



ICEAP Student Rights and Responsibilities Policy

Last Revised: May 2026

Institution	International Centre for English Academic Preparation Inc. (“ICEAP”)
Policy Owner	ICEAP Student Service Department
Applies To	Prospective, current, and former international students enrolled in or applying to ICEAP programs
Availability	Website, Student Handbook, student contracts and enrollment packages, and ICEAP Administrative Office

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 behaviour 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 behaviours, 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 behaviour.

- 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 to 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 behaviour 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 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 as a result 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.

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.

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.