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|  ***Client:*** |       |
| ***Address:*** |           ,  |
| ***Contact:*** |       |
| ***Tel. #:*** |       |
| ***Preliminary Review Date:*** |       |
| ***On-Site Review Date:***  |       |
| ***[ ]  Public Sector*** ***[ ]  Private Sector*** |  |
|  |  |

***Guidance on using the checklist.***

-The standard requirements are listed on the first 2 columns namely “Section” and “Standard Requirements”.

-The Yes / No columns are for the auditor to use to indicate whether the requirement has been met.

-The Auditor Notes section is for the auditor to add comments or identify issues or opportunities for improvement.

*N.B. Issues can only be raised against the standard not being met or a process not being followed as described or documented*.

*True and accurate information must be provided to Orion. False information may result in immediate suspension and/or termination of accreditation. The audit will include all information since the previous reviews. Programs not following the requirements between Orion visits may also be suspended or have their accredi. For example, a program hiring unqualified teachers then removing them prior to Orion’s review.*

|  |  |
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| **Program Summary:** |  |
| **Programs Offered:** |  |
| **Number of Instructional hours per weeks:** |  |
| **Number of weeks per level:** |  |
| **Number of students:** |  |
| **Number of teachers** |  |
|  |
| ***Exclusions & Justification****All exclusions must be justified. Exclusions are only allowed if they simply do not apply. For example, you do not offer a junior program, D.5 may not apply.*

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| **Potential Exclusions** |  | ***Justification for the exclusion*** |
| **D.1 Orientation**(Not needed if program does not serve international students) | ***[ ]***  |  |
| **D.3 Activities**(Not needed for “remote” programs) | ***[ ]***  |  |
| **D.4 Accommodations**(not needed if the LC member program does not provide or recommend a single external provider. If the service is contracted to the program, then the standards must be followed**).** | ***[ ]***  |  |
| **D.5 Care of Junior Students**(not needed for students over 15 years) | ***[ ]***  |  |
| **H.7 Facilities**(not needed if the program is provided via a “remote” environment) | ***[ ]***  |  |
| ***NOTE: “Remote” refers to teaching and learning offered that does not require the student to be physically present in a classroom setting. (e. g. via zoom)*** |
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| ***SECTION A******PRELIMINARY DOCUMENT REVIEW OF Standards Requirements*** *Member School to ensure* ***documents*** *submitted reflect the requirements noted in this section. Orion ‘s review will be based on the information provided.* |
| **SECTION** | **LC 2023 STANDARD REQUIREMENT** | **AUDITOR TO CONFIRM THE FOLLOWING** | **YES** | **NO** | **AUDITOR NOTES / ISSUES** |
|  |
| **C****C.1** | Accurate and current information on program offerings, services, and costs is readily accessible in print-based format and on the LC Member’s website. | -Thorough review of web site and printed material was done to ensure programs, services and costs are detailed and the same. | ***[ ]***  | ***[ ]***  |       |
| Before registration, students receive a documented statement of the appropriate LC Member’s fee and refund policy as well as any other contract required by the LC Member. | -Does the student receive pre-arrival information about all fees, refunds and contracts to be signed?-Does it include information about accommodation policies?  | ***[ ]***  | ***[ ]***  |       |
|  | Additional Specifications**C.1a** The program information is comprehensive and covers all program options.**C.1c** Documented 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.
 | Are all of the English Language Learning programs included?**What programs are included?**Auditor confirmed that documented statement of fees includes all noted. | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
| **C.2 Records** | Student records are kept confidential in accordance with applicable federal and provincial legislation. Documented policies regarding confidentiality are clearly stated and followed. | Was a written records management policy received?Does the written records management policy include reference to federal and provincial legislation? | ***[ ]***  | ***[ ]***  |       |
|  | Additional Specifications**C.2a** Student records are kept in a secure location. Access is controlled whether the records are stored in electronic or hardcopy format.**C.2b** The policy for handling student records is documented and followed.**C.2c** Student records shall be maintained for a **minimum of five years**, in electronic or hardcopy format.**C.2d** A process is in place to keep records, and contact information is documented and followed. | .Does the policy state where the records are kept and that access is controlled?There are details in the policy about handling recordsPolicy stipulates that records are kept for **5 years**It stipulates how records and contact information is kept current | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  |       |
| **C.3 Immigration and Insurance** | The LC Member ensures that students are informed that they are responsible to have and maintain medical insurance for the duration of their enrolment. | Auditor confirmed that there is a written policy re student medical coverage. | ***[ ]***  | ***[ ]***  |       |
| **D**D.1. **Orientation** | D.1a A general orientation to studying and living in Canada is provided, including information on: accommodation, weather, clothing, food, immigration regulations.Dental and medical information, travel, local transit, etc. shall be provided. | Auditor to check if this is in pre-arrival information. | ***[ ]***  | ***[ ]***  |       |
| **D.2.2 Problem Resolution**: | A written statement that explains the LC Member’s procedures for problem resolution is provided to students in the Student Handbook, on course outlines or via another avenue. | Checked if there is a written defined dispute resolution policy in place.  | ***[ ]***  | ***[ ]***  |       |
|  | **D.2.2b** A documented procedure or policy is in place for responding to students' feedback, suggestions, and complaints. Records shall be maintained as evidence of feedback received, responses given, and actions taken as necessary.  | Checked that there is a written procedure for responding to student complaints/ suggestions.Checked that complaints are documented | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
| **D.3 Activities:** | The LC Member presents opportunities for students to experience the diversity of Canadian culture within the target language by participating in local cultural, social and recreational events.  | Auditor checked that an activities calendar has been submitted. | ***[ ]***  | ***[ ]***  |       |
| **D.4 Accommodation** | If the LC Member offers accommodation services, the following will be available:1. A listing of all housing options, which may include dormitories, residences, apartments, homestays, or any other alternative accommodation service provided by the LC Member.
2. Clear information outlining features, terms, conditions and rules of the accommodation service. This information will be made available to those who may use the services or who are involved in the provision of those services.
 | Is there a written list of all types of housing the member provides?Is written information available for **providers** and **students** about the features, terms and rules regarding the accommodation?Does the member make it clear that the accommodation is provided by the institution or is for information purposes only and not an endorsement?  | ***[ ]*** ***[ ]*** ***‘******[ ]***  | ***[ ]*** ***[ ]*** ***[ ]***  |       |
|  | When confirming accommodation services for students, the LC Member will provide in writing to the student prior to the start of the accommodation services:1. detailed information about the type of accommodation
2. detailed description of services to be included and provided
3. location of the accommodation with relevant transportation information
4. fees for the accommodation and payment terms and requirements
5. cancellation terms, including any penalties, and refund policies
6. policies regarding service complaints and dispute resolution
7. in the case of homestay, background information about the homestay household
 | Auditor checked that clauses noted in the column to the left are included. | ***[ ]***  | ***[ ]***  |       |
| **D.5 Care of Junior Students:** | If the LC Member 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.D.5.a- LC Members placing students under the legal age of majority in homestay will:1. Provide evidence of having policies and practices in place to minimize risks for these students.
2. Provide resources to these students explaining what they must do if they ever feel uncomfortable about the intention or behaviour of any resident in their homestay.
3. Agree to re-assign any student under the legal age of majority to another homestay within 24 hours if the student requests a change in the homestay due to feeling uncomfortable about the intentions or behaviour of any resident in the homestay.

**D.5b** The LC Member clearly identifies the duties and responsibilities of above person(s) in writing.  | Auditor to check if there are written Policies and Procedures (Junior Handbook?) ***The Policies and procedures must include information about how to reduce risk in homestay, including:***1. information about what the student is to do if they feel uncomfortable with any person in the family home2.confirmation that they will be moved within 24 hours if this happens3.Having a detailed job description outlining duties and responsibilities for that person or department | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  |       |
|  | **D.5d** The LC Member ensures the following rules and management strategies are implemented: * An employee cannot take junior students to a place/destination outside the usual venue of the program without written prior approval of the program supervisor.

An employee cannot be alone in a private setting with a junior student without the knowledge and written 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.
* Junior students are issued an ID Card that includes contact information for the student and is to be carried at all times. Contact information for the responsible guardian(s) is included.

**D.5g** The LC Member’s policy on bullying or perceived bullying or abuse is clearly documented and communicated to students. | **7.The Policies and Procedures for Juniors must state that´:**8.a. An employee cannot take junior students to a place/destination outside the usual venue of the program without written prior approval of the program supervisor.8 b. An employee cannot be alone in a private setting with a junior student without the knowledge and written approval of the program supervisor, and 8c. Junior students are told how to seek help if they are not comfortable with any staff person working in the program.8.d. Students must be issued an ID card, carry it at all times and have their contact information and that of the responsible guardian(s)8.e. the Policies include bullying, perceived bullying or abuse and this policy is communicated to students | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  |       |

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| **E****E.1 Education and Training:** | All academic staff must have university degrees and specialist training and experience in English and/or French language teaching appropriate to the courses they are teaching.For detailed specification and classifications of TESOL specialist training, please refer to the document *Languages Canada Classification of TESOL Qualifications.*  | Has the TQS been reviewed to ensure that all teachers have LC required training?If degrees are not from a Canadian university, was a degree equivalence assessment submitted from WES, IQAS, ICES or equivalent Canadian body?*Use the “Summary of Teaching Qualifications – English Programs” document.* | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
|  | Additional Specifications**E.1a** * For LC **Members teaching English**, a minimum of TESOL-I level qualification is required for all academic staff.
* For **LC Members teaching French**, a degree in Education or a degree with experience in teaching French as a Second Language is required.
* **For ESL junior** LC Members, 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 TESOL-I preferably with experience teaching juniors.
* There will be a valid rationale provided for the employment of any teachers or academic leader without the ELT/TESOL FSL qualifications specified above and in the Languages Canada Classification of Specialist Qualifications.
 | 1.Do teachers of **ESL** have a TESOL -1 level certificate?2.Do teachers of **FSL** have an education degree or a degree and experience teaching FSL?3.Do teachers of **Junior** programs have a B.Ed, preferably with 2nd language experience **OR** TESOL=1 , with experience teaching Juniors?4. Was a valid rationale provided by LC for teachers who don’t meet these requirements?NB: Do the **Academic Leaders** have: 1-250 hr, of instruction plus 5 hr. of supervised and 10 hr. of observed teaching, Or 2-MA in TESOL Or 3-TESOL 1 and identified areas of PD from the E-Grid. (see Professional Development)  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  |       |
|  | **E.1b** Verified true copies of original diplomas / certificates for all academic staff will be required for the on-site visit. | Checked ALL teacher and academic staff files that have not been verified by an LC auditor previously.Note: “Template for Practicum Equivalence Letter” is available if Academic Leader chooses to sign-off on practicum component.Does a Collective Agreement or institutional policy prohibit sharing personal information? If so, was it identified before the site visitWas it submitted to the AAB.? | ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]***  |       |
| **E.4 Performance Appraisals** |  |  |  |  |  |
|  | *The**criteria for evaluation are measurable and available in writing. The results of the evaluation should identify professional development opportunities.*  | Are criteria for evaluation measurable and written?Do the results help to identify professional development options? | ***[ ]***  | ***[ ]***  |       |
| **E.5 Professional Development**: | The LC Member provides a range of professional development options for teachers. | Checked if options for professional development are offered and a list was provided | ***[ ]***  | ***[ ]***  |       |
|  | Additional SpecificationsE.5a In-service training and development opportunities provided on on-going basis.E.5b Professional development activities are documented and may include but are not limited to:1. in-house workshops
2. access to/review of current publications
3. conference attendance
4. conference presentations
5. participation in professional organizations
 | Was a list or a log of in-service training or PD funding provided by the program or institution?Did it include:1.in-house workshops2.access to/review of  current publications**3.**conference or seminar attendance**4.**conference presentations**5.**participation in professional organizations**6. mentoring opportunities****7. research and development of materials** NB: there must be documented proof that **the Academic Leader** has demonstrated participation in some of the above. | ***[ ]***  | ***[ ]***  |       |
| **F****F.1 Definition of Programs:** | The language programs offered by LC Members provide a succession of proficiency levels designed to achieve program completion. For on-site programs, 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, programs, and remote modules provide varying delivery options sufficient to meet the stated course objectives. | Was a written curriculum for each level provided?Does each course/level offer 15 instructional hours per week for at least 4 weeks?Is there a succession of levels? | ***[ ]***  | ***[ ]***  |       |
| **F.2 Skills**: | The language programs offered by LC Members cover 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 | Check that reading, writing, listening, speaking and grammar are covered. Does the curriculum offer an integrated skills approach?Does the curriculum offer specialized skill courses? Are there a variety of delivery options?  |  | ***[ ]*** ***[ ]***  |       |
| **F.3 Curriculum**: | The LC Member has a documented curriculum, which specifies goals and objectives. |
|  | Additional Specifications **F.3a** Curriculum is 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. For example, as appropriate for the goals of the students and the objectives of the curriculum:* providing for, and encouraging, the use of current educational technology and media in the classroom, including but not limited to computer-assisted language learning (CALL), SmartBoards, mobile devices, and social media
* promoting critical thinking in classroom activities and projects, with possible application to learning outside the classroom, for instance supporting local volunteer associations
* blending the teaching of language and content maximizing classroom time for student interaction and collaboration, and using media creatively for transmission of information, for instance utilizing a “flipped classroom” approach
* demonstrating how it has incorporated up-to-date research and approaches to language teaching into its program
 | The curriculum is written and includes:1.detailed description of program options and course offerings2.measurable performance objectives 3.criteria for completion of levels and program4.methodology and content taking into consideration target audience and a variety of learning styles5.list of required texts and reference materials, including rationale6.other learning resources available to teachers?7.Does the curriculum provide for technology to be used in the classroom? (e.g. CALL, SmartBoards, mobile devices, social media)8.Is critical thinking promoted in classroom and learning outside of the classroom (volunteering, etc.)9.Does the curriculum blend teaching of language and content?10.Does the program encourage student interaction/collaboration and use a flipped CR approach? 11.Is the language teaching showing how it has integrated up-to-date research in language learning into the program? | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
| **F.4 Curriculum Review:** | The LC Member has a process in place for curriculum review at least every five years, and for modification as required. | Confirm items such as:  Is there a complete Curriculum review every 5 years?Is there a process for ensuring changes have been implemented? | ***[ ]***  | ***[ ]***  |       |
|  | 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
 | Checked to see that CR includes each of the elements noted. | ***[ ]***  | ***[ ]***  |       |
| **G****G.2 Agents**: | LC Members are required to adhere to the Best Practice Guidelines for Dealing with Agents as set forth by Languages Canada. | As outlined in LC’s “Best Practices for Dealing with Agents”, contracts include:* 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.
 | ***[ ]***  | ***[ ]***  |       |
| **G.3 Publicity Materials**: | All promotional materials and supplementary information present a clear, accurate and current description of the options and services offered by the LC Member. |
|  | Additional SpecificationsG.3.a Publicity materials reflect actual program options, services, facilities and location at time of publishing | Auditor checked the information on the web and in the brochure to see that it is congruent with what is seen and discussed on-site and that it is clear and accurate. | ***[ ]***  | ***[ ]***  |       |
| **H****H.1 Overview** | The LC Member 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. |
| **H.3 Leadership**: | There is a clear and effective management structure for the LC Member. | Was an organizational chart provided? | ***[ ]***  | ***[ ]***  |       |
| **H.4 Policies**: | Relevant program policies and procedures as set out in this standard are readily accessible to all levels of staff and students. Note that some internal policies and procedures may not be relevant to students. | Is there a Student Handbook?Is there a Staff Handbook?Is there an Instructor Handbook? | ***[ ]***  | ***[ ]***  |       |
| **H.5 Orientation / Evaluation**: | The LC Member has in place a system for monitoring and observing the performance of all levels of staff. Guidance is offered by the programadministration.  |
|  | **H.5c** Documented criteria for dealing with unsatisfactory performance. | Auditor has received documentation on performance management. | ***[ ]***  | ***[ ]***  |       |
| **H.6 Terms of Employment** | Additional Specifications H.6a Written position descriptions, including duties and responsibilities, are available for all levels of staff. | Has the auditor received all of the position descriptions? (They were checked against the org. chart) | ***[ ]***  | ***[ ]***  |       |
|  | H.6b Personnel policies for recruiting/appointing all levels of staff in writing are followed. | Auditor checked that written recruiting/hiring policies were submitted | ***[ ]***  | ***[ ]***  |       |
| **H.7 Facilities**: | *The physical resources of the LC Member 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 all levels of staff are aware of these)

H.7b Resources for Remote Learning1. Minimum hardware, software, and/or other requirements shall be determined, documented, and communicated to students and remote teaching providers to minimize technological issues.
2. LC Members who offer remote learning will have in place an appropriate Learning Management System or similar digital learning environment that is fit for purpose.
3. Guidelines on how to interact within the remote learning environment must be communicated at the outset of the course or program and readily accessible to all students.
4. Support and training for the effective operation and management of remote teaching and learning should be in place.
 | Was a Fire and Safety Report submitted?1. Is a written Learning Management System for Remote or digital Learning given to staff and students prior to implementation?2. **If yes, does it include**:a. identified minimum Hardware, software, etc. requirementsb. guidelines on how to use the remote learning systemc. information on how to access support and training to ensure it operates effectively? | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
| **H.8 Operational Review:** | **The LC Member will have in place procedures to review internal processes.** |
|  | Additional Specifications**H.8a. Internal Audit:** The LC Member shall conduct an internal audit at least once within each calendar year to ensure the program is effectively implemented, maintained, and conforms with:* The requirements of this Standard;
* The program’s own requirements.

The criteria for conducting the audit shall be planned and carried out by competent auditors independent of the activities being reviewed. Records of the audit shall be maintained including:* Date of the audit
* Auditors
* Areas Reviewed
* Results of the audits (positive aspects / deficiencies and areas for improvement)

The results of the audit shall be communicated to the person responsible for the program and serve as an input to the Operational review.Actions taken to correct any deficiencies shall be recorded.  | The auditor has received and reviewed the current or most recent annual internal audit. *Auditor to check that the following functions have been reviewed:*Independent auditors have conducted the internal audit.Auditor checked to confirm that the written annual audit has:-The auditor’s name and date -Areas reviewed-The results of the review, including the positives, deficiencies and areas for improvement -Proof that the actions to be taken have been recorded in this internal audit-Proof that the written results were communicated to the person responsible for the program area | ***[ ]***  | ***[ ]***  |       |
|  | **H.8b. Operational Review:** The LC Member has a process in place for the periodic review of programs and services and for modification, as required. As a minimum, this review shall be done at least every five years. Input to this review shall include:* Results of any curriculum review
* Results of the internal audits

The Operational Review shall be documented including any outputs and actions required.The focus of the review may vary depending on the intent: financial, staff utilization, facilities, marketing plans, curriculum review, etc.*N.B. Guidance may be sought from external organizations, the parent institution or Languages* Canada. | Checked that a written operational review is done within a 5- year period. *Checked that the written Operational Review includes:*a. The results of the curriculum reviewb. Results of the internal auditsc. Actions requiredd. Clear information about the other areas reviewed(finance, marketing plans, accommodation, activities, etc.)Was guidance sought from LC or other organizations? | ***[ ]***  | ***[ ]***  |       |
| **H.9 selection and monitoring of external providers:****Contractual Requirements** | A LC Member may choose to contract portions of their service offerings (e.g., homestay / excursions). In these cases, the LC Member retains the full responsibility to ensure the requirements of the standard have been maintained.The LC Member shall determine and document the criteria for the:1. Selection;
2. Monitoring and evaluation of performance;
3. Re-evaluation of external providers, based on their ability operate in accordance with standard requirements.

Records of selection, monitoring, and evaluations shall be documented. Monitoring efforts may include an audit of the provider, reviews of records to confirm the requirements have been met, or other forms of feedback. The LC Member will ensure a documented contract is in place clearly describing at a minimum:* the service(s) or product(s) purchased
* a description of the requirements of the standard, and,
* the verification, or other activities necessary to ensure the standard requirements are met.
 | Does the Member contract any Services?The Member acknowledges that they retain full responsibility for ensuring that the standards are met a. Is there a written contractor selection process?b. Are there written policies and procedures for monitoring and evaluating the contractor’s performance, to ensure their ability to conform to the LC standards. c. Does the Member audit the service providerIf yes, the report was submitted*The contract identifies*:-service or product purchased-a description of the requirements of the standard-the actions to be taken to ensure the requirements are being met | ***[ ]***  | ***[ ]***  |       |

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| **AUDITOR IDENTIFIED ISSUES from the document review**       |
| **AUDITOR SUGGESTIONS RE OPPORTUNITIES FOR IMPROVEMENT:**      |

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***SECTION B:***

***ON-SITE VERIFICATION OF STANDARD REQUIREMENTS***

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| ***To be discussed between Orion Auditor and Member Institution Personnel at the On-Site or Remote Audit******At the beginning of the Audit a walk-through will be done to demonstrate if the following things are present:***Building:* Exit signs
* Washroom / handicap accessible
* Fire extinguishers
* Water station for bottle fill
* Lounge area
* Café
* Health & Safety station – QR codes to be scanned to do COVID screening – vaccination papers-
* Student services area
* Lab Rooms
* Staff lounge area
* All student files are electronic on the management system or paper files
* School library?

Classrooms:* White boards, flip charts, projectors
* Evacuation signs, notices

 |
| **SECTION** | **LC 2022 STANDARD REQUIREMENT** | **AUDITOR TO CONFIRM THE FOLLOWING**  | **YES** | **NO** | **AUDITOR NOTES / ISSUES** |
| **C.** C.1 | Requests for information from prospective students are processed promptly.  | How long does it take to process requests for information from students and agents?(Should target 24 hours for processing requests, per LC Best Practices).. | ***[ ]***  | ***[ ]***  |       |
| **C.2 Records** | Student records are kept confidential in accordance with applicable federal and provincial legislation. Documented policies regarding confidentiality are clearly stated and followed. | Client should know the legislation re student records management; explain them and how they comply.  | ***[ ]***  | ***[ ]***  |       |
|  | Additional Specifications**C.2a** Student records are kept in a secure location. Access is controlled whether the records are stored in electronic or hardcopy format.**C.2b** The policy for handling student records is documented and followed.**C.2c** Student records shall be maintained for a minimum of five years, in electronic or hardcopy format. | Check location / must be visually confirmed etc.Is there a written process for documenting and maintaining records?Check process.How long are student records kept? | ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]***  |       |
| **C.3 Immigration and Insurance:** | The LC Member provides international students with general information on immigration requirements in writing and refers students to government sources and contacts as required.  | Member program refers students to government sources (CIC) and contacts as required.Or to a Registered Immigration Consultant | ***[ ]***  | ***[ ]***  |       |
| The LC Member operates in accordance with the policy and regulations with respect to international students as set forth by Immigration, Refugees and Citizenship Canada or equivalent. | Is the institution designated by their respective provincial authority? If yes, then this satisfies the requirement. . | ***[ ]***  | ***[ ]***  |       |
| The LC Member ensures that students are informed that they are responsible to have and maintain medical insurance for the duration of their enrolment. | Is there a policy re student medical coverage?What is it? | ***[ ]***  | ***[ ]***  |       |
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| **D.****D.1. Orientation** | D.1a A general orientation to studying and living in Canada is provided including information on: accommodation, weather, clothing, food, immigration regulations, dental and medical information, travel, local transit, etc. shall be provided. |
|  | Additional Specifications **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
 | Check points with Academic Director or Director.1.Testing and placement procedures2.Course structure and levels3.Requirements for progression to a higher level4.Course descriptions and objectives5.Course assessment criteria6.Requirements for certificates and/or diplomas7.Course and program schedules8.Policy and procedure on attendance and participation | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  |       |
|  | **D.1c** Orientation to institution and/or services is included. | Is an orientation done at the beginning of the program?Who assists with this?What is included.? | ***[ ]***  | ***[ ]***  |       |
| **D.2. Support Services** | In addition to orientation services, the LC Member provides a range of support services to help students function within the programs and to adjust to living in Canada. | Are support services available to students at school?If students have access to a broad range of supports, are they available to language students?  | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
|  | Additional Specifications **D.2.1a** Aclearly identified person or department is available to students for academic advising and general advice on life in Canada. | Is a designated person responsible for student services?What services are provided to students? | ***[ ]***  | ***[ ]***  |       |
|  | **D.2.1b. Please check if referral services are provided for the following**:* general banking information
* legal service providers
* tutoring
* childcare
* medical services (see orientation)
* housing
* local facilities, services, and amenities
* personal safety and care of valuables
* local places of worship
* compliance with the law
* academic advising and further training
* technological resources needed for either a remote or in-person learning environment
 |   |  |  |       |
|  | **D.2.1c** Age, background, special circumstances and/or special needs are taken into consideration. | Can you accommodate special needs, e.g. age, background or special needs? | ***[ ]***  | ***[ ]***  |       |
|  | **D.2.1d** For programs with significant remote learning environments, appropriate and timely technical support and resources for students and staff are in place. | Do you have appropriate technical support for staff and students for remote learning? | ***[ ]***  | ***[ ]***  |       |
| **D.2.2 Problem Resolution** | Additional Specifications**D.2.2a** Copies of the problem resolution policies are readily accessible. | Do you provide the Resolution policy to staff and students? | ***[ ]***  | ***[ ]***  |       |
| **D.3 Activities:** | The LC Member presents opportunities for students to experience the diversity of Canadian culture within the target language by participating in local cultural, social and recreational events.  | Are activities made available to students? | ***[ ]***  | ***[ ]***  |       |
|  | Additional Specifications**D.3a** Aregular schedule of possible events shall be documented and communicated.**D.3b** Any additional costs for activities are clearly documented.**D.3c** Activities sponsored by the program/institution are carefully planned and supervised.**D.3d** The LC Member maintains liability coverage for program activities including on-site activities and excursions, both academic and extra-curricular, or ensures that students sign an informed waiver of liability.**D.3e** The LC Member’s policies and procedures for supervision and liability terms for minors, if appropriate, is documented.  | .Is there a regular schedule?Are there additional costs?Are activities carefully planned/supervised?Does the school have liability insurance for activities and academic excursion both on and off-campus?Does liability insurance accommodate special terms for minors? | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  |       |
| **D.4 Accommodation** | Additional SpecificationsD.4.a In the case of homestay accommodation, for all ages of students, the LC Member will inspect the housing option, prior to placing a student in homestay accommodation. For new homestay hosts, the LC Member will:1. Require hosts to complete and submit an application form
2. Conduct an on-site inspection of the homestay dwelling and interview the head of household. See D4b.
3. Ensure that Criminal Record Checks (CRCs) have been submitted.
4. In a new family, the head of household and all other persons 18 years of age and older who usually reside in the homestay, are required to complete and submit the “Homestay Resident Suitability Declaration” and apply for a Criminal Record Check within seven days.

As part of its on-going inspection of homestay accommodation, the LC Member will:1. Make available to students placed in homestay, adequate tools to provide feedback to the LC Member
2. Require homestays to provide an annual updated form.
3. Re-inspect homestays every three years and provide documented information of results of the inspection.
4. Ensure that CRCs are updated at least every five years for all LC Members 18 and older.
5. Have a process in place for tracking and ensuring homestay inspection and CRCs are completed.

LC Members will provide both the students and homestay family with a procedure for immediate response to urgent concerns such as a 24-hour contact number or other suitable procedure.LC Members will provide both the students and homestay family with a procedure for immediate response to urgent concerns such as a 24-hour contact number or other suitable procedure | **Do you provide homestay in- house?****Is the homestay program contracted to a third party?** **WRITTEN HOMESTAY POLICIES INCLUDE:**1.Host family homes inspected prior to placing any student.2. Homestay must be re-inspected at least every 3 years3.Application forms must be submitted4.Head of home must be interviewed5.HRSD must be signed by all adult members usually resident in the home6.CRC’s must be obtained for all adults usually resident in the home7.CRC’s must be updated every 5 years for all adults in the home8.Provide students with a writer evaluation form for completion detailing homestay experience9.Require families to submit an annual update on home information10.Have a tracking system in place for ensuring CRCs, home inspections and annual reports are implemented 11.Students and families have a way to contact member for an immediate response in case of emergencies. 12. The homestay policy clearly states the consequence of not having all of the policies in place13. The member must have policy regarding tracking complaints or issues and how they were handled.14. There is a 24 hour contact available for emergencies | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  |       |
|  | D.4.b. The LC Member will maintain Homestay records containing, at a minimum, for each Homestay Family:Records of inspections, including:- date,- inspector,- inspection checklist, and- outcome, along with the criteria for accepting or rejecting the housing option.1. Up-to-date Criminal Record Checks for every resident in the Homestay aged 18 years or older
2. Homestay Resident Suitability Declaration forms to cover any lag period between inspection/approval of homestay residence and receipt of Criminal Record Checks.
3. Student evaluations/feedback forms or summary thereof.
4. Records of any student complaints or issues and how these were addressed by the LC Member.
 | Do you have homestay files that record the inspections of the family and notes: the date, the name of the person who interviewed the family the reason they were accepted or rejected?do you keep records of complaints and their resolution? | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  |       |
| **D.5 Care of Junior Students:** | If the LC Member 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. | Do you have a Junior program and a Junior Policy Manual? | ***[ ]***  | ***[ ]***  |       |
|  | Additional Specifications **D.5a** The LC Member clearly identifies aperson/department responsible for junior students. | Is there a specific person who is responsible for juniors?Who is it?  | ***[ ]***  | ***[ ]***  |       |
|  | **D.5b** The LC Member clearly identifies the duties and responsibilities of above person(s) in writing.  | Is there a job description for the person who is responsible for Juniors? | ***[ ]***  | ***[ ]***  |       |
|  | **D.5c** The LC Member ensures that employees working with juniors have signed a declaration that they are fit to be working with such students and have undergone a police security check. A record of the security check will be maintained in the employee’s file. | Checked employee files for declarations and CRCs. Note it must be the LC “Declaration Regarding Suitability to Work with Minors”Do you ensure that the written policies regarding Juniors are known to the staff person who is responsible for them?How? | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
|   | **D.5d** The LC Member ensures the following rules and management strategies are implemented: * An employee cannot take junior students to a place/destination outside the usual venue of the program without written prior approval of the program supervisor.

An employee cannot be alone in a private setting with a junior student without the knowledge and written 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.5e** Supervision of junior students is maintained at the level of 1:15 minimum. | Are persons responsible for Juniors advised of the noted rules and strategies?How? The classroom attendance or approved excursion /activity sign out sheets were reviewed to ensure there is at least 1 teacher to 15 students | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |            |
|  | **D.5f** Junior students are issued an ID Card that includes contact information for the student and is to be carried at all times. Contact information for responsible guardian(s) is included.**5G. The LC Member’s policy on bullying or perceived bullying or abuse is clearly documented and communicated to students** | Ask to see student ID card.What information is on the ID?Aside from the written bullying/abuse policy, is this policy verbally communicated to students? | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
| **E.** E.1 Education and Training | **E.1b** Verified true copies of original diplomas / certificates for all academic staff will be required for the on-site visit. | Checked ALL teacher and academic staff files that have not been verified by an LC auditor previously and were not submitted via email to the auditor prior to the audit.Are you aware that there is a “Template for Practicum Equivalence Letter” if your teacher does not have a 20 hour practicum. | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
|  | **E.1c** Process for orientation and monitoring new teachers in place to ensure consistency and standards in delivery of program. | Do you have a process for orienting and monitoring new instructors?Please describe. | ***[ ]***  | ***[ ]***  |       |
| **E.2 Linguistic Competency** | Teachers are able to demonstrate proficiency in the language being taught.  | On what basis does the Academic Leader or the hiring person assess the language fluency of teachers when hiring? | ***[ ]***  | ***[ ]***  |       |
| **E.3 Cross Cultural Awareness** | Teachers demonstrate intercultural knowledge, sensitivity, and awareness in their interactions with students. | Check for cross cultural knowledge and sensitivity in TFG.Are specific training sessions available around cross-cultural communication and cross-cultural issues? | ***[ ]***  | ***[ ]***  |       |
| **E.4 Performance Appraisals** | The LC Member conducts performance appraisals for each teacher. The purpose of the evaluation is to act as a career enhancing tool to help the teachers identify opportunities to enhance their capability to deliver effective programs. Students are offered the opportunity to evaluate each course in each session and provide input to enhance the course or program offering. | How often are performance reviews done? Are student surveys of teachers required and implemented? | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
|  | Additional Specifications **E.4a** Teachers are evaluated by students at end of each term of study and records are maintained of the results of the evaluation. | Check frequency of student surveys..  | ***[ ]***  | ***[ ]***  |       |
|  | ***E.4b*** *A process is in place for evaluating new and/or casual teachers and may include:*1. *student evaluations*
2. *review of lesson plans*
3. *classroom observations*
4. *peer observations*
 | How are new and /or casual teachers evaluated? | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  |       |
| **E.5 Professional Development**: | The LC Member provides a range of professional development options for teachers. |
|  | Additional SpecificationsE.5a In-service training and development opportunities provided on on-going basis. | Do you have access to professional development opportunities through the school? What is available? | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
|  |
| **F.****F.4 Curriculum Review:** |  The LC Member has a process in place for curriculum review at least every five years, and for modification as required. | Have you been involved in a curriculum review?What has been the process? | ***[ ]***  | ***[ ]***  |       |
| **F.5 Testing & Placement**: | Diagnostic and test placement procedures are employed to ensure that each student is placed in an effective teaching-learning environment.  | Do you do a placement test at the school to determine student levels?  | ***[ ]***  | ***[ ]***  |       |
| **F.6 Levels:** | Several proficiency levels are available and running so that appropriate placement is possible.  | How many levels are there?Do you find that these levels and/or courses well defined? Is the articulation between courses / levels satisfactory? | ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]***  |       |
| **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. | Are student progress reports done?Does the student get a final report? | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
|  | Additional Specifications* refer to specifications stated in C.2
 | Checked in C.2  |  |  |  |
| **F.8 Academic Resources**: | The LC Member 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. .  | Do you think there are enough up-to-date resources for students and teachers? Do you have a librarythat is accessible to students and teachers?  | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
|  | Additional Specifications* refer to specifications stated in F.3a
 |  |  |  |  |
| **F.9 Academic Excursions**: | The curriculum includes activities that provide opportunities for students to develop language skills beyond the classroom. This may include excursions or assignments requiring extra-curricular activities using language skills in a non-academic environment.  | Are there academic activities or projects available outside the classroom? If not, why not? Describe what might be included in academic excursions.Are there policies in place for academic excursions (e.g. Sign-outs, approvals, pre and post discussions, etc.)?-Describe supplementary materials available for academic excursions. | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
|  | Additional Specifications* refer to specifications stated in D.3
 | Are students are covered by insurance while on academic excursions?Is there an extra cost for the students and are they informed in advance?Are supervision ratios, in place, especially for minors. | ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]***  |       |
| **G****G.1 Recruiting**: | In all recruiting transactions, LC Members are required to represent and maintain the standard of programs and services of Languages Canada.LC Members must not engage in conduct which is unethical or unprofessional and may be prejudicial to the reputation of Languages Canada or its LC Members. | Are marketing staff and recruiting officers (whether employed or contracted) aware of the Languages Canada Code of Conduct?. | ***[ ]***  | ***[ ]***  |       |
| **G.2 Agents**: | LC Members are required to adhere to the Best Practice Guidelines for Dealing with Agents as set forth by Languages Canada. | Review how:a. Agents are selected/ vetted.b. Agent performance is monitored and poor performance is dealt with.c. How often are agents visited?d. Agents are informed of changes as they occur. |  |  |       |
| **G.3 Publicity Materials**: | All promotional materials and supplementary information present a clear, accurate and current description of the options and services offered by the LC Member. |
|  | Additional SpecificationsG.3.a Publicity materials reflect actual program options, services, facilities and location at time of publishingG.3.b Process in place to update materials as changes occur | Are there any programs or services described in the brochure that are not currently being offered? Describe.How are materials updated? How often? | ***[ ]***  | ***[ ]***  |       |
| **H.****H.1 Overview** | The LC Member 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 SpecificationsH.1a Full LC Members must have operated and delivered their program for a documented minimum period of three years. Those applying for Novice LC Membership may apply with documented minimum period of one year of program delivery and operation.  | Are you a full member of LC? How long have you been operating as a language school?Are you applying for Novice membership? How long have you been operating? | ***[ ]*** ***[ ]***  | ***[ ]***  |       |
| H.2 Institutional Support | If the LC Member 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 the parent institution. | Are you getting support from a parent institution?If yes, where are you positioned in the institution and to whom do you report?***What*** support is provided from a parent institution. | ***[ ]***  | ***[ ]***  |       |
| **H.3 Leadership**: | There is a clear and effective management structure for the LC Member. |
|  | Additional SpecificationsH.3a.An organizational chart with reporting structure is available to all levels of staff. | Is the organizational chart available to all staff? | ***[ ]***  | ***[ ]***  |       |
|  | H.3b Key responsibilities of the Academic Leader are for the effective operation of the language program. | Is the Academic leader the person with primary responsibility for the language program? | ***[ ]***  | ***[ ]***  |       |
|  | **H.3c** The 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 a | The AD has a degree and TESL certificate | ***[ ]***  | ***[ ]***  |       |
|  | **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. Curriculum design and review

Who is responsible for: 1.Student services and non-academic support 2.Marleting and recruiting 3. Physical resources 4. fiscal management |  | ***[ ]***  | ***[ ]***  |       |
| **H.4 Policies**: | Relevant program policies and procedures as set out in this standard are readily accessible to levels of staff and students. Note that some internal policies and procedures may not be relevant to students.Section H.4 and H.5 apply to both administration and teaching staff. |
| **H.5 Orientation / Evaluation**: | The LC Member has in place a system for monitoring and observing the performance of all levels of staff. Guidance is offered by the programadministration.  |
|  | Additional Specifications**H.5a** Orientation, guidance and in-service training provided to all new staff LC Members. | Describe the orientation that is provided to new staff. | ***[ ]***  | ***[ ]***  |       |
|  | **H.5b** Procedure in place to monitor staff performance. | Describe how staff performance is monitored.  Is there a written performance appraisal done?  | ***[ ]***  | ***[ ]***  |       |
|  | **H.5d** Guidance and support provided to improve performance. | Describe how guidance is provided to improve performance and if the performance review identifies opportunities for professional development | ***[ ]***  | ***[ ]***  |       |
|  | **H.5e** Policies may be subject to the terms and conditions of collective agreements within institutions. | Is there is a collective agreement that governs performance reviews? | ***[ ]***  | ***[ ]***  |       |
| **H.6 Terms of Employment** | The terms and conditions of employment must comply with all applicable federal or provincial regulations. All levels of staff have appropriate working conditions to enable them to perform their required duties.  | Does the manager have a copy of Employment Standards?Auditor to check the areas that staff in private institutions work in to ensure suitability..  | ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]***  |       |
|  | H.6c Federal and provincial regulations for Labor Standards are adhered to. | Are managers familiar with federal and provincial Labour regulations? | ***[ ]***  | ***[ ]***  |       |
|  | H.6d Policies may be subject to terms and conditions of collective agreements within institutions. | Is there a Collective Agreement for administrative staff that governs performance reviews? | ***[ ]***  | ***[ ]***  |       |
| **H.7 Facilities**: | The physical resources of the LC Member are conducive to meeting and delivering the objectives of the program as well as to accommodating the needs of staff and students. |
|  | Additional SpecificationsH.7.a. Physical resources used by all levels of staff:1.Meet all applicable fire and safety regulations (and all levels of staff are aware of these)2.Have regularly scheduled cleaning and  maintenance3.Are adequately lit, heated, and ventilated4.Accommodate space and meet requirements for  the number of students and staff5.Accommodate any special needs of staff and  Students6.Have clearly posted signage | Ask teachers (in TFG) and administration about fire & safety regulationsHow often is cleaning done?Is space well lit, heated, ventilatedIs there enough space for staff and students?Can they accommodate special needs of staff/students?Is there clearly posted signage? | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  | ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]*** ***[ ]***  |       |
| **H.8 Operational Review:** | The LC Member will have in place procedures to review internal processes. | Check if there is a periodic review of programs and services. | ***[ ]***  | ***[ ]***  |       |
|  | Additional Specifications**H.8a. Internal Audit:** The LC Member shall conduct an internal audit at least once within each calendar year to ensure the program is effectively implemented, maintained, and conforms with:* The requirements of this Standard;
* The program’s own requirements.

The results of the audit shall be communicated to the person responsible for the program and serve as an input to the Operational review.Actions taken to correct any deficiencies shall be recorded.  | Are yearly internal audits done?Are you involved in the process?Do you receive a copy of the audit?What actions are taken to correct any deficiencies? | ***[ ]***  | ***[ ]***  |       |
|  | **H.8b. Operational Review:** The LC Member has a process in place for the periodic review of programs and services and for modification, as required. As a minimum, this review shall be done at least every five years. Input to this review shall include:* Results of any curriculum review
* Results of the internal audits
 | Check how often the review is done.?Are all areas done at one time or rotated? |  |  |       |
| **H.9 –selection and monitoring of external providers:** |  H 9.- Contracted Services A LC Member may choose to contract portions of their service offerings (e.g., homestay / excursions). In these cases, the LC Member retains the full responsibility to ensure the requirements of the standard have been maintained. | Do you contract parts of your services? Which ones?Who is responsible for preparing the contract for providers?Are you aware that you are responsible for ensuring that the contractor must adhere to all of the LC Standards?How do you evaluate the services provided by the contractor to ensure compliance? | ***[ ]***  | ***[ ]***  |       |
| **I: AMENDMENTS:** The board of directors of Languages Canada may, from time to time, amend the Quality Assurance Scheme at its sole discretion and without prior notice. All LC Members will be notified of changes. |

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| **AUDITOR IDENTIFIED ISSUES from the on-site review**  |
| **AUDITOR SUGGESTIONS RE OPPORTUNITIES FOR IMPROVEMENT from the On-Site Review:** |