

ENGLISH LANGUAGE CERTIFICATE PROGRAM

INTRODUCTION

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.

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 has extensive expertise and years of experience in supporting international students, and can provide valuable guidance on degree program pathways.

INTRODUCCIÓN

Los programas de inglés de la Universidad de Guelph son programas intensivos de inglés para propósitos académicos (EAP). Estos programas tienen como objetivo promover las estrategias de aprendizaje de los estudiantes y ayudar a desarrollar métodos de lenguaje independiente, crítico y reflexivo que puedan trabajar eficazmente en un contexto académico. El enfoque principal de los programas es proporcionar a los estudiantes con vías y apoyo para la transición al estudio de grado en la Universidad de Guelph; Sin embargo, el riguroso enfoque académico de los programas ayuda a desarrollar habilidades que pueden aplicarse a una gama de diferentes desafíos.

Los estudiantes obtienen oportunidades para la integración cultural a través de actividades planificadas en Guelph y sus alrededores, así como a través de vivir con familias canadienses en casa de familia. Los estudiantes también tienen oportunidades para una gran interacción con estudiantes universitarios canadienses a través de nuestros programas de ELP Buddy y tutor de conversación. Los instructores de inglés de la Universidad de Guelph tienen en promedio 15 años de experiencia docente en Canadá y en el extranjero, así como diplomas de posgrado en TESL y posgrados en Lingüística aplicada o enseñanza de inglés como Segundo Idioma. Nuestro personal de apoyo administrativo y académico tiene una amplia experiencia y años de experiencia en el apoyo a estudiantes internacionales, y puede proporcionar una orientación valiosa sobre las vías del programa de grado.

Program Length and Timeline

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 advance. 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). Levels 1 to 8 are comprised of seven-week terms, with five courses per term. Six terms are offered each academic year, with entry points in January, March, May, July, September

and November. After completing level 8, students can register in the Advanced Level (levels 9 and 10 combined). The Advanced Level courses are 14 weeks in duration.

Duración del programa y cronograma

Los estudiantes entran en el programa desde una amplia gama de lenguas, culturas y antecedentes académicos. La habilidad del estudiante en inglés varía de principiante a avanzado, y el programa se divide en diez niveles, que van desde principiante hasta avanzado. Los estudiantes son colocados en los niveles apropiados basados en la evaluación de su competencia actual en inglés (vea la sección abajo en 'Colocación de Nuevos Estudiantes' para más información). Los niveles 1 a 8 se componen de términos de siete semanas, con cinco cursos por término. Seis términos se ofrecen cada año académico, con puntos de entrada en enero, marzo, mayo, julio, septiembre y noviembre. Después de completar el nivel 8, los estudiantes pueden registrarse en el Nivel Avanzado (niveles 9 y 10 combinados). Los cursos de nivel avanzado tienen una duración de 14 semanas.

1. Placement of New Students

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

- a. Oxford Online Test
- b. A Timed Written Test

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.

2. Continuation of Study

A continuation of study policy is in effect as follows:

- a. A student who achieves an overall term average of 70% or greater may proceed to the next level in sequence.
- 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.
- 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.

El estudiante que alcance un promedio general de 90% o más en el nivel ha demostrado un buen desempeño y, por lo tanto, puede estar en un nivel más alto de inglés. El estudiante es por lo tanto elegible para tomar las que lo ubicaran en un nivel superior para el próximo período.

3. Evaluation of Students

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.

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.

4. Grading

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.

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.

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.

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 is only partially successful. The student displays some understanding of the relevant issues and some familiarity with the appropriate literature and techniques

4. Calificaciones

El sistema de calificación de los cursos es el siguiente:

90-100 - Excelente. Un desempeño a nivel académico destacado, en el que el estudiante demuestra una comprensión superior de la materia y una capacidad de ir más allá del material dado de una manera crítica y constructiva. El estudiante demostró un alto grado de pensamiento creativo y / o lógico; Una capacidad superior para organizar, analizar e integrar ideas; Y una familiaridad completa con la literatura apropiada y técnicas.

80-89 – Sobresaliente. Un rendimiento más que adecuado en el que el estudiante demostró una comprensión profunda de la materia y una capacidad para organizar y examinar el material de una manera crítica y constructiva. El estudiante demostró una buena comprensión de los temas relevantes y una familiaridad con la literatura apropiada y técnicas.

75-79 - Aceptable. Un desempeño adecuado en el cual el estudiante demostró una comprensión generalmente adecuada del tema y una habilidad moderada para examinar el material de una manera crítica y constructiva. El estudiante mostro una comprensión adecuada de los temas relevantes y una familiaridad general con la literatura apropiada y técnicas.

70-74 - Mínimamente aceptable. Una actuación apenas adecuada en la que el estudiante demostró una familiaridad con el tema, pero cuyos intentos de examinar el material de una manera crítica y constructiva son sólo parcialmente exitosos. El alumno muestra cierta comprensión de los temas relevantes y una cierta familiaridad con la literatura apropiada y técnicas

5. Final Grades

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](#).

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.

5. Calificaciones finales

Los estudiantes pueden acceder a sus calificaciones finales aproximadamente seis días después del último día del período de exámenes ingresando al portal del programa de Aprendizaje Abierto. Si necesita una transcripción oficial, por favor complete el Formulario de Solicitud de Transcripción.

Las calificaciones no son oficiales hasta que sean comunicadas al estudiante por la Universidad de Guelph. Las calificaciones no serán comunicadas a los estudiantes por teléfono, fax o correo electrónico. Los informes de calificaciones suelen estar listos una semana después de los exámenes finales. Un mensaje de correo electrónico será enviado a los estudiantes una vez que los informes de calificaciones estén listos. Los estudiantes pueden recoger sus informes de calificaciones en persona o solicitar que sean enviados por correo a sus direcciones postales.

6. Attendance Policy

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:

Percentage of Class Missed (for students taking 5 courses per term)

20% or more: Warning

- You must meet with the Academic Advisor or other designated program staff

33% or more: Required to Withdraw

- Your registration in the program is cancelled without refund
- You will not receive a final report or certificate
- You may not attend classes or activities
- Canadian Immigration will be notified of your withdrawal
- Your library card and athletic membership are cancelled
- You do not receive a bus pass
- You cannot use the service of the academic advisor
- You may not use the services of the Student Health Centre
- If you have a scholarship, your sponsor will be notified
- Your medical insurance will not be cancelled

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.

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.

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

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.

. 6. Política de Asistencia

Esta política de asistencia se aplica a todos los estudiantes matriculados como estudiante a tiempo completo o tiempo parcial en ELCP. Este programa requiere su asistencia en clase. Cuando asistes a clase, obtienes todas las ventajas de tu matrícula. Debido a que los cursos se completan en un período intensivo de siete semanas, es importante que asista al número máximo de clases. Su estado de asistencia será evaluado de acuerdo con el siguiente cuadro:

Porcentaje de la clase perdida (para estudiantes que toman 5 cursos por término)

20% o más: Advertencia

- Usted debe reunirse con el Asesor Académico u otro personal del programa designado

33% o más: Requerido para Retirarse

- Su inscripción en el programa se cancela sin reembolso
- No recibirá un informe o certificado final
- No puede asistir a clases o actividades
- La Inmigración Canadiense será notificada de su retiro

- Se cancela la tarjeta de la biblioteca y la membresía deportiva
- No recibe un pase de autobús
- No puede utilizar el servicio del asesor académico
- No puede usar los servicios del Centro de Salud Estudiantil
- Si tiene una beca, su patrocinador será notificado
- Su seguro médico no será cancelado

Si usted está ausente por un período prolongado (3 o más días), debido a enfermedad u otras circunstancias, debe informar a la oficina de Programas de Inglés por correo electrónico durante el período de su ausencia.

Cuando usted está ausente de la clase es su responsabilidad de averiguar qué material, cuestionarios o tareas que ha perdido de su maestro. Usted es responsable de hacer arreglos sobre cómo se manejará el trabajo perdido.

Si considera que su situación requiere consideración especial, consulte la sección de Apelaciones de asignación / examen de este documento.

El número total de horas de clase perdidas sólo se refiere al período de siete semanas. El cálculo de las clases perdidas comienza cada siete semanas.

7. Official University of Guelph Transcripts

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:

Open Learning and Educational Support

University of Guelph
Johnston Hall, Room 160
Guelph, Ontario N1G 2W1
Canada

Fax: 519-767-1114

Email: info@OpenEd.uoguelph.ca

Transcript Request Form

7. Transcripciones oficiales de la Universidad de Guelph

Mediante una solicitud, las transcripciones pueden ser procesadas de cinco a siete días hábiles después de que se distribuyan los informes de calificaciones (puede aplicarse un cargo por la transcripción). Los estudiantes que requieren transcripciones oficiales deben solicitarlas por escrito. Envíe sus solicitudes de transcripción a:

Aprendizaje Abierto y Apoyo Educativo

Universidad de Guelph

Johnston Hall, Sala 160

Guelph, Ontario N1G 2W1

Canadá

Fax: 519-767-1114

Correo electrónico: info@OpenEd.uoguelph.ca

Formulario de Solicitud de Transcripción

8. Assignment/Exam Grade Appeals

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:

- a. The student should submit the original assignment/exam and reasons for appeal in writing to the English Language Programs Head Teacher.
- 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.

Tenga en cuenta que los estudiantes deben hacer su apelación por escrito dentro de los cinco días hábiles siguientes al final de un período.

9. Academic Consideration

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.

- a. If you require Academic Consideration before the final class day of a course:
 - Contact the course instructor prior to the assignment due date.
- b. If you require Academic Consideration beyond the final class day of a course:
 - Notify the English Language Programs Head Teacher immediately.
 - Draft a letter that states your request and outlines the medical, psychological or compassionate grounds for your request.
 - Obtain documentation supporting your request.
 - Submit this package to the Academic Advisor to the Director, Open Learning and Educational Support **Aprendizaje Abierto y Apoyo Educativo** as soon as possible, but not later than the final date of the next term.

The Open Learning Academic Review Committee will review your request and you will be advised of the outcome.

10. Accommodation of Religious Obligations

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.

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.

Tenga en cuenta que una lista de los Días Festivos se pueden encontrar en la Universidad de Guelph Derechos Humanos y la Oficina de Equidad de la página web de la universidad.

11. Academic Integrity and Academic Misconduct

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). 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 the Open Learning and Educational Support **Aprendizaje Abierto y Apoyo Educativo** -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.

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

- a. Misappropriation of others' work
- b. Plagiarism (i.e. misrepresenting the work of other as one's own, without appropriate use of referencing)
- c. Copying another person's answers to an exam question or assignment
- d. Submitting the same assignment for credit on more than one occasion without prior written permission from the instructor
- e. Unauthorized cooperation or collaboration (i.e. working on individual assignments in a group and submitting collaborative work as one's own)
- f. Misrepresentation and Fraud: impersonation of one's self for the purposes of writing an exam or submitting an assignment
- g. Submitting false, fraudulent or purchased assignments or medical documentation
- h. Use of unauthorized aids or assistance in the completion of exams or assignments

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.

Procedure for Suspected Academic Misconduct

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 **Aprendizaje Abierto y Apoyo Educativo**. 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.

12. Certificate of English Proficiency

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.

13. Admission to Undergraduate Studies

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:

- **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.
- **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.

• Programa de Aprendizaje Abierto: Los estudiantes que nunca han estudiado en una institución postsecundaria también tienen la opción de tomar cursos de créditos postsecundarios a través del programa de Aprendizaje Abierto. Consulte la sección titulada 'El programa de Aprendizaje Abierto' en el Calendario de Licenciatura actual. Los estudiantes que alcanzan un promedio general de 80% o más en los niveles 7 y 8 o en los niveles 8 y 9 son elegibles para tomar un curso de Aprendizaje Abierto en el siguiente semestre, los cuales darán comienzo en enero, mayo y septiembre.

14. Admission to Graduate Studies

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.

15. Evaluations and Feedback

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.

16. Library Access

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.

17. Proof of Study for Renewal of Study Permit

Students who are renewing their study permits should request transcripts from the main office of Open Learning and Educational Support en la oficina principal de Aprendizaje Abierto y Apoyo Educativo (see 7 above).

18. Withdrawal from Program

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.

18. BAJA DEL PROGRAMA

Para darse de baja del programa o de algún curso es necesario llenar una solicitud por escrito y completar la forma para darse de baja en la Oficina de programas de Inglés. Las solicitudes recibidas antes del 20avo día del periodo del curso serán procesadas sin ninguna penalización. Esto significa que ni el curso ni la calificación aparecerán en el certificado. Si completas la solicitud después del 20avo día del periodo del curso, el curso y la calificación que hayas obtenido en el hasta el momento de la baja aparecerán en el certificado.

19. Leave of Absence

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).

19. Licencia de ausencia

Se les permite a los estudiantes solicitar una licencia si necesitan hacer una pausa en sus estudios. Deben llenar un Formulario de Suspensión de ELP de la oficina de Programas de Inglés. Las cuotas de matrícula y servicio estudiantil serán transferidas a su semestre de retorno, basado en la política de reembolso (Sección 20).

Fees

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.

Cargos

No hay cargo alguno por una Licencia de ausencia inicial para ser procesada; Sin embargo, si un estudiante no regresa para su semestre propuesto, se cobrará una cuota de \$ 100 por cada solicitud posterior para diferir su registro. Si un estudiante ha transferido los derechos de matrícula, los \$ 100 se tomarán de los derechos de matrícula ya pagados. Si no se ha pagado la matrícula, se deberán pagar los \$ 100 para procesar la solicitud de aplazamiento.

20. Refund Policy

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.

English Language Certificate Program (ELCP)

Application Fee:

The \$150 application fee is non-refundable

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

REEMBOLSOS

La política de reembolso se aplica sólo a los honorarios pagados a los programas de inglés de la Universidad de Guelph. Cualquier cargo adicional pagado a terceros no está sujeto a esta política.

Programa de Certificado de Lengua Inglesa (ELCP)

Tasa de solicitud:

El costo de la solicitud de \$ 150 no es reembolsable

La cuota de procesamiento de \$ 300 Chínese Aplicación Center no es reembolsable

New Applicants

ELCP Refund Policy for New Applicants		
Refund Request Deadline	With an Original Visa Refusal Document	Without an Original Visa Refusal Document
Up to 2 calendar months prior to the first day of class	100% tuition deposit + 100% any additional fees	50% tuition deposit + 100% any additional fees
Less than 2 calendar months prior to the first day of class	100% tuition deposit + 100% any additional fees	0% tuition deposit + 100% any additional fees
ELCP Refund Policy for Current Students		
Refund Request Deadline	Refund Amount	
10 business days before the first	70% of current 7 week course fees* + 100% any	

day of class	additional fees**
5th day of class	50% of current 7 week course fees* + 100% any additional fees**
After 5th day of class	0% of current 7 week course fees* + 100% any additional fees**

* Course fees = Tuition + Student Services

** Medical Insurance fees are non-refundable

Graduate Preparation Program (GPP)

Application Fee:

The \$150 application fee is non-refundable

Nuevos Solicitantes

Política de reembolso del ELCP para los nuevos solicitantes

Plazo de la solicitud de reembolso	Con una Visa Original Documento de denegación	Sin una Visa Original Documento de denegación
Hasta 2 meses calendario antes del primer día de clases	100% de gastos de matrícula + 100% de gastos adicionales	50% de gastos de matrícula + 100% de gastos adicionales
Menos de 2 meses calendario antes del primer día de clases	100% de gastos de matrícula + 100% de gastos adicionales	0% gastos de matrícula + 100% de gastos adicionales

Los estudiantes actuales

Política de reembolso de ELCP para estudiantes actuales

Plazo de la solicitud de reembolso	Reembolso
10 días hábiles antes del primer día de clases	70% de las tarifas actuales del curso de 7 semanas * + 100% cualquier cargo adicional **
5to Día de clase	50% de las tarifas actuales del curso de 7 semanas * + 100% de las tarifas adicionales **
Después del 5to día de clases	0% de las tarifas actuales del curso de 7 semanas * + 100% de las tarifas adicionales **

* Precios del curso = Matrícula + Servicios para Estudiantes

** Las cuotas de seguro médico no son reembolsables

Programa de Preparación para Graduados (GPP)

Tasa de solicitud:

El costo de la solicitud de \$ 150 no es reembolsable

New Applicants

GPP Refund Policy for New Applicants

Refund Request Deadline	With an Original Visa Refusal document	Without an Original Visa Refusal Document
Up to 2 calendar months prior to the first day of class	100% tuition + 100% any additional fees	80% tuition + 100% any additional fees
Less than 2 calendar months prior to the first day of class	100% tuition + 100% any additional fees	0 % tuition + 100% any additional fees

Nuevos Solicitantes

Política de reembolso de GPP para los nuevos solicitantes

Fecha límite de solicitud de reembolso	con un documento de denegación de visa original	Sin documento de denegación de visa original
Hasta 2 meses calendario antes del primer día de clase	100% de matrícula + 100% cualquier cuota adicional	80% de matrícula + 100% de cualquier cargo adicional
Menos de 2 meses calendario antes del primer día de clase	100% de matrícula + 100% de cualquier cargo adicional	0% de matrícula + 100% de cualquier cargo adicional

Current Students

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.

* Course fees = Tuition + Student Services

** Medical Insurance fees are non-refundable

Los estudiantes actuales

No hay reembolso disponible para los estudiantes actuales de GPP.

Los estudiantes elegibles recibirán un reembolso del 100% de las cuotas del curso * para cualquier módulo GPP que ELP no pueda entregar. Alternativamente, los estudiantes pueden transferir honorarios a la siguiente oferta disponible.

* Precios del curso = Matrícula + Servicios para Estudiantes

** Las cuotas de seguro médico no son reembolsables

21. Student Problem Resolution Policy

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.

21. Política de Resolución de Problemas de los Estudiantes

El Programa de Aprendizaje Abierto y Apoyo Educativo de la Universidad de Guelph está comprometido a proveer instrucción académica de inglés de alta calidad a sus estudiantes. Tomamos muy en serio los problemas y las quejas de los estudiantes. En todo momento, animamos a los estudiantes a proporcionar retroalimentación sobre el programa, los instructores y los sistemas administrativos.

How to solve a problem or concern:

1. Write out your concern in a step by step format.
2. Email or bring your written concern to the person.
3. Make an appointment to speak with the person. It is not always possible to see a person without making an appointment.
4. Explain your concern slowly and clearly.
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.

Cómo resolver un problema o preocupación:

1. Escriba su preocupación en un formato paso a paso.
2. Envíe por correo electrónico o traiga su preocupación por escrito a la persona.
3. Haga una cita para hablar con la persona. No siempre es posible ver a una persona sin hacer una cita.
4. Explique su preocupación lenta y claramente.
5. Usted encontrará que la gente quiere ayudarle a resolver el problema. Es útil si usted puede explicar todo el problema, no sólo una pequeña parte del problema. Esto ayuda a determinar la mejor solución al problema.

Who should you talk to?

Who You Should Talk to for Problem Resolution			
Type of Concern	First Step	Second Step	Third Step
Academic	Talk with the teacher concerned	If no resolution, contact Academic Coordinator	If no resolution, contact Director, Open Learning and Educational Support
Academic Counselling	Talk with the Academic Advisor	If no resolution, contact Academic Coordinator	If no resolution, contact Director, Open Learning and Educational Support
Student Activities	Talk with the Activity Coordinator	If no resolution, contact Manager, English Language Programs	If no resolution, contact Director, Open Learning and Educational Support

Homestay	Talk with the English Language Programs Homestay Coordinator	If no resolution, contact Manager, English Language Programs	If no resolution, contact Director, Open Learning and Educational Support
Financial and Registration	Talk with Admissions or Student Services Assistant	If no resolution, contact Manager, English Language Programs	If no resolution, contact Director, Open Learning and Educational Support

Con quién debes hablar para resolver el problema

Tipo de Queja	Primer paso	Segundo paso	Tercer paso
Académico	Hablar con el profesor involucrado	Si no hay resolución, comuníquese con el Coordinador Académico	Si no hay resolución, comuníquese con el Director, Aprendizaje Abierto y Apoyo Educativo
Consejería Académica	Hable con el Asesor Académico	Si no hay resolución, comuníquese con el Coordinador Académico	Si no hay resolución, comuníquese con el Director, Aprendizaje Abierto y Apoyo Educativo
Actividades Estudiantiles	Hable con el Coordinador de Actividades	Si no hay resolución, comuníquese con el Administrador del Programa de inglés	Si no hay resolución, comuníquese con el Director, Aprendizaje Abierto y Apoyo Educativo
Homestay	Habla con el Coordinador de Homestay de los Programas de Lengua Inglesa	Si no hay resolución, comuníquese con el Administrador del Programa inglés	Si no hay resolución, comuníquese con el Director, Aprendizaje Abierto y Apoyo Educativo
Financiero y registro	Habla con Admisiones o con el Asistente de Servicios Estudiantiles	Si no hay resolución, comuníquese con el Administrador, Programas de idioma inglés	Si no hay resolución, póngase en contacto con el Director, Aprendizaje Abierto y Apoyo Educativo

22. Privacy Policy

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

22. Política de Privacidad

El Aprendizaje Abierto y el Apoyo Educativo se adhieren a la política de la Universidad sobre la Liberación de la Información del Estudiante. Por favor, consulte nuestra política de privacidad.

23. Program Contact Information

English Language Programs,

Open Learning and Educational Support

Aprendizaje Abierto y Apoyo Educativo

154C Johnston Hall, University of Guelph

Guelph, Ontario CANADA N1G 2W1

Email: eslhelp@uoguelph.ca Web: www.eslguelph.ca

Phone: (519) 824-4120 Ext. 56463

FAX: (519) 767-0758

Note: In case of any discrepancy between the English and the Spanish translation version of these policies, the English version shall prevail.

Nota: En caso de discrepancia entre la versión en inglés y español de estas políticas, prevalecerá la versión en inglés como fuente principal y fidedigna de las políticas del programa.