

YOUR LIFELONG LEARNING
BEGINS WITH
CONNECT!



LET'S CONNECT

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YOUR LIFELONG LEARNING BEGINS WITH CIS

WELCOME TO Connect International School

We are thrilled to offer you a unique and enriching learning experience. As an international school, we understand the challenges you may face in studying in a new environment, and we are committed to providing you with individual attention and support every step of the way.

Our highly qualified instructors are dedicated to helping you achieve your English and career goals through innovative and engaging teaching techniques. We believe that cultural support is essential for international students and strive to create a welcoming and inclusive environment where you can feel comfortable and supported.


Our experiential learning approach goes beyond traditional classroom learning, providing you with opportunities to apply your skills in real-life situations. We understand the importance of feedback in your development and growth, which is why we provide instant feedback to help you identify your strengths and weaknesses and take the necessary steps to improve.


















Our ultimate goal is to help you gain the confidence you need to move forward in your academic and personal journey, whether it's pursuing further education, advancing in your career, or exploring new opportunities. We are excited to have you as part of the Connect International School community and look forward to supporting you in achieving your goals.

Let's Connect!

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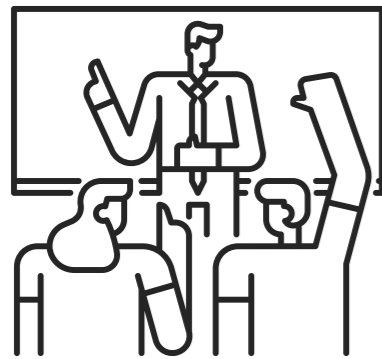
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WHY CIS?

At Connect International School, we not only develop your career and language skills, but also prepare you for workforce, higher education, and deeper community involvement.



Personalized Attention with Smaller Class Sizes

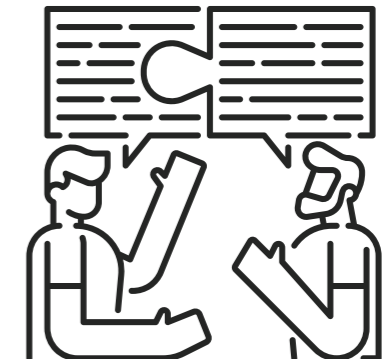


Connect International School boasts class sizes of just 6-8 students, compared to the typical 15-20 students per class at other institutions. This allows for more personalized attention from teachers, resulting in an enhanced learning experience tailored to each student's needs.

W1

Individualized Feedback and Improvement

The school is committed to providing individual feedback to students, allowing them to identify areas for improvement and growth. This personalized approach ensures that each student receives the guidance and support necessary to reach their full potential.



W3

Emphasis on Hands-On Learning

Connect International School prioritizes hands-on, practical learning lessons to engage students and ensure they develop real-world skills. This approach helps students to better understand and retain information while preparing them for their future careers.

W2



Comprehensive Cultural and Personal Support

At Connect International School, students are valued as unique individuals rather than just numbers. The staff takes the time to recognize each student's specific strengths, challenges, and aspirations, delivering a customized and attentive educational experience. By going above and beyond to offer cultural and individual support, Connect International School helps students adapt to new environments and surmount challenges they may encounter. This nurturing atmosphere enables students to confidently advance in both their academic and personal pursuits.



W4

Business Administration and Project Management Co-op Diploma

The Business Administration and Project Management (BAPM) Co-op Diploma is an intensive and practical program designed to prepare students for careers in the Canadian and international business industry. With a focus on up-to-date trends in small to medium-sized businesses in Canada, the program offers a hands-on and practical approach to learning, prioritizing Canadian real-life business practices over theories based. With a maximum of 6 students per class, individualized attention is given to each student, maximizing learning outcomes.

The program also includes Canadian work experience during the co-op placement tailored to match each student's previous work history and providing valuable real-world experience within the Canada business community. During the work experience students will build upon the knowledge gained in program courses to participate in a real-world Canadian business operations.

Upon completion of the program, students will have the confidence and skills necessary to pursue careers in the Canadian and international labor market. Graduates will have gained important knowledge and skills through courses and practical experience through the co-op placement, enabling them to apply their knowledge in a real-world setting.



Program Highlights

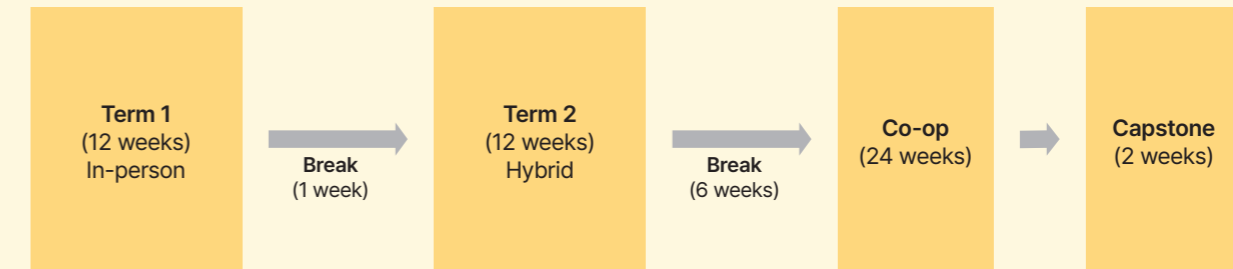
- ◆ Focus on up-to-date trends in small to medium-sized businesses in Canada
- ◆ Hands-on and practical approach to learning, prioritizing Canadian real-life business practices over theories
- ◆ Maximum of 6 students per class, providing individualized attention and maximizing learning outcomes
- ◆ Co-op placement tailored to match their previous work experience, providing valuable real-world experience within the business community, enabling students to apply their knowledge and experience to their co-op workplace.

Learning Outcomes

- ✓ Assess and use current concepts/systems and technologies to support business initiatives
- ✓ Plan, implement and evaluate projects by applying project management principles
- ✓ Perform work in compliance with relevant statutes, regulations and business practices
- ✓ Develop strategies for ongoing personal and professional development to enhance work performance
- ✓ Apply human resource practices to support management objectives and the organization's goals
- ✓ Use accounting and financial principles to support the management and operations of an organization
- ✓ Assess marketing and sales concepts and strategies and apply them to the needs of an organization



BAMP Academic Study and Co-op Terms



Quick Facts

- Duration of Program: **57 week**
- Academic instruction: **24 weeks (480 hours)**
- Co-op work experience: **24 weeks (480 hours)**
- Program Delivery Methods: **Hybrid**
- Maximum class size: **6 students**
- English Level requirement: **IELTS 5.5 or CIS B2+**
- Start Dates 2023-2024:
July 4, 2023
August 14, 2023
October 2, 2023
November 13, 2023
January 2, 2024
February 12, 2024
March 25, 2024

Admission Requirements

Academic

- Have a high school/secondary school diploma that is equivalent of an Ontario, Canada diploma or
- Be at least 18 years old and pass the Ontario Canada's qualifying test

English Language Proficiency

- IELTS 5.5 (official test score) or
- Successful completion of CIS' English level B2+ or
- Successful completion of a 1-year recognized, full-time post-secondary education (not language training) in English in an English speaking country 75% or better



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Course Description

BUS 101 Introduction to Business Fundamentals

This course offers a well-rounded introduction to essential business concepts, incorporating both theoretical and practical aspects. Students will explore key business principles and emerging trends across various fields, such as organizational structure, management, corporate social responsibility, leadership, production, international trade, and supply chain management. Additionally, students will learn effective business communication methods and apply these skills in a project report and presentation. Contemporary business examples will be employed to highlight central themes, customer satisfaction, and change management.

JOB 101 Career Planning

JOB 101, in conjunction with JOB 102, forms a two-part course sequence designed to prepare and guide students as they embark on their career planning and job search journey in Canada. The initial weeks of JOB 101 guide students in assessing and reflecting upon their qualities, values, skills, education, and experience, and how these aspects connect to their career goals. The course then shifts its focus to the Canadian job market and employer recruitment processes. The final week emphasizes job search strategies, both face-to-face and online. (Refer to the JOB 102 description for further career planning).

JOB 102 Job Readiness

This course is designed to prepare and guide students as they embark on their career planning and job search journey in Canada. The first week emphasizes the importance of analyzing job postings and organizations to create high-quality, tailored resumes and cover letters for specific positions. Subsequent weeks focus on developing interviewing skills for various formats, such as telephone, videoconferencing, and in-person interviews. In the final weeks, students will learn effective job offer negotiation strategies and how to adapt to organizational communication and protocol norms. By the end of the course, students will have assembled a comprehensive job search portfolio, setting the foundation for successful career planning, and launching in the Canadian job market.

MGT 114 Human Resource Management

In this course, students will acquire a robust foundation in supervising, managing, and leading small teams with an emphasis on practical application over theoretical concepts. The lessons are organized into three main parts. Part 1 concentrates on the collaboration between managers and HR personnel to build, onboard, train, and support teams. Part 2 delves into managing employee performance, encompassing international and intercultural considerations. Part 3 focuses on effective leadership practices for managers, including conflict resolution techniques. Upon successful completion, students will have the ability to describe the roles of HR departments and team managers, formulate strategies for building and managing diverse and multicultural teams, design comprehensive training plans,

develop employee assessment systems, and exhibit effective communication and conflict resolution skills.

SYS 101 Business Information Systems and Analytics

In this course, students will examine the collection, analysis, and utilization of business information for decision-making. The curriculum focuses on ¹⁾ Excel, ²⁾ accounting/financial systems, and ³⁾ integration of business information systems such as customer management and enterprise resource management systems. Students will develop skills in using Excel for dynamic spreadsheets, charts, and PivotTables, understand basic accounting principles and financial ratios, and gain insights into the functionality, types, and components of various ERP systems. These essential skills will empower students to make informed business decisions.

MKS 110 Sales and Product Strategies

This course presents students with an extensive understanding of marketing principles and practices, laying a solid foundation in the discipline. The lessons cover crucial components such as market planning, intelligence, segmentation, consumer behavior, product management, pricing, and supply chain management. Upon successful completion, students will be proficient in applying behavioral theories to consumer purchasing and loyalty, as well as possessing a profound understanding of the factors that shape product management, pricing, and distribution strategies. This foundational knowledge serves as a stepping stone for MKS 111, where the emphasis is on incorporating technology into marketing strategy formulation and planning processes.

MKS 111 Social Media Marketing

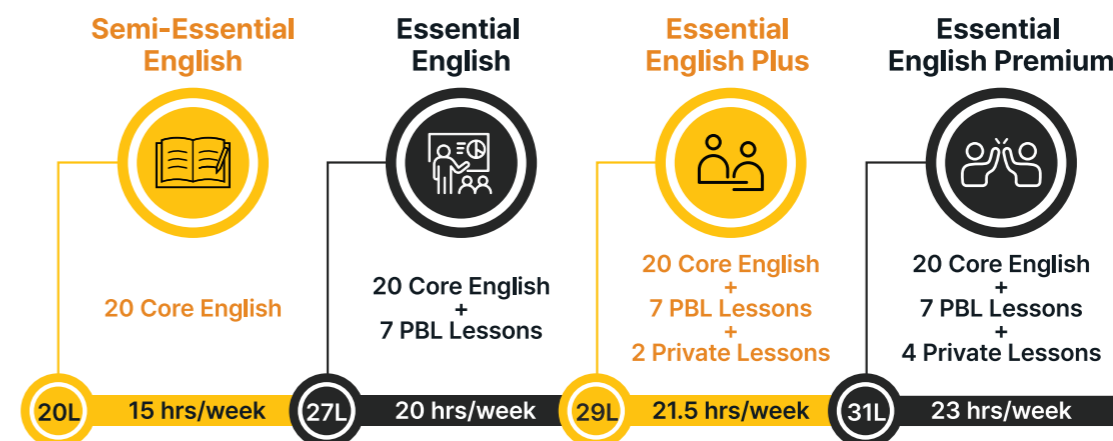
This course provides students with a comprehensive understanding of technology's role in marketing strategies and planning. The course explores current trends and technologies, delving into promotional activities, public relations, experiential marketing, sales processes, website design, and social media marketing, as well as marketing metrics. Additionally, students will investigate emerging trends like personalization, influencers, account-based marketing, the Internet of Things, and voice-enabled platforms. Upon completion, students will create a marketing plan with sample media, showcasing their ability to leverage advanced marketing tools and technologies in this rapidly evolving field.

MGT 130 Foundations of Project Management

This course aims to equip students with both technical and managerial skills necessary to lead programs and projects in compliance with Project Management Institute's guidelines. Students will learn various project management skills and strategies. Upon completion, students will be able to describe project management processes, identify elements of the project management life cycle, perform basic tools and techniques to organize, plan and manage a project, and optimize results while managing triple constraints.

ESL Program

Weekly Program Lesson Options



Sample Time Schedule

	Time	Mon	Tue	Wed	Thu	Fri
AM Class	09:00 AM - 12:00 PM	Core English Lesson				
	12:00 PM - 12:50 PM	Lunch				
	12:50 PM - 02:40 PM		PBL Lesson *	PBL Lesson *	PBL Lesson *	

* Project-Based Learning Lesson * Schedules are subject to change without advance notice.

English Level Equivalency Chart

English Level	Intro	Beginner			Intermediate		Upper Intermediate		Advanced
Connect English Level	1	2	3	4	5	6	7	8	9
IELTS				4.0	4.5	5.0	5.5	6.0	6.5
CEFR		A1		A2		B1		B2	C1
Courses									
Core English		•	•	•	•	•	•	•	•
Expert IELTS							•	•	•
Academic Communication & Presentation 1 (ACP1)								•	
Academic Communication & Presentation 2 (APC2)									•
Job Readiness						•	•	•	•
High School Preparation		•	•	•	•	•	•	•	•
Junior English		•	•	•	•	•	•		
Family English		•	•	•	•	•	•		
One-to-One Private Lesson	•	•	•	•	•	•	•	•	•

Semi-Essential English (20 lessons)

The **Semi-Essential English** program aims to build your English language ability and empower you to communicate in the real world. Our pedagogically consistent and appropriately levelled syllabus uses both physical and digital resources to engage students in authentic English communication.



Core English Highlights

- ◆ Go beyond the textbook and connect to the world around you with our engaging and up-to-date weekly topics
- ◆ Join any conversation and say the right thing at the right time with confidence through consistent personalized feedback
- ◆ Track your learning progress using an assessment portfolio
- ◆ Take an official English exit test to measure your achievement at the end of the course
- ◆ Acquire 21st century skills, such as critical thinking and digital literacy, while improving your English skills

What will you learn?

- ✓ The main components of English: speaking, listening, reading and writing supported by pronunciation, grammar, and vocabulary-building through modern and engaging contents
- ✓ The hidden rules of communication and adapt to a variety of everyday situations
- ✓ Tips and strategies to improve your accuracy and fluency in speaking
- ✓ 21st century learning skills (the 4 C's): critical thinking, creative thinking, communicating, and collaborating
- ✓ How to present your opinions and ideas with thought-provoking weekly topics

Quick Facts

- Lessons per Week **20 (15 hours, part-time)**
- Lesson Length **45 minutes**
- Start Date **Every Monday (except holidays)**
- Course Durations **4-44 weeks**
- Level **2-8 (Beginner to Advanced)**
- Maximum Student Number per Class **8**
- Average Student Number per Class **6**

Essential English (27 lessons)

The **Essential English** program provides 7 lessons of Project-Based Learning per week in addition to the Semi-Essential English program. These lessons will enable you to practice further the 4 core language skills and to apply what you have learned in the classroom to real-world situations. Project-Based Learning brings learning to life, connecting you to the world around them and boosting their confidence to interact with local people.

Mastering English through **Project-Based Learning (PBL)!**

CIS PBL Lesson Highlights

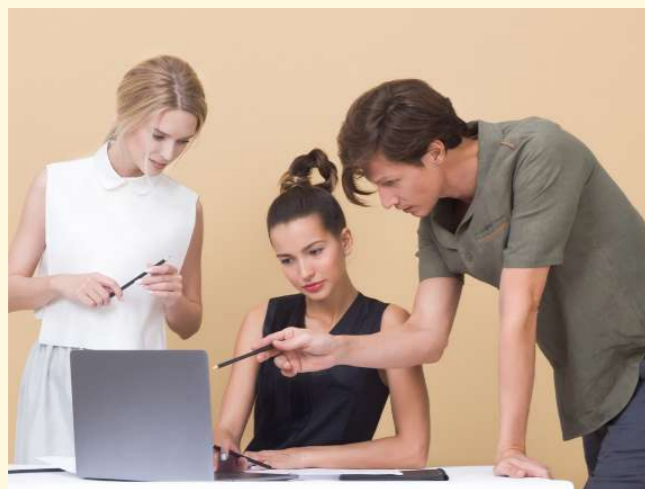
- ◆ PBL lessons provide the opportunity to interact with the local community in Toronto and connect you to the real world while investigating thought-provoking questions or challenges by "doing" outside of the classroom.
- ◆ Teachers set real-world goals with you and provide guidance while you explore the topic related to your English level in creating your projects.
- ◆ Teachers act as a facilitator in this student-centred approach, scaffolding and providing guidance throughout the process.
- ◆ You will acquire an in-depth understanding of concepts, expand your knowledge base, improve your communication and interpersonal skills, enhance your leadership skills, boost your creativity, and develop your writing skills.
- ◆ You will take an active role in learning by communicating with others via technology and by making choices in obtaining, displaying, and manipulating information, rather than taking a passive role where the information is provided by a teacher or textbook.

Quick Facts

- Lessons per Week **27 (20 hours)**
- Lesson Length **45 minutes**
- Start Date **Every Monday (except holidays)**
- Course Durations **4-44 weeks**
- Level **2-8 (Beginner to Advanced)**
- Maximum Student Number per Class **8**
- Average Student Number per Class **6**

What will you do and learn?

- ✓ Critical thinking, creativity, digital literacy, and communication skills
- ✓ Collaboration with others on group projects and presentations
- ✓ Application of classroom knowledge to real-world situations
- ✓ Investigation of authentic, engaging, and complex questions and challenges
- ✓ Engagement with the culture and community of Toronto
- ✓ Knowledge of local idioms and everyday language
- ✓ Confidence in your speaking and daily interactions



Providing Meaningful and Effective Student Feedback

Effective feedback is essential as it provides you with information on what exactly you did well and what may still need improvement rather than a grade that only reflects on the proportion of correct answers.

CIS provides you with meaningful feedback that enhances your learning while giving teachers a better understanding of your progress in order to provide a more beneficial learning environment.

To provide more meaningful and effective you feedback, CIS implemented "the Portfolio-Based assessment", which is able to reflect the process of learning for each student. Portfolios are collections of your activities, accomplishments and achievements that demonstrate your learning progress over time.

Benefits of Portfolio-Based Assessment

Portfolios demonstrate student learning and achievement more thoroughly than test scores do.

You are motivated to take a more active role in your study by monitoring your own progress.

By capturing your progress in a portfolio, you will be able to perform self-reflection and thus participate in setting realistic goals and developing learning plans.

Teachers can carry out ongoing and individualized assessments with the progress reflected in the portfolio.

Essential English Plus (29 lessons)

The **Essential English Plus** program is designed to help students achieve their desired level of English language proficiency as quickly as possible by adding two lessons per week of one-to-one private lessons to the Essential English program.


More personalized learning at your own pace!




With customized learning packages, you can focus on turning weaker skills into strengths. The extra lessons will allow you to receive further explanation of difficult material from class, practice your skills at greater length, and work toward your academic or career goals through IELTS exam, high school preparation, or job coaching.

One-to-One Private Lesson Highlights


- ◆ High quality interaction where your personal study needs will be the priority
- ◆ Individual guidance and targeted feedback
- ◆ The chance to learn at your own pace
- ◆ Open and honest communication with your instructor in a low-stress environment
- ◆ Mastery in the area of your choice with flexible and personalized contents




Lessons per Week
29 (21.5 hours)




Lesson Length
45 minutes




Start Date
Every Monday (except holidays)




Course Durations
4-36 weeks



Level
1-9 (Beginner to Advanced)



Maximum Student Number per Class
8



Average Student Number per Class
6

Quick Facts

Essential English Premium (31 lessons)

This is the most intensive program, perfect for students who aim to maximize their time. The **Essential English Premium** program consists of 4 weekly one-to-one private lessons in addition to the Essential English program.

Maximize your time with the most intensive program

This is the perfect program for improving your English, especially if you have a specific goal, such as getting a higher band in IELTS within a set time period, being successful preparation on your high school study, or writing an outstanding cover letter for an upcoming job.

You will have your teacher's sole attention throughout the one-on-one session where you can focus on the areas you need to improve without having to match the pace in group lessons.



Quick Facts

- Lessons per Week **31 (23 hours)**
- Lesson Length **45 minutes**
- Start Date **Every Monday (except holidays)**
- Course Durations **4-36 weeks**
- Level **1-9 (Beginner to Advanced)**
- Maximum Student Number per Class **8**
- Average Student Number per Class **6**

Specialized Courses

Academic Communication and Presentation (ACP)

Sheridan

ALGONQUIN COLLEGE

Lakehead UNIVERSITY

SAULT COLLEGE

Academic Communication and Presentation (ACP) is a specialized course for anyone who needs English for their academic studies. It is an integrated skills course and a college/university pathway that will allow you to build essential academic skills such as communication, collaboration, critical thinking and creativity. It will teach you how to complete a project in a group setting, debate, give opinions, research, present information and practice good time management through the process of creating a project, giving a presentation or writing an essay.

Highlights

- ◆ Authentic projects and presentations to prepare you for real academic world problems
- ◆ Inquiry-based approach to develop critical thinking and communication skills
- ◆ Cooperative learning and team building through group work
- ◆ Model post-secondary environment and requirements to introduce academic culture in higher education
- ◆ Preparation for success at university level with integrated skills (reading, speaking, and writing academic English) and lecture skills (listening to lectures and taking notes)
- ◆ End-of-term academic essays, presentations, research assignments, and tests

What will you learn?

- ✓ Academic English in a supportive post-secondary environment to guarantee success in college or university
- ✓ Academic communication skills by focusing on the key areas of reading, writing, listening, and speaking
- ✓ Critical thinking and appropriate, effective presentation of opinions
- ✓ How to present and publish academic content with accuracy and confidence
- ✓ Note-taking skills and how to get the most from lectures
- ✓ How to participate in communicative language activities, interactive exercises, group work, and presentations
- ✓ How to write academic essays in college and university standards using reliable sources

Quick Facts

- Lesson Options **31**
- Start Date **Every Monday (except holidays)**
- Course Durations **12 or 24 weeks**
- Level **8, 9**
- Maximum Student Number per Class **8**
- Average Student Number per Class **6**

Specialized Courses

Expert IELTS

Expert IELTS preparation is an IELTS coaching course that helps you attain your target IELTS band for higher education or immigration purposes. You will build confidence through extensive practice using authentic test materials that cover each section of the test: listening, reading, writing, and speaking.

Our Expert IELTS will help you attain the IELTS band score you need to achieve your goal, whether this is to get a better job, move on to a university program, or immigration.

Individual coaching is cited as the most effective way for you to achieve your desired results in IELTS. If you choose Essential English Plus or Premium, you will have the full attention of your teachers to help you address your individual weaknesses in different areas of the exam.

Additionally, schedule and lesson plans are designed according to your priorities, with the teacher devoting more time to addressing the your weaknesses. Our teachers also assist you with exam techniques, paying special attention to areas where you are lacking in order to enhance your skills and knowledge of the test.

Highlights

- ◆ Intense and result-oriented coaching
- ◆ Extensive preparation using authentic test materials
- ◆ Constant personalized instructor feedback
- ◆ Confidence-building for successful test-taking
- ◆ Focus on development of all English language skills

You will be taught strategies and techniques

- ✓ Full comprehension of each section of the IELTS test
- ✓ Full understanding of IELTS test questions
- ✓ Completion of all tests under exam conditions
- ✓ Time management
- ✓ Mental/physical preparation for test day

Quick Facts



Lesson Options
29, 31



Start Date
Every Monday



Course Durations
8-24 weeks



Level
6+



Maximum Student
Number per Class
8



Average Student
Number per Class
6

Specialized Courses

Job Readiness

No matter what your field is, the right skills are essential to success in entering and excelling in today's workplace. In this course, you will examine current major trends in employment in various industry sectors and the skills and strategies you need to get a job.

Highlights

- ◆ Tailor-made course with personalized mentoring
- ◆ Matches your needs and skill-set based on your previous and current career
- ◆ Teaches you skills and strategies to get a job, or to get a better job
- ◆ Critical skill development: resume writing, interview skills, business communication, active listening strategies, professional presentation, and more

Customized your needs

Job Readiness course is 100% tailor-made to meet your needs. A thorough needs analysis, identifying your areas of strengths and weaknesses, will form the foundation of the course.



Quick Facts



Lesson Options
29, 31



Start Date
Every Monday



Course Durations
8-12 weeks



Level
6+



Maximum Student
Number per Class
8



Average Student
Number per Class
6

Specialized Courses

High School Preparation

This special course will prepare international students to transition successfully to high school, from Grade 10 to 12, in Ontario, Canada. Through the integration of academic and literacy language skills, students will be prepared from the very beginning levels of instruction to full participation in mainstream English high school courses.

Highlights

- ◆ 4-skill language development (ESL)
- ◆ Inclusion of one-to-one private lessons to target areas that need improvement
- ◆ Regular comprehensive student progress report
- ◆ Personalized support from start to finish

What will you learn?

- ✓ English for Science and Math: You will learn terminology essential for success in the Grade 9-12 content of the subjects Math and Science.
- ✓ English Literacy Development: You will develop and improve the reading and writing competencies needed to meet the Ontario Secondary School Literacy Test (OSSLT) requirements.
- ✓ Independent Study Unit (ISP Preparation): You will learn important skills and strategies for success such as how to complete a course project independently, do research using MLA citations, critically examine and respond to different materials, and answer questions.



Quick Facts



Lesson Options
29, 31



Start Date
Every Monday



Course Durations
4-12 weeks



Level
3+



Maximum Student
Number per Class
8



Average Student
Number per Class
6

Specialized Courses

Junior English / Family English

Learn English together while experiencing Canadian culture in Toronto, one of the most diverse cities in the world. Improve your English, speak with confidence and make life-long friends while exploring the trendy neighbourhoods and must-see attractions of Toronto.

Our instructors get each student comfortable and involved in class activities. You will see an increase in confidence and ability after attending this course. Get also ready for the possibility of high school or post-secondary education in Canada!

Personalized, tailor-made course are available for Junior and Family individuals and groups. Our customized programs will perfectly suit both your English language learning and budgetary requirement.



Highlights

- ◆ Toronto and Canada-based topic learning
- ◆ Communication-based learning with generous teacher feedback
- ◆ Focus on real-life English expression
- ◆ English learning in a fun and engaging way
- ◆ Multiple outdoor activities relating to topics
- ◆ Improve your core English skills in a fun way and explore Toronto with your family and friends
- ◆ Small class size provides individualized attention and full student support.
- ◆ Exciting weekday and weekend excursions and activities

Quick Facts



Lesson Options
27



Lesson Length
45 minutes



Dates
July and August, 2023
January and February 2024
July and August, 2024



Course Durations
3-8 weeks



Level
2-7
(Beginner to Advanced)



Maximum Student
Number per Class
8



Average Student
Number per Class
6



Age
Family 7 - 12
Junior 13 - 15

Accommodation Homestay

Homestay offers you numerous opportunities to live with friendly and welcoming hosts in their homes. You will be immersed in the English language, meet local people and learn about their culture. We will do our best to make your stay comfortable and a great experience. This is your place to relax and recharge and we know it is very important that you feel 100% comfortable.

An average commute time between CIS and homestays is about 50-60 minutes by Toronto public transportation.



Homestay options include

- Single room with full-board and private or shared bathroom
- Single room with half-board
- Bed and breakfast
- Special dietary accommodations are available

Accommodation Residence

Casa Toronto fills the international students' demand for better accommodation services. While striving to provide best value on the dollar, and excellent customer service, Casa Toronto offers two distinct living experiences; shared and suites.



CASA Toronto

Address: 101 Lawton Blvd, Toronto ON, M4V 1Z6

Experience Yonge & St. Clair's great location in the heart of Toronto and within walking distance to shops, restaurants, cafes, bars and only five minutes walking to St. Clair Subway Station.

- ◆ Shared and private living options
- ◆ Spacious, fully equipped and furnished apartments
- ◆ Laundry facility on site
- ◆ Community kitchen
- ◆ Wi-Fi Cable TV and utilities included
- ◆ Cleaning included once a week

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ESL Program Policies & Procedures

Admission Policy

To be admitted to the Connect International School, prospective students must submit a valid copy of passport and a signed copy of the registration form. In the case of minors, a parent or guardian must also sign the registration form. Minimum age of general English studies is 16 years old except High School Preparation, Family English and Junior English courses.

Admission Requirement

All students must have a legal status in Canada and valid medical insurance while they are studying.

For programs or courses over six months, students must have a valid study permit.

For short-term courses of programs, students can study without study permit if the study duration is six months or less; and students will complete their course or studies within the time they are allowed to stay in Canada.

Study Cancellation and Tuition Refund Policy

- Refunds before the program starts:
 - If the institution receives a notice of withdrawal within 7 days after the contract is made, and before the program start date, the institution may retain 10% of the tuition due;
 - If the institution receives a notice of withdrawal 30 days or more before the program start date, the institution may retain 20% of the tuition due;
 - If the institution receives a notice of withdrawal less than 30 days before the program start date, the institution may retain 30% of the tuition due.
- Refunds after the program starts:
 - If the institution receives a notice of withdrawal less than 10% of program completed, the institution may retain up to 50% of the unused tuition due;
 - If the institution receives a notice of withdrawal where 10-30% of program completed, the institution may retain up to 70% of the unused tuition due;
 - If the institution receives a notice of withdrawal more than 30% of program completed, no student refund is required.
- Refunds relating to Study Permit or Visa:
 - If a student's Study Permit has not been issued by the start date indicated in the institution's Letter of Acceptance and the student so notifies the institution, at the request of the student, the institution may issue a second Letter of Acceptance for a later

- requested start date.
- The institution may charge the student an additional \$200 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application.
 - A student fails to notify to the institution, the refund policy set out in Section 2.a will apply.
- If the Immigration, Refugees and Citizenship Canada deny a student's Study Permit, the School may retain the lesser of 20% or \$400.
 - A electronic copy of the Study Permit or Visa refusal letter must be provided prior to the program start date as set out in the institution's most recently issued Letter of Acceptance.
 - A student fails to notify to School, or decides to withdraw for other reasons, the refund policy set out in Section 2.a will apply.
- Other Refund Policy Requirements:
 - Where a student withdraws from their program after receiving technical equipment from the School
 - The student must return the equipment as the way it was given to the student on the same date that a completed withdrawal form is submitted; and
 - If the student fails to return the equipment as the way it was given to the student, the School may deduct the reasonable cost of the equipment from any amount to be refunded to the student.
 - Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal, technical equipment, if applicable, and all required supporting documentation.
 - If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student.
 - A student may be entitled to a refund of tuition fees in the event that the student provides written notice of cancellation form.
 - All refunds are made to the original fee payer.
 - All refunds will be made within 30 days from the date that written cancellation is received.
 - Non-refundable fees are not refunded in any cases.
 - Any or all changes of lessons/programs are considered the same as cancellation.

- For instance, if a student would like to change their lesson type from 27 lessons per week to 20 lessons per week, the whole program is cancelled and re-apply for the newer lessons and refund policy will be applied.
- Any or all changes of number of lessons/ programs by Connect International School are credited based on tuition and fees as listed in the finally issued student invoice. No cash refunds will be made for these changes.
 - Courses are not transferable to a third party.

Accommodation Cancellation and Refund Policy (ESL & Vocational Programs)

- Accommodation cancellation before move-in: If a student wishes to cancel accommodation, they must give 4 weeks prior to the move-in date with written notice. This makes a student be entitled to get homestay fee refund. In case of Study Permit or Visa refusal, the same rule is applied.
- Accommodation cancellation after move-in: If a student wishes to cancel accommodation after move-in, a 4 weeks' advance written notice must be submitted for homestay fee refund. If the 4-week notice period is not provided a cancellation fee equal to 4 weeks of the accommodation cost will apply.

Airport Transfer Cancellation and Refund Policy (ESL & Vocational Programs)

- Arrival flight details including arrival time and date, flight numbers, airline and point of origin must be submitted at least 7 business days prior to arrival. If it is not provided to the school, no refunds will be granted on transfers.
- If a student cancels Airport Transfer within 24 hours of arrival will be charged in full.

Full policies available online at: www.studyciscanada.com

Any additional questions? Please get in touch with us at: info@studyciscanada.com or +1-416-850-8602

Vocational Program Policies & Procedures

Admission Policy and Admission Requirement

To be admitted to any Connect International School vocational program, prospective students must meet our admission requirement:

Academic

- Have an Ontario Secondary School Diploma or equivalent; OR
- Be at least 18 years old and pass a qualifying test approved by the Ministry of Training, Colleges and Universities.

English Language Proficiency

- IELTS 5.5 (official test score) OR
- Successful completion of CIS' English level B2+ higher
- Successful completion of a 1-year recognized, full-time post-secondary education (not language training) in English in an English speaking country 75% or better

Study Cancellation and Tuition Refund Policy

Full Refunds

In any of the following circumstances, students have a choice of cancelling a contract and making a written request for a full refund of fees paid for a program or accepting the shortcoming and continuing training with CIS:

- CIS, while still operating, discontinues the vocational program before the student completes the program
- CIS charges or collects fees of more than 20% of the total fees for the program, or 25% in the case of international students, to a maximum of \$500 before signing a contract with students.
- CIS expels the student from the college in a manner or for reasons that are contrary to the college's expulsion policy
- A total of more than 10% of the program is taught by unqualified instructors
- If CIS, or its representatives, make untrue statements for the purpose of influencing students to enrol and the statements constitute a fundamental breach of contract. Categories of inappropriate statements include: a false or misleading statement, a statement that guarantees admission or successful completion of the program, employment after graduation or the right to enter Canada or receive a student visa.
- If CIS charges or collects a compulsory fee that is not published on the ServiceOntario website or that is higher than what is published, students are entitled to a full refund of the unpublished fees or the

difference in amount between what is published and what was collected.

A full refund is not payable in the circumstances of the discontinuance of the vocational program coincides with the private career college ceasing to operate.

A refund is not payable unless the student gives CIS a written demand for the refund.

A refund is payable by CIS within 30 days of the day the student delivers to the college.

Partial Refund Before a Program Begins

Students are entitled to a refund of fees paid for a program, except that CIS is allowed to retain 20% of the total fees for the program or \$500, whichever is less if:

- The student gives the college notice that he or she is withdrawing from the program before the day the vocational program commences.
- A student does not meet the program's admission requirements before the program begins.
- CIS cancels the contract for the program within 45 days of the start of the program because a student does not attend the first 14 days of classes.
- The student is unable to obtain a student visa to enter Canada. Note that written notice must be received by CIS before half the portion of a program has passed.

Partial Refund After a Program Begins

Programs that are shorter than 12 months:

- When students withdraw from a program after the program begins, they are entitled to a refund of fees paid for the program, except that CIS is allowed to retain 20% of the total fees for the program or \$500, whichever is less, plus fees earned by the college for the part of the program that has been delivered.
- CIS is not obligated to issue students any refund of fees for a program if students withdraw from the program after half the program has passed.
- CIS is required to provide students with the result of at least one evaluation before half the program has been delivered.

Partial Refund After a Program Begins

Programs that are 12 months or longer:

- Programs that are 12 months or longer are broken into 12-month periods for the purpose of calculating the refund. After the last 12-month period of a program has passed, the calculation is based on the

remaining length of the program.

- For the current 12-month period in which students are in attendance, they are entitled to a refund of fees paid for that period, except that CIS is allowed to retain 20% of the total fees for the program or \$500, whichever is less, plus fees earned by the college for the part of the program that has been delivered. In addition, students are entitled for a full refund of fees paid for any subsequent periods that have not begun at the time of withdrawal.
- If a student withdraws mid-week and more than half of the classes in a week have been delivered by CIS, the entire week is deemed delivered.
- CIS is required to provide students with the result of at least one evaluation before half a 12-month period has passed.
- CIS is not obligated to issue students any refund of fees paid for a 12-month period of a program if students withdraw after half of that period has passed. However, students are still entitled to a full refund of fees paid for any subsequent periods that have not begun at the time of withdrawal.

Fee Collection | International Students

- CIS will only charge or collect fees for a program in Canadian dollars.
- CIS charges and collects compulsory fees for a program as published on the ServiceOntario website, and never higher than what is published.
- After international students sign a contract, CIS may not collect more than 25% of the total fees for a program from the students before the program begins.
- CIS is required to hold the money in a trust account until the international student begins the program.

Treatment Of Books And Equipment

In calculating a refund, CIS may retain the retail cost of books or equipment that the college supplied to the student if the student:

- Fails to return the books or equipment to CIS within 10 days of the student's withdrawal or expulsion from the program; or
- Returns the books or equipment to CIS within the 10-day period but fails to return it unopened or in the same state it was in when supplied.

For information regarding cancellation of Enrolment Contract and fee refund policy in compliance with section 29 of the Act. O. Reg. 415/06, s. 24 under the Private Colleges Act, 2005

• Connect International School is a designated learning institution (DLI number 019516905192) and registered and designated under the Private Career Colleges Act, 2005.

• Information contained in this document was correct at time of publication.



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