

General Policies and Procedures

MRCS IELTS PREP Course

2020-21 School Year

Code of Conduct

Students will follow all guidelines in the [MRCS High School Student Handbook](#). Violations may result in removal from the program.

Please carefully read all sections of the handbook before registration.

Take special note of the following sections:

- a. **Information and Technology Safety (3.5)**
- b. **Harassment and Bullying (4.1)**
- c. **General Behaviour Expectations (4.2)**

While we are a Christian school, we welcome students of all religions and backgrounds to participate in this program. We ask that students demonstrate respect for our school's mission (1.1), vision (1.2), and core values (1.3).

Attendance

In the event that a student is absent from the course, the parent/guardian should email the Short-Term Programs Coordinator before 4:00 p.m. and state the reason for the absence, as required by the ministry. For absences that are known beforehand, a parent/guardian should notify the school well before the absence date. (IELTS Addendum to Student Handbook 4.2.2)

Guidelines for Absent Students

Due to the short length of the program, students are expected to attend all classes. If students do not attend all classes, they will not receive the full benefits of the course.

Should a student miss a class due to illness or an emergency:

- The staff is under no obligation to provide school assignments ahead of time.
- An absentee file folder with some of the missed assignments may be available upon the student's return.
- It is not the school's responsibility to help a student catch up on missing work.
- It is the parent's responsibility to provide the necessary assistance in completing the missed lessons and materials. (IELTS Addendum to Student Handbook 4.2.2)

Liability Agreement

By registering for this program, students and those related to them promise that they:

- a. accept full responsibility for all incidents occurring both on and off of school property.

- b. extend legal indemnity to MRCS. They will not MRCS financially responsible for any injuries, loss or damage of property, or any other incident involving IELTS students.
- c. will not prosecute, slander, or in any other way act out in hostility toward MRCS.

In exchange for legal indemnity, MRCS promises that:

- a. staff will make every effort to maintain a healthy and safe environment for all students at all times.
- b. staff will make every effort to provide the highest quality of education and service at all times.

Grievances Procedure

Instructors fully recognize what an important role parents play in the education of their children. Parents and instructors are partners in this process. Communication between the home and school is vital to healthy relationships that nurture children. Parents can email or make arrangements to speak with the instructor if they want to check on progress or discuss other concerns.

1. If a parent or legal custodian has questions or concerns, they should contact the instructor either by email or by phoning the school and arranging a time to meet over Zoom.
2. If further concerns arise or continue, the next person to involve in discussions is the divisional leader at the appropriate level of the school – the Program Coordinator. In these discussions, the parent should meet with the divisional leader and classroom instructor; however, if there are concerns with how the instructor is handling the process, the parent may choose to only meet with the divisional leader.

Tuition Fees and Payment Policy

The program tuition includes a \$100 non-refundable deposit. 100% of course fees are due on the date of registration.

Fees remain unchanged regardless of sick days, vacation days, statutory holidays and school professional development days.

In making this application, I understand my financial commitment to Maple Ridge Christian School. I pledge to pay the tuition for my student according to the tuition fees stated above. I understand that the program tuition includes a \$100 non-refundable deposit.

Early Withdrawal

Cancellations more than 10 days before the start of the program session

Refunds will be provided, minus the \$100.00 non-refundable deposit.

Refunds will be issued only in accordance with MRCS's finance policies. Cash payments will be refunded by cheque made payable to the parent or guardian of the student. All other refunds will be made to the original form of payment unless otherwise approved by the Financial Business Manager.

Cancellations within 10 days of the start of the program session

Refunds are not provided when cancellations are requested within 10 days of the start of the program session.

Unpaid Accounts

When a student leaves for any reason, all unpaid accounts remain due to Maple Ridge Christian School.

Textbook Replacement Fee

The IELTS Official text book is a critical component of a student's ability to learn in the course. If a student loses, damages, or in any other way alters the usability of their textbook, the school will be paid an additional \$50 so that the student may receive a replacement textbook.