



政策及程序

Policies and Procedures

英语证书课程 (English Language Certificate Program)

简介

The University of Guelph English Language Programs are intensive English for academic purposes (EAP) programs. These programs aim to promote students' learning strategies, and help to develop independent, critical and reflective language learners who are able to work effectively in an academic context. The primary focus of the programs is to provide students with pathways and support for the transition to degree study at the University of Guelph; however, the rigorous academic focus of the programs helps develop skills that can be applied to a range of different challenges.

贵湖大学英语语言项目提供学术英语强化训练的课程。此课程旨在提高学生的学习能力, 让学生可以独立、辩证的思考, 以更好的适应加拿大的学术环境。贵湖大学英语语言项目的主要目的在于为学生进入贵湖大学进修学位提供帮助和支持; 但英语语言项目多样化的学习方式和高强度的语言训练课程也为学生全方面的适应加拿大的生活打下了基础。

Students get opportunities for cultural integration through planned activities in Guelph and surrounding areas, as well as through living with Canadian families in homestay. Students also have opportunities for rich interaction with Canadian university students through our ELP Buddy and Conversation Tutor programs. English Language Instructors at the University of Guelph have on average 15 years of teaching experience in Canada and abroad, as well as post-graduate diplomas in TESL and graduate degrees in Applied Linguistics or Teaching English as a Second Language. Our administrative and academic support staff have extensive expertise and years of experience in supporting international students, and can provide valuable guidance on degree program pathways.

贵湖大学英语语言项目给学生提供多种多样的贵湖本地以及周边的活动, 让学生可以更好的适应加拿大的文化与环境。语言项目的学生可以通过住在寄宿家庭更直接的了解加拿大人的生活方式, 也有机会通过英语好友项目 (ELP Buddy Program) 和口语陪练课 (Conversation Tutor programs) 直接与贵湖大学的学生交流。我们的英语项目还有强大的师资队伍。英语项目团队的讲师平均有 15 年的在加拿大以及海外的授课经验。我们的老师有应用语言学、第二语言教学 (TESL)、和英语培训的研究生文凭。我们的行政与学术支持团队也有各种专长以及多年支持国际学生的工作经验, 帮助留学生更好的适应加拿大的学习与生活。

Program Length and Timeline

项目长度与时间线

Students enter the program from a diverse range of language, cultural and academic backgrounds. Student English proficiency varies from beginner to advanced, and the program is divided into ten levels, ranging from beginner to advanced. Students are placed into the appropriate levels based on evaluation of their current English proficiency (see the section below on 'Placement of New Students for more information).

英语语言项目的学生在英语语言、文化与教育背景上有较大的差异, 所以英语语言项目根据学生的英语能力, 提供了从初级到高级十个不同的等级。项目将根据学生的英语水平测验结果将学生分配到相应的等级 (详情参见「新生分班程序」)。

1. Placement of New Students 新生分班程序

At the beginning of each term, all new students are placed in levels according to their performances on the following tests:

在每个学期的开始，所有新生都会根据他们在下列测试中的成绩而被分配到不同的等级：

- a. Oxford Online Test (牛津在线测验)
- b. A Timed Written Test (限时笔试)

New students who are not satisfied with their level placement may make a request to re-take the placement tests. The request must be made in person or by Email to the English Language Programs Head Teacher by the second day of regular classes.

新生如果对于测试的结果感到不满意可以提出重考。重考请求需要在正式上课第二日或之前，亲身或电邮通知 English Language Programs 的 Head Teacher 安排重考。

2. Continuation of Study 升学

A continuation of study policy is in effect as follows:

升学的政策如下：

- a. A student who achieves an overall term average of 70% or greater may proceed to the next level in sequence.
学生的平均分如在七十分或以上，可以升读下一个等级；
- b. A student who achieves an overall term average of 69% or less must repeat the level and will be placed on probation for one term, with the understanding that the student must obtain a minimum overall term average of 70% in that repeated level or they will not be permitted to register for the forthcoming seven-week term.
学生的平均分如在六十九分或以下，该学生需要重读该等级，并于列为该学期的试讀生。在试读的学期中，学生需要考获平均分七十分或以上的成绩，否则不能注册下一个学期的课程学习。
- c. **A student who achieves an overall term average of 90% or higher in the level has demonstrated strong performance, and therefore may be at a higher English proficiency level. The student is therefore eligible to take the level placement tests for the upcoming term.**
c. 学生的平均分如果在九十分或以上，表示该学生在其等级中有较为突出的表现，具备较流利的英语语言能力。因此学生可以在下个学期参加分班测试要求重新分班。

3. Evaluation of Students 评核方法

At the beginning of each term, students receive course outlines, which set out the number and type of assignments in each course. Assignment due dates and penalties for late assignments will be communicated by the instructor in the course outline. In the event that students are unable to meet an assignment deadline, they should discuss their situation with the instructor immediately, and in advance of the due date. Procedures for submission of assignments will also be communicated by the instructor. The instructor cannot grant extensions beyond the last day of regular classes.

在每个学期开始时，每个学生都会收到由导师派发的课程纲要。纲要中会列出该学科的作业数量及类型，递交作业的日期以及迟交作业的处罚。若学生无法如期完成作业，他们应该在限期之前，跟导师讨论他们的情况。导师无法把限期延伸至最后一天课之后。另外，导师也会说明交作业的方式。

Throughout each seven-week term, students are assessed using a combination of diagnostic, formative, and summative evaluation techniques, such as quizzes, presentations, worksheets, and assignments. This process allows the instructor to gauge student progress, determine areas where further practice is required, and guide the direction of course content. At the end of each seven-week term, students write final exams.

在为期七星期的学期中，导师会采用诊断性评估，形成性评估和总结性评估的综合评估方式来评价每一位学生的表现。比如采用测验，演讲，练习纸和作业的方式进行评估，评估的主要目的是为导师提供一个机会来衡量学生学习过程，以判断需要改善的地方及调整课程的内容。学生会于学期末进行期末考试。

4. Grading

4. 评分标准

The grading system for courses is as follows:

90-100 - Excellent. An outstanding performance in which the student demonstrates a superior grasp of the subject matter and an ability to go beyond the given material in a critical and constructive manner. The student demonstrates a high degree of creative and/or logical thinking; a superior ability to organize, analyze and integrate ideas; and a thorough familiarity with the appropriate literature and techniques.

90-100 – 优异。学生在掌握学科知识上表现出众，并有能力以一个具评论性及建设性的态度在已有的资料上突破发展。学生同时展现出高度的创作能力及精湛的逻辑思维。在组织，分析，及整合意见能力中表现卓越，透彻地了解相关文献和技术。

80-89 - Good. A more than adequate performance in which the student demonstrates a thorough grasp of the subject matter and an ability to organize and examine the material in a critical and constructive manner. The student demonstrates a good understanding of the relevant issues and a familiarity with the appropriate literature and techniques.

80-89 – 良好。学生在掌握学科知识上表现良好，并有能力以一个具评论性及建设性的态度来整理及分析已有的资料。学生同时在相关问题上展现出良好的理解能力，熟悉相关文献和技术。

75-79 - Acceptable. An adequate performance in which the student demonstrates a generally adequate grasp of the subject matter and a moderate ability to examine the material in a critical and constructive manner. The student displays an adequate understanding of the relevant issues and a general familiarity with the appropriate literature and techniques.

75-79 – 一般。学生在掌握学科知识上表现一般，并有一般能力以具评论性及建设性的态度来分析已有的资料。学生在相关问题展现出足够的理解，以及大致上熟悉相关文献和技术。

70-74 - Minimally Acceptable. A barely adequate performance in which the student demonstrates a familiarity with the subject matter, but whose attempts to examine the material in a critical and constructive manner are only partially successful. The student displays some understanding of the relevant issues and some familiarity with the appropriate literature and techniques

70-74 – 尚可。学生在掌握学科知识上表现有待改进，并有时成功以一个具评论性及建设性的态度来分析已有的资料。学生在相关问题展现出一定程度的理解，大致上熟悉相关文献和技术。

5. Final Grades

5. 期末成绩

Students can access their final grades approximately six days after the final day of the exam period by logging in to the [Open Learning program portal](#). If you require an official transcript, please complete the [Transcript Request form](#).

学生的期末成绩可以在考试周最后一天起的六天后通过登入 [Open Learning program portal](#) 查询。如果你需要正式成绩单，请填写[成绩单申请表格](#)。

Grades are not official until they are communicated to the student by the University of Guelph. Grades will not be communicated to students by phone, fax or email. Grade reports are usually ready one week after final exams. An email message will be sent to students once the grade reports are ready. Students may pick up their grade reports in person or request that they be mailed to their postal addresses.

贵湖大学派发的成绩才能视为正式的成绩。成绩不会以电话，传真或电邮的方式传递给学生。成绩单通常会于期末考试之后的一星期准备妥当。而当成绩单准备妥当后，学生会收到电邮通知。学生可以亲自领取成绩单或要求邮寄至邮递地址。

6. Attendance Policy

6. 出席政策

This attendance policy applies to all students registered as full time or part-time ELCP students. This Program requires your attendance in class. When you attend class, you gain the full advantage of your tuition. Because courses are completed in an intensive seven-week term, it is important that you attend the maximum number of classes. Your attendance status will be assessed in accordance with the following chart:

英语语言项目的出席政策适用于所有全职与兼职在读英语证书课程（ELCP）的学生。学生必须出席所有的课程。在为期七周的英语强化训练中，每一堂课都至关重要，按时出席使学生的学费得到了有效的利用。学生的出席将根据以下表格进行评估：

Percentage of Class Missed (for students taking 5 courses per term)
缺席课程占总课程的百分比（适用于每学期修 5 门课的学生）

20% or more: Warning

20%及以上：警告

- **You must meet with the Academic Advisor or other designated program staff**
- 学生必须与学术顾问或指定教职人员见面

33% or more: Required to Withdraw

33%及以上：要求退学

- **Your registration in the program is cancelled without refund**
- 你在英语语言项目的注册将被取消且不能退款
- **You will not receive a final report or certificate**
- 你将不会收到期末成绩单与证书
- **You may not attend classes or activities**
- 你可能不能继续参加课程与课外活动
- **Canadian Immigration will be notified of your withdrawal**
- 加拿大移民局将会收到你退学的通知
- **Your library card and athletic membership are cancelled**
- 你的图书证和体育馆会员将被取消
- **You do not receive a bus pass**
- 你不会收到公交票
- **You cannot use the service of the academic advisor**
- 你不能再使用学术咨询的服务
- **You may not use the services of the Student Health Centre**
- 你可能不能再使用学生健康中心提供医疗服务
- **If you have a scholarship, your sponsor will be notified**
- 如果你有奖学金，那么发奖机构会收到通知
- **Your medical insurance will not be cancelled**
- 你的医疗保险不会被取消

If you are absent for an extended period (3 or more days), due to illness or other circumstances, you must inform the English Language Programs office by email during the period of your absence.

如果你因为疾病或其他紧急情况需要连续缺席（超过 3 天及以上），你必须在你缺席期间通过邮件通知英语语言项目办公室。

When you are absent from class it is your responsibility to find out what material, quizzes or assignments you have missed from your teacher. You are responsible to make arrangements on how missed work will be handled.

学生缺席期间仍有责任检查与跟进课老师布置的课程材料、课堂小测、与作业。你有责任与科任老师联系补交作业的方式。

If you feel your situation requires special consideration, please refer to the Assignment/Exam Grade Appeals section of this document.

如果你觉得你的情况需要特殊考虑，请查阅此文件的作业或考核成绩复核小节。

The total number of class hours missed only refers to the seven-week period. The calculation of missed classes begins fresh each seven-week term.

缺席课程占总课程百分比适用于一个七周学期之内。出席情况将在新的七周学期被重新评估。

7. Official University of Guelph Transcripts

贵湖大学学生成绩报告

Upon request, transcripts can be produced five to seven business days after grade reports are distributed (a fee for the transcript may apply). Students requiring official transcripts must request them in writing. Please send transcript requests to:

在成绩单派发后的五至七个工作日，学生可以向学校请求准备成绩报告。请求需要以书面形式提出，并且可能需要支付费用。有需要的学生必须递交书面申请，可将请求呈至：

Open Learning and Educational Support

University of Guelph

Johnston Hall, Room 160

Guelph, Ontario N1G 2W1

Canada

Fax: 519-767-1114

Email: info@OpenEd.uoquelfh.ca

Transcript Request Form

传真：519-767-1114

电子邮件：info@OpenEd.uoquelfh.ca

网页链接：[成绩单申请表](#)

8. Assignment/Exam Grade Appeals 作业或考试成绩复核

Students who have concerns regarding their grades should first discuss their concerns with the instructor. If the instructor and the student come to a satisfactory agreement, the grade will be revised, or will hold, according to their resolution. If the issue is not resolved:

学生如果对于他们的作业或考试成绩有任何意见，应首先向他们的导师反映。如果导师及学生双方达成协议，那成绩会根据协议内容而被修改或保留。如果双方未能达成任何协议：

- a. The student should submit the original assignment/exam and reasons for appeal in writing to the English Language Programs Head Teacher
学生应该以书面形式向 English Language Programs Head Teacher 提出成绩复核的请求，同时附有请求被复核的作业或考试的原稿；
- b. The English Language Programs Head Teacher will review materials submitted and reevaluate the assignment/exam. Results of the review will then be communicated to the student. Please note that students must make their appeal in writing within five business days after the end of a term. 会重新评核已递交的作业或考试，并重新批改该作业或考试。学生会被通知有关结果。注意：学生作业或考试复核书面请求必须在学期结束日后的五个工作日之内提交

9. Academic Consideration 学术考量

The University of Guelph will consider granting Academic Consideration for courses if there are sufficient extenuating medical, psychological, or compassionate reasons. Academic Consideration may take the form of an extended deadline, a deferred privilege, a late drop of a course(s) with or without failure, withdrawal from a term with or without failure, or permission to continue on probationary status. A deferred privilege could take the form of approval to write a missed final examination or the completion of a course requirement after the end of the term.

如果学生有充分的医疗、心理或其他情有可原的原因，贵湖大学会给予一个或多个学科一个学术考量。学术考量的形式包括延长作业期限，延长特权，无视成绩退修一门或多门学科，无视成绩退学一个学期，或获批准以试读生继续课程。而延长特权包括准予参加一个已错过的期末考试或在学期之后完成课程要求。

- a. If you require Academic Consideration before the final class day of a course:

如在一个学科的最后一天上学日之前提出一个学术考量的请求：

- Contact the course instructor prior to the assignment due date.
在作业的截止日期之前联络该课程导师。

b. If you require Academic Consideration beyond the final class day of a course:

如在一个学科的最后一天上学日之后提出一个学术考量的请求：

- Notify the English Language Programs Head Teacher immediately.
立刻通知 English Language Programs Head Teacher ；
- Draft a letter that states your request and outlines the medical, psychological or compassionate grounds for your request.
撰写一封信，在信中说明你的请求及概述你医疗，心理或其他情有可原的原因；
- Obtain documentation supporting your request.
取得证明文件以证明及支持你的请求；
- Submit this package to the Academic Advisor to the Director, Open Learning and Educational Support as soon as possible, but not later than the final date of the next term.
在下学期的最后一天或之前，尽快把所有文件递交至 Open Learning and Educational Support 的学业顾问；
- The Open Learning Academic Review Committee will review your request and you will be advised of the outcome.
Open Learning 学术审查小组会审核该请求并告知学生有关结果。

10. Accommodation of Religious Obligation 宗教义务上的协调

The University acknowledges the pluralistic nature of the community. Accommodation will be made to students who experience a conflict between a religious obligation and scheduled tests, mid-term examinations, final examinations, or requirements to attend classes and participate in laboratories. The type of accommodation granted will vary depending on the nature, weight and timing of the work for which accommodation is sought. Accordingly, the request for alternative arrangements normally must be submitted to the instructor in charge of the course within one week of the distribution of the course outline. A student requiring accommodation may submit the request to the instructor directly. The instructor has a responsibility to provide reasonable alternative arrangements that do not put the student at an academic disadvantage. In the event that a student is not satisfied with the accommodation offered by the instructor he/she may appeal to the English Language Programs Head Teacher who may grant alternative accommodation.

In the case of a conflict with a final examination, the student should consult with the English Language Programs Head Teacher to arrange to reschedule the examination. Care will be taken that the new date and time do not put the student at an academic disadvantage.

贵湖大学认同社会的多元化，因此当预定的测验，期中试，期末试或规定参与的课堂及实验室活动与宗教义务有抵触时，贵湖大学会根据不同情况而作出不同程度的协调。协调的方式会取决于该请求的性质，重要性及时间。按照惯例，请求应该在派发课程纲要的一星期之内，向该科目的负责导师直接提出。负责导师有责任为学生提供一合理且不会造成学生有任何学术上的损失的安排。如果学生对负责导师所提出的安排感到不满，可以向 English Language Programs Head Teacher 寻求协助，English Language Programs Head Teacher 会另作安排。

至于当期末试与宗教义务发生抵触，学生应该直接找 English Language Programs Head Teacher 协商，并由 English Language Programs Head Teacher 安排新的考试时间。新安排的日期及时间将不会造成学生有任何学术上的损失。

Please note that a list of the Major Holy Days may be found on the [University of Guelph's Human Rights and Equity Office website](#).

主要的宗教节日一览表请查阅[贵湖大学人权与公正办公室](#) (University of Guelph's Human Rights and Equity Office) 。

11. Academic Integrity and Academic Misconduct 学术诚信及学术失当行为

Academic misconduct is behavior that erodes the basis of mutual trust on which scholarly exchanges occur, undermines the University's exercise of its responsibility to evaluate students' academic achievement or restricts the University's ability to accomplish its learning objectives (University of Guelph Undergraduate Calendar, section 8; http://www.uoguelph.ca/undergrad_calendar/c08/c08-amisconduct.shtml).

学术失当行为是指侵蚀互相信任基础的学术交流行为。这些行为严重破坏了贵湖大学履行其评估学生学业成就，及实现其学习目标的职责。（详见贵湖大学本科学生学则，第八部份：http://www.uoguelph.ca/undergrad_calendar/c08/c08-amisconduct.shtml）

The University of Guelph is committed to upholding the highest standards of academic integrity and requires all members of the University community to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring. Policies, procedures and penalties regarding academic misconduct apply to all students in Open Learning and Educational Support-sponsored courses, as they do to all University students. As a University of Guelph student, it is your responsibility to understand what constitutes Academic Misconduct and to abide by the University of Guelph policy on student academic misconduct, regardless of your location or program of study.

贵湖大学致力于维护最高标准的学术诚信，并要求其全体成员能够察觉任何学术失当行为，并尽一切可能防止学术失当的行为发生。所有关于贵湖大学对学术失当行为的政策，程序和处罚均适用于所有大学生，包括所有在修读 Open Learning and Educational Support 主办的课程的学生。作为贵湖大学的学生，有责任了解及明白什么是学术失当行为。不论在任何地方也不论所选修的课程，学生也应当遵守所有贵湖大学对学术失当行为的政策。

Academic misconduct is broadly understood to mean offences against the academic integrity of the learning environment. Offences include, but are not limited to:

学术失当行为被广泛理解为触犯学习环境学术诚信的行为。学术失当行为包括但不限于：

- a. Misappropriation of others' work
盗用他人的作业
- b. Plagiarism (i.e. misrepresenting the work of other as one's own, without appropriate use of referencing)
抄袭(即谎报他人的作业为自己的，且没有恰当地引用)
- c. Copying another person's answers to an exam question or assignment
在考试或测验时作弊或在作业中抄袭他人的答案
- d. Submitting the same assignment for credit on more than one occasion without prior written permission from the instructor
未经导师书面的许可的情况下，不只一次地为学分递交相同的作业
- e. Unauthorized cooperation or collaboration (i.e. working on individual assignments in a group and submitting collaborative work as one's own)
未经许可的合作(即在多人协助下完成个人作业，并递交合作成果作为个人作业)
- f. Misrepresentation and Fraud: impersonation of one's self for the purposes of writing an exam or submitting an assignment
冒名及欺诈：意图伪装成他人来达致完成考试或递交作业的目的
- g. Submitting false, fraudulent or purchased assignments or medical documentation
提交虚假，骗取，转让或购买的作业或医疗证明
- h. Use of unauthorized aids or assistance in the completion of exams or assignments
使用未经批准的援助或协助完成考试或作业

Specific requirements for course work and evaluation will be described in your course outline, distributed at the first class meeting. It is your responsibility to understand and meet these requirements. Discuss any questions you have with your instructor in advance of completing assignments or exams.

个别课程作业的特定要求及批改模式会在第一次课所派发的课程纲要中详细说明。学生有责任去了解及完成其要求。如有任何问题，学生应当在完成作业或考试之前跟导师讨论。

Procedure for Suspected Academic Misconduct 处理涉嫌学术失当行为的程序

Should an instructor suspect an incident of academic misconduct, he/she will bring the suspected offence to the attention of the English Language Programs Head Teacher. The instructor and English Language Programs Head Teacher will investigate the offence and may interview the student, but there is no obligation to do so. If an academic misconduct offence is suspected to have been committed, the English Language Programs Head Teacher will bring the suspected offence, including all evidence and documentation to the attention of the Director, Open Learning and Educational Support. In the event that academic misconduct is confirmed, the Director will assess an appropriate penalty, according to the University's guidelines, and will inform the student. Should the student appeal the decision, appeals will be heard by the Senate Committee on Student Petitions.

当导师怀疑有学术失当行为事故，会将涉嫌违反的事向 English Language Programs Head Teacher 说明，并跟 English Language Programs Head Teacher 就事件展开调查。导师及 English Language Programs Head Teacher 没有任何义务，但有可能就事件会见涉嫌违反学术行为准则的学生。当学术失当行为一经证实，English Language Programs Head Teacher 会将涉嫌违反的事及所有相关证明文件转交 Open Learning and Educational Support 的

Director。COLES Director 会根据大学的指导方针，对被证实的学术失当行为予以适当的处罚，并通知该学生。如果学生决定就结果提出上诉，学生请愿理事委员会将会受理该上诉。

12. Certificate of English Proficiency 英语水平证书

Students who achieve a minimum of 70% in each Advanced Level course, with an overall advanced level average of 75%, achieve the Certificate of English Proficiency. The Certificate of English Proficiency meets the English proficiency requirements for entry into the University of Guelph, the University of Guelph-Humber and Wilfrid Laurier University.

成功在高级阶段每门课达到七十分或以上，平均分达到七十五分或以上的学生，将获发英语水平证书。英语水平证书证明该学生到达及符合进入贵湖大学，贵湖—汉博大学 (University of Guelph-Humber) 及劳里埃大学 (Wilfrid Laurier University) 的英语水平要求。

13. Admission to Undergraduate Studies 报读本科生课程

Successful completion of the Certificate of English Proficiency (i.e., successful completion of Advanced Levels 9 and 10) is one of the accepted measures of English proficiency for Undergraduate Studies at the University of Guelph. The Academic Advisor will assist students with their applications to undergraduate degree programs. Students have several ways to gain admission to undergraduate studies:

成功完成英语证书课程，即成功完成高级阶段等级九及等级十，是其中一个被贵湖大学认可入读本科生课程的英语水平证明。学业顾问会协助学生填写报读本科生的报名表格。学生有两个途径入读本科生课程：

- **Direct admission** – Students who have excellent high school marks and/or a strong score on their home country's University Entrance Examinations may apply for direct admission to undergraduate studies at the University of Guelph. The Academic Advisor can assist students with the preparation of their applications for undergraduate degree studies.

直接报读：如果学生有优异的高中成绩及和或在原出生国入读大学的考试取得优秀的成绩者，可以直接报读贵湖大学的本科生课程。学业顾问会协助学生准备报读本科生的课程。

- **Open Learning program:** Students who have never studied in a post secondary institution also have the option to take degree-credit courses through the Open Learning program. Please refer to the section titled 'The Open Learning program' in the current Undergraduate Calendar. Students who achieve an overall average of 80% or higher in Levels 7 and 8 or in Levels 8 and 9 are eligible to take one Open Learning course in the following semester. Open Learning course offerings begin in January, May and September.
- **Open Learning 课程：**学生若没有修读任何高中以后的院校课程的经验，也可以修读 Open Learning 提供的学位学分课程。详情请见最新的本科生日程，参阅标题「The Open Learning Program」。学生在英语语言项目七级和八级的平均分或者八级和九级的平均分在 80 或以上的可以申请在下个学期修读 Open Learning 课程。Open Learning 课程在一月、五月、与九月开学。

14. Admission to Graduate Studies 报读研究生课程

Successful completion of the Certificate of English Proficiency is one of the accepted measures of English proficiency for Graduate Studies at the University of Guelph. For more information on admission to Graduate Studies, please contact the graduate secretary of the academic department of your subject area. Visit the online graduate calendar at: <http://www.uoguelph.ca/registrar/calendars/graduate/current/> for specific contact information.

成功完成英语证书课程，是其中一个被贵湖大学认可入读研究生课程的英语水平证明。有关报读研究生详情，请与主修科目学院的研究生部秘书联络，或参见研究生学则，网址是：
<http://www.uoguelph.ca/registrar/calendars/graduate/current/>。

15. Evaluations and Feedback 评价和意见

Through formal evaluations, students will have the opportunity to provide feedback on the design, instructional approach and administration of each course. Evaluations are administered so as to preserve students' anonymity. Evaluation comments will be summarized and shared with instructors, only after final grades have been submitted. Students may also forward comments directly to the English Language Programs Head Teacher at any time during the course.

学生可以遵循正式的渠道就课程设计，教学方法及管理方法等反映意见。所反映的评价和意见会经过保密处理以保护学生的匿名性。导师可在已提交学生的最后成绩后知道被整合的评价和意见。学生也可以在课程的任何时间直接对 English Language Programs 的 Head Teacher 反映任何意见或建议。

16. Library Access 图书馆

All students receive a University of Guelph library card, giving them access to the University of Guelph database and collections. The TRELIS system is the joint University of Guelph - Wilfrid Laurier University - University of Waterloo online searchable catalogue.

所有学生都会收到贵湖大学的图书证，赋予他们使用贵湖大学资料库及库藏的权利。TRELIS 系统是贵湖大学，劳里埃大学 (Wilfrid Laurier University) 及滑铁卢大学 (University of Waterloo) 在线的联合检索目录。

17. Proof of Study for Renewal of Study Permit 留学证明

Students who are renewing their study permits should request transcripts from the main office of Open Learning and Educational Support (see 7 above).

学生如想续延他们的留学签证，应该向 Open Learning and Educational Support 请求成绩报告，详情请参阅上列第七项。

18. Withdrawal from Program

18. 退学

A request to withdraw from the program must be made in writing by completing a drop form at the English Language Programs office. Drop requests received before the 20th day of the term will deregister you from the program or course without academic penalty. This means that the course and mark will not show on your transcript. If you complete the drop request after the 20th day of the term, the course and the mark you have earned up to your drop date will show on the academic transcript.

申请退学的学生必须去英语语言项目办公室以书面形式提交一份退学申请。退学申请需在学期开始的 20 天之内提交。在学期开始的 20 天之内收到的退学申请，英语语言项目将取消你的注册，你所修的课程及成绩不会被记录在案，即你所注册的课程与成绩将不会在成绩单上显示。如退学申请在在学期开始的 20 天之后收到，你所修的课程和相应课程所得分数将在你的成绩单上显示。

19. Leave of Absence

19. 休学

Students are permitted to request a leave of absence should they need to take a break from their studies. They must fill out an ELP Drop Form from the English Language Programs office. Tuition and student service fees will be transferred to their intended semester of return, based on the refund policy (Section 20).

学生如有特殊情况，可以申请休学。休学申请需填写英语语言项目办公室提供的表格。已支付的学费和学生服务费可被顺延到休学结束的新学期，退款事宜请参照第 20 小节。

Fees

费用

There is no charge for an initial Leave of Absence to be processed; however, if a student does not return for their intended semester, a \$100 fee will be charged for each subsequent request to defer their registration. If a student has transferred tuition fees, the \$100 will be taken from the tuition fees already paid. If no tuition has been paid, the \$100 will need to be paid in order to process the deferral request.

首次休学申请不收费。但学生若在指定休学结束学期后没有回到项目学习，延长休学时间的申请将会被收取\$100/次。若学生已支付下个学期的学费，那么这\$100 将会从学费中被扣取。如果学费还未支付，那么学生需要支付\$100 延长休学申请费。

20. Refund Policy

20. 退款政策

The refund policy applies only to fees paid to the University of Guelph English Language Programs. Any additional fees paid to third parties are not subject to this policy.

此退款政策适仅用于支付给贵湖大学英语语言项目的费用，不适用于任何支付予第三方机构的费用。

English Language Certificate Program (ELCP)

英语证书课程 (ELCP)

Application Fee:

申请费:

The \$150 application fee is non-refundable

\$150 申请费不能退款

The \$300 Chinese Application Centre Processing Fee is non-refundable

\$300 中国申请中心程序费 (Chinese Application Centre Processing Fee) 不能退款

New Applicants

初次申请人

ELCP Refund Policy for New Applicants

英语证书课程项目初次申请退款政策

Refund Request Deadline 申请退款日期	With an Original Visa Refusal Document 有拒签证明	Without an Original Visa Refusal Document 没有拒签证明
Up to 2 calendar months prior to the first day of class 开学前两个月及以上	100% tuition deposit + 100% any additional fees 100%学费退款+100%其他费用退款	50% tuition deposit + 100% any additional fees 50%学费退款+100%其他费用退款
Less than 2 calendar months prior to the first day of class 开学前两个月之内	100% tuition deposit + 100% any additional fees 100%学费退款+100%其他费用退款	0% tuition deposit + 100% any additional fees 0%学费退款+100%其他费用退款

Current Students

在读生

ELCP Refund Policy for Current Students

英语语言证书项目再读生退款政策

Refund Request Deadline 申请退款日期	Refund Amount 退款额数
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10 business days before the first day of class 开学前十日及以上	70% of current 7 week course fees* + 100% any additional fees** 70%的七周学期课程费*+100%额外费用
5th day of class 开学后五日	50% of current 7 week course fees* + 100% any additional fees** 50%的七周学期课程费*+100%额外费用
After 5th day of class 开学五日之后	0% of current 7 week course fees* + 100% any additional fees** 0%的七周学期课程费*+100%额外费用

* **Course fees = Tuition + Student Services**

** **Medical Insurance fees are non-refundable**

* 课程费=学费+学生服务费

**医疗保险费用不能退款

Graduate Preparation Program (GPP)

研究生准备项目 (GPP)

Application Fee:

申请费:

The \$150 application fee is non-refundable

\$150 申请费不能退款

New Applicants

初次申请人

GPP Refund Policy for New Applicants

研究生准备项目初次申请退款政策

Refund Request Deadline 申请退款日期	With an Original Visa Refusal document 有拒签证明	Without an Original Visa Refusal Document 没有拒签证明
Up to 2 calendar months prior to the first day of class 开学前两个月及以上	100% tuition + 100% any additional fees 100%学费退款+100%其他费用退款	80% tuition + 100% any additional fees 80%学费退款+100%其他费用退款
Less than 2 calendar months prior to the first day of class 开学前两个月之内	100% tuition + 100% any additional fees 100%学费退款+100%其他费用退款	0 % tuition + 100% any additional fees 0%学费退款+100%其他费用退款

Current Students

在读生

There is no refund available for current GPP students. Eligible students will receive a 100% refund on course fees* for any GPP modules that ELP is not able to deliver. Alternatively students may transfer fees to the next available offering.

英语语言项目不提供研究生申请项目在读生退款。符合条件的学生可申请 100%还未授课的研究生预读课程课程费*退款。或者学生可以将已支付的学费转到回到项目的学期。

- * **Course fees = Tuition + Student Services**
- ** **Medical Insurance fees are non-refundable**
- * 课程费=学费+学生服务费
- **医疗保险费用不能退款

21. Student Problem Resolution Policy

21. 学生问题解决政策

Open Learning and Educational Support at the University of Guelph is committed to providing high quality academic English language instruction to its students. We take student problems and complaints very seriously. At all times, we encourage students to provide feedback on the program, instructors and administrative systems.

贵湖大学 Open Learning and Educational Support 项目承诺为学生提供优质的英语语言学习环境。我们关心学生在学习与生活中所遇到的困难，并且鼓励学生随时对我们的项目、教学与学生服务提供意见与反馈。

How to solve a problem or concern: 如何解决问题:

1. **Write out your concern in a step by step format.**
1. 将你的问题按步骤写下来
2. **Email or bring your written concern to the person.**
2. 将你的问题用邮件或者以书面形式发给对方
3. **Make an appointment to speak with the person. It is not always possible to see a person without making an appointment.**
3. 与对方约时间讨论问题。请提前预约以避免时间上的冲突。
4. **Explain your concern slowly and clearly.**
4. 耐心与清晰的解释你所遇到的困难。
5. **You will find that the people want to help you to resolve the problem. It is helpful if you can explain the whole problem, not just one small part of the problem. This helps to determine the best solution to the problem.**
5. 对方一般愿意帮助你解决困难。请尽量将困难叙述完整以便确定最好的解决方案。

Who should you talk to? 遇到问题了与谁交流?

Who You Should Talk to for Problem Resolution

遇到问题时的联系人与解决方法:

Type of	First Step	Second Step	Third Step
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Concern 问题类型	第一步	第二步	第三步
Academic 学业	Talk with the teacher concerned 与科任讲师交流	If no resolution, contact Academic Coordinator 如果问题未解决，与学术协调人交流	If no resolution, contact Director, Open Learning and Educational Support 如果问题未解决，与 Open Learning and Educational Support 主任交流
Academic Counselling 学术咨询	Talk with the Academic Advisor 与学术顾问交流	If no resolution, contact Academic Coordinator 如果问题未解决，与学术协调人交流	If no resolution, contact Director, Open Learning and Educational Support 如果问题未解决，与 Open Learning and Educational Support 主任交流
Student Activities 学生活动	Talk with the Activity Coordinator 与活动策划人交流	If no resolution, contact Manager, English Language Programs 如果问题未解决，与英语语言项目主 管交流	If no resolution, contact Director, Open Learning and Educational Support 如果问题未解决，与 Open Learning and Educational Support 主任交流
Homestay 寄宿家庭	Talk with the English Language Programs Homestay Coordinator 与寄宿家庭主管交 流	If no resolution, contact Manager, English Language Programs 如果问题未解决，与英语语言项目主 管交流	If no resolution, contact Director, Open Learning and Educational Support 如果问题未解决，与 Open Learning and Educational Support 主任交流
Financial and Registration 财务与注册	Talk with Admissions or Student Services Assistant 与招生办与学生处 助理交流	If no resolution, contact Manager, English Language Programs 如果问题未解决，与英语语言项目主 管交流	If no resolution, contact Director, Open Learning and Educational Support 如果问题未解决，与 Open Learning and Educational Support 主任交流

22. Privacy Policy

22. 隐私政策

Open Learning and Educational Support adheres to the University's policy on the Release of Student Information. Please refer to our [privacy policy](#).

Opening Learning and Education Support 遵守贵湖大学的学生信息发布政策。请参照我们[隐私政策](#)。

23. Program Contact Information 联络资讯

English Language Programs,
Open Learning and Educational Support
154C Johnston Hall, University of Guelph
Guelph, Ontario, Canada, N1G 2W1
Email 电邮 : eslhelp@uoguelph.ca
Web 网站 : www.eslquelp.ca
Phone 电话 : (519) 824-4120 Ext. 56463
Fax 传真 : (519) 767-0758

In case of any discrepancy between the English and the Chinese version of these policies, the English version shall prevail.

若中英文版本的政策有差别，以英文版本的为准。