

UNIVERSITY OF TORONTO

ENGLISH LANGUAGE PROGRAM

REGISTRATION POLICIES

EFFECTIVE DECEMBER 7, 2016

ADMISSION REQUIREMENTS

To join the University of Toronto English Language Program (ELP), you must be at least 17 years old and have some basic understanding of English. Our courses are not suitable for complete beginners in English. Some courses require you to be at an intermediate level of English facility or to meet other requirements. The ELP reserves the right to deny entrance to students not fulfilling these requirements.

VISAS & STUDY PERMITS

It is your responsibility to register for ELP courses in sufficient time to apply for and receive your Canadian visa or study permit.

For further information regarding the type of visa or study permits you may require, please see: learn.english.utoronto.ca/before-you-arrive/visas-study-permits

If you plan to visit the United States during your stay in Canada, check with the US embassy or consulate in your country. You must get your US visa before you come to Canada.

You must assume complete responsibility for your personal financial needs.

If your application is refused, you may be able to obtain a refund of fees paid to the ELP, subject to certain conditions (see the policy on Visa & Study Permit Refusal).

FEES

All courses and service fees are quoted in Canadian dollars and cover the cost of tuition and the required health fees.

Tuition and health fees must be paid

in full at time of registration. Bursaries, scholarships and other forms of financial aid are not available. All ELP students (international students, immigrants and Canadian citizens) are required to pay the same tuition.

Tuition and health fees may be paid in the following ways:

- by credit card (Visa, Mastercard and American Express)
- by official bank-certified cheque/money order, in Canadian funds, payable to the University of Toronto

Cash, personal cheques, and wire transfers will not be accepted.

TUITION FEE

The Tuition Fee includes assigned textbooks, course materials, and several events and activities. Additional activities are offered for a minimal fee.

HEALTH INSURANCE, KEEP.MESAFE AND HEALTH SERVICES FEE

The Health Insurance, Keep.MeSafe (Jan 2018 onwards only) and Health Services Fee includes:

- a health plan with comprehensive medical coverage
- 24-hour access to a mental health counselling service (Jan 2018 onwards only)
- full use of the University of Toronto Student Health and Services and the University's Medical Clinic

For information about the insurance plan provided by Guard.Me, please see: guard.me For information about the Keep.MeSafe plan provided by Guard.Me, please see: keep.mesafe.org

You do not have to pay the mandatory Health Insurance Fee if you have health insurance through the Canadian government, for example, Ontario Health Insurance Plan (OHIP) or University Health Insurance Plan (UHIP). You must show proof that you

have a Canadian government plan when you register.

ENGLISH ONLY POLICY

ELP students are expected to speak only English in the classroom, the computer room, and lobby, and during activities.

PROGRAM CANCELLATION

The ELP reserves the right to cancel any course because of insufficient registration. You will be refunded all fees you have paid for the cancelled course.

PROGRAM SCHEDULING CHANGES

The ELP reserves the right to adjust the timing of all courses.

PRIVACY POLICY: NOTICE OF COLLECTION

The University of Toronto respects your privacy. Personal information that you provide to the University is collected pursuant to section 2 (14) of the University of Toronto Act, 1971. It is collected for the purpose of administering admissions, registrations, academic programs, university related student activities, activities of student societies, financial assistance and awards, graduation and university advancement, and for the purpose of statistical reporting to government. At all times it will be protected in accordance with the Freedom of Information and Protection of Privacy Act. If you have questions, please refer to [www.utoronto.ca/privacy] or contact the University Freedom of Information and Protection of Privacy Coordinator at 416-946-7303, McMurrich Building, room 201, 12 Queen's Park Crescent West, Toronto, ON, M5S 1A8.

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LATE ARRIVAL

All students are expected to be present for the first day of their course. If you are unable to arrive on time, you must notify Enrolment & Learner Services at learn@utoronto.ca before the course start date. If you arrive late, we cannot guarantee that you will be placed in the appropriate level, as it may be full.

WITHDRAWAL POLICY

We offer a generous tuition refund if you are unable to attend the course OR you are not fully satisfied with your classes (see Schedule for Refunds).

Requests to withdraw from a course must be made in writing to Enrolment & Learner Services at learn@utoronto.ca. Please notify us of your intention to withdraw as soon as possible, as other students may be waiting to register.

TRANSFERS

Session Transfer

If you do not receive your visa or study permit in time for the course start date or your plans change, your full tuition can be transferred to any other session within one year of the original registration. Please submit written notice before the last date for withdrawal with refund to Enrolment & Learner Services at learn@utoronto.ca (see Schedule for Refunds).

Course Change

You can change from one course to another if:

- the course you are registered for does not meet your needs or your plans change and
- you speak with a Program Coordinator and get signed permission, and you do so by the last date for withdrawal with refund.

VISA & STUDY PERMIT REFUSAL

If you must cancel your registration because Canadian Immigration has denied your visa or study permit, your full tuition and health fees will be refunded if:

- Enrolment & Learner Services is notified in writing at learn@utoronto.ca prior to the first day of classes that you will not be attending; and,
- Enrolment & Learner Services receives the original letter issued by the Canadian Embassy/High Commission confirming that the study permit was denied. Enrolment & Learner Services must receive the documents prior to the course start date.

SCHEDULE FOR REFUNDS

12-week Courses

| Withdrawal | Refund |
|---|-----------------|
| 21 calendar days before the course starts | 100% of tuition |
| 5-20 calendar days before the course starts | 95% of tuition |
| 4 calendar days before the course starts to the end of week 2 | 90% of tuition |
| After week 2 | No refund |

4-week Courses

| Withdrawal | Refund |
|---|-----------------|
| 21 calendar days before the course starts | 100% of tuition |
| 5-20 calendar days before the course starts | 95% of tuition |
| 4 calendar days before the course starts to the end of week 1 | 90% of tuition |
| After week 1 | No refund |

REFUND POLICIES

Refund payments are made to the original payors only. Refunds are not transferable.

Course fees paid by credit card will be returned to the original credit card account. All other refunds are processed in the form of a University of Toronto cheque made payable to the original payor and sent by mail.

Health fees are non-refundable and non-transferable after the course start date.

HOW TO APPLY

You can register on our secure website, by mail, by fax, or in person at the School of Continuing Studies.

Online

learn.english.utoronto.ca

Mail

Enrolment & Learner Services
School of Continuing Studies
158 St. George St.
Toronto, Ontario
Canada
M5S 2V8

Fax

+1.416.978.6666

In Person

Enrolment & Learner Services
School of Continuing Studies
158 St. George St.
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w: learn.english.utoronto.ca