



SITE VISIT EVALUATION SUMMARY

General information

Institution:

Address:

English program

French Program

Contact Person:

Web:

Preliminary Review by:

Date(s) of Site Visit:

Evaluator:

Type of Accreditation

- New LC Accreditation
- LC Accreditation (current member) initial review
- LC Accreditation (current member) second review

Type of Institution/School

- Single location
- Second program/location – shared administration
- Second program/location – separate administration
- Head office – multiple locations
- Satellite location – administered by heads office

B: BACKGROUND INFORMATION:

Preliminary/Background Information:

The application indicates the enrolment as follows:

Fall Winter Spring Summer

The application indicates these as the top 5 geographic areas for students:

◆

With respect to the size of the staff, the application indicates:

- ◆ teachers =
- ◆ admin =
- ◆ support =

C: STUDENT ADMISSIONS

C.1 Registration:

Accurate and current information on program offerings, services and costs is readily accessible in print-based and web-based formats.

Requests for information from prospective students are processed promptly.

Before registration, students receive a clear statement of the Language Program's fee and refund policy as well as any other contract required by the program.

Additional Specifications:

- **C.1a** Program information is comprehensive covering all program options.
- **C.1b** Procedure in place for handling responses. Programs may refer to Best Practice Guidelines for Handling Student Requests as set forth by Languages Canada.
- **C.1c** Statement of fees includes:
 1. tuition, including applicable dates
 2. description of what services tuition includes
 3. enrolment and cancellation terms, including financial penalties
 4. details on additional charges, clearly stating whether mandatory or optional.

Background Information:

The application indicates:

◆ the weekly tuition for international students is

◆ the percentage of international students enrolled is %

◆ the program has intakes per year

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted documentation describing current program offerings, services and fee structure.			
Statement of fees includes:			
tuition, including applicable dates			
description of what services tuition includes			
enrolment and cancellation terms, including financial penalties			
details on additional charges, clearly stating whether mandatory or optional.			

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified that the documentation describing current program offerings, services and fee structure accurately reflects the programs and services offered.			If no, specify
Briefly comment on procedures for handling student requests.			
What is the average response time for student requests?			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

C.2 Records:

Student records are kept confidential in accordance with applicable federal and provincial legislation. Policies regarding confidentiality are clearly stated and followed.

Additional Specifications:

- **C.2a** Student records kept in a secure location. Access controlled.
- **C.2b** Policy for handling student records in writing.
- **C.2c** Process in place to keep records and contact information current.

Explanatory Notes:

*** all review / verification takes place on site**

On-Site Review	Y	N	Explanatory Comments (if required)
Files and records are kept secure with access limited to authorized personnel.			
LC confirmed that there is a written policy in place for handling student records.			
Provide a brief list of the documents typically held in a student file.			

Additional comments, if necessary

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

C.3 Immigration and Insurance:

The Language Program provides international students with general information on immigration requirements and refers students to government sources and contacts as required.

The Language Program operates in accordance with the policy and regulations with respect to international students as set forth by Citizenship and Immigration Canada.

The Language Program ensures that students are informed that they are responsible to have and maintain medical insurance.

Explanatory Notes:

Requirements for health insurance as well as the provision of immigration advice varies depending on the percentage of international students enrolled. Application indicates _____ %

Preliminary Review	Y	N	Explanatory Comments / Action
Policy on medical insurance submitted.			
LC notes that health insurance is mandatory.			

On-Site Review	Explanatory Comments (if required)
Briefly describe the immigration counselling provided.	
Describe any specific relationships that the program maintains with CIC to ensure that information is current as well as to provide referral services to students.	
Additional comments, if necessary	

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

D: STUDENT SERVICES

D.1 Orientation

Upon the students' arrival, the Language Program provides orientation to introduce students to their institution, programs and services as well as to studying and living in Canada.

Additional Specifications:

- **D.1a** *General orientation to studying and living in Canada includes information on: accommodation, weather, clothing, food, immigration regulations, dental and medical information, travel, local transit, etc.*
- **D.1b** *Academic Orientation includes:*
 1. *testing and placement procedures*
 2. *course structure and levels*
 3. *requirements for progression to a higher level*
 4. *course descriptions and objectives*
 5. *course assessment criteria*
 6. *requirements for certificates and/or diplomas*
 7. *course and program schedules*
 8. *policy and procedure on attendance and participation.*
- **D.1c** *Orientation to institution and/or services included.*

Explanatory Notes:

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted a copy of its orientation package.			
The program submitted a sample schedule for orientation.			

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified that the orientation package submitted with the preliminary accurately reflects the orientation delivered on site.			If no, specify
LC verified that the majority of the requirements for general orientation as specified in D.1a are included: accommodation, weather, clothing, food, immigration, dental, medical, travel, etc.			If no, specify
LC verified the following required components of academic orientation:			
◆ testing and placement procedures			
◆ course structure and levels			
◆ requirements for progression to a higher level			
◆ course descriptions and objectives			
◆ course assessment criteria			
◆ requirements for certificates and/or diplomas			
◆ course and program schedules			
◆ policy and procedure on attendance and participation.			
LC verified that orientation includes an overview to the institution and its services.			If no, specify
ASM note:			
Comments on effectiveness of orientation to be verified in student focus group.			
Any additional comments, if necessary, on the comprehensive nature of the orientation package			

as well as the delivery.

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

D.2.1 Support Services:

In addition to orientation services, the Language Program provides a range of support services to help students function within the programs at their educational institution and to adjust to living in Canada.

Additional Specifications:

- **D.2.1a** *Clearly identified person or department available to students for advice and counselling.*
- **D.2.1b** *In addition to in-house counselling, referral services available for:*
 1. *financial advice*
 2. *legal advice*
 3. *tutoring*
 4. *child care*
 5. *medical services*
 6. *housing*
- **D.2.1c** *Age, background, special circumstances and/or special needs taken into consideration.*
- **D.2.1d** *Also, advice and assistance may be provided on:*
 1. *Local facilities, services and amenities*
 2. *General banking information*
 3. *Personal safety and care of valuables*
 4. *Who to contact with any problem or complaint*
 5. *Medical and personal insurance*
 6. *Local places of worship*
 7. *Compliance with the law, e.g. in relation to the use of alcohol, tobacco and drugs*
 8. *Academic counselling and further training*
 9. *Generic immigration advice and contact information*

Background information:

The application indicates the following referral services are provided:

The application indicates support positions.

Explanatory Notes:

Verification of on-going support services to be reviewed on site.

On-Site Review	Y	N	Explanatory Comments (if required)
Briefly describe provision of counselling services provided. (Who has primary responsibility?)			
LC verified that the referral services as stated on the application (listed above) are provided.			If no, specify
LC verified that the majority of the requirements for in-house counselling services and/or advice in the areas as listed in D.2.1d are provided/available.			If no, specify
Briefly describe how age, background, special circumstances and/or special needs are taken into consideration.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

D.2.2 Problem Resolution:

A written statement that explains the procedures for problem resolution within the Language Program is available to students.

Additional Specifications:

- **D.2.2a** Copies of the problem resolution policies readily accessible.
- **D.2.2b** Procedure for responding to students' feedback, suggestions and complaints.

Explanatory Notes:

Although the purpose of the LC Quality Assurance Scheme and related standards and specifics mention that there should be a reference to the possibility of the involvement of LC, it is not likely that you will find this reference in the actual problem resolution policy with the first review. This is a standard recommendation on the final report sent to the program.

Preliminary Review	Y	N	Explanatory Comments / Action
Copy of problem resolution policy submitted.			
Reference to LC's possible role included.			

On-Site Review	Y	N	Explanatory Comments (if required)
LC notes that the contact people for various problems are clearly detailed in orientation.			If no, specify
Briefly describe the procedure for responding to student feedback and complaints.			
<ul style="list-style-type: none"> • ASM note: Awareness of problem resolution policy to be discussed in both student and teacher focus 			

groups.

Additional comments, if necessary

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

D.3 Activities:

The Language Program presents opportunities for students to experience the diversity of Canadian culture within the target language by participating in local cultural, social and recreational events.

Additional Specifications:

- **D.3a** Regular schedule of possible events communicated.
- **D.3b** Any additional costs for activities clearly stated.
- **D.3c** Activities sponsored by the program/institution carefully planned and supervised.
- **D.3d** Provision made for liability coverage for program activities. Supervision and liability terms for minors covered.

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted samples of activity schedules.			
The samples demonstrate variety in the range of activities.			

On-Site Review	Y	N	Explanatory Comments (if required)
LC notes that the activities program is delivered "in house" by program staff.			
OR LC notes that the activities program is contracted out to ...			If yes, specify company
LC verified that activities are offered on a regular basis.			If no, specify
Are there additional costs for activities?			If yes, how are these communicated?
Briefly describe the supervision for activities including ratios (for junior students only).			
LC verified that the program has liability insurance that covers the activities program.			If no, specify
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
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A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

D.4 Accommodation:

If the Language Program offers accommodation services, clear, written guidelines are provided outlining the rules, terms and conditions of the homestay/residence program.

Additional Specifications:

- **D.4a** All housing options inspected.
- **D.4b** Listing of housing options provided upon request.
- **D.4c** Confirmation of accommodation includes:
 1. detailed information about the type of accommodation
 2. description of services provided
 3. location and transportation information
 4. fee and payment requirements
 5. cancellation terms, including any penalties
 6. dispute resolution

Background Information:

The application indicates the following housing options are available:

ASM Note: *If the homestay program is contracted out, LC expects that the requirements will still be met. As well, LC needs to meet with representatives from the homestay company to review and discuss LC requirements. LC acknowledges that some aspects may not be covered by the terms of the current contract with the homestay provider. In these cases, LC recommends that they be put in place upon renewal of the next contract with the service provider.*

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted a sample homestay letter of understanding including all the elements stipulated in D.4c.			
The program submitted a sample student feedback survey on homestay.			

On-Site Review	Y	N	Explanatory Comments (if required)
LC notes that the homestay program is delivered "in house" by program staff.			
OR LC notes that the homestay program is contracted out to ...			If yes, specify company
What is the approximate number of active homestay families?			
Approximately what percentage of student population is currently in homestay?			

Briefly comment on the application and screening process for host families.			
The program provides an orientation program for prospective host families.			
LC verified that all new homestay facilities are inspected prior to the placement of students.			If no, specify
In addition, subsequent to the initial inspection, homestay families are visited on a regular basis.			Comment on frequency
LC confirmed that there are written guidelines in place for host families.			
LC confirmed that host families are required to sign contracts.			If no, specify
LC confirmed that there is a dispute mechanism in place for homestay.			Briefly describe process / action taken to remedy issues and concerns
LC notes that student feedback instruments on homestay are administered on a regular basis.			Comment on frequency
Briefly describe the process for dealing with unsatisfactory survey results.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

D.5 Care of Junior Students:

If the Language Program offers programs to participants who are 15 years of age or younger, it has a comprehensive set of policies and procedures to supervise them and to ensure their safety and well-being at all times during the program.

Additional Specifications:

- **D.5a** Clearly identified person/department responsible for junior students.
- **D.5b** Duties and responsibilities of above person(s) in writing.
- **D.5c** The Member Program employs item 1 or 2 as outlined below plus item 3:
 1. Employees working with juniors have signed a declaration that they are fit to be working with such students. *
 2. Employees working with juniors have undergone a police security check.
 3. The following rules and management strategies: **
 - An employee cannot take junior students to a place/destination outside the usual venue of the program without prior approval of the program supervisor.

- An employee cannot be alone in a private setting with a junior student without the knowledge and approval of the program supervisor.
- Junior students are given clear instructions on how to seek help if they feel uncomfortable with any staff person working in the program.
- **D.5d** Supervision at the level of 1:15 minimum.
- **D.5e** Junior students issued with ID Card to be carried at all times. Contact information for responsible guardian(s) included.
- **D.5f** Policy in place to deal with any perceived bullying or abuse.

Explanatory Notes

a) LC notes that programs for juniors are not offered.

b) * **ASM Note:** The entire review of programs for juniors is conducted on site.

On-Site Review	Y	N	Explanatory Comments (if required)
Briefly describe the program options delivered to junior students.			
Specify the department / individual(s) responsible for juniors.			
LC verified that written position descriptions, including duties and responsibilities are in place.			If no, specify
Briefly describe the selection process for staff working with juniors			
LC verified that security clearances are required for all staff working with juniors.			If no, specify
The program meets the LC requirements of 1:15 for supervision.			If no, specify
LC verified that junior students are required to carry ID cards, with clearly specified contact persons in case of emergency, at all times.			If no, specify
In addition, LC verified that policies are in place for behavioural problems, including abuse.			If no, specify
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

E: TEACHING STAFF

E.1 Education and Training:

Teachers have university degrees and specialist training and experience in English and/or French language teaching.

Teachers are fully trained in the approaches, methods and techniques used in second language teaching and learning.

Additional Specifications:

- **E.1a The definition of specialist training is as follows:**
 - For English Programs, a minimum of TESL Canada Level One Professional certification or the equivalent is required. A Master’s degree in applied linguistics OR education with specialization in TESL can be considered as equivalent if the degree includes a practicum component of a minimum of 20 hours indicated on the transcript OR an observed practicum in the program which they are employed.
 - For French program, a degree in Education or a degree with experience in teaching French as a Second Language required.
 - For ESL junior programs, programs must employ language instructors who possess one of the following minimum qualifications: Bachelor’s degree in Education, preferably with 2nd language teaching experience or TESL Canada Level 1 (which requires an undergraduate degree or equivalent undergraduate degree), preferably with experience teaching juniors.
- **E.1b** All teachers and the academic leader satisfy minimum education and training requirements of LC. Verified true copies of original diplomas / certificates will be required for the on-site visit.
- **E.1c** Core of regularly employed teachers.
- **E.1d** Process for orientation and monitoring new teachers in place to ensure consistency and standards in delivery of program.

Preliminary / Background:

The application states that the education and training requirements for hiring TESL teachers are as per LC requirements. In addition, all teachers meet these requirements.

The application indicates that there are _____ full time teachers.

The application indicates that teachers are evaluated by:

Explanatory Note:

In the case of public sector programs, the education and training qualifications are often verified by Human Resources and the verification signed off by them requiring **NO** action on the part of the evaluator on site. The evaluator must verify the process for checking documents and verifying credentials if this is not done by Human Resources.

When evaluating teacher qualifications, ensure that the person hiring the teacher has signed and by doing so, certified that they have seen an original of the degree and TESL Certification and that this certified copy is retained in the teacher’s file.

Preliminary Review	Y	N	Explanatory Comments / Action
The Summary of Teaching Qualifications was submitted.			

For public sector: The qualifications have been verified by the institution's Human Resources department.			
Additional comments, if necessary			

On-Site Review	Y	N	Explanatory Comments (if required)
Verification of teacher qualifications required on site.			
Review and comment on the orientation process for new teachers.			
Briefly describe the process for evaluating new teachers and verify that it is as stated on the application (above).			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

E.2 Linguistic Competency:

Teachers are either native speakers of the language to be taught or are able to demonstrate native level competency.

Explanatory Notes:

Review and verification conducted on site through observations and interaction in teacher focus group.

On-Site Review	Y	N	Explanatory Comments (if required)
Based on the focus group and interaction with teachers, LC verified that the requirements for linguistic competency are met.			If no, specify
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

E.3 Cross Cultural Awareness:

Teachers demonstrate cross-cultural knowledge and sensitivity in their interactions with students.

Explanatory Notes:

*** ASM note: review and verification conducted on site through observations and interaction in teacher focus group.**

*** ASM Clarification:** Cross-cultural awareness is NOT simply taken to mean that teachers have taught in other countries. LC expects teachers to demonstrate an understanding of how students' backgrounds affect learning, behaviour and interactions both with other learners as well as teachers.

As well, LC expects to learn, from discussions with teachers, how their cross-cultural experiences and knowledge are put into practice in the teaching/learning environment.

On-Site Review	Y	N	Explanatory Comments (if required)
Based on the focus group and interaction with teachers, LC verified that the teachers demonstrate cross cultural awareness and can provide concrete examples of how it is applied to the teaching/learning experience.			If no, specify
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

E.4 Performance Appraisals:

The Language Program conducts performance reviews for each teacher.

Students are offered the opportunity to evaluate each course in each session.

Additional Specifications:

- **E.4a** Teachers evaluated by students at end of each term of study.
- **E.4b** Process in place for evaluating new and/or casual teachers may include:
 1. student evaluations
 2. review of lesson plans
 3. classroom observations
 4. peer observations
- **E.4c** Criteria for evaluation is measurable and available in writing.
- **E.4d** Performance appraisals may be subject to terms and conditions of applicable collective agreements within institutions.

Background / Preliminary Information:

The application describes the following process for student feedback:

*** ASM Clarification:** Note the clarification in E.4d in that collective agreements may dictate the terms and conditions for performance appraisals. In most of these cases, the content and process is beyond the scope of LC. As it is unlikely that LC could influence and/or change the terms, LC simply notes the process.

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted a sample student feedback form.			
The program submitted a sample performance appraisal.			

LC notes that as a unionized environment, the terms and conditions for performance appraisals are governed by the applicable collective agreements.			
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On-Site Review	Y	N	Explanatory Comments (if required)
LC confirmed that the student feedback forms submitted with the preliminary review are actually administered.			If no, specify
Comment on frequency of administration of surveys.			
Briefly describe how results are collated/tabulated and how results are communicated to teachers.			
Comment on how a poor rating on the survey(s) is dealt with.			
Briefly describe any other means by which teachers are evaluated/monitored.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

E.5 Professional Development:

The Language Program provides a range of professional development options for teachers

Additional Specifications:

- ◆ **E.5a** *In-service training provided on on-going basis.*
- ◆ **E.5b** *Professional development activities may include:*
 - 1) *in-house workshops*
 - 2) *access to/review of current publications*
 - 3) *conference attendance*
 - 4) *conference presentations*
 - 5) *participation in professional organizations*

Explanatory Notes:

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted a summary of its professional development options for teachers as:			
◆ in-house workshops			
◆ access to/review of publications			
◆ conference attendance			
◆ conference presentations			
◆ participation in professional			

organizations			
♦ other.			If yes, specify.

On-Site Review	Y	N	Explanatory Comments (if required)
Does the program have a specific budget allocation for PD?			If yes, what is the approximate amount?
How do teachers access funding for PD?			
How do the teachers' needs and interests affect the provision of additional PD?			
What is the percentage (ratio) of "internal/in-house" PD compared to "external" PD?			In house = External =
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

F: CURRICULUM

F.1 Definition of Programs:

Full time intensive language programs provide a succession of proficiency levels designed to achieve program completion. Individual courses (levels) provide a minimum of 15 instructional hours per week not including any additional laboratory hours for a period of at least 4 weeks.

Specialized courses and programs provide varying delivery options sufficient to meet the stated course objectives.

Preliminary / Background Information:

The application indicates:

- ♦ instructional hours per week =
- ♦ levels in the program =
- ♦ duration of each level =

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted student and teacher timetables that demonstrate that the requirements for instructional hours are met.			

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified that the timetables submitted are in use and that the instructional hours are accurate.			If no, specify
Determine if there are any other programs delivered in addition to those presented that fall within the LC definition.			If yes, please list.
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

F.2 Skills:

An intensive program covers all language skills so that students have the opportunity to develop balanced communicative competency.

Other specialized courses and program offerings may focus on specific skills and objectives. The outcomes of these courses are clearly stated.

Explanatory Notes:

The application indicates that the division of academic time in a given week is:

ASM Clarification: While the current approach is to teach integrated skills, if a program delivers them separately, this does not necessarily indicate a “does not meet requirements” rating. The LC standards do not specify that skills must be integrated. LC would make a recommendation to take this into consideration with the next curriculum review process.

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted student and teacher timetables that demonstrate that the requirements for instructional hours are met.			

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified through the various aspects of the site review process that all 4 skills are offered.			If no, specify
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

F.3 Curriculum:

The Language Program has a written curriculum, which specifies goals and objectives.

Curriculum reflects up to date research into second language acquisition and encourages innovation.

Additional Specifications:

- **F.3a Curriculum in writing and includes:**
 1. detailed description of program options and course offerings
 2. measurable performance objectives
 3. criteria for completion of levels and program
 4. methodology and content taking into consideration target audience and variety of learning styles
 5. list of required texts and reference materials, including rationale
 6. other learning resources available to teachers

- **F.3b Curriculum reflects up-to-date research into second language acquisition and encourages innovation.**

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted sample subject/course outlines.			

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified on-site that all subject/course outlines are consistent with the samples submitted.			If no, specify
LC verified that the curriculum includes:			
◆ measurable performance objectives			If no, specify
◆ grading & criteria for successful completion of both levels and the program			If no, specify
◆ methodology and content taking into consideration target audience and learning styles			If no, specify
◆ list of required texts and reference materials			If no, specify
◆ other learning resources			If no, specify
Comment on the “extended” curriculum and supplementary “lesson” materials available to teachers.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

F.4 Curriculum Review:

The Language Program has a process in place for curriculum review at least every five years, and for modification as required.

Additional Specifications:

- **F.4a Curriculum review and development considers:**
 1. student feedback
 2. evaluation of courses
 3. needs of current student population

4. student success rates
5. feedback from teachers and program administration
6. feedback from marketing/recruiting staff
7. student enrolment patterns
8. findings from professional development options of teachers
9. recent trends in second language acquisition

Preliminary / background Information:

The application indicates that the last major curriculum review was conducted in _____.

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted a summary of its last curriculum review process.			The process was as follows:

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified on-site that a formal curriculum review process was conducted on _____ and that it included:			
◆ student feedback			
◆ evaluation of courses			
◆ needs of current student population			
◆ student success rates			
◆ feedback from marketing/recruiting staff			
◆ student enrolment patterns			
◆ findings from professional development options of teachers			
◆ recent trends in second language acquisition			
<ul style="list-style-type: none"> • ASM Note: Discussion on curriculum review process and outcomes of the review to be covered in teacher focus group. 			
List the major outcomes of the latest curriculum review process.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

F.5 Testing and Placement:

Diagnostic and test placement procedures are employed to ensure that each student is placed in an effective teaching-learning environment.

Explanatory Notes:

* **ASM Note:** All review takes place on-site.

On-Site Review	Y	N	Explanatory Comments (if required)
Briefly describe the testing and placement process.			
What is the average size class? What is the maximum?			Specify (if focus groups report classes are overloaded)
In setting up classes, is consideration given to the language backgrounds of the students?			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

F.6 Levels:

Several proficiency levels are available so that appropriate placement is possible.

Explanatory Notes:

The application indicates that there are _____ levels in the curriculum.

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified on site that the levels are as reported/submitted.			If no, specify
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

F.7 Academic Records & Reports:

The students' progress is measured and recorded. Such records are kept current and accurate.

Students are provided with a final achievement report at the end of each term of study.

Additional Specifications:

- refer to specifications stated in C.2

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted a sample final report.			

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified the issuance of the final reports submitted.			If no, specify

LC verified that accurate and current records are kept.			If no, specify
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

F.8 Academic Resources:

The Language Program ensures that a range of learning material and academic resources for all program offerings are current (up to date), readily available and in sufficient supply for the student enrolment.

Additional Specifications:

- refer to specifications stated in F.3a

Explanatory Notes:
Note: All review takes place on site. Ensure that you are reviewing both classroom resources (for students) and professional resources (for teacher reference).

On-Site Review	Y	N	Explanatory Comments (if required)
LC notes that the program provides sufficient learning resources to teachers in the form of classroom resources.			If no, specify
LC notes that the program provides adequate professional and reference resources to the teachers.			If no, specify
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

F.9 Academic Excursions:

The curriculum includes activities that provide opportunities for students to develop language skills beyond the classroom.

Additional Specifications:

- refer to specifications stated in D.3

Explanatory Notes:

Note: All review takes place on-site.

*** ASM Clarification:** Note that this is in addition to the activities specified in D.3. These are linked to the academic portion of the program.

On-Site Review	Y	N	Explanatory Comments (if required)
Briefly describe the opportunities for Academic Excursions.			
Does the program have policies in place for academic excursions?			
Does the program have supplementary materials available for academic excursions?			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

G: MARKETING and RECRUITING

G.1 Recruiting:

In all recruiting transactions, Language Programs are required to represent and maintain the standards of programs and services of Languages Canada.

Language Programs must not engage in conduct which is unethical or unprofessional and may be prejudicial to the reputation of Languages Canada or its members.

Preliminary background Information:

The application describes the marketing / recruiting as follows:

Explanatory Notes

*** ASM Note:** The review of this aspect is conducted on site.

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified that the primary marketing/recruiting vehicles are as reported (above).			If no, specify.
Briefly describe the development of a marketing plan including frequency.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		

B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

G.2 Agents:

Language Programs are required to adhere to the Best Practice Guidelines for Dealing with Agents as set forth by Languages Canada.

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted a sample contract for agents.			
The contract includes the following requirements from the LC's Best Practices for Dealing with Agents:			
♦ effective and expiry dates			
♦ renewal policy			
♦ cancellation policy			
♦ dispute mechanism, including jurisdiction under Canadian law			
♦ policy on confidentiality			
♦ terms and conditions			
♦ definition of breach of contract			
♦ range of services expected			
♦ commission rate for tuition			
♦ specification if commission applicable to services in addition to tuition			
♦ commission policy with respect to cancellations and refunds.			

On-Site Review	Y	N	Explanatory Comments (if required) (if required)
LC notes that the information package sent to agents is comprehensive and accurately reflects the program offerings.			
In addition, LC verified the use of these contracts during the site visit.			If no, specify
How are agents selected and vetted?			
How is performance of agents monitored and how is poor performance dealt with?			
Are agents visited regularly?			Comment on frequency
Describe the process used to inform agents of changes as they occur.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

G.3 Publicity Materials:

All promotional materials and supplementary information present a clear, accurate and current description of the program options and services offered by the institution.

Additional Specifications:

- **G.3a** *Publicity materials reflect actual programs options, services, facilities and location at time of publishing.*
- **G.3b** *Process in place to update materials as changes occur.*

Explanatory Notes:

* *Verification determined on site. Compare any photos to actual site.*

On-Site Review	Y	N	Explanatory Comments (if required)
LC reviewed all publicity materials submitted and verified the accuracy of these materials on site. Note: check list: <ul style="list-style-type: none"> • DVD • brochure • website 			If no, specify.
Briefly describe the process to update materials on a regular basis and to inform prospective students and clients of changes.			
LC verified the use of release forms for student photos.			
LC verified the use of release forms for student testimonials.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

H: ADMINISTRATION

H.1 Overview:

The Language Program ensures that all program options and services stated in their publicity materials are delivered effectively. The provision of these deliverables and the best interests of students studying English and/or French direct the administration of the program.

Additional Specifications:

- **H.1a** *Documented minimum period of three years program delivery and operation required.*

Preliminary / Background Information:

Application indicates that the school was established in _____.

Preliminary Review	Y	N	Explanatory Comments / Action
LC verified that the program has been in operation for a minimum of 3 years.			

On-Site Review	Y	N	Explanatory Comments (if required)
LC notes that the institution has a clearly articulated statement of its purposes and goals.			
LC notes that the program has a clearly articulated statement of its purposes and goals.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

H.2 Institutional Support:

If the Language Program is affiliated with a university, college or larger institution, provision is made for a degree of support from the parent institution.

Additional Specifications:

- *H.2a Support may vary depending on relationship and reporting structure to parent institution.*

On-Site Review	Y	N	Explanatory Comments (if required)
For private sector:			
Copy of cover letter from most recent audit reviewed.			
Has there been any change of ownership in the past 3 year?			If yes, specify
For private sector with multiple locations:			
Briefly describe the support provided from "head office" to the satellite locations.			
For public sector:			
Briefly describe the reporting relationship and infrastructure provided by the "parent" institution.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

H.3 Leadership:

There is a clear and effective management structure for the Language Program.

Additional Specifications:

- **H.3a** *Organizational Chart with reporting structure available to all levels of staff.*
- **H.3b** *Key responsibilities of academic leader are to language program.*
- **H.3c** *Academic leader has formal training in language teaching, methodology and curriculum development to provide guidance and support to program. (Refer to specification in E. 1 b)*
- **H.3d** *Program administration includes but is not limited to:*
 1. *teaching assignments*
 2. *timetabling*
 3. *student placement and records*
 4. *supply teacher arrangements*
 5. *student/teacher ratio*
 6. *attendance policies*
 7. *student services*
 8. *curriculum design and review*
 9. *marketing and recruiting*
 10. *physical resources*
 11. *fiscal management*

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted a detailed org chart.			General comments on chart:

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified that there is an academic leader whose primary responsibility is to the language program.			If no, specify
Briefly describe the academic qualifications of the academic leader.			
* ASM Clarification: Answer when making notes after visit is finished.			
Throughout the various aspects of the review process, LC determined that there is an effective administrative structure which covers:			
♦ teaching assignments, timetables and supply teachers			
♦ student placement, records and attendance policies			
♦ student / teacher ratio			
♦ student services			
♦ curriculum design and review			
♦ marketing and recruiting			
♦ physical resources			
♦ fiscal management.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		

C	Conditional Acceptance		
D	Does not meet Requirements		

H.4 Policies:

Program policies and procedures are in writing and readily accessible to students as well as all levels of staff.

Explanatory Notes:

ASM Note: All review takes place on site.

On-Site Review	Y	N	Explanatory Comments (if required)
LC confirmed the existence of <u>written</u> policies and procedures for both staff and students.			If no, specify.
LC confirmed that these policies were accessible and that there was an awareness of these.			* ASM Clarification: some of this can be confirmed in the focus groups. If no, specify.
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

H.5 Orientation / Evaluation:

The Language Program has in place a system for monitoring and observing the performance of all levels of staff. Guidance is offered by the program administration.

Additional Specifications:

- **H.5a** Orientation, guidance and in-service training provided to all new staff members.
- **H.5b** Procedure in place to monitor staff performance.
- **H.5c** Published criteria for dealing with unsatisfactory performance.
- **H.5d** Guidance and support provided to improve performance.
- **H.5e** Policies may be subject to the terms and conditions of collective agreements within institutions.

Explanatory Notes:

ASM Note: All review takes place on site.

Note that orientation for teachers was covered in section E.1.

This section relates to the non-academic staff.

On-Site Review	Y	N	Explanatory Comments (if required)
Briefly describe the process for providing guidance and orientation to non-academic staff.			
LC confirmed that there are staff manuals for non academic staff.			
LC verified that performance criteria is published.			
Briefly describe the process for monitoring performance of non-academic staff and how guidance is provided to improve performance.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

H.6 Terms of Employment:

The terms and conditions of employment must be in compliance with all applicable federal or provincial regulations.

All levels of staff have appropriate working conditions to enable them to perform their required duties.

Additional Specifications:

- **H.6a** *Written position descriptions, including duties and responsibilities, for all levels of staff available.*
- **H.6b** *Personnel policies for recruiting/appointing all levels of staff in writing and followed.*
- **H.6c** *Federal and provincial regulations for Labour Standards adhered to.*
- **H.6d** *Policies may be subject to terms and conditions of collective agreements within institutions.*

Explanatory Notes:

ASM Note: *All review takes place on site.*

Take note whether or not staff members are unionized as this aspect will be detailed in the applicable collective agreement and, as such, likely to be beyond the scope of LC.

On-Site Review	Y	N	Explanatory Comments (if required)
LC verified that there are written positions descriptions including duties and responsibilities, for all levels of staff.			
Is there a formal / consistent policy			If yes, briefly describe process.

followed to appoint staff?			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

H.7 Facilities:

The physical resources of the Language Program are conducive to meeting and delivering the objectives of the program as well as to accommodating the needs of staff and students.

Additional Specifications:

H.7a Physical resources used by all levels of staff:

1. *meet all applicable fire and safety regulations (and that all levels of staff are aware of these)*
2. *have regularly scheduled cleaning and maintenance*
3. *are adequately lit, heated and ventilated*
4. *accommodate space and requirements for number of student and staff*
5. *accommodate any special needs of staff and students*
6. *have clearly posted signage*

Explanatory Notes:

Evaluators should be able to glean sufficient evidence for the majority of this by observation throughout the visit as opposed to conducting a formal "inspection" of the facilities.

Preliminary Review	Y	N	Explanatory Comments / Action
From application:			
cafeteria			
library			
number of classrooms	# =		
computer lab			
Internet access for students			
sports facilities			
access to public transportation.			

On-Site Review	Y	N	Explanatory Comments (if required)
Is the number of classrooms available sufficient for the number of students enrolled?			Classrooms reported = Student enrolment =
Are there any other facilities used during times of high/peak enrolment?			If yes, comment.
Based on the "walk through" of the facilities during the site visit, LC verified that the following areas were appropriate for the numbers of both staff and students and that provision is made for space, heating, lighting, ventilation and overall cleanliness.			
◆ classrooms			If no, comment.
◆ common areas			If no, comment.
◆ staff rooms / offices			If no, comment.
◆ administrative areas / office			If no, comment.

◆ washrooms			If no, comment.
◆ computer labs			If no, comment.
◆ student lounge / lunchroom			If no, comment.
◆ other (specify)			If no, comment.
Are the facilities wheelchair accessible?			
Is there evidence of any accommodation for special needs of students and/or staff?			If yes, specify.
Did you observe first aid stations?			
Are there designated staff members for health and safety?			
Is specific training required/provided for health and safety officers?			
Is there clearly posted signage for fire and exit routes?			
Does the program (building) have regularly scheduled fire drills conducted?			If yes, comment on frequency.
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		

H.8 Operational Review:

The Language Program has a process in place for the periodic review of programs and services and for modification as required.

Additional Specifications:

- H.8a** Refer to process described in F.4a
- H.8b** The focus of the review may vary depending on the intent: financial, staff utilization, facilities, marketing plans, curriculum review, etc.
- H.8c** Guidance may be sought from external organizations, the parent institution or Languages Canada.

Preliminary / Background Information:

The application indicates that the last major operational review was done in _____ .

Explanatory Notes:

The LC standards make a clear distinction between curriculum review and operational review. While curriculum review may be one component of the process, ensure that the operational review covers a broader spectrum.

Preliminary Review	Y	N	Explanatory Comments / Action
The program submitted an overview of the operational review process.			General explanation of process:

On-Site Review	Y	N	Explanatory Comments (if required)
LC notes that the “parent institution” has a requirement for a formal operational review process.			If yes, specify on frequency
Does the “parent institution” prescribe the process for the review?			If yes, provide comments on general parameters.
Does the review involve external participation?			
Briefly describe the major recommendations and/or expected outcomes of the latest operational review.			
Additional comments, if necessary			

	Suggested Evaluation:	✓	Explanatory Comments (for B, C and D only)
A	Meets Requirements		
B	Has Weaknesses		
C	Conditional Acceptance		
D	Does not meet Requirements		