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# Student Guide Policies and Procedures

## Queen's University Policies

### Queen's University Student Code of Conduct

After registering in a course or program of study offered by Queen's University, and while a student is still registered, they have a contract with the University. All students should be familiar with these rules.

Key points:

- Students must follow the published rules of the University or of any rule-making body within the University.
- Students must follow the Criminal Code of Canada while in Canada. This includes laws about the use of alcohol, cannabis, tobacco, and other drugs.
- Students must follow, and must not prevent, the directions of officers, including the Kingston Police, Queen's Campus Security, and Queen's Student Constables.
- Students must not give false information to any part of the University or any University officer; students must not have any illegally copied or changed identification.
- Students must not steal, or take stolen property, including intellectual property; students must not go to areas which are forbidden, and must not damage private or University property, on purpose or by accident.
- Students must respect that individuals are free to study, teach, work, research and socialize. Students must not do anything that attempts to limit these freedoms or any other freedoms Canadian law gives. Bad behaviour towards other people because of their race, religion, gender, ability, ethnicity, nationality, or sexuality is not acceptable.

Students will be punished for breaking any of the rules of the Student Code of Conduct . Drinking alcohol and/or taking other substances does not allow anyone to break any of the rules in the Code. Students can be punished by, but are not limited to, warnings, having to fix problems, having to pay a fine, not being allowed to do certain activities and/or having to leave the University.

For more information, see the following documents:

[Queen's Student Code of Conduct](#)

[Harassment/Discrimination Complaint Policy and Procedure](#)

[Queen's University Alcohol Policy](#)

[Smoke-Free University Policy](#)

## **Policy on Sexual Violence Involving Queen’s University Students**

Queen’s University aims to have a positive and safe learning and living space for all students. The University promises to fight the problem of sex crime and sexual violence at Queen’s University through support, making sure everyone knows of the challenges, education, training and prevention programs, and through a reasonable and responsible managing of reports of any challenges or problems.

Sexual violence can have serious effects on an individual’s health. Queen’s University recognizes the effects of sexual violence and supports individuals to look for supports and to recover. The University will take reasonable steps to protect every student involved in an action with these rules from having a negative effect by making a complaint.

All persons who tell staff about sexual violence, or who report sexual violence in some way will be treated with kindness and respect. If someone makes a report, they have control over who knows this information, unless it involves someone under the age of 18.

Queen’s University promises to get more people to know more about the rules and supports available to students around sexual violence, and to make access to them easier.

For more information, see [Policy on Sexual Violence Involving Queen’s University Students](#).

### **What to Do in Emergency Situations**

- If you see or experience an accident, emergency, violence or someone saying they will be violent, please tell your monitor, teacher, QSoE staff, or Campus Security. The emergency number for Queen’s Campus Security is 613–533–6111 or 911.
- If you feel that someone is in danger, call Queen’s Campus Security from any red and yellow emergency telephone inside Queen’s campus buildings. Someone will come immediately to where you are. If you are outside, you can push the button on any of the outdoor phones under the blue lights. You can also call 613–533–6111 or 911.
- If you or someone else needs a doctor, but it is not very serious, please call Campus Security 613–533–6733.
- To reach Kingston Police, the fire department, or an ambulance, call 911.
- [The SeQure app](#) also has all important numbers and can be used to call for help.

### **Acceptable Use of Information Technology Resources Policy**

Queen’s computer users can use many different services including Internet or wireless access, library resources and Queen’s email. Careless use can put everyone at in danger.

Any time you connect to the Queen’s network using any device (examples include phone, laptop, notebook, tablet) you must follow the Queen’s University [Acceptable Use of Information Technology Resources Policy](#) rules. You must follow the rules no matter if you are connecting on campus or off campus.

When you use any Queen's service, you are a "user." As a user, you need to:

- Use a strong password. Do not let others know your password. Do not share computer information with others.
- Do not share or tell others about private information.
- Do not use software or access that you don't own or have legal access to.
- Do not use software or access for business reasons.
- Do not use software or access for anything that breaks Canadian law or goes against the Student Code of Conduct.
- Follow copyright and intellectual property rules.

### Breaking the Rules

If you do not follow the Queen's University [Acceptable Use of Information Technology Resources Policy](#) rules, you will not be allowed to continue to access the Queen's network.

For more information, see the [Acceptable Use of Information Technology Resources Policy](#).

### Access and Privacy Policy

The University promises to protect the private information contained in the records of applicants, students, and former students. Personal information collected from students will be held and used following rules of the Freedom of Information and Protection of Privacy Act (FIPPA). Unless by law, for reporting purposes, such as sending grades, missed classes or financial information to university partners, or if told by the student in writing, the University does not tell anyone outside the University the contents of student records unless it is "public information" as explained in the policy document below. Within the University, faculty and staff members only have access to information contained in student records which they need-to-know, that is, if they require the information to perform their official duties.

For more information, see all [Access & Privacy policies](#), and [Student and Applicant Record Policy](#) specifically.

### Improper Acts Reporting

Queen's University wants everyone at the University to be honest, clear, and responsible for their actions.

To help with this, the university has a [policy](#) and [procedure](#) about reporting "Improper Acts", which allows all members of the University community to report what they believe to be an Improper Act for review and possible investigation; that is, if anyone sees something they think breaks a University rule, they can report it, and an independent member of the University's staff will carefully look into it.

Anyone can report an "Improper Act" using the [online form](#). It is possible to report an Improper Act anonymously, without telling anyone your name or how to contact you; however, it may not be possible to fully look at or answer anonymous reports because people have a right to be told if someone has reported that they may have done something against the rules. This should not prevent you from

making an anonymous report, but you should know that it limits the University's ability to look into and answer your report.

### **What is an "Improper Act"?**

- Breaking a University rule (policies or procedures);
- Instances of discrimination (behaving differently with someone because of their race or gender, etc.) or harassment (behaving in a way to hurt someone physically or emotionally);
- Breaking local (Kingston), provincial (Ontario), or federal (Canada) laws;
- Creating a danger to the life, health, or safety of persons or the environment;
- Preventing (or trying to prevent) someone from making a report of a possible Improper Act; and
- Punishing someone for reporting an Improper Act.

### **What happens when you report a possible Improper Act?**

- The report is received by the university's Reporting Officer, who is the University Secretary.
- The Officer looks at the report and decides which policy and rules it should be answered under. (For example, does the reported action break the [Acceptable Use of Technology Policy](#), or the [Policy on Sexual Violence Involving Queen's University Students](#), etc.?)
- If the report is accepted for investigation, where the University officially looks into the report, it will be given to a Responsible Officer, who is another independent member of staff. Results from these investigations are usually secret; however, if it is appropriate and right to share the result with the reporter, it will be shared.
- If the report is not accepted for investigation, the reporter will be informed of this and provided with an explanation.
- All of these steps are included in the [procedure](#).

**It is against the Improper Act reporting rules to punish someone for reporting an Improper Act. Trying to punish someone for reporting an Improper Act is itself an Improper Act.**

## **Queen's School of English Policies**

### ***Registration Policies***

#### **Letters of Acceptance Policy**

Letters of Acceptance are only given to students after they have applied online for a program and fully paid the program fees to Queen's School of English (QSoE). If students want a letter of acceptance that covers more than one program, they must pay the full fees for the first program and a minimum of \$500 per term for all future QSoE programs they wish to be included in the letter of acceptance.

Students showing that they have a sponsorship/scholarship [that someone is paying their fees for them] can be issued a letter of acceptance by QSoE which notes this.

QBridge pathway students receive their letters of acceptance from Queen's Undergraduate Admissions. QBridge pathway students apply directly through OUAC and do not need to apply directly to Queen's School of English.

QBridge students can get an up-to-date Certificate of Enrollment at any time through SOLUS.

Non-QBridge students should contact [gsoe@queensu.ca](mailto:gsoe@queensu.ca) if they need such a document.

### **Payment, Refund and Cancellation Policies**

#### Fees for studying at QSoE

Fees must be fully paid before the start of classes in any program and in any session. Any money still owing at this time may be subject to late fees. Students who do not pay these fees by the end of the first week of the program will be removed from the program. Program grades and certificates will not be given to students who owe fees.

If a program goes over more than one semester and fees are paid in installments, all installments must be paid according to pre-arranged due dates (generally 2 weeks before the end of the previous semester). If an installment is late, students will not be able to take part in classes while their tuition fees have not been paid. In addition, grades, report cards, and support letters will be withheld until any owing amount is paid.

If a student cancels their registration up until 4:00 p.m. on the first day of any given program, they can receive a full refund, including any deposits paid for future sessions.

Part refunds, up to a maximum of 60% of fees, are available after registration up until 4:00 p.m. on the Friday of the first week of classes in most programs. There are no refunds available once the second week of classes has started in any program. It may be possible for students to save their paid fees and delay their start until the start of the following program session in special events, such as delayed visas, family emergencies and illness.

Please note that it can take two or more weeks to fully receive a refund from Queen's University.

#### Fees outside of QSoE

UHIP fees paid may not be fully refunded. This is decided by the company that provides UHIP and depends on where you are, and if you are able to have health insurance. Residence [Queen's University Accommodation] deposits and fees and Homestay fees may not be fully or part refunded. QSoE does not issue these refunds.

### **Late Arrival Policy**

New students to any program must be here for the first day of the program, where new students will be tested and will receive important information. All students (new and returning) must be here for the first day of classes. Students who have special reasons to arrive late should contact [gsoe@queensu.ca](mailto:gsoe@queensu.ca).

Students arriving late to QSoE programs that are five weeks or longer have, with permission, until the Monday of the second week of classes to arrive late. Students who arrive after these dates are unlikely to be admitted to the program but may be considered with explanation.

Students arriving late to QSoE programs that are four weeks or less have two days from the first day of classes to arrive late for the program. Students who arrive after these dates are unlikely to be admitted to the program but may be considered with explanation.

Coming to class is very important at QSoE, and students who arrive late and are admitted to a program will have their absences counted as 1% per day missed. Students should make plans to make up any missed work.

### **English-Only Rule**

To improve their language skills, QSoE students are encouraged to use English as much as possible during their time here. To support this, QSoE has an English-only rule which is in place in the classroom and at QSoE activities and events. This rule applies to speaking, listening, reading, and writing. The English-only rule is also an important part of the QSoE Student Life Program. Coming to Student Life activities in English will help you improve your language skills and will help build school community around a shared language in our diverse student body.

The School's English-Only promise is signed as part of the registration form. The promise lasts for the whole time a student studies with QSoE.

#### English-Only Written Warnings

- A student who uses a language other than English, in class or at a QSoE activity or event, will receive a written warning from a teacher, monitor [student activity staff member], or staff member.
- If a student receives two written warnings, they must speak with the Academic Manager or Academic Advisor to make a plan to help the student improve.
- After a third written warning, the student must speak with one of the Directors and will not receive a certificate. They will be removed from the program with no refund of fees.

### **Skills for Success**

Skills for Success is the Queen's School of English plan to note and improve non-English language abilities which predict positive overall academic achievement beyond your English language course. You will see on the [Skills for Success rubric](#) that 10 skills have been identified.

By paying attention to yourself and your work, as well as how you behave with those around you, you will improve your study skills and build on your understanding that success comes not only from knowledge about your topic, but also your effort to work hard and engage in your class, course, or program at Queen's and into your career beyond.

All Queen's School of English programs include Skills for Success as a component of your overall grade.

### **Student Life Program**

Queen's School of English operates a busy Student Life Program (SLP) which has after school activities for students to get involved with and practice their English at. Taking part in the Student Life Program is

not necessary; however, QSoE recommends that students take this extra practice to improve their skills and develop their own friends and community.

Students who take part in an active way in an average of three events every two weeks for their program (16 events for EAP, 12 events for QBA, etc.) will receive a 1% grade bonus (extra mark) on their final grade.

Students are able to check their progress towards the 1% grade bonus in the QSoE All School onQ.

Please note:

Only events which are present on QSoE's weekly "What's Going On" calendar are SLP events and count towards the grade bonus.

Only students who attend and take part in an active way for at least one hour of an activity will receive a mark that counts towards the grade bonus.

**Students who break SLP rules (for example by signing in another student, signing in for an event you did not attend, or removing another's name from the attendance list) will not receive a grade bonus or certificate.**

### **ASK@QSoE (Academic Skills and Knowledge at Queen's School of English)**

Queen's School of English wishes to provide extra practice for its students and make sure that students are well prepared for university level studies.

Each semester, the Queen's School of English Student Advisor will lead a series of 8 workshops (lunchtime lessons) which will improve students' academic English and skills. If EAP students attend 6 out of 8 workshops in a semester, they will receive the ASK@QSoE certificate. Each workshop a student attends will also count towards the SLP 1% grade bonus.

Students taking part in shorter programs will have to attend the following minimum number of classes to receive the ASK@QSoE certificate:

Academic English Foundations — 3 out of 4 sessions

QBridge Accelerated — 4 out of 6 sessions

Only students who attend all of a session and take part in an active way will receive a mark towards the certificate and SLP grade bonus.

**Students who break ASK@QSoE rules (for example by signing in another student, signing in for an event you did not attend, or removing another's name from the attendance list) will not receive a certificate.**

## Certificate Requirements by Program

Queen's School of English gives certificates to all students who complete the program according to our rules. To receive a certificate, a student must follow the rules for the program they are in.

### English for Academic Purposes (EAP)

- Achieve an average grade of 63% (C) or higher and show knowledge of every learning goal as described in each course.
- Students who would like to start Graduate Studies without meeting the level required in standardized testing (for example IELTS, TOEFL, etc.) need an average grade of A- (80%) in Level 140 or 150.
- Students who would like to start the Graduate Diploma in Immigration and Citizenship Law without meeting the level required in standardized testing (for example IELTS, TOEFL, etc.) need an average grade of A (85%) in ESLA 150 or ESLA 850 [online variant of ESLA 150].
- Attend, prepare for, and take part in all classes while missing less than 15% of the program. Must also attend 85% of discussion (if appropriate) and elective classes. Late arrivals in classes will count towards absence rate.
- Complete all graded work.

Course weighting:

(Levels 110–132) Core 70%; Lab-Spoken 20%; Vocabulary 10%; Discussion Pass/Fail; Elective Pass/Fail

(Levels 140 & 150; ESLA 850) Core 70%; Lab-Spoken 15%; English for Specific Academic Purposes (ESAP) 15%; Elective Pass/Fail.

### QBridge Pathway (EAP)

- Students who would like to start undergraduate degree studies without meeting the level required in standardized testing (for example IELTS, TOEFL, etc.) must achieve an average grade of B (73% or higher) in level 150 or an average grade of A- (80% or higher) in level 140 to meet the conditions of the QBridge offer and enter full-time undergraduate degree studies.
- QBridge EAP students who achieve an average mark of 70%-72.9% (B-) in 150 or 77%-79.9% (B+) in 140 are permitted to start their undergraduate studies in a graduated manner. These students can take 3 credit courses along with 3 hours of Language Support per week. Students who pass their credit courses and Language Support will meet the conditions of their offer and have all limits lifted on their undergraduate studies in the following term. QBridge students must achieve an average mark of 70% (B-) to progress in their studies and advance to the next level of the English for Academic Purposes program.
- Attend, prepare for, and take part in all classes while missing less than 15% of the program. Must also attend 85% of discussion (if appropriate) and elective classes. Late arrivals in classes will count towards absence rate.
- Complete all graded work.

Course weighting:

(Levels 110–132) Core 70%; Lab-Spoken 20%; Vocabulary 10%; Discussion Pass/Fail; Elective Pass/Fail  
(Levels 140 & 150) Core 70%; Lab-Spoken 15%; English for Specific Academic Purposes (ESAP) 15%;  
Elective Pass/Fail.

#### QBridge Accelerated (QBA)

- Achieve an average grade of 73% (B) or higher and show knowledge of every learning goal as described in each course.
- QBA students who achieve an average mark of 70%-72.9% (B-) are permitted to start their studies in a graduated manner. These students can take the equivalent of 3 credit courses (9 units) along with 3 hours of Language Support per week. Students who pass their credit courses and Language Support will meet the conditions of their offer and have no limits on their undergraduate studies in the following term.
- Attend, prepare for, and take part in all classes while missing less than 15% of the program.
- Complete all graded work.

Course Weighting: Core 70%; Critical Reading and Analysis (CRA) 15%; Presentation and Seminar Skills (PSS) 15%.

#### Academic English Foundations (AEF)

- Achieve an average grade of 63% (C) or higher and show knowledge of every learning goal as described in each course.
- Attend, prepare for, and take part in all classes while missing less than 15% of the program. Must also attend 85% of discussion (if appropriate) and elective classes. Late arrivals in classes will count towards absence rate.
- Complete all graded work.

Course weighting:

(Levels 110–132) Core 70%; Lab-Spoken 20%; Vocabulary 10%; Discussion Pass/Fail; Elective Pass/Fail  
(Levels 140 & 150) Core 70%; Lab-Spoken 15%; English for Specific Academic Purposes (ESAP) 15%;  
Elective Pass/Fail.

Grades and certificates for the 6-week AEF program are delivered approximately 10 days after the end of the program.

#### Canadian English Experience (CEE)

- Achieve an average grade minimum of C- (60%)
- Attend, prepare for, and take part in all classes while missing less than 15% of the program.
- Complete all graded work

Course Weighting: Core 70%; Lab Class 30%.

#### Canadian Academic Skills, English and Sustainability (CASES)

- Achieve an average grade minimum of C (63%)
- Attend, prepare for, and take part in all classes while missing less than 15% of the program.
- Complete all graded work

Course Weighting: Core 70%; Spoken Class 15%; Lab Class 15%.

Tailored / short-term and/or content-specific programs

- Achieve an average grade minimum of C- (60%)
- Attend, prepare for, and take part in all classes while missing less than 15% of the program.
- Complete all graded work

Course Weighting: Core 70%; Other class (or classes) 30%.

*The School of English will not give certificates to students who receive more than three English-Only warnings, or who have missed more than 15% of their course, or who do not meet the pass mark for their course, or who have been removed from the program for any other reason.*

**QSoE Grading Chart of Key Marks**

Letter grade	Percentage	GPA	Key marks for QSoE programs
A+	90–100	4.3	
A	85–89.9	4.0	<ul style="list-style-type: none"> <li>• Minimum average grade required for "Certificate of Academic Distinction"</li> <li>• Minimum average grade required to skip a level [starting the level after the next one without completing the next level]</li> <li>• ESLA 850 English Language Test Proficiency waiver (85% minimum average of all classes) for students who would like to start GDipICL studies without meeting the level required in standardized testing (for example IELTS, TOEFL, etc.)</li> </ul>

A-	80–84.9	3.7	<ul style="list-style-type: none"> <li>• Minimum average grade required for “Merit Award”</li> <li>• EAP 140 English Language Test Proficiency waiver (80% minimum average of all classes) also required for QBridge EAP conditional offer of admission [for students who would like to start undergraduate degree studies without meeting the level required in standardized testing (for example IELTS, TOEFL, etc.)]</li> <li>• EAP 140 and 150 required minimum average mark for all classes to meet English requirement for Graduate Studies</li> </ul>
B+	77–79.9	3.3	<ul style="list-style-type: none"> <li>• EAP 140 to graduated entry (equivalent of 3 credit courses (9 units) + Language support)”</li> </ul>
B	73–76.9	3.0	<ul style="list-style-type: none"> <li>• EAP 150 English Language Test Proficiency waiver (73% minimum average of all classes) also required for QBridge EAP conditional offer of admission [for students who would like to start undergraduate degree studies without meeting the level required in standardized testing (for example IELTS, TOEFL, etc.)]</li> <li>• EAP 132 to QBridge Accelerated (QBA) after winter term (75%)</li> </ul>
B-	70–72.9	2.7	<ul style="list-style-type: none"> <li>• EAP 150 to graduated entry (equivalent of 3 credit courses (9 units) + Language support)Minimum final average grade for QBridge student to advance to next level</li> </ul>
C+	67–69.9	2.3	<ul style="list-style-type: none"> <li>• EAP 140 to QBridge Accelerated (QBA) after winter term</li> </ul>
C	63–66.9	2.0	<ul style="list-style-type: none"> <li>• EAP 140 to QBridge Accelerated (QBA) after winter term</li> <li>• Minimum final average grade required for QSoE Program Certificate for EAP and CASES programs</li> <li>• Final average grade required to meet English language proficiency for going out of EAP 140 to St. Lawrence College</li> <li>• EAP 150 to QBridge Accelerated after winter term</li> </ul>
C-	60–62.9	1.7	<ul style="list-style-type: none"> <li>• Minimum average grade required for CEE program</li> </ul>
D+	57–59.9	1.3	
D	53–56.9	1.0	
D-	50–52.9	0.7	
F	0–49.9	0.0	<ul style="list-style-type: none"> <li>• Student is forbidden to return for next session (also if they have tried the same level twice in a row and failed to achieve a certificate)</li> </ul>
P/F			<ul style="list-style-type: none"> <li>• Used for Pass/Fail course</li> </ul>

## **Academic Accommodation Policy**

Academic accommodations are actions taken to reduce or remove barriers for students with a disability to attend and participate in the university environment.

QSoE promises to create a culture that includes all students into the university community. Any QSoE QBridge student with a disability should tell [Queen's Student Accessibility Services \(QSAS\)](#) via the [Ventus portal](#) of their need for academic accommodation as early as they can. Any QSoE non-QBridge student with a disability should tell the Student Advisor by email on [gsoeadvisor@queensu.ca](mailto:gsoeadvisor@queensu.ca). Short-term (up to one semester) accommodations can also be arranged for health issues through [Student Wellness Services](#), and also via the [Sexual Violence and Response Services](#) office.

If you need help completing the forms, please contact QSoE's Student Advisor: [gsoeadvisor@queensu.ca](mailto:gsoeadvisor@queensu.ca)

[For more information, see the Academic Accommodations for Students with Disabilities Policy.](#)

## **Attendance Policy**

Coming to classes is essential. Students should contact their teachers ahead of time if they will be unable to attend class.

The following describes QSoE's attendance policy:

- If a student does not attend a minimum of eighty-five percent [85%] of all classes, that student is forbidden from receiving a certificate, will be asked to leave the program, and may not be allowed to return to the school.
- Students who miss class should tell their teacher and arrange to complete any missed work -- preferably before the class is missed. The teacher is not required to provide make-up work.
- Students will be issued written attendance warnings once 5% of classes are missed and again when 10% of classes are missed.
- A student making a first-time 3-day or less Academic Consideration request will have their request accepted without question; however, next requests will require further proof (supporting documents) and may not be accepted.
- If a student misses more than three days of the program, or misses less than three days on more than one occasion, because of illness, a letter signed by a doctor must be provided. Permission must be given for missed hours to be excused, and permission must be given to take any missed tests or assessments. See the policy and forms below.

### [Part 1: Academic Consideration for Students in Extenuating Circumstances](#)

[Request for Academic Consideration for Extenuating Circumstances](#) form

If you will miss more than 3 days of classes, you may also need the following form:

[Verification of Extenuating Circumstance](#) form or a letter from a doctor or other healthcare professional

Students should know that some of their information (about their health or other extenuating circumstances) may be shared among university staff on a need-to-know basis, while being as private and confidential [keeping your information secret from the public] as possible.

Note that the [Request for Academic Consideration for Extenuating Circumstances](#) form on its own can be used to explain missed time of 3 days or less. For first-time requests of three days or less, teachers will arrange for missed tests or late assignments to be taken or given later.

However, without supporting documents, this form is not accepted for breaks longer than 72 hours. This form is also not for the second, third, etc. occasion. In these cases, this form will not allow students to miss tests or complete late assignments.

Extenuating circumstances in both cases are unexpected physical (injury or illness) or emotional (death or illness of a loved one) events which are outside of your control, and which prevent you from completing work, or where required by law (jury duty or court summons).

This form is not for:

- events such as family or extra-curricular activities which students could plan around
- tech problems, as a student must make sure their technology is working well enough to take part
- [Academic Accommodations, which should be applied for using the policy above](#)
- Religious accommodations, which are covered by the University’s policy, and should be communicated to your instructor at the beginning of term.

### Attendance Chart By Program

Program name	Total weeks*	Total class hours per week**	5% warning hours missed	10% warning hours missed	15% warning hours missed (no certificate)
EAP	12	22.5	13.5	27	40.5
QBA	8.5	30	12.75	25.5	38.25
CEE	4	18	3.6	7.2	10.8
CASES	3	20.5	3.08	6.15	9.23
CCW	4	17.5	3.5	7	10.5

\*Holidays, special events and other non-class activities are not included in these calculations.

\*\* Late Arrivals have their absences counted as 1% per day missed.

### Early Departure Policy

Students in QSoE language programs should attend the whole program. Students who leave early may miss important work and may not get a certificate. All missed time will be recorded and may reduce a student’s final marks. Students who leave the program early cannot receive their certificates before graduation. The School of English will not give a certificate to a third party without written permission from the student. QSoE office staff can send the student’s certificate by email or, in special cases, by post.

### **Skipping a Level**

Students who achieve a minimum average grade of 85% can skip a level [start the level after the next one without completing the next level] in the next EAP semester, with permission of the Academic Manager.

### **Withdrawal and Removal Policies**

Sometimes, students must withdraw [student chooses to leave] or be removed [student is told to leave] from the program before it ends. The following section explains the rules for withdrawal and removal from a School of English program.

#### **Withdrawal**

Students may withdraw and leave a program at any time. If they leave after registration but before 4:00 p.m. on the first Friday of classes in any program, students will get a part refund of up to 60% of school fees.

For the EAP program, if a student leaves between week 1 and Friday 4pm of week 7, they will be dropped from the program. For the QBA program, if a student leaves before Monday 8am of week 5 of the program, they will be dropped from the program. Students dropped from a program will not receive a grade, and the program will not appear on any transcript [university record].

If an EAP student leaves after week 7 until the end of the EAP program, they will be given a fail (F) in the program. If a QBA student leaves after the beginning of week 5 of the QBA program, they will be given a fail (F) in the program. 'F' grades are written on a university transcript.

If a student leaves from the EAP or QBA program after the half-way point (and receives an F for the program) they cannot return for the next session unless they left for serious health reasons or personal emergency. The reason must be discussed with the Academic Manager and approved by them. The Academic Manager may ask for supporting documents. Students who left earlier from the program, and who wish to return for the next semester may be required to take a new English placement test.

Students who are leaving must complete a withdrawal form and must give their student card back to the School. Students should be aware that withdrawing from a program may affect their immigration status in Canada -- students who leave the program may have to also leave Canada by law.

#### **Removal**

Students can be removed from a program [asked to leave] with no refund of fees for the following reasons: missing more than 15% of the program; receiving three or more English-only warnings; serious or regular breaking of the academic integrity rules or other serious bad behaviour that makes the student or others unsafe, or badly affects the student's or others' health or well-being. Students who are asked to leave the program get a grade of F no matter how much or how little of the course they completed.

Students may be allowed to rejoin the program after a break of one semester following the School's [readmission policy](#).

Before students are asked to leave, there are many warning to communicate serious worries to students:

### **Returner's Contract**

A Returner's Contract between a student and QSoE is used when a student is finding it difficult to progress in their English studies. The Academic Manager writes this letter in the final week of a program (QBA/EAP) describing the steps the student must take and the goals they must achieve to continue in our program. These goals are individual to each students' needs. Goals could be set for Skills for Success grade and/or class grade in a session, as well as taking part in appropriate workshops or Student Life Program activities. Students meet with the Academic Manager or Student Advisor at midterm (EAP Week 7) to discuss their performance in the first half of the semester. If a student made good progress and completed the goals, they will finish the contract. If a student made good progress but did not complete or achieve the goals, they will move to a Letter of Understanding (see next section). If a student does not make good progress and did not complete or achieve the goals in the Returner's Contract, they will be removed from the program and receive an F on their final report. These students are not allowed to return for the next EAP session and would have to apply for re-admission to the EAP program. This may mean the student is asked to leave the QBridge Pathway. This letter will be issued to all students repeating a level in a program and for students who are having difficulty with their studies.

### **Letter of Understanding**

A Letter of Understanding, which can be given at any time during a session, is an agreement between a student and QSoE. This is created when teachers are worried about a student's behaviour or performance and the teacher thinks the student needs extra help, support, and guidance. The Academic Manager prepares the Letter of Understanding and meets with the student to explain what we expect students to do and what areas the student needs to improve in. The student will sign the Letter of Understanding once they read it and completely understand it. If the student does not progress and perform the actions written in the Letter of Understanding, a Learner's Contract (see next section) will be required as a next step, or the student will be removed from the program and receive an F on their final report. Removed students are not allowed to return for the next EAP session and would have to apply for re-admission to the EAP program. This may mean the student is asked to leave the QBridge Pathway. A Letter of Understanding will remain in place until the Academic Manager decides that the student is no longer in danger of failing, and no longer requires extra help, support, and guidance.

### **Learner's Contract**

A Learner's Contract between a student and QSoE is where the student will continue to attend classes, but they will not receive a certificate. The most common reason for a Learner's Contract is breaking the rules of a Letter of Understanding, such as missing class time, or not completing work, especially group work that impacts others in the program. On a Learner's Contract, a student will be allowed to keep attending classes, but under the strict rules written in the contract. The Academic Manager will prepare the Learner's Contract and will meet with the student to review the contract. The student will sign the Learner's Contract once they read it and completely understand it.

When a student is placed on a Learner's Contract, the student will not receive a certificate. However, if they meet the conditions of their contract, they will receive a final grade of D, so that they can return the next session and are allowed to remain in the QBridge Pathway. If a student fails to complete the actions written in the contract, they will be removed from the program and receive an F on their final report. These students are not allowed to return for the next EAP session and would have to apply for re-admission to the EAP program. This may mean the student is asked to leave the QBridge Pathway.

A student who has been placed on a Learner's Contract cannot win any awards.

### **Policy for Returning Students in EAP**

Students who were successful in getting a certificate for their level and who are returning for the next EAP session can progress to the next level without having to write the placement test again.

Students who did not receive a certificate for their level but received an average final mark between 51% (D-) and 62% (C-) are permitted to return for the following session but must repeat the same level again. Those who do not wish to repeat a level can leave the program and get a full refund for any prepaid school fees.

Students who receive an F or a mark of 50% or less in the EAP or QBA programs are not permitted to return for the next EAP session. Students who have attempted a level twice in the EAP program (or QBridge Accelerated and EAP) and were not successful in getting a certificate for their level either time are not permitted to return for the next EAP session at QSoE.

Students will receive a full refund of any prepaid fees for future sessions they are not permitted to return for.

### **Readmission Policy**

Students who are not allowed to continue to their next EAP session may ask the Academic Manager for permission to reapply to the EAP program after a minimum break of one session. To be readmitted, students have to write and send in a 500-word essay which tells us the changes that they have made to make sure they are successful in the next session and/or other requested documentation needed to demonstrate change in circumstances, and then meet with the Academic Manager to talk about their goals for the next semester and how the student hopes to achieve them. The Academic Manager will make the final decision about the student rejoining the program depending on both the short essay and interview. If admitted, the student will be retested and will be placed at the level of their most recent test. Please note that this level could be below the level they previously tested at or achieved.

### **Returning to Studies After a Break in Session**

Any student in the EAP program who completes a level and then decides to leave for a session or more must retest when they return to QSoE. They will be placed at the level of their most recent test. Please note that this level could be below the level they previously tested at or achieved.

### **Grades Appeal Policy**

When students disagree with a final grade or any academic decision about a course, they should discuss the matter with the instructor first. If the student still disagrees, they should discuss the issue with the Academic Manager. If this does not solve the issue, students can raise it to one of the Directors at QSoE. It is the student's duty to keep copies of all their graded work in the course until a final grade is received. If any work is graded again, the new grade (which may be higher or lower than the original grade) will stand. Any formal grade appeal (where a student writes to the Academic Manager to say they think their grade is wrong) must be received by the Academic Manager by 4:00 p.m. on the Friday of the last week of the program.

### **Late Assignment Policy**

All assignments (out-of-class graded work) are due at the beginning of the class on the date the instructor said, or at the exact time the instructor says after class. Students who are unable to give their instructor an out-of-class assignment on the day it is due must inform the instructor before the due date. Late assignments receive -10% per day, for up to four days after the due date. Assignments handed in more than 4 days late will not be accepted and will receive a grade of 0%. Where students are ill or have an emergency, a later date for assignments may be agreed on with their instructor -- please read the [Extenuating Circumstances](#) section for more information. There will be no make-up assignments.

### **Live Assignment Policy (virtual classes)**

Some assessments/assignments will be held "live", and so students must be online at the exact time such assessments are given. No time changes are normally allowed for such assessments. If your connection fails during a live assessment, you will not have the opportunity to retake the assessment, though you may rejoin within the time limit to enter your work. In exceptional circumstances, students can ask their instructor for an opportunity to do some other form of connected work, to make up for the failed connection, but instructors will decide on such accommodations on a case-by-case basis.

For any online courses, students must have a computer setup and internet connection that are as reliable as possible. Any missed live assignments may receive a mark of zero, depending on the reasons for missing the assessment and any documents that can support the reason. Students should contact the instructor before the live assignment if they expect to miss all or part of it.

For help with technology in the course, students should contact EdHelp ([edhelp@queensu.ca](mailto:edhelp@queensu.ca)) to discuss their situation and possible solutions.

### **Missed Test Policy**

Students are not allowed to retake missed tests without the permission from the instructor. Any missed test may receive a mark of zero, depending on the reasons for missing the assessment and any documents that can support the reason. Students should contact the instructor before the test if they expect to miss all or part of it.

## **Academic Integrity at Queen's School of English**

Students at Queen's School of English must follow QSoE's rules for Academic Integrity which are informed by Queen's University rules on [Academic Integrity](#). Academic Integrity is a promise to follow to the values of honesty (being honest), trust (believing in something being safe and true), fairness (behaving in a way that is right and reasonable), respect (care towards other people, things, and ideas), responsibility (duty to yourself and the rules), and courage (doing the right thing even when it is hard to do). Any behaviour that could result in a student gaining an unfair advantage over their classmates breaks QSoE's rules on Academic Integrity and is named "a departure from academic integrity." – please see [section 2.2](#) of Queen's University's rules for a list of Academic Integrity departures.

### **Examples of Departures from Academic Integrity**

#### Plagiarism

- presenting another's work, ideas, or words as one's own
- copying and pasting from the internet, printed material, or other source without proper acknowledgement (correctly noting the original author/source)
- copying from another student
- using direct quotations or large sections of paraphrased material in an assignment without proper acknowledgement

#### Unauthorized Content Generation

- using Generative AI or other technologies to create all or part of a work without acknowledgment (correctly noting the technology used)
- using Generative AI or other technologies to complete tasks against your instructor's approval
- using Generative AI or other technologies beyond the approval granted by the instructor

#### Use of Unauthorized Materials

- having or using forbidden study materials during a test
- copying from another's test paper
- hiding forbidden study materials

#### Facilitation

- helping someone to have a departure from academic integrity
- making information available to another student
- allowing one's essay or assignment to be copied by someone else

### **Remedies or Sanctions for Departures from Academic Integrity**

Depending on how serious the departure from academic integrity is, and/or how often it happens, the penalties for breaking the rules can increase from a simple warning to a zero or reduced grade in part of

an assignment/test, zero for all of an assignment/test, zero in the course, or even the student having to leave the program for a minimum of one semester.

## **Procedure**

As the School of English wishes to be a place for students to learn the rules for academic work, all departures from Academic Integrity will be handled completely in-class as Level I situations. Either students or instructors can request that the matter be raised to level II. At that time:

- The instructor will collect evidence of possible departures from academic integrity including the student's work, communication from/to the student or any other suitable documents.
- If after review of collected information the instructor does not find enough proof of a departure from academic integrity, no further action will be taken. The student will not be informed of such cases.
- If after review of collected information the instructor decides that there is enough proof, the instructor will send a "Notice of Investigation of a Possible Departure from Academic Integrity" form (NOI) to the student's Queen's email address. The NOI will include the evidence of the departure from academic integrity, possible results, next steps for the student (either a meeting or a written answer), and the student's right to have someone come to meetings with them. The student has 5 business days to answer. Level II meetings will be led by the Academic Manager or their designate [if the Academic Manager cannot lead the meeting, they can ask someone else to do it for them].
- After the meeting or written answer, or after 5 business days without contact, the instructor and the Academic Manager will make a final decision.
- If the instructor and Academic Manager decide that a departure from Academic Integrity has happened, the student will face a sanction [negative result]. Such sanctions depend on how serious the departure from academic integrity is, and/or how often the student has broken Academic Integrity rules before.

QSoE is committed to procedural fairness as outlined in [section 1.2](#) of Queen's Academic Integrity Procedures; however, due to the reduced time frames for our courses, some adaptations have been made from the wider Queen's policies.

## **Non-Fraternization Policy**

The School of English is a learning community in which students and staff will form close working relationships. It is important to remember that such relationships should always be professional and fair, and be built on respect.

The QSoE rules for student and staff relationships is as follows:

Students are asked not to give gifts to their teachers or any QSoE staff member during a session in which they are active students. Teachers and staff members are asked not to accept gifts during this time. It is not forbidden for a student to give a gift to his or her teachers or staff at the end of session immediately

before or after the graduation ceremony (after students' marks are final). Students should note that the presentation of gifts during the ceremony is not permitted.

Teachers and staff members are requested not to accept invitations to dinners or social activities unless all students in the group are invited. Students should not invite teachers or QSoE staff members to any events which are not whole-class activities while they are studying at QSoE.

No staff member should give gifts to individual or selected groups of students or invite students to events or activities that are not organized QSoE Student Life Program or whole-class activities. It is better for everyone that no student or teacher feels that any other person is behaving in an unfair or unequal way. If the staff member involved is not sure whether something is allowed or not allowed by this rule, they should speak with their supervisor.

Romantic relationships between staff and students are not permitted. Staff are asked to do everything they can to avoid any ideas of romantic approaches or romantic relationships with students.

While QSoE recognizes how popular and useful social media can be, staff members should not invite or accept students who are active students at any level or program at QSoE as friends on personal social media sites. Be aware that in keeping with the nonfraternization policy, all communication methods should be able to be used by all members of the class and, where suitable, to all members of the student body or staff.

### **Admission Requirements to Queen's University Undergraduate Programs**

The QBridge Pathway program is the best path for students who have not yet met the minimum English language level for Queen's University undergraduate programs, but who would still like to study at the University. To be accepted into QBridge, students must apply to a Queen's University undergraduate program through the Ontario Universities' Application Centre (OUAC).

There are two options for QBridge, which depend on the standardized test scores a student attaches to their OUAC application. QBridge Accelerated (QBA) is an intensive 8.5-week summer program for those with IELTS band 6 (or similar score from another accepted test). QBridge English for Academic Purposes (QB EAP) is generally a 1-3 semester program with fall admission for those with a IELTS band 5.5 (or similar score from another accepted test); however, students can complete the program in more or less time.

To complete the QBridge Accelerated program, students must receive a certificate and a minimum average mark of 73% (B). Students who complete the QBA program are permitted to enter undergraduate studies without having to take another standardized language test.

QBA students who achieve an average mark of 70%-72.9% (B-) are permitted to start their studies in a graduated manner. These students can take the equivalent of 3 credit courses (9 units) along with 3 hours of Language Support per week. Students who pass their credit courses and Language Support will meet the conditions of their offer and have no limits on their undergraduate studies in the following term.

To complete the QBridge EAP program, students must receive a certificate and a minimum average mark of 73% (B) in 150 or 80% (A-) in 140. Students who complete the QBridge EAP program are permitted to

enter undergraduate studies without having to take another standardized language test. Students can enter their degree studies in any term once they meet the conditions of their offer.

QBridge EAP students who achieve an average mark of 70%-72.9% (B-) in 150 or 77%-79.9% (B+) in 140 are permitted to start their studies in a graduated manner. These students can take 3 credit courses along with 3 hours of Language Support per week. Students who pass their credit courses and Language Support will meet the conditions of their offer and have all limits lifted on their undergraduate studies in the following term.

QBridge students must achieve an average mark of 70% (B-) to progress in their studies and advance to the next level of the English for Academic Purposes program.

- Students who score between 50%-62.9% may repeat the level in order to improve their grade; however, only one such score is allowed before the student must take a break from the pathway.
- Students who score between 63%-69.9% may repeat the level in order to improve their grade as many times as is necessary.

Students who do not successfully complete the graduated entry (who fail one or more credit courses and/or Language Support) would be expected to enter into a remediation program organised by their faculty including, but not limited to, returning to the School of English to complete ESLA 150 or repeating the graduated entry again the following term.

**QBA Pathway Progression**

Level	QBA Final Grades		
	Below 70	70+	73+
160/QBA	Retested and placed into appropriate EAP level in fall  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	Graduated Pathway (3 Credit Courses plus 3 hours of Language Support)	Met conditions of offer (5 Credit Courses)

## QBridge EAP Pathway Progression

Level	Fall Term Final Grades					Winter Term Final Grades						Summer Term Final Grades				
	Below 70	70+	73+	77+	80+	Below 70	70+	73+	75+	77+	80+	Below 70	70+	73+	77+	80+
120	Repeat level in winter  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	130 in winter	x	x	If achieved 85, possibility to skip next level and begin 132 in Winter	Repeat level in summer  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	130 in summer EAP	x	x	x	If achieved 85, possibility to skip next level and begin 132 in summer	Repeat level in fall  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	130 in fall EAP	x		If achieved 85, possibility to skip next level and begin 132 in fall
130	Repeat level in winter  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	132 in winter	x	x	If achieved 85, possibility to skip next level and begin 140 in Winter	Repeat level in summer  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	132 in summer EAP	x	x	x	If achieved 85, possibility to skip next level and begin 140 in summer	Repeat level in fall  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	132 in fall EAP	x		If achieved 85, possibility to skip next level and begin 140 in fall
132	Repeat level in winter  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	140 in winter  Possibility to take one credit course plus 1.5 hours of Language Support with full time ESLA course	x	x	If achieved 85, possibility to skip next level and begin 150 in Winter	Repeat level in summer  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	140 in summer EAP  Possibility to take one credit course plus 1.5 hours of Language Support with full time ESLA course	x	QBA if they'd like	x	If achieved 85, possibility to skip next level and begin 150 in summer	Repeat level in fall  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	140 in fall EAP  Possibility to take one credit course plus 1.5 hours of Language Support with full time ESLA course	x		If achieved 85, possibility to skip next level and begin 150 in fall
140	Repeat level in winter  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	150 in winter  Possibility to take one credit course plus 1.5 hours of Language Support with full time ESLA course	x	Graduated Entry Pathway (3 Credit Courses plus 3 hours of Language Support)	Met conditions of offer (Up to 5 Credit Courses)	Repeat level in summer  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	150 or QBA in summer  Possibility to take one credit course plus 1.5 hours of Language Support with full time ESLA 150 course (not QBA)	x	x	Graduated Entry Pathway (3 Credit Courses plus 3 hours of Language Support)	Met conditions of offer (FAS recommends only 6 units in summer (max of 9))	Repeat level in fall  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	150 in fall  Possibility to take one credit course plus 1.5 hours of Language Support with full time ESLA course	x	Graduated Entry Pathway (3 Credit Courses plus 3 hours of Language Support)	Met conditions of offer (Up to 5 Credit Courses)
150	Repeat level in winter  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	Graduated Entry Pathway (3 Credit Courses plus 3 hours of Language Support)	Met conditions of offer (Up to 5 Credit Courses)		x	Repeat 150 or take QBA in summer  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	Graduated Entry Pathway (3 Credit Courses plus 3 hours of Language Support)	Met conditions of offer (FAS recommends only 6 units in summer (max of 9))	x	x	x	Repeat level in fall  (removed from pathway if less than 50%, or second successive unsuccessful attempt)	Graduated Entry Pathway (3 Credit Courses plus 3 hours of Language Support)	Met conditions of offer (Up to 5 Credit Courses)	x	x

## **Standardized Language Test Waiver Policy**

For those students who are not part of the QBridge pathway program but are hoping to enter Queen's University for undergraduate studies, QSoE has a test waiver in place. Students who receive a test waiver do not have to take another standardized test to support their English level when applying to Queen's University.

To receive a waiver, students are required to achieve a minimum of 80 (A-) as an average of all classes at the Advanced 140 level or a minimum of 73 (B) as an average of all classes at the University Preparation 150 level. If these minimum marks are achieved in a 12-Week EAP course completed at Queen's School of English before the time of application, an English language test score may not be required for admission to undergraduate degree programs at Queen's.

There is no QBridge pathway to Graduate Studies; however, applicants to the School of Graduate Studies and Research programs at Queen's University may use a final mark of 80 (A-) or higher in either the QSoE 140 Advanced or 150 University Preparation courses to prove the minimum English language level has been reached. Students should contact the Queen's University department they wish to do graduate studies in to confirm their requirements.

Applicants to the Faculty of Law's Graduate Diploma in Immigration and Citizenship Law (GDipICL) program at Queen's University may use a final mark of 85 (A) or higher in the ESLA 150 University Preparation or ESLA 850 University Preparation [online] courses to prove the minimum English language level has been reached.

Students who wish to apply to a St. Lawrence College diploma program may do so without taking another standardised English test by completing the Advanced 140 level with a minimum average mark of 63 (C).

### **Final Note**

The policies, rules and information contained in this guide are meant to help inform the actions of individuals at QSoE. The school does everything it can to make sure it behaves in a fair way with students, and that all students are given the same opportunities and are made to follow the same rules.

The language in this document has been written to be able to be understood by as many English language learners as possible. Where there are any differences between this simpler English and Queen's rules and policy, Queen's policy will take priority and will be the rules which are followed, with the exception of Academic Integrity Policy which uses QSoE's rules which are informed by the wider University's policy.

The Academic Manager and/or Directors of the School of English have the final decision on whether a student does not receive a certificate or is removed from the program, such that they could decide that special [extenuating circumstances](#) may allow a student to join classes or receive a certificate where they would otherwise be forbidden to by the rules described in this policy document.