



## International Student Handbook

### International Centre for English Academic Preparation Inc. (ICEAP)

Revised May 2026

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Website: [www.iceap.ca](http://www.iceap.ca) | Email: [info@iceap.ca](mailto:info@iceap.ca)



### Important Notice

- This handbook summarizes and incorporates ICEAP policies that apply to prospective, current, and former international students.
- Students are responsible for reading and following this handbook, their signed student contract, and all ICEAP policies.
- Where a signed student contract or applicable law requires a different procedure, ICEAP will follow the contract and applicable legal or regulatory requirements.



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## 1. Welcome and Institutional Overview

Welcome to ICEAP. This handbook has been prepared to help international students understand ICEAP programs, academic expectations, student support services, administrative procedures, and institutional policies. It is intended to support transparent communication, student success, and compliance with Ontario International Student Program requirements.

ICEAP is an English academic preparation institution serving international students who wish to develop academic English skills and prepare for post-secondary study in Canada. ICEAP is committed to maintaining a safe, respectful, inclusive, and academically focused learning environment.

### Mission

ICEAP provides high-quality English academic preparation and pathway support to help students build the language, academic, and cultural skills needed for success in Canadian post-secondary education.

### Core Values

- Respect
- Integrity
- Responsibility
- Diversity and inclusion
- Academic excellence
- Student success
- Community and cultural understanding

### Policy Accessibility

ICEAP maintains written policies that are available to past, current, and prospective students through the website, Student Handbook, student contracts and enrollment packages, and the ICEAP Administrative Office.

### Student Protection Statement

- ICEAP will not retain, confiscate, or withhold a student passport, study permit, or other immigration document under any circumstances.
- Students may access written policies regarding admissions, attendance, grading, complaints, refunds, transcripts, academic standing, dismissals, and student supports.
- Students may submit complaints without fear of retaliation and may receive written decisions in accordance with the complaint procedure.

## 2. Program Information

ICEAP offers English for Academic Purposes (EAP) programming and academic preparation support for students preparing for further study. Programs are delivered in English through instructor-led classes, interactive learning activities, presentations, discussions, academic workshops, tutorials, online learning tools, and student support sessions.

- Language of instruction: English.
- Expected hours of instruction for the ICEAP EAP Program: generally, 25 hours per week, subject to the student contract and current schedule.
- Programs may include in-person, online, blended, or technology-supported instructional components where institutionally approved.
- Students should review their Letter of Acceptance, student contract, invoice, schedule, and program materials for the specific program name, start date, end date, hours, fees, and completion requirements.

### Campus Locations

<b>London Campus</b> 370 Huron Street London, Ontario, Canada N6A 2K4 Phone: 519-204-9050	<b>Toronto Campus</b> 885 Don Mills Road Toronto, Ontario, Canada M3C 1V9 Phone: 647-495-6638
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## 3. Admissions and Registration

Admission to ICEAP requires applicants to complete the application process and meet the applicable admission criteria for the selected program. The Enrollment and Admissions Department is responsible for ensuring that each admitted student has met admission requirements before registration is finalized.

### General Admission Requirements

- Completed ICEAP application form.
- Valid government-issued identification, such as a passport photo page.
- Academic transcripts, diplomas, certificates, or other educational records where required for the selected program or pathway.
- Proof of English proficiency or completion of an ICEAP placement assessment, unless the applicant is applying to a beginner-level English program where no minimum English score is required.
- For international students studying in Canada, a valid study permit or evidence that the applicant is eligible to study in Canada under applicable immigration rules.
- Payment of required application fees, tuition deposits, or tuition fees according to the student contract and invoice.

## **Student Contract and Pre-Enrolment Information**

Before the program start date, students must sign a student contract where required. The contract should identify the institution, program name, program start and end dates, hours of instruction, admission requirements, fees payable, payment schedule, refund policy, credential or certificate information, and applicable policies.

## **4. Student Rights and Responsibilities**

### **Student Rights**

- Receive clear information regarding admissions, academic expectations, grading, attendance, refunds, complaints, transcripts, and institutional policies.
- Receive fair and respectful treatment in an inclusive learning environment.
- Access academic advising, student support services, and complaint procedures.
- Access transcripts and official academic documentation in accordance with institutional policies.
- Submit complaints or appeals without fear of retaliation.
- Have personal information protected in accordance with applicable privacy laws and ICEAP policies.
- Use a support person or representative during complaint meetings where permitted by policy.

### **Student Responsibilities**

- Complete all registration and admission requirements before beginning studies.
- Pay tuition and fees according to ICEAP policies, deadlines, invoices, and the signed student contract.
- Attend classes regularly, arrive on time, and participate actively in learning activities.
- Maintain academic honesty and submit original work with proper references.
- Maintain valid immigration and study authorization where applicable.
- Maintain valid health insurance coverage while studying in Canada.
- Treat classmates, instructors, staff, homestay families, partners, and community members with respect.
- Follow ICEAP policies, procedures, codes of conduct, technology rules, and Canadian laws.
- Keep contact, address, telephone, emergency contact, and immigration information up to date with ICEAP.

## **Sexual Violence, Harassment, and Non-Discrimination Policy**

International Centre for English Academic Preparation Inc. (“ICEAP”) is committed to maintaining a safe, respectful, inclusive, and discrimination-free learning environment for all students, staff, visitors, and members of the school community.

- Sexual violence, sexual harassment, harassment, bullying, intimidation, discrimination, hate-based conduct, or any conduct that threatens the safety, dignity, or equal participation of another person is strictly prohibited at ICEAP.
- This policy applies to conduct that occurs:
  - on ICEAP premises;

- during ICEAP classes, activities, events, or trips;
- in online or hybrid learning environments;
- through email, messaging platforms, social media, or other digital communication connected to ICEAP;
- in any context where the conduct affects a student's learning environment, safety, or participation in ICEAP programs.

### **Prohibited Conduct**

- Prohibited conduct may include, but is not limited to:
  - sexual violence or sexual harassment;
  - unwanted sexual comments, gestures, advances, or contact;
  - harassment, bullying, intimidation, or threatening behaviour;
  - discrimination based on race, colour, ancestry, place of origin, citizenship, ethnic origin, language, religion, sex, sexual orientation, gender identity, gender expression, age, disability, family status, marital status, or any other ground protected by applicable law;
  - retaliation against a student or staff member for raising a concern or participating in a complaint process;
  - any conduct that creates an unsafe, hostile, humiliating, or discriminatory learning environment.

### **Reporting Concerns**

- Students who experience, witness, or become aware of sexual violence, harassment, discrimination, bullying, or safety-related concerns are encouraged to report the matter as soon as possible to ICEAP Student Services, Administration, or another trusted ICEAP staff member.
- Students may report concerns verbally or in writing. Where appropriate, ICEAP may ask the student to provide a written statement or supporting information so that the concern can be reviewed properly.
- If there is an immediate safety risk, medical emergency, threat, or danger, students should call **911** immediately and notify ICEAP Student Services as soon as it is safe to do so.

### **Complaint Review Process**

- Complaints or concerns under this section will be reviewed in accordance with ICEAP's **Student Complaint Policy and Procedure**, unless emergency action is required to protect health or safety.
- ICEAP may take reasonable interim measures where necessary to protect students, staff, or the school community while a concern is being reviewed. These measures may include separating individuals, adjusting schedules, limiting contact, providing referrals, or taking other reasonable safety steps.
- Students involved in a complaint process may be accompanied by a support person or representative, subject to ICEAP's complaint procedures and confidentiality expectations.
- **Confidentiality**
- ICEAP will handle reports and complaints with sensitivity and confidentiality to the extent reasonably possible. Information will only be shared with individuals who need to know in order to review the matter, provide support, protect safety, comply with law, or fulfill institutional responsibilities.
- **Non-Retaliation**

- ICEAP strictly prohibits retaliation against any student, staff member, or other person who raises a concern in good faith, seeks support, participates in a complaint process, or provides information during a review.
- Retaliation may result in disciplinary action in accordance with ICEAP policies.

### **Support and Emergency Assistance**

- ICEAP may assist students by providing referrals to emergency services, medical support, counselling or wellness resources, community support organizations, or other appropriate services.
- Students should contact ICEAP Student Services immediately if they require assistance related to health, safety, emotional support, housing, police involvement, or urgent personal circumstances.

## **5. Academic Policies and Student Success**

ICEAP maintains academic standards designed to support student accountability, academic success, and preparation for Canadian post-secondary study. Students are expected to complete coursework, assignments, assessments, examinations, presentations, and classroom activities by the deadlines established by instructors and course syllabi.

### **Assessment and Grading**

- Assessment methods may include quizzes, tests, essays, presentations, projects, portfolios, participation, attendance, group work, midterm examinations, final examinations, speaking/listening assessments, and reading/writing evaluations.
- ICEAP uses a percentage-based grading system. Program-specific pass, progression, and completion requirements are set out in the course outline, student contract, or program information.
- Students may be required to achieve minimum benchmark scores in specific language skill areas.

### **Progressive Academic Support and Discipline**

Where academic or conduct concerns arise, ICEAP may use progressive intervention and discipline where appropriate. Outcomes may include warning, academic advising, meeting, resubmission, grade reduction, grade of zero, academic probation, suspension, dismissal, or appeal procedures depending on the nature, seriousness, and frequency of the issue.

### **Dismissal, Suspension, and Appeals**

Students may be subject to suspension, dismissal, or other academic consequences for serious or repeated policy breaches, academic misconduct, unsafe conduct, non-payment, excessive absence, or failure to meet program requirements. Students will receive information about applicable procedures, reasons, and appeal options in accordance with ICEAP policies.

## **6. Academic Integrity**

ICEAP expects students to demonstrate honesty, responsibility, fairness, respect, and ethical conduct in all academic activities. Students must claim credit only for their own ideas, writing, projects, and creations and must properly acknowledge the work of others.

### **Examples of Academic Misconduct**

- Plagiarism or using another person's words or ideas without proper acknowledgement.

- Cheating on quizzes, tests, examinations, assignments, presentations, or projects.
- Unauthorized collaboration or sharing answers.
- Falsification of records or academic documents.
- Impersonation or having someone else complete work.
- Unauthorized or inappropriate use of artificial intelligence tools, translation software, or third-party academic services where prohibited by instructors or institutional policy.

### **Procedure for Suspected Academic Integrity Violations**

- The instructor identifies the concern and explains the available evidence to the student.
- The student has an opportunity to respond before an outcome is determined.
- If the student accepts responsibility, ICEAP may consider this as a mitigating factor but it does not automatically determine the sanction.
- If the student does not accept responsibility, ICEAP will review the available evidence before making a decision. A finding must be based on evidence and balance of probabilities, not only on admission or denial.
- Sanctions may include resubmission, grade reduction, grade of zero, academic warning, probation, suspension, dismissal, or other outcomes depending on seriousness and frequency.
- Students may use applicable appeal procedures where a significant academic consequence is imposed.

## **7. Attendance, Participation, and English Learning Environment**

### **Attendance and Participation**

Students are expected to maintain regular attendance and participate in scheduled instructional activities. Students experiencing illness, emergencies, accessibility concerns, or exceptional circumstances should contact ICEAP administration as early as possible. Excessive absence without approved accommodation or documented exceptional circumstances may affect academic standing, participation evaluations, examination eligibility, or continued enrolment in accordance with ICEAP academic policies.

### **English Learning Environment**

During instructional and academic learning activities, students are expected to use English as much as reasonably possible to support language development, classroom participation, and academic success. ICEAP staff may remind, encourage, and support students to communicate in English during class and formal learning activities.

- Students will not be disciplined, penalized, suspended, expelled, restricted, or treated unfairly for using their first language or another language outside formal instructional activities.
- Students may use another language in hallways, common areas, breaks, while seeking help, during emergencies, health or mental health situations, and for religious, cultural, family, accessibility, or personal communication needs.
- The English Learning Environment Policy is intended solely to support English learning objectives and must not be applied in a discriminatory, punitive, or culturally insensitive manner.

## 8. Online, Hybrid, and Technology-Supported Learning

- ICEAP may be used online, blended, hybrid, or technology-supported learning where educationally appropriate and institutionally approved. Online and hybrid learning activities may include learning management systems, videoconferencing, institutional email, digital submissions, online discussions, electronic assessments, and academic support tools.
- Students are expected to maintain regular access to a laptop or computer, reliable internet, required software/platforms, and institutional communication systems.
- Students must check institutional communications regularly and participate professionally in online learning environments.
- Students must use technology responsibly and ethically and must not misuse institutional systems, classroom technology, or digital platforms.
- Where remote assessments are used, ICEAP may implement reasonable monitoring practices designed to support fair evaluation, student privacy, proportionality, and academic integrity.

## 9. Health Insurance and Emergency Support

### Health Insurance Requirement

All international students are required to maintain valid health insurance coverage while studying in Canada. International students must have valid health insurance coverage before beginning classes, orientation, or any other institutional participation at ICEAP.

ICEAP maintains evidence of insurance enrolment, insurance cards or confirmations, coverage dates, and related communications in the student file. ICEAP will verify insurance arrangements or acceptable proof of coverage before the student begins participation.

### Insurance Compliance Direction

- Students must provide accurate arrival, registration, and contact information to ICEAP.
- Students must confirm health insurance arrangements with ICEAP Student Services or provide acceptable proof of coverage before beginning classes, orientation, or other institutional participation.
- Students with urgent medical needs should contact ICEAP Student Services immediately so that urgent insurance support can be reviewed.
- Coverage details are governed by the applicable insurer policy. Students should review the Guard.me policy documents and benefit summary carefully.

### Guard.me Benefit Summary - Student Reference

Service / Benefit	Summary
Healthcare Access Card	Proof of healthcare coverage. Students should always keep it accessible.

Medical care in Canada	Students may seek care through pharmacies, mobile doctor services, walk-in clinics, or hospitals for serious emergencies.
Emergency assistance	Call 911 for emergency medical, fire, or police assistance.
Hospital services and physician fees	Included according to the Guard.me policy terms, limits, and exclusions.
Prescription medication	30-day supply according to the policy.
Mental health benefits	Psychiatric hospitalization and psychotherapy benefits are subject to policy limits.
Claims	Students should log into their Guard.me account to download documents, submit claims, and check claim status.

### Emergency Support

- Police / Fire / Ambulance: Call 911 immediately for danger, injury, fire, medical emergencies, or threats to personal safety.
- Health advice and non-emergency medical support: Call 811 - Health Connect Ontario for confidential health advice from a registered nurse.
- London hospitals: London Health Sciences Centre; St. Joseph's Health Care London; local walk-in clinic finder.
- Toronto hospitals: Toronto General Hospital; St. Michael's Hospital; local walk-in clinic finder.
- ICEAP main emergency contact: Nicole Guo, 647-963-6667, nicole.guo@iceap.ca.
- After-hours residence/homestay emergency contact: Ding Lin, 382-577-6777, ding.lin@iceapkingsway.ca.

## 10. International Student Support Services

The Student Services Manager is responsible for coordinating and overseeing international student support at ICEAP. Student Services may assist students by providing or coordinating access to housing resources, health insurance information, orientation, academic advising, counselling referrals, wellness and community referrals, cultural and religious resources, transportation information, consular information, emergency support, and student assistance resources.

### London-Specific Resources

- London Middlesex Local Immigration Partnership (LMLIP).
- London Cross Cultural Learner Centre (CCLC).
- London Public Library for newcomer programs, library cards, study spaces, computers, printing, and community programming.
- London Transit Commission (LTC) for routes, schedules, fares, and real-time bus information.

- 211 Ontario for community, housing, health, and settlement referrals.
- Local walk-in clinics, hospitals, public health resources, and community centers.
- Western University / King's campus nearby support may be referenced where applicable and eligibility is confirmed.

### **Referral and Recordkeeping**

ICEAP staff may assist students in identifying appropriate external resources; however, students remain responsible for contacting external agencies directly and confirming eligibility, service hours, costs, and availability. Student Services should document significant support referrals and follow-up actions where appropriate for student support and audit readiness.

## **11. Complaints, Appeals, and Non-Retaliation**

ICEAP is committed to a fair, transparent, and consistent process for addressing student complaints and concerns. Complaints may relate to academic matters, instructor conduct, student conduct, harassment, discrimination, bullying, student services, administrative decisions, program delivery, online or in-person learning environments, and ICEAP-sponsored activities or events.

### **Student Rights in the Complaint Process**

- Be treated respectfully and fairly.
- Submit complaints without fear of retaliation.
- Receive information about complaint procedures.
- Present information, explanations, and supporting documents.
- Be accompanied by a support person or representative during meetings.
- Receive written communication regarding complaint decisions and outcomes.
- Request confidentiality to the extent possible.
- Appeal decisions in accordance with ICEAP policy.

### **Complaint Resolution Steps**

1. **Personal Resolution:** Where safe and appropriate, students may attempt to resolve concerns directly with the person involved. This step is optional and not required for serious matters.
2. **Informal Resolution:** Students may contact ICEAP administration or Student Services for assistance with informal resolution, facilitated discussion, clarification, or administrative intervention.
3. **Formal Resolution:** Students may submit a written complaint. ICEAP will review the complaint, may interview involved parties, review documents, and provide a written decision within the policy timeline.
4. **Appeal or Review:** Students may request an appeal or review where permitted by the policy, such as where new information becomes available or there are concerns about process or outcome.

### **Non-Retaliation**

- ICEAP prohibits retaliation against students who raise concerns, submit complaints, participate in complaint procedures, or provide information in good faith.

## 12. Withdrawal and Tuition Refund Policy

ICEAP is committed to a transparent, fair, and student-centered refund process. Students receive access to the Withdrawal and Tuition Refund Policy before enrolment and contract signing so that they can make informed financial decisions.

### Refund Eligibility Categories

- Study permit refusal, where an official refusal letter issued by Immigration, Refugees and Citizenship Canada (IRCC) is provided.
- Program cancellation by ICEAP.
- Eligible unused tuition deposit remains after the student has completed the planned ICEAP study, where applicable under the student contract.
- Exceptional circumstances reviewed and approved by ICEAP Administration.

### Withdrawal Procedure

- Students wishing to withdraw must submit written notification to the ICEAP Administration Office by email or registered mail.
- A withdrawal request should include the student's full name and student number, program name, reason for withdrawal, effective withdrawal date, and supporting documentation where applicable.
- Withdrawal requests and communications are documented and retained within the student's financial and administrative file for compliance and audit purposes.

### Refund Processing and Records

Refund requests are reviewed by authorized ICEAP Administrative and Finance staff. Once complete documentation is received, refund eligibility is reviewed, calculations are verified, processing dates are documented, and students receive written confirmation regarding the refund decision. ICEAP aims to process eligible refund requests within thirty (30) business days following receipt of complete documentation and administrative approval.

## 13. Privacy, Confidentiality, Student Records, and Transcripts

ICEAP collects, uses, discloses, and retains personal information for legitimate educational, administrative, legal, regulatory, student support, immigration reporting, audit, transcript, and institutional purposes. ICEAP protects confidential student information and does not release information to third parties without authorization unless disclosure is required or authorized by law.

### Student File Requirements

- Full legal name and date of birth.
- Canadian address and type of stay or accommodation arrangement.
- Telephone numbers in Canada and home country contact information.
- Email address, country of origin, and primary language or mother tongue.
- Academic evaluations, academic progress, admission test or placement assessment results.
- Signed student enrolment contract.
- Evidence of valid health insurance prior to beginning studies.
- Study permit number, date of entry into Canada, and permit expiry date where applicable.

- Attendance, complaints, withdrawals, dismissals, refunds, transcripts, credentials, and appeal records where applicable.

### **Record Retention and Transcript Access**

ICEAP maintains student files and academic records in accordance with Ontario ISP requirements and institutional retention procedures. Student files are retained for at least three years after the student leaves the institution. Transcript and credential access records are maintained for the longer retention periods required by ICEAP policy and applicable regulatory expectations.

### **Government and Regulatory Access**

Student information may be disclosed where permitted or required by law, including Ministry audit or compliance review, IRCC enrolment compliance reporting, court order, search warrant, health or safety emergency, or other lawful regulatory purposes. Disclosure will be limited to necessary information wherever possible.

## **14. Campus Regulations, Safety, and Facilities**

Students are expected to behave respectfully and safely on campus, in classrooms, common areas, online learning environments, student activities, and ICEAP-sponsored events. Students must follow staff directions regarding safety, classroom management, emergency procedures, and facility use.

### **Campus Safety**

- Students must not engage in harassment, bullying, discrimination, threats, intimidation, violence, unsafe conduct, property damage, or disruptive behavior.
- Students must respect classroom capacity limits, posted safety information, fire safety directions, first aid procedures, and emergency instructions.
- Students should immediately report safety concerns, accidents, injuries, threats, harassment, or urgent issues to ICEAP staff.

### **Classroom Capacity - Suite 400**

<b>Room</b>	<b>Approximate Area</b>	<b>Maximum Student Capacity</b>
Room 1	Approximately 279 sq. ft.	12 Students
Room 2	Approximately 332 sq. ft.	16 Students
Room 3	Approximately 331 sq. ft.	16 Students
Room 4	Approximately 292 sq. ft.	14 Students
Room 5	Approximately 179 sq. ft.	8 Students
Room 6	Approximately 380 sq. ft.	18 Students

Note: Capacities are conservative estimates intended for internal planning and compliance reference purposes.

## 15. Studying in Ontario and Immigration Responsibilities

International students are responsible for understanding and maintaining their own immigration status. ICEAP staff may provide general information and referrals; however, students are responsible for complying with Immigration, Refugees and Citizenship Canada (IRCC) requirements, study permit conditions, passport validity, address updates, and related obligations.

- Students must provide accurate immigration and contact information to ICEAP.
- Students must notify ICEAP promptly of changes to study permit status, address, telephone number, email, emergency contact, or enrolment plan.
- Students should seek qualified immigration advice from authorized representatives where immigration advice is needed.
- ICEAP may be required to confirm and report enrolment information to IRCC and/or the Ontario Ministry of Colleges and Universities for compliance purposes.

## 16. Detailed Institutional Policies

The following detailed policy sections are incorporated into this handbook so that students can access the applicable institutional rules and procedures in one document. Where handbook wording and a signed student contract must be read together, the signed contract and applicable law will govern to the extent required.

### Admission Policy

#### 1. Policy Statement

International Centre for English Academic Preparation (hereinafter ‘ICEAP’) is committed to admitting students who meet the applicable admission criteria for ICEAP programs and who are likely to succeed in achieving their academic English, pathway, and educational goals.

This policy applies to all applicants seeking admission to ICEAP programs, including international students and students who intend to use ICEAP studies as preparation for further study in Canada or abroad.

#### 2. Responsibility for Admissions

The Enrollment and Admissions Department is responsible for ensuring that each admitted student has met the admission requirements for the selected ICEAP program before registration is finalized.

Admissions staff explain available ICEAP program options and assist prospective students in selecting the program that best matches their academic goals and English level.

Admissions staff review the admission criteria, placement requirements, tuition payment requirements, and study permit requirements, where applicable.

Admissions staff collect and verify required documents and maintain copies in the student file.

Admission criteria may not be waived by ICEAP or by the applicant unless a written exception has been approved by ICEAP senior administration and is permitted under applicable law and institutional policy.

### **3. General Admission Requirements**

To be considered for admission to ICEAP, applicants must normally provide the following:

A completed ICEAP application form.

A copy of valid government-issued identification, such as a passport photo page.

Academic transcripts, diplomas, certificates, or other educational records, where required for the selected program or pathway.

Proof of English language proficiency or completion of an ICEAP placement assessment, unless the applicant is applying to a beginner-level English program where no minimum English score is required.

For international students studying in Canada, a valid study permit or evidence that the applicant is eligible to study in Canada under applicable immigration rules.

Payment of the required application fee, tuition deposit, or tuition fees according to the ICEAP student contract and invoice.

### **4. Application Fee**

A non-refundable application fee may be charged to process an application. The amount of the application fee and any tuition deposit will be stated on the application materials, invoice, or student contract.

### **5. Required Documents**

Depending on the program and applicant category, ICEAP may require the following documents:

Completed application form.

Passport photo page or government-issued identification.

Most recent academic transcript, diploma, or certificate, if applicable.

Official English test results, if available.

ICEAP placement test results, if required.

Proof of study permit, visitor record, work permit, or other immigration status, where applicable.

Notarized English translations for documents that are not originally issued in English.

Signed student contract and proof of tuition payment or deposit.

### **6. English Language Placement and Proficiency**

ICEAP offers English language preparation and academic pathway programs. Applicants may be admitted based on an approved external English language test, prior English-medium study, or an ICEAP placement assessment.

Where an applicant does not have valid English proficiency evidence, ICEAP may administer a placement assessment before or after issuing a conditional admission document. Final program level placement will be determined by ICEAP based on the student's demonstrated English ability.

### **7. Accepted English Proficiency Evidence**

ICEAP may consider the following as evidence of English proficiency or for placement purposes.

Minimum scores and level placement may vary by program, pathway partner, and intake:

IELTS Academic or IELTS Indicator.

TOEFL iBT or TOEFL Home Edition.

CAEL.

CELP, where applicable.

Duolingo English Test.

Pearson PTE Academic.

Successful completion of prior full-time study in English, where accepted by ICEAP.

Successful completion of an ICEAP placement test or internal English assessment.

Applicants should refer to the current ICEAP program chart or pathway agreement for specific level entry requirements. Meeting an English score for placement does not guarantee admission to a partner institution unless all partner admission requirements are also satisfied.

## **8. Conditional Letter of Acceptance or Conditional Admission**

ICEAP may issue a Conditional Letter of Acceptance (CLOA) or conditional admission document when an applicant appears eligible but must still satisfy one or more outstanding conditions before final registration.

Conditions may include, but are not limited to:

Submission of final or official academic documents.

Completion of an ICEAP placement test.

Submission of valid immigration documents, where applicable.

Payment of the required tuition deposit or tuition fees.

Meeting the program-specific or pathway-specific English level requirement.

A conditional admission document does not guarantee final enrollment until all stated conditions have been met and verified by ICEAP.

## **9. Tuition Deposit and Letter of Acceptance**

A Letter of Acceptance (LOA) may be issued after ICEAP has reviewed the application package and confirmed that the applicant meets the applicable admission requirements or conditional admission requirements. A tuition deposit may be required before the LOA is issued. The deposit amount, refundability, payment deadline, and any balance owing will be stated in the student contract, invoice, or offer document.

## **10. Registration and Student Contract**

An ICEAP representative will prepare or provide the student contract and review important academic and administrative policies with the student.

After understanding their rights and responsibilities, the student will sign the student contract. ICEAP will retain a copy in the student file and provide a copy to the student.

The student must pay tuition and fees according to the payment schedule stated in the student contract or invoice.

Students who register for additional courses, extra program terms, or extended study may be required to pay additional tuition and fees.

## **11. Additional Requirements for International Students**

International students are responsible for maintaining valid immigration status throughout their studies. ICEAP may request updated immigration documents before or during the program.

In-Person Students must provide a valid study permit or other acceptable immigration document when required.

In-Person Students should ensure their immigration document remains valid for the duration of their planned study period. ICEAP may recommend that a study permit has sufficient validity remaining before the start date.

Documents not issued in English may require notarized English translation.

Students enrolled in ICEAP programs are also subject to applicable institutional academic and administrative policies, including but not limited to the English Learning Environment Policy, Academic Integrity Policy, Attendance Policy, Student Complaint Procedure, and Student Conduct expectations as published in the ICEAP Student Handbook and institutional policies.

ICEAP may update institutional policies, procedures, and academic requirements from time to time in accordance with educational standards, accreditation expectations, operational needs, and applicable legal or regulatory requirements.

## **12. Document Retention**

All admission documents, contracts, payment records, placement results, and immigration documents collected for admission purposes will be kept in the student file in accordance with ICEAP record retention and privacy practices.

## **13. Policy Availability**

This policy is available to prospective, current, and former ICEAP students upon request and may be updated from time to time to reflect changes in ICEAP programs, partner requirements, or applicable regulations.

# **Student Rights and Responsibilities Policy**

## **Policy Statement**

As a member of the International Centre for English Academic Preparation (ICEAP), each registered student is entitled to expect certain rights to be recognized and respected by ICEAP. In the same way, ICEAP is entitled to expect responsible behavior from every student.

This policy is intended to reflect ICEAP's commitment to maintaining a safe, respectful, inclusive, and academically focused learning environment for all students. This document does not constitute a contractual agreement or legally binding contract between ICEAP and its students.

This policy applies to all ICEAP students participating in programs, classes, activities, events, and services operated by ICEAP, including online and off-site educational activities.

This policy is available to past, current, and prospective students at all times.

Nothing in this document limits or replaces the rights and responsibilities established under the laws of Canada, the Province of Ontario, or any applicable municipal regulations.

ICEAP recognizes that all students are responsible individuals who are accountable for their behaviors, academic conduct, and participation in the educational community.

ICEAP makes these policies available to past, current, and prospective students through institutional communication channels.

Students have the right to access written policies regarding admissions, attendance, grading, complaints, refunds, transcripts, academic standing, dismissals, and student supports.

ICEAP will not retain, confiscate, or withhold a student passport, study permit, or other immigration document under any circumstances.

ICEAP is committed to maintaining a safe, respectful, inclusive, and legally compliant educational environment for all international students in accordance with Ontario ISP Requirements and applicable Canadian laws.

## **International Student Protection Statement**

ICEAP is committed to student protection, fair treatment, clear communication, transparent policies, and access to appropriate support services for international students.

## **Student Responsibilities**

### **1. Fundamental Responsibilities**

Students are expected to:

Complete all registration and admission requirements before beginning studies.

Pay all applicable tuition and fees according to ICEAP policies and deadlines.

Conduct themselves respectfully toward classmates, teachers, staff, homestay families, partners, and members of the community.

Maintain a safe, inclusive, and welcoming learning environment free from harassment, bullying, discrimination, intimidation, or disruptive behavior.

Respect the property, facilities, learning resources, and equipment provided by ICEAP.

Follow all ICEAP policies, procedures, and codes of conduct.

Comply with Canadian laws and regulations while participating in ICEAP programs.

Use technology, internet access, and digital platforms responsibly and ethically.

Obtain approval from ICEAP administration before organizing events or distributing promotional materials on behalf of students or student groups.

Maintain respectful communication in classrooms, online learning platforms, emails, and social media interactions connected to ICEAP.

### **2. Academic Responsibilities**

Students are expected to:

Arrive at class on time and attend classes regularly.

Participate actively and respectfully in all learning activities.

Complete assignments, projects, presentations, and examinations by the deadlines established by the teacher.

Submit work that is original and properly referenced.

Understand and follow ICEAP's Academic Integrity and Plagiarism Policy.

Avoid all forms of academic misconduct, including plagiarism, cheating, falsification of records, impersonation, and unauthorized collaboration.

Inform instructors or administration of any absence affecting academic participation.

Take responsibility for missed work, notes, assignments, and assessments.

Respect the instructor's authority regarding classroom management, attendance expectations, grading, course content, and academic evaluation.

Maintain appropriate classroom behavior and avoid disruptions during lessons or activities.

Keep copies of submitted assignments and important academic documents.

Review course outlines, schedules, graduation requirements, and academic policies.

Use AI tools and technology ethically and only in ways permitted by the instructor.

### **3. Attendance Responsibilities**

Students are expected to:

Attend all scheduled classes and learning activities.

Notify ICEAP promptly in the event of illness, emergency, or unavoidable absence.

Maintain attendance standards required by their program, study permit conditions, pathway partner requirements, or immigration regulations.

Understand that repeated lateness, absenteeism, or failure to participate may result in academic consequences, probation, suspension, or reporting obligations where required by law.

### **4. Behavioral Expectations**

Students must not:

Engage in violence, threats, harassment, bullying, discrimination, or intimidation.

Use offensive, abusive, or discriminatory language.

Damage or misuse ICEAP property or facilities.

Possess or use illegal substances on ICEAP premises or during ICEAP activities.

Engage in fraudulent behaviour, including falsification of documents or misrepresentation.

Disrupt the learning environment or interfere with the rights of others.

ICEAP reserves the right to take disciplinary action where student conduct negatively affects the safety, reputation, or operations of the institution.

## **Student Rights**

### **1. Fundamental Rights**

Every student has the right to:

Be treated fairly, respectfully, and equitably.

Learn in an environment free from discrimination, harassment, bullying, intimidation, or violence.

Receive equal opportunity regardless of race, ancestry, place of origin, citizenship, ethnic origin, language, religion, creed, age, disability, sex, sexual orientation, gender identity, gender expression, marital status, family status, or any other protected ground under Ontario human rights legislation.

Express opinions respectfully and participate in lawful and peaceful student activities.

Access ICEAP services, facilities, and resources according to institutional policies.

Request information regarding institutional policies, academic requirements, and student procedures.

Submit complaints, concerns, or appeals without fear of retaliation.

Access support services and referrals appropriate to their educational and personal needs.

## **2. Academic Rights**

Students have the right to:

Receive a quality educational experience delivered by qualified instructors.

Receive course outlines, schedules, evaluation methods, and academic expectations at the beginning of a course.

Know program requirements, attendance expectations, grading policies, and graduation requirements.

Receive instruction for the number of hours specified in the program.

Be informed promptly of schedule changes, class cancellations, or important academic updates.

Receive fair and transparent evaluation of academic performance.

Review graded work and discuss academic progress with instructors.

Receive information regarding academic integrity policies and disciplinary procedures.

Expect reasonable classroom management and a learning environment conducive to academic success.

Request academic support or accommodation where appropriate and legally applicable.

## **3. Right to Transparent Fees and Refunds**

Students have the right to:

Receive clear information regarding tuition fees, additional charges, payment schedules, and refund conditions before enrollment.

Obtain copies of enrollment agreements, receipts, invoices, and financial records related to their studies.

Access ICEAP's Refund Policy and understand the timelines and conditions for refunds.

## **4. Right to Privacy and Confidentiality**

Students have the right to:

Have privacy and confidentiality regarding their personal and academic information in accordance with applicable privacy legislation.

Access to their own academic and student records.

Expect that student information will only be shared when authorized or legally required.

## **5. Right to Student Supports**

Students may request access to available student services and support, including but not limited to:

**Orientation services**

**Academic advising**

**Pathway guidance**

**Timetable and course assistance**

**Student records and transcripts**

**Enrollment verification letters**

**Student wellness support**

**Community referrals**

**Settlement and integration support**

**Technology and learning support**

**Extracurricular activities and student engagement opportunities**

### **Complaints and Appeals**

Students have the right to submit complaints, concerns, or appeals regarding academic matters, student services, conduct issues, discrimination, harassment, or institutional procedures.

ICEAP will review complaints and appeals fairly, respectfully, confidentially, and within reasonable timelines. Students may have a support person present during complaint or appeal meetings where appropriate.

Students who submit complaints, concerns, or appeals in good faith will not be subject to retaliation, intimidation, or unfair treatment because of raising concerns.

### **Discipline and Consequences**

Failure to comply with this policy may result in disciplinary action, including but not limited to:

**Verbal or written warnings**

**Behavioral contracts**

**Academic penalties**

**Suspension from classes or activities**

**Probation**

**Dismissal from the program**

### **Reporting to relevant authorities where legally required**

Disciplinary actions will be applied fairly and proportionately based on the nature and severity of the violation.

## **Commitment to Student Protection**

ICEAP is committed to protecting students from exploitation and maintaining educational integrity.

Students shall not be required, encouraged, or permitted to provide unpaid labour, services, or products for institutional financial gain unless clearly identified as part of an approved educational or volunteer experience.

All educational activities must prioritize student learning, development, safety, and well-being.

## **Policy Review**

This policy may be updated periodically to reflect changes in legislation, institutional practices, or educational requirements.

Students will be informed of significant policy updates through official ICEAP communication channels.

## **Student Records and Transcript Access**

ICEAP maintains student records in accordance with Ontario ISP requirements and applicable privacy legislation. Past, current, and former students may request access to official transcripts and student records in accordance with institutional procedures.

## **Academic Standards and Student Success Policies**

### **1. Policy Statement**

The International Centre for English Academic Preparation (ICEAP) is committed to maintaining high academic standards while supporting student success in an inclusive and internationally focused learning environment. These Academic Standards and Student Success Policies outline the expectations, responsibilities, and procedures that apply to all students enrolled in ICEAP programs.

These policies are intended to support academic integrity, student accountability, professional conduct, and successful preparation for post-secondary studies in Canada.

ICEAP maintains written admissions and academic policies that are available to past, current, and prospective international students at all times in accordance with Ontario ISP Requirements.

ICEAP will not retain or withhold a student passport, study permit, or similar immigration document under any circumstances.

### **2. Student Rights**

Students have the right to:

- Receive clear information regarding admissions, academic expectations, grading, attendance, refunds, complaints, transcripts, and institutional policies.
- Receive fair and respectful treatment in an inclusive learning environment.
- Access academic advising, student support services, and complaint procedures.
- Access transcripts and official academic documentation in accordance with institutional policies.

### **3. Student Responsibilities**

Students are responsible for:

- Maintaining valid immigration and study permit status where applicable.

- Respecting institutional policies, staff, and fellow students.
- Following attendance, participation, and assessment requirements.
- Maintaining academic honesty and professional conduct.

#### **4. Delivery of Instruction**

ICEAP programs are delivered in English through instructor-led classes, interactive learning activities, discussions, presentations, online learning tools, and academic support sessions.

Programs may include:

- In-person classroom instruction
- Online or blended learning components
- Group projects and collaborative activities
- Academic workshops and tutorials
- Guest speakers and pathway seminars
- Independent study and research activities

Course materials, schedules, attendance records, and grades may be provided through approved educational platforms.

Students are expected to actively participate in all learning activities and maintain professional and respectful classroom behavior.

Where online, blended, or remote assessments are used, ICEAP may implement reasonable academic integrity monitoring practices designed to support fair evaluation, student privacy, proportionality, and institutional integrity. Assessment monitoring methods may vary depending on the nature of the course, assessment format, technology platform, and instructor requirements.

#### **5. Required Technology and Learning Resources**

Students are expected to have regular access to:

- A laptop or computer
- Reliable internet access
- ICEAP-approved communication platforms
- Course materials and textbooks where applicable

Technology may be used in classrooms and online learning environments to support collaboration, research, presentations, and academic skill development.

Students are responsible for maintaining access to required technology and checking institutional communication regularly.

#### **6. Academic Expectations and Assessments**

Students are expected to complete all required coursework, assignments, assessments, examinations, presentations, and classroom activities outlined in each course syllabus.

Assessment methods may include:

- Quizzes and tests
- Essays and written assignments
- Presentations

- Projects and portfolios
- Participation and attendance
- Group work
- Midterm and final examinations
- Speaking and listening assessments
- Reading and writing evaluations

ICEAP uses a percentage-based grading system.

### **Academic Achievement Levels**

- Pass: 60–80% depending on the level with no skill lower than 55% - 75% (refer to Pathway to Future at Pathway – ICEAP).

A minimum final grade of 70% is required to successfully complete most ICEAP academic and pathway programs unless otherwise specified in the course outline.

Students may be required to achieve minimum benchmark scores in specific language skill areas.

Students are expected to complete all assessments by the scheduled deadlines.

### **Missed Tests and Exams**

- Students who are unable to attend a scheduled test or examination due to illness, emergency, or other approved circumstances must notify the instructor or administration as soon as possible.
- Students may be required to provide supporting documentation and arrange a make-up assessment within the approved timeframe.
- Unapproved absences from tests or examinations may result in a grade of zero (0).

### **Late Assignments**

- Assignments submitted after the deadline may receive late penalties unless prior approval has been granted.
- Unless otherwise stated by the instructor, late assignments may be deducted up to 10% per day.
- Assignments more than five (5) days late may not be accepted.
- Extensions may be granted for documented or approved circumstances.

Students should communicate with instructors before deadlines whenever possible.

## **7. Attendance Policy**

Regular attendance is essential for academic success, language development, and compliance with international student expectations.

ICEAP records attendance daily.

### **Attendance Requirements**

Students are expected to:

- Attend all scheduled classes and academic activities
- Arrive on time and remain for the full class
- Participate actively in classroom learning
- Notify ICEAP of absences as soon as possible

ICEAP students are expected to maintain a minimum attendance rate of 90%.

Failure to meet attendance requirements may result in:

- Academic warnings
- Mandatory academic advising meetings
- Repeating a course or level
- Suspension or dismissal in serious or ongoing cases
- Reporting requirements related to study permit compliance where applicable

Students are responsible for catching up on missed coursework, assignments, and assessments.

Extenuating circumstances may be considered on a case-by-case basis with supporting documentation.

## **8. Academic Integrity Policy**

ICEAP is committed to academic honesty, ethical learning practices, and integrity in all academic work.

Students are expected to submit original work and properly acknowledge the ideas, words, and materials of others.

Academic misconduct includes, but is not limited to:

- Plagiarism
- Cheating on tests or assignments
- Unauthorized collaboration
- Copying another student's work
- Purchasing or submitting work completed by another person
- Falsifying academic records or documents
- Improper use of translation tools or artificial intelligence tools
- Submitting the same work for multiple courses without permission

## **9. Plagiarism and Unauthorized Use of Artificial Intelligence**

Plagiarism occurs when a student presents another person's words, ideas, research, or work as their own without proper acknowledgment.

Examples include:

- Copying content from websites, books, or other students
- Using online translation tools to complete assignments where prohibited
- Using generative artificial intelligence tools (such as ChatGPT or similar platforms) in violation of instructor guidelines
- Submitting work prepared by another individual or service

ICEAP recognizes that certain educational technologies and AI tools may be used for learning support when specifically permitted by instructors.

Students must follow instructor expectations regarding acceptable and unacceptable use of AI and digital tools.

Failure to comply with instructor expectations regarding examinations, remote testing procedures, or acceptable technology use may result in academic penalties at the instructor's or institution's discretion in accordance with ICEAP policies.

## **10. Cheating and Academic Misconduct**

Cheating includes any dishonest attempt to gain academic advantage.

Examples include:

- Using unauthorized materials during a test or examination
- Sharing answers during assessments
- Impersonating another student
- Accessing exams without authorization
- Communicating with others during restricted assessments
- Falsifying attendance or participation

Academic misconduct undermines the integrity of the learning environment and may result in disciplinary action.

## **11. Academic Penalties and Progressive Discipline**

ICEAP applies progressive discipline procedures when addressing academic misconduct or repeated violations of academic standards.

Consequences may include:

- Verbal or written warning
- Academic integrity meeting
- Resubmission of work
- Grade reduction
- Grade of zero on an assignment or examination
- Failure of a course
- Academic probation
- Suspension
- Dismissal from the program or institution

Serious or repeated offences may result in immediate dismissal.

Records of academic misconduct may be maintained in the student's file.

## **12. Course Progression and Academic Standing**

Students must successfully complete required courses and maintain satisfactory academic standing to progress through their program.

Students who fail to meet academic requirements may be:

- Required to repeat a course or level
- Restricted from pathway progression

Students are expected to complete program requirements within the maximum timeframe established by ICEAP.

Students who fail to maintain satisfactory academic progress, attendance requirements, or professional conduct standards may be placed on academic probation, required to attend advising meetings, or subject to suspension or dismissal in accordance with ICEAP policies.

### **13. Student Dismissal Policy**

A student may be suspended or dismissed from ICEAP for reasons including, but not limited to:

- Repeated academic failure
- Failure to meet attendance requirements
- Academic misconduct or dishonesty
- Violations of student conduct policies
- Harassment, discrimination, or unsafe behavior
- Failure to comply with enrollment agreements or financial obligations
- Failure to return from an approved leave of absence
- Conduct that negatively affects the safety or learning environment of the school community

Prior to dismissal, ICEAP will normally provide:

- Written notice of concerns
- Opportunity for student response
- Academic advising or support interventions where appropriate

Serious misconduct may result in immediate suspension or dismissal.

### **14. Grading**

Students who have concerns regarding grades or academic decisions are encouraged to first discuss the matter respectfully with the instructor.

If the concern is not resolved, students may request review by the Academic Lead or designated administrator.

Requests for reassessment or grade review must normally be submitted within five (5) business days of receiving the grade.

ICEAP reserves the right to uphold, adjust, or deny reassessment requests following review.

### **15. Academic Appeals**

Students who believe that extenuating circumstances affected their academic performance or that policies were applied unfairly may submit a formal academic appeal.

Appeals must:

- Be submitted in writing
- Include supporting documentation where applicable
- Be filed within five (5) business days of the decision being appealed

Appeals will be reviewed by the appropriate ICEAP administrator or committee.

Decisions made following the appeal review will be communicated in writing.

## **16. Graduation and Certificate Requirements**

To successfully complete an ICEAP program and receive a certificate, transcript, or pathway completion documentation, students must:

- Successfully complete all required courses
- Meet minimum academic standards
- Meet attendance requirements
- Satisfy financial obligations to the institution

Official documents may include:

- Transcript of studies
- Certificate of completion
- Letter of completion

Processing times for official documents may vary but not exceed 7 business days.

ICEAP maintains student academic records and transcripts in accordance with applicable Ontario ISP requirements. Past, current, and former students may request access to official transcripts in accordance with institutional procedures.

## **17. Student Support and Academic Assistance**

ICEAP encourages students to seek support when experiencing academic, personal, or adjustment difficulties.

Available support may include:

- Academic advising
- Language support
- Writing assistance
- Wellness referrals
- Attendance intervention meetings
- Learning strategy support

Students are encouraged to communicate with instructors and administration early if they are experiencing challenges.

## **18. Policy Review and Amendments**

ICEAP reserves the right to modify or update these policies to reflect changes in educational practices, legal requirements, or institutional needs.

Updated policies will be communicated to students through official school channels.

## **19. Contact Information**

Questions regarding these Academic Standards and Student Success Policies may be directed to:

**International Centre for English Academic Preparation (ICEAP)**

**Academic Affairs and Student Services**

Email: [info@iceap.ca](mailto:info@iceap.ca)

Website: [www.iceap.ca](http://www.iceap.ca)

## Academic Integrity Policy and Procedure

All members of the ICEAP community including academic faculty, staff and students are required to know and follow the Academic Integrity Policy and Procedure. The procedures are to be followed when there is a suspected breach of academic integrity by a student.

### 1. Definitions

ICEAP recognizes that unauthorized or inappropriate use of artificial intelligence (AI) tools, translation software, or third-party academic services may constitute academic misconduct where prohibited by instructors or institutional policy.

Students have the right to receive information regarding academic integrity expectations, assessment standards, disciplinary procedures, and academic appeals.

Students are expected to demonstrate honesty, responsibility, fairness, respect, and ethical conduct in all academic activities.

ICEAP maintains written academic integrity policies and procedures that are available to past, current, and prospective students at all times in accordance with Ontario ISP Requirements.

### International Student Academic Integrity Statement

Student – Means any individual who is admitted, enrolled or registered for study at ICEAP. Individuals who are active in a program but are not enrolled in classes for a particular term (e.g. on a vacation, leave of absence, or waiting for a program to commence) are considered to have a continuing student relationship and are included in the definition of student.

### 2. Policy Statement

ICEAP is committed to upholding the highest standards of academic integrity. Academic Integrity is defined as “a commitment, even in the face of adversity, to six fundamental values: honesty, trust, fairness, respect, responsibility, and courage. From these values flow principles of behavior that enable academic communities to translate ideals into action”.

ICEAP expects that students will only claim credit for their own ideas, writing, projects and creations. Where others have contributed, or non-original ideas have been included, students will give proper recognition and reference. Students will not attempt to gain unfair academic advantage in any academic work whether graded or ungraded. Refer to Appendix A for a list of examples of breaches of the Academic Integrity Policy.

All academic staff and students are expected to be vigilant regarding their respective roles and responsibilities when breaches of academic integrity occur.

This policy is available to past, current, and prospective students at all times.

### 3. Procedures

The following procedures are involved when a suspected violation of academic integrity occurs:

Step 1 – Instructor identifies violation.

Step 2 – Instructor meets with the student to review the concern, explain the available evidence, and provide the student with an opportunity to respond before an outcome is determined.

If a student accepts responsibility for the violation, this may be considered as a mitigating factor when determining an appropriate outcome. Acceptance of responsibility does not automatically determine the sanction but may support an educational or corrective response where appropriate.

If the student does not accept responsibility, ICEAP will review the available evidence before deciding. A finding of academic misconduct must be based on the evidence and the balance of probabilities, not solely on whether the student admits or denies the concern. Sanctions may include resubmission, grade reduction, a grade of zero, academic warning, probation, suspension, or dismissal depending on the nature, seriousness, and frequency of the violation.

Step 3 – Discovery interview and/or academic integrity review. Where the concern is serious, repeated, disputed, or may result in a significant academic consequence, the student may be interviewed by a review panel which may include:

### **Vice-President Academic**

### **Student Service and Operations Manager**

Instructors (with at least one instructor at Level 6 or Bridging Level)

For midterm and final exams, students are normally not permitted to rewrite or resubmit the same exam after a confirmed academic integrity violation. However, the academic outcome will be determined through the review process and based on the evidence, seriousness of the misconduct, prior history, and applicable progressive discipline principles. Possible outcomes may include a grade reduction, a grade of zero, failure of the assessment or course, academic warning, probation, suspension, or dismissal, where appropriate.

Violations of ICEAP's Academic Integrity Policy will remain in a student's academic file and will be submitted to the student's future instructors.

A lack of awareness of the Academic Integrity Policy and/or Procedure is NOT an acceptable explanation for a breach under this Policy.

## **4. Principles**

The Academic Integrity Policy and Procedure are an affirmation and clarification for all members of ICEAP of their respective obligation(s) to maintain the highest standards of academic integrity. The principles of this Policy include:

- a. promoting an environment of academic integrity that values honesty, trust, fairness, respect, responsibility, and courage;
- b. upholding the academic excellence of ICEAP including its programs and curriculum;
- c. protecting the integrity of ICEAP credentials that help students and graduates achieve success in their college or university studies with partner and non-partner institutions; and
- d. ensuring that grades for all students provide an accurate assessment of their work and that students do not gain unfair academic advantage.

## **5. Communication**

All ICEAP instructors are required to inform their students of ICEAP's Academic Integrity Policy and Procedure and the Test Policy and Procedure Agreement on the first day of class for each session.

Students will be expected to read and sign both documents. Any changes to these documents will be communicated to students in writing.

## Appendix A – EXAMPLES OF ACADEMIC INTEGRITY BREACHES

The following summary provides selected definitions and examples for specific behaviors that constitute breaches of academic integrity. These examples are intended to educate students and instructors as to what types of behaviors fall under this Policy.

This section is not meant to be a complete or comprehensive list of all possible breaches of academic integrity. Each situation should be assessed by instructors and/or the Vice-President, Academic.

Academic Integrity Breaches include cheating, plagiarism, falsification of documents, and inappropriate use of digital technology.

Cheating is an attempt to gain an improper advantage on an academic evaluation. Forms of cheating include, but are not limited to:

stealing, reproducing, circulating or otherwise gaining prior access to examination materials;

copying another person's answer to an examination question;

allowing another student to copy from you;

providing or receiving answers during a test through a system of signals, text messages, Zoom chat or other means of communication with another student;

consulting an unauthorized source (e.g., textbooks, website, cheat-sheet, another student) during a test or examination unless specifically instructed to do so by the instructor;

communicating verbally with other students(s) during a test or examination, unless specifically instructed to do so by the instructor;

changing a grade or record of an examination result;

submitting substantial portions of the same work to more than one course without consulting the instructors who teach the courses;

submitting work prepared in whole or in part by another person and representing that work as one's own;

offering for sale or other benefit essays, drawings, portfolio elements, or any other academic work, in whole or in part, to other students who may submit the work as their own; and/or

preparing work, in whole or in part, with the expectation that this work may be submitted by another student as their own work.

Impersonation is taking someone else's place or having someone else take your place in class in a test, examination, or presentation, when that situation involves academic evaluation.

For face-to-face classes: Obtaining assistance by means of electronic (e.g., cell phone, smart watch, wireless technology) or other aids which are not approved by the instructor (Note: all electronic devices must be turned off and out of sight during exams or tests unless the instructor specifies otherwise);

For remote and hybrid classes: Violating the Test Policy and Procedure Agreement (Appendix B) by:

Not displaying both hands and your desk during the entire duration of the test including after you have finished and submitted your test.

Using a third device to search for information or communicate with other students.

Leaving the test at any time without permission of the instructor.

Turning your video off at any time.

Using your phone without permission after you have submitted your test to your instructor.

Using banned materials (class notes, online and/or hard copy textbooks, opening another browser window).

Plagiarism is the act of presenting another person's words, research or ideas as your own without acknowledging the source of the information used. An individual can plagiarize by receiving "help" from another person or by merely copying what they tell you to do, say or write, without personally learning the content. Examples include:

copying, buying or obtaining in another way an essay, project, visual art piece, programming code, or other type of work and then submitting it as your own work. This includes buying a paper from a research service or a paper mill, or obtaining a paper written by a peer, relative, or friend and submitting it as your own.

copying another person's words without the use of quotation marks and appropriate references to signify that these are excerpts from someone else's work;

presenting another person's ideas or theories in your own words without acknowledging that person;

submitting and altering work (e.g., web sites) as your own. (Obtaining feedback from others is encouraged as an important part of the learning process but it is very important that you get suggestions and then make necessary changes yourself. It is not appropriate for you to have someone modify or correct your work and then submit the work as your own); and/or

not giving credit to a person with whom one has collaborated to create a product. All individuals who have contributed ideas or insights into the work produced should be acknowledged.

Falsification or unauthorized modification of an Academic Document/Record: It is an act of academic dishonesty to falsify, fabricate or in any way modify, either through leaving out or changing an academic document or record. Examples of falsification include but are not limited to:

forging a document or the signature on a document such as a doctor's or lawyer's note or letter of recommendation;

Inappropriate Use of Digital Technology: Forms of inappropriate use of digital technology may include but are not limited to:

Unauthorized entry into a computer file for the purpose of using, reading or changing its contents;

Unauthorized transfer of one or more files or part of the data contained within a file;

Unauthorized use of another's identification and/or password; and/or

Use of computing facilities to interfere with or alter the work of another student and/or staff member.

## Student Signature Date

### Appendix B

#### ICEAP Test Policy and Procedure Agreement

Tests will be scheduled on an ongoing basis throughout the course. Below is a summary of the procedure and expectations for behavior. Test papers will be sent by email and accessed on a secondary device. Ensure you are comfortable with your workspace – move your camera far enough away so your desk is clearly visible. You must sign and return this policy.

I, \_\_\_\_\_, agree to the following;

- 1) All tests will be recorded for future reference;
- 2) I will be on time to receive the test and instructions;
- 3) I will come to tests prepared with a second device, paper, extra pens, etc.;
- 4) I will not be excused from using the washroom during the test;
- 5) My workspace will be arranged so that the teacher can easily see my paper, hands and device at the SAME time for the WHOLE duration of the test;
- 6) I will not turn off my video at any time unless I have permission to do so;
- 7) 1 point will be deducted from my final score for every minute my video is off;
- 8) 1 point will be deducted from my final score for each occurrence of my hands leaving the recording area for more than a few seconds;
- 9) 5 points will be deducted from my final score for each occurrence of my device screen being blocked from view, any activity other than scrolling on my device, and/or typing on my laptop;
- 10) I will not be reminded of the rules during the test. Points will be automatically deducted;
- 11) Cheating and plagiarism may result in a score of 0 or other academic consequences, depending on the evidence, seriousness of the misconduct, and applicable ICEAP academic integrity review process;
- 12) I will promptly scan my pages and return them to my teacher

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**Signature Print name (legal and English name)**

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**Date**

References:

Note: ICEAP wishes to acknowledge Sheridan College, York University and Mohawk College as sources for this policy.

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York University. (2011). Secretariat policies: Academic honesty. Retrieved from: <http://secretariat-policies.info.yorku.ca/policies/academic-honesty-senate-policy-on>

## **Progressive Discipline and Student Rights**

ICEAP applies progressive discipline procedures where appropriate when addressing academic misconduct. Students will normally be informed of concerns, provided an opportunity to respond, and advised of potential academic consequences before final decisions are made, except in cases of serious misconduct.

## **Academic Appeals**

Students may submit written academic appeals regarding academic integrity decisions in accordance with ICEAP appeal procedures. Appeals should include supporting information and will be reviewed by the appropriate institutional administrator or committee. Written decisions will normally be communicated following review.

## **Confidentiality and Student Records**

Records relating to academic integrity investigations, meetings, and outcomes may be maintained in the student file in accordance with Ontario ISP requirements and applicable privacy legislation.

## **English Learning Environment Policy**

### **1. Policy Statement**

ICEAP is committed to maintaining an inclusive, respectful, and academically supportive English learning environment that encourages students to actively develop English communication skills while respecting student well-being, cultural diversity, and human rights obligations.

### **2. English Learning Expectations**

During instructional and academic learning activities, students are expected to use English as much as reasonably possible in order to support language development, classroom participation, and academic success.

### **3. Participation Expectations**

Repeated refusal to participate in English during instructional activities, after reasonable reminders and support have been provided, may affect classroom participation-related evaluation components in accordance with course expectations and instructor guidelines.

### **4. Respect for Student Well-Being and Diversity**

Students will not be disciplined, penalized, or restricted for using their first language or another language outside formal instructional activities.

### **5. Non-Discrimination**

This policy is intended solely to support English language learning objectives and shall not be interpreted or applied in a discriminatory, punitive, or culturally insensitive manner.

# International Student Support Responsibility

## 1. Policy Statement

The Student Services Manager is responsible for coordinating and overseeing international student support at ICEAP.

The Student Services Department assists international students by providing or coordinating access to:

- housing resources and accommodation information;
- health insurance information and referral support;
- orientation and welcome services;
- academic advising and counselling referrals;
- health, wellness, and community service referrals;
- cultural and religious community resources;
- transportation and settlement information;
- embassy and consulate contact information;
- emergency support information and student assistance resources.

ICEAP is committed to supporting the well-being, safety, adjustment, and successful integration of international students throughout their studies in Canada.

## 2. International Student Support Resources

The following resources are provided to help international students locate reliable information and community support. ICEAP staff may assist students in identifying appropriate resources, but students remain responsible for contacting external agencies directly and confirming eligibility, service hours, costs, and availability.

### Canada-wide and Ontario resources

- Study costs for international students in Canada - [https://www.educanada.ca/programs-programmes/education\\_cost-cout\\_education.aspx?lang=eng](https://www.educanada.ca/programs-programmes/education_cost-cout_education.aspx?lang=eng)
- Budget planner - <https://itools-ioutils.fcac-acfc.gc.ca/BP-PB/budget-planner>
- Renting an apartment or house - <https://www.canada.ca/en/financial-consumer-agency/services/renting-first-apartment.html>
- Adapting to cultural differences in Canada as an international student - <https://arrivein.com/studying/adapting-to-cultural-differences-in-canada-as-an-international-student/>
- International Student Connect - <https://www.internationalstudentconnect.org/>
- Driving and Roads Ontario - <https://www.ontario.ca/page/driving-and-roads>

## 3. London-Specific Student Support Resources

Because ICEAP students primarily study in London, Ontario, the Student Services Department should prioritize London and Middlesex resources when providing referrals. Toronto-based resources may be used only where the service is province-wide, consular, or not available locally.

- A. Settlement, newcomer, and community integration support
- London Middlesex Local Immigration Partnership (LMLIP) - <https://london.ca/immigration/living-london/moving-london/london-middlesex-local-immigration-partnership/london>

- London Cross Cultural Learner Centre (CCLC) - <https://www.lcclc.org/>
- Settlement and language services in London, Ontario - <https://london.ca/immigration/moving-immigration/after-you-arrive/settlement-language-services-london-ontario>
- 211 Ontario - Newcomer settlement services in London - <https://211ontario.ca/results/?latitude=42.9849233&longitude=-81.2452768&searchLocation=London&topicPath=142>
- London Public Library - newcomer programs, library cards, study spaces, computers, printing, and community programming - <https://www.lpl.ca/>
- B. Transportation and local navigation
- London Transit Commission (LTC) - routes, schedules, fares, and real-time bus information - <https://www.londontransit.ca/>
- LTC routes and schedules - <https://www.londontransit.ca/plan-a-trip/schedules/>
- LTC real-time bus information - <https://www.londontransit.ca/plan-a-trip/real-time/>
- City of London public transit information - <https://london.ca/living-london/roads-sidewalks-transportation/cycling-active-green-transportation/transit>
- Metrolink GO Transit Trip Planner, where travel outside London is needed - <https://www.gotransit.com/en/plan-your-trip>
- C. Housing and rental support
- City of London - finding housing in London, Ontario - <https://london.ca/immigration/moving-immigration/after-you-arrive/finding-housing-london-ontario>
- City of London - financial, food, and housing assistance - <https://london.ca/immigration/community-support/financial-food-housing-assistance>
- 211 Ontario - rent and housing assistance programs in London - <https://211ontario.ca/results/?latitude=42.9849233&longitude=-81.2452768&searchLocation=London&topicPath=64>
- Housing Access Centre, London and Middlesex - <https://www.middlesex.ca/departments/social-services/housing-and-homelessness/housing-access-centre>
- Students should be encouraged to review leases carefully, confirm landlord identity, avoid sending money before verifying housing, and seek assistance if they are unsure about a rental arrangement.
- D. Health, wellness, clinics, and emergency medical support
- For emergency situations, call 9-1-1 or go to the nearest emergency department.
- City of London - accessing medical services in London and Middlesex - <https://london.ca/immigration/moving-immigration/after-you-arrive/accessing-medical-services-london-middlesex>
- London Health Sciences Centre (LHSC) - emergency visits and hospital information - <https://www.lhsc.on.ca/>
- LHSC Adult Emergency Department wait times - <https://www.lhsc.on.ca/adult-ed/emergency-department-wait-times>
- Middlesex-London Health Unit - public health information and services - <https://www.healthunit.com/>

- 211 Ontario - walk-in medical clinics in London - <https://211ontario.ca/results/?latitude=42.9849233&longitude=-81.2452768&searchLocation=London&topicPath=101>
- Students should be reminded to bring health insurance information, identification, medication lists, and emergency contact information when seeking medical care.
- E. Academic, campus-area, and nearby institutional support where applicable
- Where an ICEAP student is also registered with, transitioning to, or otherwise eligible to access services through a partner or nearby institution, Student Services may provide referral information to the appropriate office.
- King's University College - student supports - <https://kings.uwo.ca/campus-life/student-supports/>
- King's University College - academic supports - <https://kings.uwo.ca/academics/academic-supports/>
- Western University - Health and Wellness Services - <https://www.uwo.ca/health/>
- Western University - Student Health Services - <https://www.uwo.ca/health/shs/index.html>
- ICEAP must not represent that students are entitled to access third-party campus services unless eligibility has been confirmed by the relevant institution.
- F. Cultural, religious, and community centres in London
- City of London community centres - <https://london.ca/living-london/parks-facilities/community-centres>
- Tourism London - local events and community activities - <https://www.londontourism.ca/>
- London Public Library programs and newcomer community activities - <https://www.lpl.ca/>
- London Muslim Mosque - <https://www.londonmosque.ca/>
- Islamic Centre of Southwest Ontario - <https://islamiccentre.ca/>
- Students seeking other cultural, spiritual, or faith-based communities may ask Student Services for referral assistance or search through official community directories such as 211 Ontario.

#### **4. Consular and Embassy Information**

Many foreign consulates serving Southwestern Ontario are located in Toronto or Ottawa. ICEAP may provide general contact information, but students are responsible for confirming current consular jurisdiction, appointment requirements, and documentation rules directly with the relevant consulate or embassy.

- Consulate General of Mexico in Toronto - <https://embassies.info/ConsulateofMexicoinTorontoOntario>
- Consulate General of Brazil in Toronto - <https://embassies.info/ConsulateofBrazilinTorontoOntario>
- Consulate General of Chile in Toronto - <https://www.chile.gob.cl/toronto/>
- Consulate General of Colombia in Toronto - <https://toronto.consulado.gov.co/>
- Consulate General of Ecuador - <https://embassyecuador.ca/en/consular-services/>
- Consulate General of the Republic of Korea in Toronto - <https://overseas.mofa.go.kr/ca-torontoen/index.do>
- Consulate General of Spain in Toronto - <https://www.exteriores.gob.es/Consulados/toronto/en/Paginas/index.aspx>

- Thai Embassy and Consulates - <https://www.thaiembassy.com/thai-embassies/thai-consulate-in-toronto-canada>

## **5. Student Services Follow-Up and Recordkeeping**

- The Student Services Manager, or designated staff member, should document significant student support referrals, emergency assistance, and follow-up actions in accordance with ICEAP student record and privacy policies.
- Where a student presents an urgent health, safety, housing, or immigration-related concern, ICEAP should provide timely referral assistance and escalate internally as appropriate.
- Resource lists should be reviewed periodically to confirm that links, phone numbers, and service descriptions remain current.

## **International Student Insurance Compliance Policy - Handbook Version**

ICEAP requires international students to have valid health insurance coverage for their period of study in Canada. ICEAP communicates insurance requirements before arrival or program commencement where possible, verifies coverage or arranges enrolment where applicable, and maintains proof of insurance in the student file.

- Students must provide accurate arrival date, actual arrival date, registration status, contact information, and any existing insurance information.
- Insurance documentation may include confirmation of coverage, insurance card, coverage dates, insurer information, and related communications.
- Students should contact ICEAP Student Services immediately if they have urgent medical needs or if there is any uncertainty about insurance coverage.
- ICEAP uses Guard.me as an international student health insurance provider where applicable. Coverage is subject to the insurer's policy terms, conditions, limitations, and exclusions.

## **Emergency Support Information**

### **International Student Emergency Support One-Page Guide**

#### **Emergency Services (Police / Fire / Ambulance)**

Call 911 immediately in any emergency involving danger, injury, fire, medical emergencies, or threats to personal safety.

#### **Health Advice & Non-Emergency Medical Support**

Call 811 – Health Connect Ontario for free confidential health advice from a registered nurse, available 24/7.

Nearest Hospitals & Clinics – Toronto

- Toronto General Hospital – <https://www.uhn.ca/TGH> • St. Michael's Hospital – <https://unityhealth.to/locations/st-michaels-hospital/> • Walk-In Clinic Finder – <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>

Nearest Hospitals & Clinics – London, Ontario

- London Health Sciences Centre – <https://www.lhsc.on.ca/> • St. Joseph’s Health Care London – <https://www.sjhc.london.on.ca/> • Walk-In Clinic Finder – <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>

### ICEAP Emergency Contact

ICEAP Main Emergency Contact: \_\_\_\_\_ Nicole Guo \_\_\_\_\_ Phone Number:  
 \_\_\_\_\_ 647-963-6667 \_\_\_\_\_ Email:  
 \_\_\_\_\_ nicole.guo@iceap.ca \_\_\_\_\_

### After-Hours Residence / Homestay Contact

Residence or Homestay Emergency Contact: \_\_\_\_\_ Ding Lin \_\_\_\_\_ Phone Number:  
 \_\_\_\_\_ 382-577-6777 \_\_\_\_\_

Email: ding.lin@iceapkingsway.ca

### Important Reminder

International students should seek immediate assistance in any health, safety, housing, or emergency. ICEAP is committed to supporting the safety, well-being, and successful adjustment of international students in Canada. Students should contact ICEAP Student Services immediately in emergencies involving health, safety, hospitalization, housing, police involvement, or immigration concerns.

Prepared in accordance with Ontario ISP Requirements – International Student Support Services.

## Student Complaint Policy and Procedure

### Policy Statement

The International Centre for English Academic Preparation (ICEAP) is committed to maintaining a safe, respectful, inclusive, and supportive learning environment for all students.

This Student Complaint Policy and Procedure establish a fair, transparent, and consistent process for addressing student complaints and concerns while respecting individual rights, confidentiality, academic integrity, and applicable laws.

ICEAP will exercise reasonable care to protect the rights and dignity of all parties involved in a complaint process, including the complainant, respondent, witnesses, and staff members.

Complaints may relate to academic matters, student services, conduct, discrimination, harassment, bullying, institutional procedures, or any issue affecting the student experience within ICEAP English language programs, activities, services, online learning environments, or educational events.

This policy applies to all current, former, and prospective students participating in ICEAP English language programs and services.

The purpose of this policy is to:

Ensure students have access to a fair complaint resolution process.

Encourage respectful and timely resolution of concerns.

Protect students from retaliation for raising concerns in good faith.

Promote accountability, transparency, and procedural fairness.

Support a positive educational environment.

This policy applies to complaints involving:

**Academic matters**

**Instructor conduct**

**Student conduct**

**Harassment or discrimination**

**Bullying or intimidation**

**Student services**

**Administrative decisions**

**English language program delivery**

**Online or in-person learning environments**

**ICEAP-sponsored activities or events**

This policy does not replace any legal rights available under Canadian or Ontario law.

### **Student Rights During the Complaint Process**

Students involved in the complaint process have the right to:

Be treated respectfully and fairly.

Submit complaints without fear of retaliation.

Receive information about complaint procedures.

Present information, explanations, and supporting documents.

Be accompanied by a support person or representative during meetings.

Receive written communication regarding complaint decisions and outcomes.

Request confidentiality to the extent possible.

Withdraw a complaint at any stage of the process where appropriate.

Appeal decisions in accordance with this policy.

### **Complaint Resolution Methods**

ICEAP encourages concerns to be addressed as early and respectfully as possible. Depending on the nature and seriousness of the issue, complaints may be resolved through one of the following methods:

#### **1. Personal Resolution (Optional First Step)**

Where safe, reasonable, and appropriate, students are encouraged to make their first attempt to resolve concerns directly with the individual involved.

Students may:

Explain respectfully that the behavior or issue is inappropriate or concerning.

Request that the behavior stops or the issue be corrected.

Seek clarification or discussion before escalating the matter.

Students are encouraged to document relevant details, including:

**Dates and times**

**Locations**

**Individuals involved**

**Description of the incident**

**Witnesses**

**Actions taken**

**Relevant communications or evidence**

Personal Resolution is not mandatory and should not be attempted where:

The student feels unsafe.

The issue involves harassment, discrimination, threats, or serious misconduct.

There is a power imbalance.

The behavior continues after being addressed.

## **2. Informal Resolution**

Students who require assistance may contact ICEAP administration or student services to seek informal resolution.

Informal Resolution aims to:

Resolve concerns quickly and respectfully.

Encourage constructive communication.

Preserve dignity and relationships where possible.

Avoid unnecessary escalation.

Informal resolution methods may include:

**Facilitated discussions**

**Mediation**

**Clarification meetings**

**Administrative intervention**

**Written agreements between parties**

Where an informal resolution is reached, ICEAP can document the outcome confidentially.

Informal resolution may not be appropriate where:

The issue is serious in nature.

Safety concerns exist.

The behavior continues.

One or more parties refuse participation.

The complaint involves significant misconduct.

In such cases, the matter may proceed to Formal Resolution.

### **3. Formal Resolution**

Students may submit a formal written complaint to ICEAP administration.

Formal complaints will normally be reviewed by the Student Services Manager or designer. Academic complaints may be reviewed by the Academic Lead or designate.

Formal complaints should include:

**Student name and contact information**

**Description of the complaint**

**Relevant dates and details**

**Individuals involved**

**Supporting documents or evidence**

**Desired resolution if applicable**

Formal complaints should normally be submitted within thirty (30) calendar days of the incident or issue unless exceptional circumstances exist.

#### **Complaint Review Process**

Upon receiving a formal complaint, ICEAP will:

Confirm receipt of the complaint.

Review whether the complaint falls within the scope of this policy.

Assess any immediate safety or operational concerns.

Notify relevant parties where appropriate.

Conduct a fair and impartial review or investigation.

ICEAP may:

Interview involved parties or witnesses.

Review documents, communications, or records.

Request additional information.

Appoint an internal or external investigator where necessary.

All parties are expected to cooperate honestly and respectfully during the process.

The student may have a support person present at all stages of the complaint process, and the support person may make submissions on behalf of the student.

The student and their support person will be given an opportunity to make oral and written submissions.

## **Decision and Outcome**

ICEAP will issue a written decision within fifteen (15) business days after receiving a complete formal complaint, unless additional time is required due to the complexity of the matter, in which case the student will be notified in writing.

Once the review is completed, ICEAP will provide written communication outlining:

### **Findings or conclusions**

### **Any actions taken**

### **Applicable recommendations or sanctions**

### **Appeal information where relevant**

Possible outcomes may include:

### **No further action**

### **Educational or corrective measures**

### **Behavioral expectations**

### **Mediation or reconciliation**

### **Academic consequences**

### **Restricted access to activities or services**

### **Suspension or dismissal in serious cases**

### **Confidentiality**

ICEAP will make reasonable efforts to maintain confidentiality throughout the complaint process.

Information will only be shared with individuals who need access to investigate, respond to, or resolve the complaint, or where disclosure is required by law or safety concerns.

Students are expected to respect the privacy and confidentiality of all parties involved.

### **Protection from Retaliation**

ICEAP prohibits retaliation against any individual who:

#### **Files a complaint in good faith**

#### **Participates in an investigation**

#### **Provides information or support during a complaint process**

Acts of retaliation may result in disciplinary action.

### **Appeals**

Students who are dissatisfied with the outcome of a formal complaint may submit a written appeal.

Appeals should normally be submitted within five (5) business days of receiving the decision.

Appeals may be considered where:

New information is becoming available.

Procedural fairness was not followed.

There is evidence of bias or significant error.

A final appeal review will be conducted by an appropriate ICEAP administrator or designate who are not directly involved in the original decision where possible.

The decision made at the conclusion of the appeal process will be considered final within the institution.

### **External Complaint Options**

Where applicable and legally permitted, students may seek advice or assistance from external agencies, regulators, or legal authorities.

ICEAP encourages students to first follow the internal complaint procedures before pursuing external processes whenever appropriate.

### **Complaint Records**

ICEAP will maintain complaint records securely and confidentially in accordance with institutional practices and applicable privacy legislation.

Records may include:

#### **Complaint forms**

#### **Investigation notes**

#### **Evidence and documentation**

#### **Written decisions**

#### **Appeal outcomes**

Complaint records will only be accessible to authorized individuals.

### **False or Malicious Complaints**

Complaints made in good faith will not result in disciplinary action even if the complaint is not substantiated.

However, intentionally false, misleading, or malicious complaints may result in disciplinary action.

### **Policy Administration**

ICEAP administration is responsible for:

## **Implementing this policy**

### **Ensuring procedural fairness**

### **Maintaining complaint records**

### **Supporting students through the process**

### **Monitoring compliance with institutional standards**

## **Policy Review**

This policy may be reviewed and updated periodically to reflect changes in legislation, institutional practices, or operational requirements.

Students will be informed of significant updates through official ICEAP communication channels.

## **Student Complaint Form**

### **International Centre for English Academic Preparation (ICEAP)**

#### **Student Information**

Full Name: \_\_\_\_\_

Student ID Number (if applicable): \_\_\_\_\_

Program / Level: \_\_\_\_\_

Date of Complaint: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

#### **Complaint Details**

##### **1. Type of Complaint (Please check all that apply)**

Academic Concern  Teacher / Staff Conduct  Attendance or Scheduling  Student Behavior / Bullying  Discrimination or Harassment  Facilities / Safety  Refund / Financial Concern  Homestay Concern  Other: \_\_\_\_\_

##### **2. Description of the Complaint**

Please explain your concern clearly, including important dates, names, and details.

##### **3. Date(s) and Location(s) of Incident**

Date(s): \_\_\_\_\_

Location(s): \_\_\_\_\_

##### **4. People Involved**

Please list the names of any people involved or witnesses.

##### **5. Steps Already Taken**

Have you already discussed this issue with a teacher, staff member, or administrator?

Yes  No

If yes, please explain:

## 6. Requested Resolution

What would you like ICEAP to do to help resolve this matter?

## Supporting Documents

Please attach any supporting documents, screenshots, emails, or evidence if available.

Attached  Not Attached

## Student Declaration

I confirm that the information provided in this complaint form is accurate and truthful to the best of my knowledge.

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

Date: \_\_\_\_\_

## Office Use Only

Received By: \_\_\_\_\_

Date Received: \_\_\_\_\_

Action Taken / Notes:

Outcome: \_\_\_\_\_

Resolved Date: \_\_\_\_\_

Students will not be penalized for submitting complaints in good faith.

## Withdrawal and Tuition Refund Policy

### 1. Policy Statement

ICEAP is committed to maintaining a transparent, fair, and student-centered refund process that protects the rights of prospective, current, and former international students while also reflecting the special nature of international student admission, study permit documentation, pathway-based study planning, and institutional program planning.

This Withdrawal and Tuition Refund Policy explain refund eligibility, withdrawal procedures, documentation requirements, review processes, processing timelines, financial record retention, and administrative responsibilities. Students receive access to this policy before enrollment and signing contracts so that they can make informed financial decisions.

### 2. Student Contract and Pre-Enrollment Disclosure

ICEAP includes this Withdrawal and Tuition Refund Policy within student contracts and enrollment documentation. By signing the student contract, students acknowledge that they have reviewed and understood the Refund Policy, tuition deposit rules, non-refundable fees, and related financial obligations before enrollment.

ICEAP will make reasonable efforts to ensure that students and authorized representatives understand the refund policy before fees are collected.

### **3. International Pathway Deposit Principles**

ICEAP primarily serves international students who use English academic preparation and pathway studies as part of a broader Canadian education plan. In this context, a tuition deposit is not only payment for future classroom instruction. It also supports seat reservation, student file creation, admission documentation, study permit preparation, academic level planning, class capacity planning, and pathway advising.

For international students, tuition deposits, Letters of Acceptance, payment records, and related documents may be used as part of the student's study permit application and may demonstrate the student's financial commitment to the stated study plan. ICEAP therefore maintains refund rules that protect student interests while supporting genuine study intent, responsible admission practices, and the integrity of the international student pathway process.

### **4. Withdrawal Procedures**

Students wishing to withdraw from a program must submit written notification to the ICEAP Administration Office. Written requests may be submitted by email or registered mail. Students are advised to retain copies of all communications and support documentation related to refund requests.

A withdrawal request must include:

- Student full name and student number;
- Program name;
- Reason for withdrawal;
- Effective withdrawal date;
- Supporting documentation where applicable.

Withdrawal requests and all related communications will be documented and retained within the student's financial and administrative file for compliance and audit purposes.

### **5. Refund Eligibility Categories**

Refund eligibility may apply under the following circumstances:

- Study permit refusal, where an official refusal letter issued by Immigration, Refugees and Citizenship Canada (IRCC) is provided;
- Program cancellation by ICEAP;
- Eligible unused tuition deposit remaining after the student has completed the planned ICEAP study, where applicable under the student contract;
- Exceptional circumstances reviewed and approved by ICEAP Administration.

Applicable registration fees, administrative fees, insurance fees, housing placement fees, courier fees, third-party charges, and other charges already incurred may be non-refundable where disclosed within the student contract, invoice, enrollment materials, or institutional policies.

## **6. Withdrawal Before Program Start Date**

A student may submit a written withdrawal request before the official program start date. ICEAP will review the request based on the student's status, supporting documents, services already provided, institutional commitments already made, and the terms of the student contract.

Where a student withdraws before the start date and before a study permit decision has been issued, ICEAP may review the request as an exceptional circumstance. Refund eligibility is not automatic and will depend on the documentation provided, timing of the request, services already provided, and non-refundable charges disclosed to the student.

Where a student withdraws before the start date after a study permit has been approved, tuition deposits are generally non-refundable, unless ICEAP cancels the program or ICEAP Administration approves an exceptional circumstance. This approach reflects the role of the tuition deposit in supporting the student's study permit documentation, seat reservation, pathway study plan, and institutional planning.

## **7. Withdrawal After Program Commencement**

Where a student withdraws after commencing studies, tuition deposits and tuition fees for the enrolled study period are generally non-refundable, except where ICEAP Administration approves an exceptional circumstance or where the student contract expressly provides otherwise.

ICEAP may consider limited refund requests on a case-by-case basis where serious, documented, and exceptional circumstances prevent the student from continuing studies. Such review may consider actual instructional hours completed, services already provided, institutional commitments, non-refundable charges, and any applicable contractual obligations.

A student's decision to change their study plan, transfer to another institution, discontinue studies, or leave Canada after study permit approval does not automatically create refund eligibility.

## **8. Study Permit Refusal**

International students who are unable to obtain a Canadian study permit may request a refund by submitting:

Official IRCC study permit refusal letter;

Completed refund request form or written refund request;

Copy of the ICEAP Letter of Acceptance;

Proof of payment;

Any other supporting documentation reasonably required by ICEAP to verify the request.

Upon verification of complete documentation, eligible students may receive a refund of tuition fees paid, less any applicable non-refundable administrative fees, third-party charges, and charges disclosed within the student contract or institutional policies.

## **9. Program Cancellation by ICEAP**

If ICEAP cancels a program before the student begins studies and does not provide a reasonable alternative program option accepted by the student, the student may be eligible for a refund of tuition paid for the cancelled program, less any non-refundable third-party charges already incurred where applicable and disclosed.

## **10. Completion of Planned ICEAP Study and Eligible Remaining Deposit**

Where a student completes the planned ICEAP study and has eligible unused tuition deposit remaining under the student contract, ICEAP may refund the remaining eligible tuition deposit after verifying the student's academic completion status, financial account, services provided, and applicable contractual obligations.

## **11. Exceptional Circumstances**

ICEAP may review refund requests based on exceptional circumstances. Exceptional circumstances may include serious documented medical reasons, family emergency, documented administrative error, or other circumstances that ICEAP Administration determines to be serious, unusual, and beyond the student's reasonable control.

Exceptional circumstance review does not guarantee a refund. ICEAP will assess each request fairly and consistently based on documentation, timing, services already provided, fees already incurred, and the student contract.

## **12. Refund Calculation**

Where a refund is approved, refund calculations may consider:

Tuition paid and the study period covered by the payment;

Instructional hours, program access, advice, placement, documentation, and services already provided;

Seat reservation and institutional planning commitments;

Non-refundable administrative fees and third-party charges;

Insurance, housing placement, courier, banking, and service fees already incurred;

Applicable student contract terms and institutional policies.

All refund calculations will be documented internally by the Finance Department.

## **13. Refund Processing Procedures**

Refund requests are reviewed by authorized ICEAP Administrative and Finance staff members. Once complete documentation is received:

Refund eligibility is reviewed and approved internally;

Financial calculations are verified;

Refund processing dates are documented;

Students receive written confirmation regarding the refund decision.

Refunds will be issued in Canadian dollars using the original payment method whenever reasonably possible. Where refunding the original payment method is not possible, ICEAP may request additional documentation to verify the refund recipient and payment method.

## **14. Refund Timelines**

ICEAP aims to process eligible refund requests within thirty (30) business days following receipt of complete documentation and administrative approval.

Students are informed of expected processing timelines during the refund review process. Internal payment processing dates and financial approvals are maintained for institutional recordkeeping and audit purposes.

### **15. Financial Documentation and Record Retention**

ICEAP maintains accurate and secure financial documentation related to student payments, withdrawals, and refunds. Students may receive applicable refund receipts, invoices, payment confirmations, and financial records.

Refund requests, supporting documents, communications, approvals, payment records, and calculation records are securely retained within student financial files in accordance with institutional record retention procedures and applicable compliance requirements.

### **16. Administrative and Finance Oversight**

ICEAP Administrative and Finance staff periodically review refund procedures to support consistency with Ontario Ministry expectations, institutional policies, student contract terms, and compliance requirements.

Staff responsible for student financial processing receive internal guidance regarding refund eligibility assessments, documentation requirements, financial processing procedures, record retention expectations, and student communication standards.

### **17. Policy Accessibility and Publication**

This Withdrawal and Tuition Refund Policy are available through:

ICEAP official website;

ICEAP Student Handbook;

Student contracts and enrollment packages;

ICEAP Administrative Office.

Students receive access to the Refund Policy prior to enrollment and contract signing to ensure transparency and informed decision-making.

### **18. Supporting Documentation for Compliance Review**

ICEAP maintains and may provide the following supporting documentation for compliance review purposes:

Student contracts;

Refund request forms;

Refund receipts and invoices;

Payment records;

Financial tracking records;

Website policy publication records;

ICEAP Student Handbook;

Internal refund approval records.

## **Privacy and Confidentiality Policy**

### **ICEAP Privacy & Confidentiality Policy**

#### **Policy Statement**

The International Centre for English Academic Preparation (ICEAP) is committed to protecting the privacy, confidentiality, and security of personal information collected from students, parents/guardians, staff, agents, partners, and visitors. ICEAP collects, uses, discloses, and retains personal information in accordance with applicable Canadian privacy legislation, including the Personal Information Protection and Electronic Documents Act (PIPEDA), applicable Ontario legislation, and international student program requirements.

By submitting personal information to ICEAP, you consent to the collection, use, disclosure, and retention of your information in accordance with this Privacy Policy and as otherwise permitted or required by law.

This policy is available to past, current, and prospective students at all times.

#### **1. Purpose of the Policy**

The purpose of this Privacy Policy is to explain how ICEAP collects, uses, stores, protects, and discloses personal information while providing English language education, pathway programs, academic advising, student services, admissions support, and related educational services.

ICEAP recognizes the importance of privacy and is committed to maintaining the confidentiality and integrity of personal information entrusted to the school.

#### **2. Definition of Personal Information**

“Personal information” means information about an identifiable individual, including but not limited to:

**Name**

**Date of birth**

**Gender**

**Citizenship and immigration information**

**Passport details**

**Mailing address and telephone number**

**Email address**

**Emergency contact information**

**Academic transcripts and educational history**

**English language proficiency test results**

**Financial or payment information**

**Attendance records and academic progress**

Medical or accessibility information voluntarily disclosed for accommodation purposes

Photographs, videos, and recordings

**Disciplinary records**

**Student identification numbers**

Personal information does not include publicly available business contact information.

### **3. Collection of Personal Information**

ICEAP collects personal information directly from students, parents/guardians, authorized representatives, educational partners, agents, or government agencies when necessary for educational and administrative purposes.

ICEAP may collect personal information during:

**Student applications and admissions**

**Program registration and enrollment**

**Tuition payment processing**

**Academic advising and pathway support**

**Student Orientation and activities**

**Accommodation or homestay arrangements**

Surveys, feedback forms, and school events

**Website inquiries and newsletter subscriptions**

Examples of information ICEAP may collect include:

## **Contact information**

### **Passport and study permit information**

### **Proof of identity and citizenship**

### **Academic records and transcripts**

### **English placement assessment results**

### **Emergency medical information voluntarily provided**

### **Payment and billing information**

### **Attendance and disciplinary records**

ICEAP limits collection of personal information to what is reasonably necessary for identified educational and operational purposes.

## **4. Use of Personal Information**

ICEAP uses personal information for legitimate educational, administrative, legal, and operational purposes, including:

### **Processing applications and admissions**

### **Confirming student identity**

### **Registering students in programs and courses**

### **Assessing English language proficiency and academic placement**

### **Maintaining academic records and attendance records**

### **Communicating with students and parents/guardians**

### **Providing academic advising and student support services**

### **Supporting post-secondary pathway and university/college applications**

Issuing transcripts, certificates, and letters of enrollment

### **Managing tuition payments and financial records**

### **Responding to emergencies or health and safety concerns**

Meeting reporting obligations to government agencies and regulatory authorities

### **Improving educational programs and student services**

Conducting internal research, planning, and statistical analysis

### **Ensuring compliance with school policies and legal obligations**

ICEAP may use student photographs, videos, or testimonials for promotional or educational purposes only with appropriate consent.

## **5. Disclosure of Personal Information**

ICEAP may disclose personal information when necessary for educational operations or as required by law, including:

To colleges, universities, or pathway partners at the student's request

To Immigration, Refugees and Citizenship Canada (IRCC) when legally required

**To Ontario ministries or regulatory authorities**

**To homestay providers or custodians where necessary for student welfare**

**To emergency medical personnel during emergencies**

**To authorized educational agents acting on behalf of students**

To payment processors and service providers supporting school operations

**To law enforcement agencies when required by law**

All disclosures are limited to the information necessary for the identified purpose. Except where disclosure is permitted or required by law, ICEAP generally requires student authorization before releasing personal information to third parties. However, ICEAP may disclose necessary personal information without additional student authorization where disclosure is permitted or required for Ministry audits, ISP designation or compliance reviews, IRCC or designated learning institution enrolment reporting obligations, court orders, search warrants, health or safety emergencies, or other lawful governmental or regulatory requirements.

## **6. International Students and Immigration Requirements**

As an institution serving international students, ICEAP may collect and disclose personal information required for immigration, enrollment verification, and compliance with Canadian laws and regulations.

This may include:

**Study permit information**

**Passport information**

**Visa status updates**

**Enrollment confirmation**

**Attendance reporting where required**

**Academic status reporting**

**Custodianship documentation**

ICEAP may provide required information to Immigration, Refugees and Citizenship Canada (IRCC), designated learning institution reporting systems, or other authorized government agencies in accordance with applicable laws.

## **7. Consent and Withdrawal of Consent**

By providing personal information to ICEAP, students consent to the collection, use, disclosure, and retention of their information for educational and administrative purposes.

Students may withdraw consent for certain optional uses of personal information by contacting ICEAP in writing. Withdrawal of consent may limit ICEAP's ability to provide certain services or continue enrollment where the information is necessary for educational administration or legal compliance.

ICEAP will respond to withdrawal requests within a reasonable timeframe and in accordance with applicable privacy laws.

## **8. Information Collected Through Technology**

ICEAP may collect information through technological means when individuals use ICEAP websites, learning platforms, student portals, or communication systems.

This information may include:

**IP address**

**Device information**

**Browser type**

**Login records**

**Website usage statistics**

**Learning management system activity**

**Cookies and analytics information**

This information is used to:

**Improve website functionality and user experience**

**Maintain system security**

**Support online learning services**

**Analyze trends and usage patterns**

**Troubleshoot technical issues**

## **9. Service Providers and Third Parties**

ICEAP may use trusted third-party service providers to support school operations, including:

**Cloud storage providers**

**Payment processing services**

**Learning management systems**

**Student information systems**

**Email and communication platforms**

**Homestay coordination services**

Service providers are required to maintain confidentiality and implement appropriate security measures to protect personal information.

## **10. Storage and Retention of Information**

Personal information is stored securely in Canada or in secure electronic systems used by ICEAP and authorized service providers.

ICEAP retains personal information only for as long as necessary to:

**Fulfill educational and operational purposes**

**Meet legal and regulatory obligations**

**Resolve disputes or enforce agreements**

Maintain student academic files for at least 3 years and certificates - for 25 years.

When personal information is no longer required, ICEAP securely destroys or anonymizes the information in accordance with applicable laws and records retention practices.

## **11. Protection and Security of Personal Information**

ICEAP uses reasonable administrative, physical, and technical safeguards to protect personal information from unauthorized access, loss, misuse, disclosure, alteration, or destruction.

Security measures may include:

**Password-protected systems**

**Restricted access to records**

**Staff confidentiality obligations**

**Secure electronic storage**

**Secure document disposal procedures**

While ICEAP takes reasonable steps to protect personal information, no method of transmission or storage is completely secure.

## **12. Accuracy and Access to Information**

Students are responsible for ensuring that the personal information they provide to ICEAP is accurate and up to date.

Students may request access to or correction of their personal information by contacting ICEAP administration. ICEAP may require verification of identity before providing access to records. Access may be limited where permitted or required by law.

### **13. Cookies and Website Analytics**

ICEAP websites may use cookies and analytics tools to improve website functionality and user experience.

Cookies may collect:

**Session information**

**User preferences**

**Website traffic data**

**Browser information**

Users may disable cookies through browser settings; however, some website features may not function properly.

### **14. Social Media and External Websites**

ICEAP websites and communications may contain links to third-party websites or social media platforms.

ICEAP is not responsible for the privacy practices, content, or security of external websites or services. Users should review the privacy policies of third-party websites before providing personal information.

### **15. Policy Changes**

ICEAP may update this Privacy Policy from time to time to reflect changes in legal requirements, educational practices, or operational procedures.

Updated versions of the Privacy Policy will be posted on the ICEAP website and will become effective upon posting.

Continued enrollment or use of ICEAP services following changes to this policy constitutes acceptance of the revised policy.

### **16. Contact Information**

Questions, concerns, or requests regarding this Privacy Policy or ICEAP's handling of personal information may be directed to:

International Centre for English Academic Preparation (ICEAP) Administration Office Email: [info@iceap.ca](mailto:info@iceap.ca) Website: [www.iceap.ca](http://www.iceap.ca)

Students may contact ICEAP to:

**Request access to personal information**

**Correct inaccurate information**

**Withdraw consent where applicable**

**Ask questions about privacy practices**

**Submit a privacy-related complaint**

## **Official Student Records Policy**

### **Official Student Records**

#### **1. Policy Statement**

ICEAP is committed to maintaining accurate, confidential, secure, and compliant student records in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA), Ontario International Student Program (ISP) Requirements, the Ontario Career Colleges Act, 2005 where applicable, and other applicable Ontario legislation and regulatory expectations. This Official Student Records Policy outlines student maintenance requirements, confidentiality standards, access rights, retention periods, transcript access obligations, and institutional responsibilities relating to international student records. This policy is available to past, current, and future international students always.

#### **2. Student Record Management Principles**

ICEAP recognizes that student records contain sensitive personal, academic, financial, immigration, and administrative information. ICEAP therefore maintains strict procedures governing the collection, maintenance, storage, use, disclosure, retention, and destruction of student records. Student information is collected and maintained for institutional administration, academic operations, regulatory compliance, audit purposes, student support, immigration reporting, transcript issuance, and other lawful educational purposes.

#### **3. Student Consent and Release of Information**

Students may be required to sign consent forms authorizing ICEAP to communicate with designated parents, agents, sponsors, educational institutions, or authorized representatives. Except where disclosure is required or authorized by law, ICEAP will not release confidential student information to third parties without student authorization.

#### **4. Current Student Record Requirements**

ICEAP maintains current student files containing academic, financial, contractual, attendance, administrative, and regulatory documentation. Current student records may include:

- Evidence that the student met admission requirements;
- Signed student enrollment contracts and related agreements;
- Tuition payment records and refund documentation;
- Attendance records;
- Academic transcripts and evaluations;

- Complaint records and dispute resolution documentation;
- Withdrawal or dismissal documentation;
- Immigration documentation where applicable;
- Credential issuance records; • Grade appeal documentation;

## **5. Additional Required Records for International Students under ISP**

In accordance with Ontario ISP Requirements Section 10.3, ICEAP maintains additional required records for each international student. Each international student file shall include, at a minimum:

- Student full legal name and date of birth; • Student address while in Canada and type of stay or accommodation arrangement;
- All telephone numbers for both Canada and home country contact;
- Student email address(es);
- Country of origin;
- Primary language or mother tongue;
- Records of academic evaluations and academic progress;
- Records of admission tests or placement assessments were applicable;
- Signed student enrollment contract; Evidence of valid health insurance prior to beginning studies;
- Study Permit number, date of entry into Canada, and permit expiry date. ICEAP maintains these records to support Ontario ISP compliance, institutional accountability, audit readiness, immigration reporting obligations, and student support services.

## **6. Work Experience and Placement Records**

Where applicable, ICEAP maintains records relating to practicum, co-op, placement, or work experience activities. Such records may include:

- Work experience agreements;
- Placement eligibility documentation;
- Placement evaluations and performance assessments.

## **7. Permanent Student Records**

After a student leaves ICEAP, permanent student records may include:

- Official transcript or cumulative academic record;
- Signed student enrollment contract;
- Transcripts issued by ICEAP;
- Credentials granted by ICEAP where applicable.

## **8. Record Maintenance, Storage, Retention, and Security**

ICEAP will ensure that each past, current, and future International Student has access to their official transcript or cumulative academic record for at least twenty-five (25) years after the student ceases studies at ICEAP, or for any longer period required under applicable law.

## **9. Student Access to Records**

ICEAP may place restrictions on the release of unofficial records, certificates, letters, or other non-mandatory administrative documents where outstanding financial obligations remain unpaid. However, ICEAP will continue to provide access to official transcripts or cumulative academic records where required under applicable legislation, regulatory requirements, or Ontario ISP obligations.

## **10. Access by ICEAP Personnel and Third Parties**

ICEAP personnel may access student records only where there is a legitimate educational, administrative, compliance, or operational requirement. Government agencies, sponsors, employers, researchers, and other third parties may access student information only where authorized by the student or otherwise permitted by law.

## **11. Policy Accessibility and Publication**

This Official Student Records Policy is available through:

- ICEAP official website;
- ICEAP Student Handbook;
- Student contracts and enrollment materials;
- ICEAP Administrative Office. Students receive access to this policy prior to enrollment and contract signing.

## **12. Supporting Documentation for Compliance Review**

ICEAP maintains and may provide supporting documentation for compliance review purposes, including:

- Student registration forms;
- Enrollment contracts;
- Attendance records;
- Academic evaluations;
- Study permit documentation;
- Health insurance evidence;
- Refund and payment records;
- Complaint and withdrawal documentation;
- Transcript retention procedures;
- Internal file retention procedures.

## **17. Appendices and Acknowledgement Policy Source Map**

This handbook consolidates ICEAP policies into a student-facing handbook format. The following source policies were incorporated and harmonized for consistency with Ontario International Student Program requirements.

Handbook Area	Source Policy / Document
Admissions	ICEAP Admission Policy
Student rights, conduct, and responsibilities	ICEAP Student Rights and Responsibilities Policy
Academic standards, attendance, grading, progression, dismissal, appeals	Academic Standards and Student Success Policies
Academic integrity and misconduct procedure	Academic Integrity Policy and Procedure
English learning expectations	English Learning Environment Policy
International student supports and London-specific resources	International Student Support Responsibility
Health insurance and Guard.me information	International Student Insurance Compliance Policy; Guard.me benefit summary
Emergency support	Emergency Support Information
Complaints and appeals	Student Complaint Policy and Procedure
Withdrawal and tuition refund	Withdrawal and Tuition Refund Policy
Privacy, confidentiality, and consent	Privacy & Confidentiality Policy
Student records and transcript access	Official Student Records Policy
Campus/classroom capacity	Classroom Capacity Chart - Suite 400

### Student Handbook Acknowledgement

I acknowledge that I have received access to the ICEAP International Student Handbook. I understand that I am responsible for reading and following the policies, procedures, rights, responsibilities, and expectations described in this handbook, my signed student contract, and applicable ICEAP policies.

Student Name: \_\_\_\_\_

ICEAP Student ID: \_\_\_\_\_

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

Date (yyyy/mm/dd): \_\_\_\_\_