

Lateness and Leave Policy

1. Lateness

- 1.1 If the students arrive more than 15 minutes late or leaves more than 15 minutes early without informing the instructor and/or the Academic Manager and/or the Teacher Lead, the students will be marked as present for a half day only.
- 1.2 If the students are late or unable to attend the class due to circumstances which are beyond their control, they are advised to inform the TLG Canada Team at canada@thelanguagegallery.com giving a proper notice in advance. Additional assignments may be assigned at the discretion of the instructor to make up for the missed classes.

2. Authorized Leave

- 2.1 All TLG Canada campuses will be closed on Canadian public holidays.
The Canadian public holidays are listed on the TLG Canada Academic Calendar.
- 2.2 TLG Canada does not make up for lessons missed on these dates.
- 2.3 There is no refund for lessons missed due to a public holiday.
All courses scheduled to start on a public holiday will begin on the following working day.
- 2.4 To comply with the obligation to actively pursue the online program, the students should be enrolled for a minimum of 8 weeks.
No leaves are authorized for 1 to 7-week online programs.
- 2.5 If the students do not request the leave, the TLG Canada team will consider it as an absence. In such cases, TLG Canada will not issue any refund.
- 2.6 The holiday must be taken in blocks of 5 days, Monday to Friday, and the maximum leave period per registration is 4 weeks.
If the students exceed this period, they must cancel the online program and re-apply. The certificate of achievement will not be provided and the refund may or may not apply as per TLG Canada policies.
- 2.7 The students must apply for the authorized leave at least 7 days before the first day of the vacation.
If the students do not request the leave and do not receive TLG Canada's permission, it will be considered as an absence. In such cases, no refund will be issued.
If the students apply for an authorized leave within a shorter period of time, due to unforeseen circumstances, proof and the TLG Canada Manager's approval will be required.
If the students apply for an authorized leave longer than 4 weeks, proof of the unforeseen circumstances and the TLG Canada Manager's approval will be required.
- 2.8 The leave request must contain:
 - Expected start date of the leave;

- Expected start date of return in class;
 - Reason for the leave;
 - Documentation in case of unforeseen circumstances.
- 2.9 If the students applied for an online pathway program, they will not have access to the online learning platform during the authorized leave.
- 2.10 If the students applied for an online pathway program, they are expected to seek advice from the TLGC Pathways Director before applying for an authorized leave.

3. Definitions

Absence

The students are considered absent when they are not attending a scheduled lesson and such time off was not scheduled/approved in advance as required by this policy (*Paragraph 2 – Authorized Leave*).

Authorized Leave

A limited period of time approved by the School during which students may pause and later resume their lessons and academic activities within their program of study. Authorized leaves include vacation, medical reasons, illness, religious observances, family emergencies, bereavement.

Lateness

The students are considered to be late if arriving after the time scheduled for the lessons, activities and/or workshops.

Unforeseen Circumstances

Unforeseen circumstances are situations beyond the student's control. These circumstances refer to bereavement, illness, religious observances, family and medical emergencies.