



JR/SR

HIGH SCHOOL PROGRAMME

STUDENT CODE OF CONDUCT AND PARTICIPATION AGREEMENT

The following **Student Code of Conduct and Participation Agreement** has been established by MLI Education Group (CISS MLI) and its partners as minimum standards of participant conduct (Rules and Regulations). The full "Terms and Conditions" of our programme are on pages 3-8 and must also be read and signed; the conditions highlighted below are the key points that are most crucial to a student's success in our programme.

I, _____ understand and agree to abide by ALL LAWS OF CANADA (even if unlisted here). I understand and agree to the following conduct requirements:

ILLEGAL ACTIVITY

Please initial once read:

The following are behaviours and laws that have a zero tolerance for disobedience. **Failure to obey may result in strict discipline, police involvement and/or withdrawal from the programme with no refund.**

student	parent1	parent2

- I will not purchase or consume alcohol.** The purchase, use or possession of alcohol is illegal for persons under the age of 19 (18 in some provinces) and is therefore prohibited. I will not ask an adult (person of or over the legal age) to purchase alcohol on my behalf as this is also illegal.
- I will not purchase or consume illegal drugs.** The purchase, use or possession of any type of illegal drugs and/or the **abuse of prescription or non-prescription medications** is extremely dangerous and illegal in Canada, and is strictly forbidden.
- I will not purchase or consume cannabis.** The purchase, use or possession of cannabis in any form is illegal for persons under the age of 19 (18 in some provinces) and is therefore prohibited to CISS MLI students. I will not ask an adult (person of or over the legal age) to purchase cannabis, in any form, on my behalf as this is also illegal.
- I will not enter into a nightclub/disco/bar** or other establishment that requires patrons to be over the legal drinking age.
- I will not **use false identification** as this is fraud.
- I will not smoke/vape** as this is not permitted on school property or inside any public building or host family home. Purchase of cigarettes, e-cigarettes, e-liquid/ e-juice, vape, juuls or other similar products is illegal for persons under the age of 19 (18 in some provinces) and is therefore prohibited to CISS MLI students. I will not ask an adult (person of or over the legal age) to purchase these items on my behalf.
- I will not steal** any property from a store or person as this is illegal in Canada.
- I will not willfully deface or vandalize** public or personal property as this is illegal in Canada. I will pay for damages that I cause.
- I will not engage in violence, aggression, harassment or bullying** (physical or cyber) toward anyone in Canada. Harassment can be a single incident or a series of incidents including words, online posts, acts or gestures of a malicious, abusive or defamatory nature directed at a person or a group of persons for reasons of: academic ability, age, sex, sexual orientation, disability, economic status, language, race, ethnicity, religion, appearance or colour.

SCHOOL, HOMESTAY & GENERAL BEHAVIOUR

- Obey the rules and regulations of CISS MLI, my school and my host family. I understand I am a guest in Canada and an ambassador for my country, culture and family.
- Respect the privacy and integrity of CISS MLI staff, all teachers and school staff, homestay members, homestay programme staff and my peers by accepting and behaving politely toward them regardless of their race; national or ethnic origin; colour; religion; gender; age; mental disability; physical disability; and/or sexual orientation, all in accordance with the Canadian Charter of Rights and Freedoms. I will positively accept cultural differences and strive to make the best out of my programme. I know that being part of a Canadian family and school is an important aspect of this programme so I must engage fully with all family members, school teams and new friends, so that I can get to know them, and they can get to know me.
- Attend school on a daily full-time basis and attend all classes as per my class timetable. Any legitimate day absences (ie. illness) must be explained via the prescribed school channels by my host parent and I understand that continued truancy may result in school discipline and eventual dismissal from my school as per the school/school board international student policies.

student	parent1	parent2

13. Make a consistent and determined effort in my school work, meet homework, test and exam expectations and maintain an acceptable academic standing (minimum 60%). I understand and agree that I am in Canada to succeed in my academic programme to my full potential, and will also be governed by the school/school board participation agreements and requirements.
14. Use caution and good judgment when deciding to be a passenger in a vehicle of a host family member with a license class of G or G2(Ontario), N(BC), GDL(Alberta), Probationary License (Quebec). The vehicle driver must hold a valid driving license to carry passengers, has not consumed alcohol, cannabis or drugs of any kind, and is either a family member living in the home, or is a licensed taxi, Uber, Lyft or other ride-share driver. At no time will I be the driver of any motorized vehicle while in Canada, including car, moped, scooter, dirt-bike, snowmobile, ATV, Sea-doo, other watercraft or any other motorized or battery-operated vehicle including an e-bike or e-scooter.
15. I understand that I may use a taxi, Uber, Lyft, or other reputable ride-share service only when neither my host family nor public transportation is available to safely take me to my destination. I acknowledge that by using such services, I will be riding with a driver who is not known to me personally. I agree to exercise vigilance, caution, and good judgment to ensure my safety. I further understand and accept that by choosing to use any third-party transportation service, I do so at my own risk. Neither my host family, local coordinator, custodian, nor the program provider shall be held liable for any injury, loss, delay, or other incident that may occur during or as a result of using these services.

COMMUNICATION

16. Promptly return calls/texts or messages from my host family, Local Coordinator or AYPC (Japanese).
17. Reach out to my host family, Local Coordinator, AYPC (Japanese), Student Care Supervisor and/or school staff when I face challenges and will communicate with my support group calmly and respectfully, no matter how small or big the challenge, to come to a positive resolution for all parties. I understand that I must comply with this if the resolution is a result of a fair process.
18. Maintain regular, respectful and timely communication with my host family, especially regarding after school or weekend plans and/or travel outside of the home.
19. NEVER take, create or distribute pictures, audio or video without the express permission of ALL those being recorded. I understand that making secret recordings or live streaming from within homes or schools is strictly prohibited and may lead to legal consequences and/or dismissal from the school programme.

student parent1 parent2

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SOCIAL MEDIA

20. When posting pictures, messages or comments on any social media site (including but not limited to Facebook, Twitter, Instagram, Snapchat, Line, etc), I will respect personal honour and NOT post negative or hurtful messages/photos of my peers, my or anyone's host family, school staff, and CISS MLI staff
21. I will NEVER agree to personally meet any person/new friend met online, in chatrooms, or other media sites

student parent1 parent2

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TRAVELLING

22. I understand that I must plan ahead and must always FIRST seek and receive permission to travel, especially out of my community, via the CISS MLI Travel Protocols and using the iCent phone app. Depending on the nature of the travel request, my coordinators may need to seek permission from my natural parents.
23. I understand that I am not permitted to travel overnight and/or out of my town without an adult over the age of 25 and that for any approved travel plans, I am financially responsible.

student parent1 parent2

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FULL TERMS AND CONDITIONS - PAGES 4-8

24. In addition to this Student Code of Conduct and Participation Agreement, I acknowledge that I have read and understand the full Terms and Conditions for this programme as found on pages 4-8, which constitute the full outline of expectations and policies for the CISS MLI High School Programme.

student parent1 parent2

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CHARACTER REPRESENTATION

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| <p>25. My application is a true representation of me, my behaviours, my beliefs and my physical, emotional and mental health.</p> <p>26. Misrepresentation may result in an inappropriate school or homestay placement. If I must be moved to a new school and/or homestay as a result of this misrepresentation (example: hiding learning or health challenges, not advising of pet or other allergies), I understand that I/my natural parents will be responsible for any administrative fees to secure a different host and/or school or both, to be more suitable to my needs provided CISS MLI can continue to support my situation. Extreme cases may result in dismissal from the programme.</p> | <p>student</p> <div style="border: 1px solid black; width: 40px; height: 40px; margin: 0 auto;"></div> | <p>parent1</p> <div style="border: 1px solid black; width: 40px; height: 40px; margin: 0 auto;"></div> | <p>parent2</p> <div style="border: 1px solid black; width: 40px; height: 40px; margin: 0 auto;"></div> |
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PARENTAL AGREEMENT

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| <p>27. I/we permit MLI Education Group to use any photographs, images or videos of my/our child in their promotional materials</p> <p>28. I/we hereby waive, release and absolve and agree to indemnify and save harmless MLI Education Group (CISS MLI), the Host Family and the school officials from all liability arising from my/our child's participation in the High School programme, except such as results solely from its or their wilful neglect or willful default.</p> <p>29. I/we agree to provide sufficient funding for my/our child's personal spending and travel expenses</p> <p>30. I/we agree that all the information in the application is true to the best of my/our knowledge and that any falsification of information may lead to the dismissal of my/our child from the programme</p> | <p>student</p> <div style="border: 1px solid black; width: 40px; height: 40px; margin: 0 auto;"></div> | <p>parent1</p> <div style="border: 1px solid black; width: 40px; height: 40px; margin: 0 auto;"></div> | <p>parent2</p> <div style="border: 1px solid black; width: 40px; height: 40px; margin: 0 auto;"></div> |
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I/We agree to the Student Code of Conduct and Participation Agreement (pages 1-3), as well as the Full Terms and Conditions (pages 4-8) as set forth by MLI Education Group (CISS MLI):

Name of student: _____ Dated: _____

Signed by: _____
(Participating student)
(Parent #1)
(Parent #2)

HIGH SCHOOL PROGRAMME FULL TERMS AND CONDITIONS

The following are the full **Terms and Conditions for participation in the High School Programme.**

All terms and conditions must be read and discussed as a family to ensure understanding and compliance. A shortened version on pages 1-3 highlights key points for the Student Code of Conduct and Participation agreement. Signature on page 3 indicates that all terms and conditions have been read.

LEGAL OBLIGATIONS

All students must abide by the federal laws of Canada as well as provincial laws for the province of study or visitation.

- The consumption or possession of **alcohol** is illegal for persons under the age of 19 (18 in some provinces) and is therefore prohibited. Asking an adult (person of or over the legal age) to purchase alcohol on my behalf is illegal.
- **Entry into a nightclub/disco/bar** or other establishment that requires patrons to be over the legal drinking age is not permitted. Use of false identification is fraud and is punishable by Canadian law.
- **Smoking/vaping** is not permitted on school property or inside any public building or host family home. Purchase of cigarettes, e-cigarettes, e-liquid/ e-juice, vape, juuls or other similar products is illegal for persons under the age of 19 (18 in some provinces) and is therefore prohibited to CISS MLI students. Asking an adult (person of or over the legal age) to purchase cigarettes or e-liquid/ e-juice on my behalf is illegal.
- The use or possession of any type of **illegal drugs and/or the abuse of prescription or non-prescription medications** is an extremely dangerous and illegal activity in Canada and is strictly forbidden
- Purchase, use or possession of **cannabis** in any form is illegal for persons under the age of 19 (18 in some provinces) and is therefore prohibited to CISS MLI students. Asking an adult (person of or over the legal age) to purchase cannabis, in any form, on my behalf is illegal.
- Participants must only use drugs/medications prescribed by a medical practitioner. Any medications brought to Canada must be properly labeled and include an English translation of the drug name and the terms of its use. Students who require regular prescription medication should bring a supply sufficient to cover their time in Canada (or until their next visit home) as pre-existing conditions may not be eligible to be covered under the student's emergency medical insurance plan.
- **Stealing** any property from a store or person is illegal in Canada.
- **Willfully defacing or vandalizing** public or personal property is also against the law. Students caught shoplifting items from a store, in possession of stolen items, stealing personal possessions from their host family or other students, willfully defacing or vandalizing any property not belonging to them, will face consequences. Students/ natural parents will be responsible for paying the cost of/replace for any willful damages caused by the student to ANY property. This includes the school, the host family home(s), homes of the student's friends, hotels (during trips), cars or other vehicles etc.
- **Violence, aggression, harassment or bullying** (physical or cyber) is strictly forbidden behaviour. Harassment can be a single incident or a series of incidents including words, online posts, acts or gestures of a malicious or abusive nature directed at a person or a group of persons for reasons of: academic ability, age, sex, sexual orientation, disability, economic status, language, race, ethnicity, religion, appearance or colour.

CHARACTER REPRESENTATION

The CISS MLI application must be a true representation of the student, their behaviours, beliefs, physical, emotional and mental health. Misrepresentation may result in an inappropriate school or homestay placement. If CISS MLI must move the student to a new school and/or homestay as a result of this misrepresentation (example: hiding learning or health challenges, not advising of pet or other allergies), the student and natural family understand that they will be responsible for any administrative fees to secure a different host and/or school, or both to be more suitable to the student's needs, provided CISS MLI can continue to support the student. Extreme cases may result in dismissal from the programme (see last paragraph on page 8).

The student's online social media profiles must be consistent with how he/she/they have presented themselves in the CISS MLI application. If CISS MLI, the school, host family or other members of my community discover that an online portrayal (either prior to arrival in Canada or during the programme) ceases to align with the application, the student and natural family understand that they will face consequences that may include: having to change host families at their expense, verbal or written warnings, up to withdrawal from the programme with no refund.

GENERAL BEHAVIOUR

Students are expected to:

- Obey the rules and regulations of CISS MLI, the school and host family. Students are a guest in Canada and an ambassador for their country, culture and family.
- Respect the privacy and integrity of CISS MLI staff, all teachers and school staff, homestay members, homestay programme staff and school peers by accepting and behaving politely toward them regardless of their race; national or ethnic origin; colour; religion; gender; age; mental disability; physical disability; and/or sexual orientation, all in accordance with the Canadian Charter of Rights and Freedoms
- Respect and accept cultural differences and strive to make the best out of their programme. Being part of a Canadian family and school is an important aspect of this programme so students must engage fully with all family members, school teams and new friends

Travelling in a Vehicle: Students are permitted to ride in a vehicle driven by any host family member with a valid driver's license. This may be a driver under the age of 25 with a valid license rating according to the province – G or G2(Ontario), N(BC), GDL(Alberta), Probationary License (Quebec). In all cases, the driver must be of legal age to hold a valid driver's license in the province of residence and must be authorized to carry passengers. The driver must not have consumed alcohol, cannabis, or any intoxicating substances prior to or during the ride.

Adult drivers outside of the host family or other than a licensed taxi, Uber, Lyft, or other regulated ride-share provider, must be 25 years of age and must be either personally known to the student (e.g., a trusted adult or school-affiliated individual).

Students are not permitted to be driven by anyone, other than their host family or a licensed taxi/Uber/Lyft driver, who is under the age of 25, at any time. Under no circumstances may another student or friend under the age of 25- regardless of their driving experience, or program affiliation—serve as the driver.

HIGH SCHOOL PROGRAMME FULL TERMS AND CONDITIONS

By choosing to use permitted transportation options outside of their host family, students and their natural parents acknowledge that they do so voluntarily and at their own risk. The program, host family, local coordinator, and custodian will not be held liable for any loss, injury, or incident that may occur as a result of third-party transportation.

Ride-sharing: Students are permitted to use a taxi, Uber/Lyft or other reputable car-share in cases where the host family is unavailable to drive the student and public transit is not a viable option. The student and natural parent(s)/legal guardians understand that using such services means riding in a car with a driver unknown to the student. Students are urged to use caution to ensure personal safety

Risk and Caution: *This travel policy modification carries inherent risks for student safety. Natural parent(s)/legal guardians must ensure their child is fully versed in understanding risks and taking necessary precautions and will discuss their comfort level with permitting their child to be a passenger in various scenarios. MLI Education Group does not permit students to become passengers in vehicles driven by local friends who may not have a full license, who do not have extensive driving experience or who are under the age of 25. The only exception will be in the case of host siblings, where the host parent permits their child with a valid class driver's license to drive their host sibling. This decision to give permission for the student will be at the discretion of the student and their natural parents. Natural parent(s)/guardians understand this risk when agreeing to sign this agreement.*

All students must continue to follow the established travel protocols regarding travel outside of their community, regardless of the mode of transportation to do so.

Cycling: Students are permitted to use a bicycle with the permission of the host family and CISS MLI. Students MUST:

- acquaint themselves with the local road rules
- wear a CSA (Canadian Standards Association) approved biking helmet
- exercise caution at all times
- use bike lanes where available
- use a bike with proper lighting including a fixed back light
- stop at all stop signs and red lights; obey all traffic laws
- use appropriate hand signals when making turns or lane changes

Cyclists are expected to understand and use driving rules of the road. While drivers of vehicles are expected to respect the space of a cyclist on a road, road sharing can be challenging, especially in more urban and congested cities.

If the host family or CISS MLI deem the student's community to be unsafe for cycling, the student may be denied permission to ride a bike.

Skiing/Snowboarding: Students wishing to ski or snowboard while in Canada MUST:

- ensure natural parents submit consent waiver via iCent app prior to any ski/snowboard activity;
- submit a travel request via iCent; permission must be granted by CISS MLI prior to the ski activity
- wear a CSA (Canadian Standards Association) approved ski or snowboard helmet
- Beginner or low-intermediate level skiers/snowboarders must enrol in at minimum one (1) ski lesson at the intended ski hill, at their expense
- receive full permission to ski with friends via iCent from their host family/Local Coordinator, in advance of going to the ski area.

Engaging in sexual relationship(s) while in the programme is not permitted as it can result in several unwanted consequences and may be a breach of moral standards in certain cultures. This policy applies to students of any age in our high school programme.

Employment: Participants must not accept paid employment or enter in any contractual agreement, be it extended homestay, business, marital, religious or other. The purpose of this programme is for the student to have a successful cultural and academic experience. While Canadian students may find part-time employment at age 16+, Study permit and permissions for entry to Canada prohibit an international student from obtaining paid employment. Volunteer work in the community or through a school co-op school programme is permitted.

SCHOOL AND ACADEMIC EXPECTATIONS

Mandatory Courses: At time of application, the student and natural family must advise CISS MLI of any mandatory courses required by the student's home school, state or country for the purpose of validating their studies at the conclusion of the semester or school year. Note that schools will do their best to meet requests but face limitations with class size limits and scheduling conflicts. It is recommended that the student provide as many course options as possible to give the school a wider range with which to work for the student's timetable.

Any student with required courses / covalidation needs – especially at specified grade levels – must meet the English proficiency and Academic standards to be placed in the requested courses. If school testing (before after arrival) provides results at a lower than required level, the school has the right to adjust the student to the more appropriate course levels, which may affect the ability to covalidate.

Students must remain in their selected courses and not withdraw or change courses without the consent of the school officials AND CISS MLI. This is to ensure that there is no risk to validation or other requirements from the student's home school, state or country

School Attendance: Students must attend school on a daily full-time basis and attend all classes as per their class timetable. Unexplained absences will be noted on the student's academic record. Students will be disciplined for excessive truancy and skipping classes. Continued unexplained absences may result in mediation with a school counsellor, suspension or even expulsion from the school. If the student is ill and must remain at home, the host family must excuse the student via the prescribed school channels. Valid absences are noted on the student's academic record but are not cause for discipline.

Students must make a consistent and determined effort in their school work, meet homework, test and exam expectations and maintain an acceptable academic standing (minimum 60%). Students are in Canada to succeed in an academic programme. They will also be governed by the school/school board participation agreements and requirements. Any students who struggle in their coursework will meet with the school guidance counsellor and the CISS MLI support team will be notified. Students must follow all recommendations provided by the school and support team to improve in their work.

Plagiarism, copying text, images or other work without crediting the author, is illegal, especially for academic work. Schools regularly run anti-plagiarism software when checking student assignments. Students caught willfully plagiarizing on a school assignment will receive a zero as a mark on that assignment and will be disciplined.

Students are not permitted to make changes to school placement of own accord. Any change to a different school must be pre-approved by

HIGH SCHOOL PROGRAMME FULL TERMS AND CONDITIONS

CISS MLI with a formal move plan established by the local coordinator. Expenses relating to the move to a new school, including school fees and/or the selection of a new host to be in the school district of the new school will be charged to the student/natural family.

HOMESTAY

Student and natural parents are expected to accept the host family selected by CISS MLI. Except in cases where the placement has overlooked an allergy or dietary need that is incompatible with the student selected host and re-match is warranted, students and hosts are expected to be open-minded and trust in CISS MLI to have reviewed and screened the host to meet our hosting criteria.

Host families may not be rejected on the basis of race; national or ethnic origin; colour; religion; gender; age; physical disability; and/or sexual orientation, all in accordance with the Canadian Charter of Rights and Freedoms

After arrival and after an initial settlement period, should the student wish to discuss issues, concerns or request for a change of host, they must reach out to their local coordinator, AYPC (Japanese) and follow the CISS MLI protocols. Concerns will always be discussed and investigated. CISS MLI prefer to use mediation as a first step as in our experience, students experience settlement issues that are often resolved through communication.

Students are not permitted to make changes to their host family of their own accord. Any change to a host family must be pre-approved by CISS MLI with a formal move plan established by the local coordinator.

Behaviour in a host family: Students are invited to live in the home of a Canadian family. The family receives compensation for expenses incurred while hosting a student, but this experience should not be treated as a hotel stay. The student forms an integral part of the host family, and as such will be treated as a family member. Students are expected to behave and speak respectfully to their host mother and father, and any other members of the household voluntarily assist with light household chores, consistent with expectations of any other child or student in the home keep their bedroom clean and tidy and maintain any other rooms in the home that are used exclusively by the student or are shared with other household members

Use of a host family computer or access to host family WiFi is at the host's discretion and the student must respect bandwidth restrictions. If the student's usage exceeds the allowed limits they will be responsible for paying for this. Under no circumstance is the student permitted to download or create illegal material, pornography. Students must advise and receive expressed permission from their host to download or create video games, songs or movies while using the host family WiFi, even if the student brings their own laptop.

Student will be responsible for repayment of any and all expenses incurred by the student (including but not limited to any losses or damages that student may cause - willfully or accidentally - in the home, residence or school; cell phone fees, internet usage expenses and/or medical expenses etc. Hosts are under no obligation to use home insurance to cover student damages. **Student's personal belongings are not covered under the home insurance of the host family**

Students are not permitted to enter into a private hosting agreement or custodian agreement with the CISS MLI host family once the time period for the current placement ends. CISS MLI provides both homestay & custodianship for the students.

COMMUNICATION

Mobile phones/tablets etc: Students are strongly recommended to obtain a Canadian mobile phone number. Any expenses incurred by the transfer of SIM Cards, purchase of new SIM Cards, mobile phones or contracts are the student's financial responsibility. They must share their phone number with the host family, local coordinator and/or AYPC (Japanese) and always return calls/texts or messages promptly.

Students may bring phones and iPads/ tablets to school provided the school has an approved BYOD (Bring Your Own Device) policy, and the device is used as an academic tool. Many schools offer WiFi for student use, but some social media platforms are blocked during the school day. School libraries offer computers with Internet access.

Recordings

NEW 2026 It is unacceptable to take, create or distribute pictures, audio or video without the express permission of ALL those being recorded. Making secret recordings or live streaming from within homes or schools is strictly prohibited and may lead to legal consequences and/or dismissal from the school programme and/or CISS MLI.

Home phones are less common in Canada as most families use a personal cell/mobile phone. Long-distance calls should be made using the student's personal cell/mobile phone using WhatsApp, Line, Zoom, Facetime, WeChat or other internet-based platform. In the event that the student makes a long-distance call on the family's phone account, the student will be responsible for paying for this when the bill comes in. If using an Internet-based platform, the student must be sure to verify with the family the best time and duration for communications. Internet plans/ WiFi usage policies will vary

Support: Natural parents are part of their child's overall support group, but should not be considered the sole support in Canada. Natural parents must allow the Canadian team to support the student and reach resolutions per protocols established by CISS MLI. Everyone goal is the student's success, and support protocols are in place to help each student achieve success and to grow in their maturity and independent learning processes.

Students must reach out to their host family, Local Coordinator, AYPC (Japanese), Student Care Supervisor and/or school staff when they face challenges and must communicate with their support group calmly and respectfully, no matter how small or big the challenge is, to come to a positive resolution for all parties. Students and natural parents must recognize and understand that the result might not always be the result that the student or natural family want, though they must comply with this if the resolution is a result of a fair process.

Students must maintain regular, respectful and timely communicate with their host family, especially regarding after school or weekend plans and/or travel outside of the home. Students must learn to plan ahead and must always FIRST seek and receive permission to travel, especially out of their community or city, via the CISS MLI Travel Protocols and iCent phone app. Depending on the nature of the travel request, CISS MLI may need to seek permission from the natural parents.

SOCIAL MEDIA

Students who use social media sites such as Snapchat, Facebook, Twitter, WhatsApp, Instagram, Line etc. must:

- Respect their and other people's personal integrity on all posts
- Refrain from posting hurtful or negative messages about any other

HIGH SCHOOL PROGRAMME FULL TERMS AND CONDITIONS

students, staff or situations that occur at this programme, their host family or their school

- Refrain from posting inappropriate or pornographic images of themselves, friends, family etc.
- Remember that Cyber-Bullying is a crime punishable by law
- Students must NEVER agree to personally meet any person/new friend met online, in chatrooms, or other media sites
- Under no circumstance is the student permitted to download or create illegal material, pornography, video games, songs or movies even if the student brings their own laptop. Pornographic materials may result in the immediate withdrawal from the programme.

ILLNESS, HEALTH AND INSURANCE COVERAGE

All students must have comprehensive medical/dental insurance coverage for the full duration of their stay in Canada. Some school boards will require the student to be covered by the insurance via the school board, others will allow students to bring their own. CISS MLI offers a comprehensive Canadian insurance plan accepted by most school boards.

In the case of illness, the student must immediately inform their host family or contact their local coordinator. The student must always have their medical insurance information available and follow the process as established by their coverage plan. Depending on the insurance plan, the hospital, clinic or doctor's office may process the claim directly or the student will be asked to provide up-front payment to be claimed by the student directly with the insurance company. Students are asked to have a credit card available for use for any such payments.

Any insurance policies from a student's home country must have an English translation so that CISS MLI and/or the host family understand the coverage terms. The student is responsible for processing any claims directly. Any payments in excess of the insurance coverage must be covered completely by the student and/or natural family

Pre-existing conditions are not typically covered by insurance plans. It is imperative that CISS MLI receive a full and complete health form to understand conditions that may not be covered.

Students requiring medical attention and care (including ambulance) as a result of an illegal activity including but not limited to: alcoholic intake, ingestion of an illegal drug, abuse of prescription drugs, or violent activity, may not be covered by their Canadian or provincial insurance plans. Any expenses incurred for such a situation may need to be covered directly by the student and his/her natural family.

TRAVEL WITHIN CANADA / TRAVEL HOME / NATURAL PARENTS VISITS WHILE ON THE PROGRAMME

Any travel plans must always be confirmed by CISS MLI through the use of our Travel Protocols and the iCent phone app

Travel within Canada: Students are not permitted to travel overnight and/or out of their community or city without an adult over the age of 25 and that for any approved travel plans, the students is financially responsible for any expenses due for the trip.

Travel home for holidays is permitted for students enrolled in a full 10-month school year programme but restricted to travel during the winter break or spring break only. Students enrolled for less than 10 months are not eligible to travel home while on programme.

International travel plans must be submitted following the CISS MLI Travel Protocols and using the iCent phone app no later than 3 weeks

prior to the intended departure date and must not exceed the dates of the scheduled break per the student's school calendar. **CISS MLI does not support student travels, nor can CISS MLI arrange airport transfers during the following black out dates during the winter break: December 24, 25, 26 or December 31 and January 1.** Travel plans must be arranged outside of these dates. CISS MLI must approve international travel plans, including any private arrangements to/from the airport. Initial arrival and final departure transfers are included in the programme and will be arranged by the CISS MLI team.

Airport Transfers for holiday travel

The student package includes arrival and final departure transfers between gateway airport and student community. Any other travel, including travel over holidays, that requires the student to be transferred to the airport for flights home or to other destinations must be submitted following the CISS MLI Travel Protocols and using the iCent phone app no later than 3 weeks prior to the intended departure date and must not exceed the dates of the scheduled break per the student's school calendar. **Students/agents/natural parents may request the services of CISS MLI to arrange the airport transfers or students may be permitted to make their own transfer arrangements with prior consent of their LC (local coordinator)/CISS MLI.** Transfer options and supplementary costs will be confirmed with the agent prior to departure day and supplementary cost invoices must also be paid prior to departure date

Students are permitted to visit relatives and close family in Canada only with express permission through our CISS MLI Travel Protocols and the iCent phone app. All travel plans must be made no later than 2 weeks prior to the planned visit. Parents and family friends may visit the student at the END OF THE PROGRAMME to avoid disturbing school and host family life. Any planned visits by the natural parents must be advised no later than 3 weeks prior to the planned visit.

CUSTODIANSHIP

All students under the age of 18 (19 in BC) must be under the legal guardianship of a Canadian citizen or permanent resident of Canada.

CISS MLI provides legal guardianship for all students enrolled in the CISS MLI High School programme. This responsibility ends when the student returns to their home country, or in the event of withdrawal from the CISS MLI programme, if a new guardianship document is issued, or a release letter is presented. CISS MLI guardianship services will terminate at the end of the purchased programme date, the end of semester one or the end of the school year, whichever comes first based on the student programme agreement. Guardianship services will not be extended beyond these dates for extended stays in Canada that are not linked to an educational programme and a CISS MLI Homestay.

The guardianship package includes a notarized declaration per Government of Canada regulations, to be signed and notarized by both a CISS MLI representative and the natural parent(s) of the student. Both copies are required for a student to obtain a Study Permit.

In cases of medical emergency, school discipline or legal matters, the legal Canadian guardian will be notified and will be asked to take legal responsibility over the situation, including immediate and emergency decisions. Our team will notify the natural family of the student to ensure all information is passed and when possible, an informed decision can be made together.

HIGH SCHOOL PROGRAMME

FULL TERMS AND CONDITIONS

WITHDRAWAL FROM THE PROGRAMME

In the event that the participant does not comply with the rules and regulations, CISSMLI has the right to terminate participation in the CISS MLI High school programme which will result in immediate release from CISS MLI and MLI Education Group's responsibility.

Dismissal from or voluntary withdrawal from the Programme shall result in termination of CISS MLI custodianship and release of CISS MLI's responsibility as legal custodian. If the natural parents and/or agency for the student arrange for alternate academic programming and/or homestay to allow the student to remain in Canada, CISS MLI must receive proof of new custodianship within 10 business days of the withdrawal notice. Failure to provide an independent custodian will result in a report to the School Board, Agent, and IRCC which may result in a nullified Study Permit and will leave the student unsupported and out of their home-country parental/guardian supports.

If the student will return home following a programme withdrawal, flights must be arranged at the earliest possible date, and all costs for repatriation is the financial responsibility of the natural family.

If the student is dismissed from the CISS MLI High School Programme for reasons of inappropriate or illegal student behaviour or is expelled by their school, resulting in the full withdrawal from the CISS MLI and MLI Homestay programme, there is no refund of fees.

Should the student choose to withdraw from the programme of their own volition, for personal reasons, refund of fees may not be possible. CISS MLI may consider force majeure or medical emergencies as exceptions and will review such situations on an individual case basis for partial refunds. However, it must be understood that:

- Should a force majeure cause the student's school to move to online learning and the student is presented with the option to continue their studies online but chooses to voluntarily discontinue their learning either in Canada (as per local students) or in their home country (if permitted by the Canadian school), there will be no refund of tuition fees. Schools view this as the student's choice to suspend the educational opportunities provided by the school.
- Should a force majeure cause the student's school to close or move to online learning and the student is not presented with the opportunities to continue their studies, refund of any tuition fees will be at the discretion of the school/school board understanding that CISS MLI may not be able to provide a refund that includes tuition fees.

Misrepresentation: If it is discovered that the participant and/or parents/legal guardians have withheld, or knowingly provided false or misleading information as part of all pieces of the application, the CISS MLI programme may be terminated, and the student will be withdrawn from the programme

If the Participant and/or parents/legal guardians fail to notify CISS MLI of any change relating to the student's physical, emotional or mental well-being prior to his/her arrival in Canada, and the change affects the community, school or homestay placement or the success of the student in the programme, CISS MLI may withdraw the student from the programme for their own safety and well-being. Repatriation home will be at the expense of the natural family and programme fee refund may not be possible.

If CISS MLI discovers incriminating evidence related to inappropriate behaviour or violations of programme rules through photos or comments posted online, CISS MLI may withdraw the student from the programme and programme fee refund may not be possible.

Online profiles must be consistent with how students present themselves in application forms. If CISS MLI, the host family, local coordinator, school official or any affiliate of CISS MLI discover that the student is different from that portrayed in their application, the student may be withdrawn from the programme and programme fee refund may not be possible.