Exceptions may be made for special circumstances.\*\*

Portions of days will be added together to make whole days. For example, if a student misses two ½ days, that is equal to one day absence. The student is responsible for completing all assignments missed during the absence.

Students must call the College to inform staff of lateness or absence.

\*Teacher Training program attendance policy:

- 100% Attendance is expected in Teacher Training programs.
- Students are expected to return to class promptly after each break and lunch time.
- Students must call the College before class starts to inform staff of lateness or absence.

\* Points will be deducted for lateness and absences, and students are at risk of not graduating.

\*\*Absences for medical or emergency reasons are considered "excused" absences if the student provides documentary evidence of the reason for the absence such as a doctor's note.

Students having difficulty meeting these attendance requirements should contact the Academic Director.

### ARRANGEMENTS FOR ABSENCES

If a student has a planned break or a special event that he/she must attend, he/she must see the Director before or during the first week of the program for approval.

## RESPECTFUL & FAIR TREATMENT OF STUDENTS POLICY

Greystone College expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. This list is not exhaustive and students should request clarification from the Director if they have any questions.

"Student" is defined as including prospective students as well as those currently registered or enrolled in any Greystone College program or activity.

The Code of Conduct students are expected to follow include:

- Attend school in accordance with the Attendance Policy.
- Treat all students and staff members with respect.
- Refrain from any disruptive or offensive classroom behaviour.
- Refrain from cheating or plagiarism in completing class assignments and assessments
- Treat the College property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to the College.
- Refrain from bringing any alcohol or any prohibited mood altering substances to the Institution. This includes, the consumption of substances on the College property or the intoxication of the student on the College property.
- Refrain from making inappropriate remarks concerning another student or staff member's ethnicity, race, religion or sexual orientation (i.e. no discrimination will be tolerated).
- Complete all assignments and assessments (e.g. exams, tests, quizzes) successfully on the scheduled completion dates, i.e. maintain a good academic standing (cannot fail more than 2 academic courses).
- Complete all the requirements for graduation within the registered study period (including co-op placement and post-co-op academic courses if applicable) or apply in writing to withdraw from a program.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

- Sexual assault
- Physical assault or other violent acts committed on or off campus against any student
- Verbal abuse or threats
- Vandalism of College property
- Theft

Students who do not meet the expected code of conduct will be subject to College procedures intended to substantiate the concerns, and determine the course of action which may include: a warning setting out the consequences of further misconduct; setting of a probationary period with appropriate conditions; or immediate dismissal from Greystone College depending on the severity of the misconduct.

Concerns related to a student's conduct shall be referred to the Director to process in accordance with this Policy.

## CREDIT TRANSFER POLICY

Students with prior post-secondary education, must officially request transfer credits through Greystone College in writing (Transfer Credit Request Form) and submit all required documents. Students must submit official transcripts of grades and detailed course outlines in English. All academic credentials, transcripts and test scores submitted to the College must be official. The associated fee is \$25 per course where credit transfers were awarded.

If transcripts are written in a language other than English, an official copy of an authorized English translation must be submitted in addition to the original transcript. Translations must be literal, complete versions of original records, and the documents must be translated by a recognized translation service.

Transfer credits may be granted based on successful completion of post-secondary courses which are similar overall in content or competency to the course(s) at Greystone College. Students may apply for transfer credits up to a maximum of 25% of the program. Final approval for granting transfer credit rests with the College. Students must apply for credit prior to the start of their program. Exceptions may be made for Greystone College Montréal.

## LANGUAGE ENTRY REQUIREMENT FOR INTERNATIONAL STUDENTS

VANCOUVER PROGRAMS		TOEFL IBT	IELTS	ILSC LEVEL
BUSINESS	<b>Advanced Diploma in Business Administration</b> (Academic or with Practicum)	80	6.5	A1
	- Certificate in Business Communications	80	6.5	A1
	- Certificate in Business Management	80	6.5	A1
	- Certificate in Financial Management and Planning	80	6.5	A1
	- Certificate in Human Resources	80	6.5	A1
	- Certificate in International Business and Trade	80	6.5	A1
	- Single Course	80	6.5	A1
	<b>Diploma in Business Communications</b> (Academic or Co-op)	45	4.5	I2
	<b>Diploma in International Business Management</b> (Academic or Co-op)	80	6.5	A1
	<b>Diploma in Supervisory Management</b>	80	6.5	A1
HOSPITALITY	<b>Certificate in Business Experience</b> (Academic)	80	6.5	A1
	<b>Diploma in Customer Service</b> (Academic or Co-op)	35	4.0	B4
	<b>Diploma in Hospitality Management</b> (Academic or Co-op)	55	5.0	I3
	<b>Diploma in Hospitality Operations</b> (Academic or Co-op)	55	5.0	I3
I & T*	<b>Certificate in Interpreting and Translation (Korean)</b>	55	5.0	I3
	<b>Cambridge TESOL Diploma</b> Consisting of the following certificates:			
TEACHER TRAINING	- TESOL –TKT Certificate	45	4.5	I2
	- TESOL –TKT Preparation Certificate	45	4.5	I2
	- TKT –Young Learners Certificate	55	5.0	I3
	<b>TESOL Diploma</b>	65	5.5	I4

\*Interpreting and Translation programs also require proof of proficiency in Korean, demonstrated through: school records from education in which Korean was the language of instruction, or minimum TOPIK level 5

TORONTO PROGRAMS		TOEFL IBT	IELTS	ILSC LEVEL
BUSINESS	<b>Certificate in Business Communications (Non-Vocational)</b>	80	6.5	A1
	<b>Certificate in Business Management Clerk</b>	80	6.5	A1
	<b>Certificate in International Business and Trade Clerk</b>	80	6.5	A1
	<b>Diploma in International Business Management</b> (Academic or Co-op)	80	6.5	A1
	<b>Diploma in Supervisory Management</b>	80	6.5	A1
HOSPITALITY	<b>Certificate in Hospitality Skills Co-op</b>	35	4	B4
	<b>Diploma in Customer Service</b> (Academic or Co-op)	35	4.0	B4
	<b>Diploma in Tourism &amp; Hospitality Management Co-op</b>	45	4.5	I2
TEACHER TRAINING	- TESOL –TKT Certificate	45	4.5	I2
	- TESOL –TKT Preparation Certificate	45	4.5	I2

\* Plus successful completion of pre-interview task and interview

MONTRÉAL			
BUSINESS	Attestation of College Studies, International Business Management	80	A1
NEW DELHI PROGRAMS			
TESOL	TESOL Certificate (& optional Cambridge University TKT)	55	I3
	Teaching Young Learners Preparation Certificate (TYLP)	45	I2
	TESOL Business Certificate	65	I4

## ASSESSMENT & CERTIFICATION

In order to graduate and earn a qualification from their program of study, students must successfully fulfill all course requirements (this includes successful completion of all course assignments, exams, practicums, co-operative placements, and class participation, as applicable). Students must also maintain satisfactory attendance throughout their program as allowable under provincial legislation. All program fees owed by the student must be paid prior to graduation and receipt of any Certificate or Diploma earned.

## DISPUTE RESOLUTION POLICY

Greystone College provides an opportunity for students to resolve disputes in a fair and reasonable manner. Greystone College encourages an open dialog between all students and College staff members. In the event of a dispute, the following dispute resolution procedures shall be followed.

### PROCEDURES

**Step 1:** An open dialog between the student and the individual most directly involved shall take place in the hope of finding a quick and mutually acceptable solution to the dispute. If unsatisfied with the outcome, the student will meet with the Student Advisor to discuss the concern as soon as possible and within five days of the incident.

**Step 2:** If the student is not satisfied with the result of the meeting in step 1, the student should submit a written complaint to the Academic Director. Should this person be absent or be named in the complaint the student should submit the written complaint to the Assistant Director.

**Step 3:** The Academic Director or Assistant Director will arrange to meet with the student to discuss the concern as soon as possible and within 1 week of receiving the student's written complaint. Following the meeting with the student, the Academic Director or Assistant Director will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 15 days following the receipt of the student's written complaint.

**Step 4:** If the dispute remains unresolved after step 3 the student may choose to ask for the case to be heard by an Appeals Committee. The committee will consist of the College Director (non-voting), Student Advisor (non-voting), Administrator – not involved in previous steps (voting), Faculty member from different faculty (voting) and faculty member from the Department in question (voting). The committee will be formed at the earliest convenience and all members must be present for the hearing where both parties state their case. The Appeals Committee will provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 5 days following the committee's hearing of the student's appeal case.

All dispute cases will be concluded as soon as possible and no later than 45 days after receiving the student's written complaint.

Students making a complaint may be represented by an agent or a lawyer. Students will not be subject to any retaliation as a result of their complaint.

After having exhausted the dispute resolution process, Greystone College Vancouver students may file a claim with the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education ([www.privatetraininginstitutions.bc.ca](http://www.privatetraininginstitutions.bc.ca)) and Greystone College Toronto students may file their complaint with the Superintendent of Private Career Colleges on the basis that the institution misled the student regarding any significant aspect of an approved program and in Quebec with the Ministère de l'Éducation et de l'Enseignement supérieur

## COLLECTION OF PERSONAL INFORMATION AND CONSENT

Greystone College may collect personal information including medical information as a result of this application and/or a student's time at Greystone College. This information will only be used in the course of the provision of educational, ancillary and medical services either directly or indirectly. Greystone College may provide a student's educational records or information to their parents (if a minor), sponsoring agency or any other educational institution to which the student applies.

In addition, Greystone College (Toronto) Inc. and Greystone College (Vancouver) Inc. are required to share enrollment and reporting information with Immigration, Refugees and Citizenship Canada (IRCC) as necessary for the purposes of the International Student Program (ISP); and in Quebec, Greystone College (Montréal) is required to share enrollment and student information with the MEES (Ministère de l'Éducation et de l'Enseignement Supérieur). This information is shared with the IRCC through Ontario's Ministry of Advanced Education and Development (MAESD), for Greystone College Toronto; and through British Columbia's Private Training Institutes Branch (PTIB) for Greystone College Vancouver.

## WITHDRAWAL & REFUND POLICY—GREYSTONE COLLEGE VANCOUVER

- If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
  - the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
  - the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
  - the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
- The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
- If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
- Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
  - more than seven days after the effective contract date and
    - at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
    - less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - after the contract start date
    - but before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
  - before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
  - the student has completed and received an evaluation of his or her performance for at least 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or

- the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
  - Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
    - of the date the institution receives a student's notice of withdrawal,
    - of the date the institution provides a notice of dismissal to the student,
    - of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
    - after the first 30% of the hours of instruction if section 3 of this policy applies.
  - If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
    - the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or
    - the program is provided solely through distance education.

## FINAL GRADE APPEAL POLICY

Greystone College provides all students with an opportunity to appeal a final grade, while respecting the academic responsibility of the instructor and College.

The policy and procedure applies only to a charge of unfair action toward an individual student, not to a charge of unsatisfactory grading methods. Greystone College presumes that the instructor is applying criteria and methods of grading that are equal to all students and that the instructor's judgement is authoritative and the final grades assigned are correct.

The Grade Appeal Policy considers whether a grade was determined in a fair and appropriate manner.

- Legitimate grounds for appeal include:
  - Grade resulted from an error in addition of marks or error of fact.
  - Grade was not awarded in accordance of evaluation criteria indicated or was awarded in a manner of arbitrariness.

Grade awarded was unfair and/or motivated by prejudice or ill will.

The onus is on the student to provide evidence that the grade represents unfair treatment as compared to standards applied to other students.

### PROCEDURE

**Step One:** The student will first discuss the question of a grade with the instructor, no later than 3 days\* after receiving the grade. The instructor and the student will discuss the grade and hopefully the question will be resolved.

**Step Two:** If the matter remains unresolved after Step One, the student shall meet with the Academic Director within 7 days of receiving the grade. If the Academic Director feels that it may be a legitimate complaint, the Academic Director will meet with the instructor to review the details. After consultation with the Academic Director, the instructor may choose to let the grade remain or change it. This information will be communicated to the student within 2 days of that consultation.

**Step Three:** If the matter is still unresolved the student will be asked to fill in a Grade Appeal Policy form [the associated fee is \$50] and submit it to the College Director along with any supporting materials that may help clarify the nature of the complaint. The Director will then form an ad hoc Faculty Committee for Appeal of a Grade within 3 days of receiving Grade Appeal Policy Form. The committee will include either the Academic Director or Director and at least one instructor who is familiar with the program and course, but does not have any apparent conflict of interest with the instructor or student of record. The committee will analyze any and all materials that will shed light on the matter, including the course material and assignments in question, grading criteria, and other students' marked papers.

**Step Four:** The directive of the committee is to determine whether the complaint is valid or not.

- If yes, the committee will recommend the instructor to change the grade
- If not, the committee will inform the student and the instructor that the grade will not be changed

If the instructor does not agree with the decision, the instructor must provide a written explanation for refusing to change the grade. If the committee feels that the instructor's written explanation justifies the original grade, the committee will inform the student and instructor in writing and the matter will be closed.

If the grade is to be changed without the support of the instructor, the committee will determine an appropriate grade, which, in fact, could be higher, lower, or the same. The committee will inform the student and the instructor of the change.

Step Four will be completed within 10 days\* of committee formation.

\* days = normal business days

## REFUND POLICY GREYSTONE COLLEGE TORONTO

To receive a refund of any portion of fees paid, you must give Greystone College written notice that you intend to withdraw from the program in which you have enrolled.

If your study permit or visa is denied, or if you cancel before your program begins, Greystone College will retain the lesser of 20% of the total fees paid or \$500 and, if applicable, the \$230 accommodation placement fee.

If you cancel in writing after your program begins you will be refunded the following percentage of fees paid:

- Less than 50% of the program completed: You will receive a refund of fees paid, minus 20% of the total fees for the program up to a maximum of \$500 and the amount paid for the portion of the program that has been delivered.
- After 50% of your program has been completed: You will not be entitled to any refund.

In certain circumstances, you may be entitled to cancel your program and receive a full refund. These include:

- If you are expelled in a manner, or for reasons not permitted in Greystone College Toronto's expulsion policy
- If Greystone College Toronto collects more than 20% of the total fees for the program to a maximum of \$500 before signing a contract with you
- If a total of more than 10% of the program is taught by unqualified instructors
- If Greystone College's contract does not include mandatory terms required
- If your program is discontinued before you can complete it

Where a student withdraws or is dismissed from their program, the same refund policies apply.

If you are eligible for a refund under the conditions above, you will receive the refund within 30 days of Greystone College receiving written notice of cancellation or Greystone College's notice to you of dismissal. All refunds will be in Canadian Dollars.

For information regarding cancellation of this Enrolment Contract and refunds of fees paid, see sections 25 to 300 of Ontario Regulations 415/06 made under the Private Career Colleges Act, 2005.

## REFUND POLICY GREYSTONE COLLEGE NEW DELHI

Registration/Assessment fee (\$20) and Accommodation Registration fee (\$20) are non-refundable. To receive a refund on all other fees, you must provide Greystone College-New Delhi (c/o ILSC India Pvt. Ltd.) written notice that you intend to withdraw from the program. If your study permit or visa is denied, Greystone College-New Delhi will retain the lesser of 25% of refundable fees or \$200. Refund percentages are calculated based on entire program length.

If you cancel in writing before your program starts, you will receive the following percentage of refundable fees:

- Less than 7 days after registration submitted and before program start date: the greater of either 75% of refundable fees, or refundable fees minus \$400
- 30 days or more before the program start date: 75% of refundable fees
- Less than 30 days before the program start date: 60% of the total fees due
- If you cancel in writing or are dismissed from ILSC after your program starts, you will receive the following percentage of refundable fees, regardless of attendance:
  - Less than 10% of the program completed: 50% of refundable fees
  - 10-30% of the program completed: 30% of refundable fees
  - More than 30% of the program completed: 0% of refundable fees (no refund)

Change of schedules is considered the same as cancellation, i.e. for a schedule change of Full-time Intensive to Part-time AM, students must cancel the whole program and re-apply for the Part-time program. If you are eligible for a refund under the conditions above, you will receive the refund within 30 days of Greystone College-New Delhi receiving written notice of cancellation or Greystone College-New Delhi's notice to you of dismissal.

## REFUND POLICY GREYSTONE COLLEGE MONTRÉAL

To receive a refund of any portion of fees paid, you must give Greystone College (Montreal) written notice that you intend to withdraw from the program in which you have enrolled. The contract shall be cancelled by operation of law from the receipt of the notice.

If your study permit or visa is denied, or if you cancel before your program begins, Greystone College (Montreal) will retain the registration fee of \$150 and, if applicable, the \$230 homestay placement fee.

If you cancel in writing after your program begins, or if you are expelled in a manner, or for reasons not permitted in Greystone College (Montreal)'s expulsion policy you will be refunded the excess of the prices of the services provided to the date of cancellation (calculated in weeks) plus a cancellation penalty in the amount of \$1500 (\$500 for Canadian citizens or Permanent Residents) as provided by the Minister less the amount actually paid.

If you are eligible for a refund under the conditions above, you will receive the refund within ten (10) business days of Greystone College receiving written notice of cancellation or Greystone College's notice to you of dismissal. All refunds will be in Canadian Dollars.

You may demand that the contract be annulled if you become aware that you were admitted to the educational services concerned in contravention of the provisions governing admission to those services.

## WORK EXPERIENCE POLICY

1. Greystone College strongly believes in helping students reach their full potential for career success. Our Co-op programs equip students with current industry knowledge and focused career and skills development training. Students will be able to apply their newly acquired vocational knowledge and workplace skills in real world work settings relevant to their field of study and aligned with the learning objectives of the program. Dedicated Co-op Coordinators will assist and guide each individual student in securing a suitable placement with a Canadian employer in the Business, Tourism and Hospitality industries.
2. To successfully complete the work experience component of the program of study, students will receive the following support services offered by the Academic and Co-Op teams:
  - a. Work Placement Skills Course (Resume/Cover Letter Writing, Interview Skills, Job Search Techniques and more) to equip students with employability skills for job readiness.
  - b. One-time complimentary service for assistance with extension of study or co-op work permit applications as necessary. Student will be responsible for any fees associated with permit applications/extensions. Ultimately, it is the students' responsibility to ensure that they have the necessary valid permits to complete their study and work placement.
  - c. Information on potential employers accepting students for Co-op placements and who will offer supervised work experience in a safe environment to enhance student learning.
  - d. Access to current job listings and career resources on the Greystone College Learning Management System's Job Board page.

3. Key accountabilities for the Co-op Department to ensure a successful work experience placement for the student include the following:
  - a. Assist the student in seeking a supervised work experience placement with an employer engaged in a legitimate business operation in the home province of the respective Greystone College campus.
  - b. Ensure that the work experience includes activities directly related to the learning objectives of the program
  - c. Ensure that the hours for work experience does not exceed more than 50% of the academic instruction hours for the specific program
  - d. Provide the student with the electronic copy of the "Letter of Agreement" that outlines the specific responsibilities of the Student, Employer and Greystone College before the start of the placement.
  - e. Monitor student's performance and progress through mandatory student reporting procedures and periodically through email, telephone or site visit to the place of work, where it is possible.
  - f. Obtain feedback from the student on their experience during the work term
  - g. In consultation with the employer, jointly evaluate student's performance mid-way and at the end of the work placement period.
4. Successful completion of the Work Experience component of the program is a mandatory requirement for graduation.

### PURPOSE

- To outline the qualifying requirements and expectations for work placement for students
- To guide the processes and procedures for work placement for Students and the Co-op Department Staff
- To establish requirements for successful graduation from program of study for students

### SCOPE

This policy applies to all Co-op and Practicum programs, except TESOL Programs, offered at Greystone College effective from September 1, 2016. The Practicum Policy for TESOL programs is dictated by separate governing bodies and not outlined in this document.

### RESPONSIBILITIES

All Co-Op Department staff are responsible for administering and enforcing this policy.

### DEFINITIONS

Co-op Work Placement: Co-op Work placement is an integral component of all Coop Programs. Placements are in Canadian workplaces. For Greystone College Vancouver programs, placements are paid. For Greystone College Toronto programs, placements may be paid or unpaid. The length of placement shall not be more than 50% of the total length of the program that the student is enrolled in i.e. 50% Academic Study and 50% Co-op Placement.

Practicum Work Placement: These are unpaid positions offered at Canadian workplaces. The length of placement is dependent on program of study and shall not exceed 20% of the total length of the program that the student is enrolled in. Currently, this applies only to the Advanced Diploma in Business Administration (with Practicum) program offered in Vancouver and the Attestation of College Studies, International Business Management in Montréal.

Costs: Other than tuition fees, the College does not charge any additional fees to students to complete Coop work experience.

### CRITERIA FOR WORK PLACEMENT APPROVAL

- Be registered in one of the College's Co-op or practicum programs
- Hold valid Study Permit and Co-op Work Permit that adequately covers the duration of the Study and Work term
- Successfully meeting attendance requirements, completion of all courses in the 1st academic term and in good academic standing
- Successful completion of the mandatory Work Placement Skills component of program
- At Greystone Montreal, the criteria for work place approval will be determined based on successfully completing all prerequisite courses and demonstrating satisfactory attendance.



## DURATION OF WORK EXPERIENCE

The length of the work experience component varies according to the program of study.

The following tables highlight the required hours for the various programs at the Vancouver Montréal, and Toronto Campuses:

VANCOUVER PROGRAMS		CO-OP/PRACTICUM HOURS
BUSINESS	Advanced Diploma of Business Administration with Practicum	176 hours within 8 weeks (Practicum)
	Diploma in Business Communications Co-op	Daytime Schedule: 550 hours within 24 weeks Evening Schedule: 550 hours within 40 weeks
	Diploma in International Business Management Co-op	Daytime Schedule: 550 hours within 24 weeks Evening Schedule: 550 hours within 40 weeks
HOSPITALITY	Diploma in Customer Service Co-op	Daytime Schedule: 550 hours within 24 weeks Evening Schedule: 550 hours within 40 weeks
	Diploma in Hospitality Management Co-op	1000 hours within 48 weeks
TORONTO PROGRAMS		CO-OP HOURS
BUSINESS	Diploma in International Business Management Co-op	504 hours within 24 weeks
	Certificate in Hospitality Skills Co-op	252 hours within 12 weeks
HOSPITALITY	Diploma in Customer Service Co-op	Daytime Schedule: 504 hours within 24 weeks Evening Schedule: 504 hours within 40 weeks
	Diploma in Hospitality Management Co-op	1000 hours within 48 weeks
MONTREAL PROGRAMS		PRACTICUM HOURS
BUSINESS	Attestation of College Studies, International Business Management	88 hours within 4 weeks

Placement for students whose Co-op/Practicum work experience term is scheduled to start between December and January may be delayed due to low business activities during the holiday season.

## LOCATION OF WORK EXPERIENCE AND WORKERS COMPENSATION BOARD (WCB) COVERAGE IN BC & WORKPLACE SAFETY & INSURANCE BOARD (WSIB) IN ONTARIO AND QUEBEC (CNESST)

Work placements may be in any regions of British Columbia and/or Ontario or Québec. Co-op students on paid placement will have WCB or WSIB coverage (depending on the province where the placement takes place) provided by the employer during the period that the student is in their employment. WCB and/or WSIB and CNESST in Québec coverage for unpaid work placements (Practicum) will be provided by Greystone College.

Any cost associated with travel to the place of work, uniform requirements, security clearance and/or other hiring processes as required by the employer will be borne by the student.

Students wishing to work outside of British Columbia, Ontario or Quebec for their Co-op work term, must make a formal request in writing to the Co-op Department. This request should include details about the Employer (Company Name, Contact Person, Phone/Email information, Address) and job description for the position applied to. Placement cannot take effect without the approval of the Co-op Department. The Co-op Department will establish if the employer and position meets the learning outcomes of the program of study before granting approval for the placement.

## PAYMENT & BANKING INFORMATION

Payment can be made by cheque, money order, bank transfer, or credit card. (Visa or Mastercard). Please send all forms with payment in full, directly to the school you will be attending.

### GREYSTONE COLLEGE VANCOUVER DLI: 01935252932

560 Granville St., 3rd Floor, Vancouver BC V6C 1W6 Canada

Tel 1-604-682-3880 | Fax 1-604-682-3885 | e: [contact@greystonecollege.com](mailto:contact@greystonecollege.com)

BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	CREDIT CARD PAYMENTS
Transfer Canadian funds to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1735919 Institution: 001 Transit: 00040 Swift code: BOFMCAM2	Transfer US funds to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4680819 Institution: 001 Transit: 00040 Swift code: BOFMCAM2  For further credit to: Wells Fargo Bank, N.A. Swift code: PNBPU3 3NNYC ABA: 026 0050 92	Funds must be drawn on a Canadian or US bank, payable to Greystone College Vancouver, and mailed to Greystone College Vancouver.  We accept Visa or MasterCard. For credit card payments, a credit card authorization will be provided with your invoice. An administrative surcharge of 1.5% will be applicable to all payments. (From Feb 28, 2019 onwards)

### GREYSTONE COLLEGE OF BUSINESS AND TECHNOLOGY (TORONTO) INC. DLI: 019376982302

112 Elizabeth St., 2nd Floor, Toronto, ON M5G 1P5 Canada

Tel 1-416-323-1770 | Fax 1-416-323-0153 | e: [contact@greystonecollege.com](mailto:contact@greystonecollege.com)

BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	CREDIT CARD PAYMENTS
Transfer Canadian funds to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account name: ILSC Education Group in trust for Greystone College Toronto Account: 4784491 Institution: 001 Transit: 00040 Swift code: BOFMCAM2	Transfer US funds to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4680819 Institution: 001 Transit: 00040 Swift code: BOFMCAM2  For further credit to: Wells Fargo Bank, N.A. Swift code: PNBPU3 3NNYC ABA: 026 0050 92	Funds must be drawn on a Canadian or US bank, payable to ILSC Education Group in trust for Greystone College Toronto, and mailed to Greystone College Toronto.  We accept Visa or MasterCard. For credit card payments, a credit card authorization will be provided with your invoice. An administrative surcharge of 1.5% will be applicable to all payments. (From Feb 28, 2019 onwards)

### GREYSTONE COLLEGE MONTRÉAL DLI: 0256816398068

410 Rue St-Nicolas, Suite 300 Montréal, Quebec, H2Y 2P5, Canada

Tel 1-514-876-4572 | Fax 1-514-876-4053 | e: [contact@greystonecollege.com](mailto:contact@greystonecollege.com)

BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	CREDIT CARD PAYMENTS
Transfer Canadian funds to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 1943290 Institution: 001 Transit: 00011 SWIFT Code: BOFMCAM2	Transfer US funds to: <b>BMO Bank of Montréal</b> 595 Burrard St. Vancouver, BC V7X 1L7 Canada Account: 4680819 Institution: 001 Transit: 00040 Swift code: BOFMCAM2  For further credit to: Wells Fargo Bank, N.A. Swift code: PNBPU3 3NNYC ABA: 026 0050 92	Funds must be drawn on a Canadian or US bank, payable to ILSC Education Group in trust for Greystone College Montréal, and mailed to Greystone College Montréal.  Please send all forms with payment directly to the school.  We accept Visa or MasterCard. For credit card payments, a credit card authorization will be provided with your invoice. An administrative surcharge of 1.5% will be applicable to all payments. (From Feb 28, 2019 onwards)

### ILSC INDIA PVT. LTD.

B-17 Shivalik, Ground Floor, Gitanjali Road, Malviya Nagar, New Delhi 110017 India

Tel +91 847 086 6266 | Fax +91 011 2669 1534 | Email [inquiry@ilsc.in](mailto:inquiry@ilsc.in)

BANK TRANSFER DETAILS	MONEY ORDERS & CHEQUES	CREDIT CARD PAYMENTS
Transfer US funds to: <b>HDFC Bank Ltd</b> C-5/32, Safdarjung Develop-ment Area (SDA) New Delhi 110016 India	Purpose of remittance: tuition fees Account: 00322560001633 SWIFT code: HDFCINBBXXX	Make payable to ILSC India Private Limited and mail to ILSC India Pvt. Ltd.  Credit card payments can be made online using our secure online payment service:  <a href="https://secure2.ilsc.com/forms/payment/india">https://secure2.ilsc.com/forms/payment/india</a>

# GLOBAL PRIVACY POLICY

## PRIVACY POLICY

This Privacy Policy (the “Policy”) applies to the collection and use of personally identifiable information (the “Personal Information”) gathered through the enrolment process, use of the ILSC Education Group’s website (the “Website”), related student app, the ILSC Learning Management System (the “LMS”), the ILSC landing pages, and the ILSC interactive chat (collectively, the “Other Services”) that are owned and/or operated by the ILSC Education Group (“ILSC”).

ILSC is committed to protecting your privacy! In this Policy, ‘we’, ‘our’, or ‘us’, refers to ILSC and its subsidiaries and affiliates. The Policy (i) describes the Personal Information that we may collect through the Website and the Other Services, (ii) explains the purpose of collecting and the use of such Personal Information, and (iii) explains how and when we may share it.

## LIMITING COLLECTION

ILSC takes your privacy seriously. Any Personal Information that you provide to ILSC is limited to that which is needed for the purposes identified by us. Personal Information is collected by fair and lawful means only.

## ACCOUNTABILITY

We are responsible for all Personal Information under our control, whether supplied to us directly by you or by a third party, or that we have provided to a third party for processing. We have established policies and procedures to comply with our Policy, and have designated a Privacy Officer who is responsible for ensuring we comply with privacy legislation. If you need to contact our Privacy Officer regarding your specific privacy questions or concerns, please see the contact information at the end of the Policy.

## COLLECTION OF PERSONAL INFORMATION

### a. Initial inquiries through the Website

Various types of Personal Information may be required from you in order to proceed with an inquiry or enrollment with ILSC or when opting in to an email subscription service. In most cases, this Personal Information includes your name, e-mail address and/or telephone number.

ILSC may send you information regarding our products and services through e-mail. You may choose to receive this information by filling out a contact form on our Website and giving us your consent. There may be times where, following your request, you may be contacted by a representative of ILSC to further assist you with any questions or concerns you may have.

### b. Customer Relationship Management (CRM)

Through our cloud based CRM, Personal Information that may be stored includes your name, email address, telephone number and nationality. For a list of all Personal Information obtained by ILSC, please view our contact form page here. Our in-house team uses that Personal Information to respond to inquiries. Unless required by law, we do not share this Personal Information with third party agencies.

### c. ILSC.com Chat

Through our automated chat found online at [www.ilsc.com](http://www.ilsc.com), [www.ilsc.com.br](http://www.ilsc.com.br), [www.ilsc-espanol.com](http://www.ilsc-espanol.com), [www.ilsc.ru](http://www.ilsc.ru), [www.learnfrench.ca](http://www.learnfrench.ca) and [www.continuing-education.ilsc.com](http://www.continuing-education.ilsc.com) Personal Information that we may collect includes your name, email address and nationality. In addition, our in-house team may ask some follow-up questions involving additional Personal Information in order to determine course interests and assist students in the most efficient way. Unless required by law, we do not share this Personal Information with third party agencies.

### d. Facebook remarketing

Facebook may use cookies to display ads based on past visits to the Website. Any data collected will be used in agreement with our own Policy as well as Facebook’s privacy policy. You can set preferences for how Facebook advertises to you within your Facebook profile – instructions are available via Facebook.

### e. Google Analytics

Through Google Analytics, ILSC can track location of website traffic and the source of our visitors browsing (desktop, tablet, mobile etc.) as well as the total time spent on the Website. IP addresses, URLs visited, and related information is recorded for all site visitors for the purpose of site traffic analytics and captured as part of normal operation in our server logs. Cookies are used to track logins, sessions, and collect anonymous traffic data.

This information is used to understand our audiences, including where they are from, what they are looking for and how we can best assist them. This information allows ILSC to stay in tune with our audiences and helps to improve our online user experience.

For more information on how Google uses data when you use our Website, the student app and the LMS, please refer to this link: [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/)

## 7 www.greystonecollege.com

### f. Student app and the LMS

Any Personal Information you provide to ILSC through our student app and the LMS will be used for the sole purpose of responding to your specific questions or concerns. Your Personal Information may be accessible to staff who administer the platforms and the infrastructure. We will ensure that our staff and those acting on our behalf obtain, use and disclose Personal Information collected through the use of our student app and the LMS lawfully and correctly. Unless required by law, we do not share this Personal Information with third party agencies.

### g. Internal database

In the case of a student registration, Personal Information that is required includes name, e-mail address, passport information and date of birth. Please view our application form for all required information here. ILSC’s internal database stores Personal Information from a completed application form as well as students’ schedules, grades and attendance. We will ensure that our staff and those acting on our behalf obtain, use and disclose Personal Information from our internal database lawfully and correctly. Unless required by law, we do not share this Personal Information with third party agencies.

### h. ILSC Education Group Landing pages

ILSC occasionally has landing pages, which require basic Personal Information such as name, email address, telephone number, and nationality. Our in-house team will use this Personal Information to respond to inquiries appropriately. Unless required by law, we do not share this Personal Information with third party agencies.

### i. Third party payments

When you make any purchases through our Website, you make that payment to us using our third party payment tools. We do not collect any payment information from you; we merely process that data in passing it on to our third party payment providers, for them to process the payment. All credit card information (numbers, expiration dates, CVC number) are managed by our secure payment gateway via our third party payment tools which work to protect the security of your financial information. When submitting your payment information through our third party payment tools, please note that they each have their own privacy policy and that we do not accept any responsibility or liability for their privacy policies.

## IDENTIFYING PURPOSE

You agree that we may collect and use Personal Information from you and about you for the following purposes:

- To communicate with you, including responding to your questions or inquiries in relation to the products and services that we provide through the Website, the Other Services and through our social media channels.
- To understand your needs in order to market and remarket products and services to you.
- To analyze the suitability of our products and services for you.
- To determine your eligibility for our products and services, including to verify your Personal Information through communicating with any references provided by you.
- To develop, manage and offer products and services that meet your needs.
- To provide you with ongoing service.
- To manage and assess our risks, operations and relationship with you.
- To meet our legal and regulatory requirements.
- To facilitate the processing of payments.

## SAFEGUARDS

To support our Website’s security, we use spam protection tools from third party platforms such as Google reCAPTCHA. As a result, when you pass through our Website, your hardware and software information, such as device and application data and the results of integrity checks, may be sent to these platforms for analysis. You should check the relevant third party website for more information on how they control the dissemination of this data.

Our online payment solutions are available for multiple ILSC services. These are hosted through third-party accredited payment processors, which adhere to specific country and banking requirements. As such, they ensure all security measures are addressed for all customers, ILSC included.

## LIMITING USE, DISCLOSURE, AND RETENTION

Unless you consent otherwise or it is required by law, Personal Information can only be used or disclosed by us for the purposes for which it was collected. We keep Personal information only as long as required to serve those purposes.

Personal Information that is no longer required to fulfil the identified purposes is destroyed, erased or made anonymous.

ILSC may internally share your Personal Information for the purposes identified in this policy with its employees, affiliates or other related and affiliated companies in Canada or outside of Canada.

Only such companies with legitimate business reasons will have access to your Personal Information and must ensure that Personal Information in their possession is securely held.

There are some examples where ILSC will not seek your consent for disclosure to outside third parties. These examples are:

- Where there is a legal obligation to disclose Personal Information under a court or government order as for instance to detect or prevent illegal activity
- Where personal information is given to our agents and service providers for services such as data processing of electronic fund transfers or loan collection
- Where the disclosure is of regulated public information.
- ILSC has developed and implemented detailed retention principles, and will ensure destruction of personal information in a method that prevents improper access.

## ACCURACY

We try to ensure that the Personal information that we collect is accurate, complete, and up-to-date as possible in order to properly satisfy the purposes for which it is to be used. If we are unable to verify your Personal Information or contact you, we may be limited in our ability to provide you with access to our Website and our Other Services.

## OPENNESS

Upon request, ILSC will provide an explanation of its Policy with respect to the management of Personal Information. You can contact our Privacy Officer with any inquiries or complaints or if you require further information.

## INDIVIDUAL ACCESS

If you would like to obtain a copy of the Personal Information held about you by us, or update, correct, or delete any Personal Information that you have provided to us through your use of the Website and/or the Other Services, or otherwise, or if you have any questions or suggestions for improving this Policy, please contact us. If you have questions about unsubscribing from email or other communications do so by using the email below in the Contact Us section. We may only deny access to your Personal Information when such denial is: (1) required or authorized by law; (2) when granting you access would have an unreasonable impact on other people’s privacy, unless the requested information is severable from the Personal Information of other people; and (3) to protect our confidential commercial information. If we deny your request for access to, or refuse a request to correct information, we shall explain why.

## CONSENT TO COLLECTION OF PERSONAL INFORMATION

Subject to certain legal and contractual restrictions and reasonable notice, you may refuse or withdraw consent to the collection, use or disclosure of Personal Information at any time by contacting our Privacy Officer. In addition, you may also opt out of certain communications we may send you regarding other products and services.

If you refuse or withdraw your consent, we may not be able to provide you or continue to provide you with some products, services or information which may be of value to you.

## CHALLENGING COMPLIANCE

Any individual may address a written challenge concerning our compliance with this Policy to our Privacy Officer at the contact information found at the end of this Policy.

ILSC will investigate all written complaints. Should we find that a complaint has reasonable grounds, we will take all appropriate steps to correct the information and amend the policy or practice as required, and will notify the individual about the outcome.

## CHANGING OUR POLICY

From time to time, we may update or make amendments to the Policy to comply with any changes in legislation or to take into consideration any other issues that may arise. Should we make any changes, we will post the revised Policy on the Website and/or provide you with a link or an email notification. We encourage you to check back often and keep yourself informed about our Policy. As we continue to serve you and where changes have been made to this Policy, our continued business relationship constitutes acceptance of those changes.

## CONTACT US

If at any time you have any questions regarding our Policy, or our access and use of Personal Information, or if you wish to withdraw your name from any of our mailing lists, do not hesitate to contact us.

ILSC welcomes any questions, comments or inquiries. You may contact our Privacy Officer regarding your specific privacy questions or concerns at: [Privacy.Officer@ilsc.com](mailto:Privacy.Officer@ilsc.com)





# Greystone

COLLEGE

VANCOUVER | TORONTO | MONTRÉAL | NEW DELHI

[WWW.GREYSTONECOLLEGE.COM](http://WWW.GREYSTONECOLLEGE.COM)