



# STUDENT HANDBOOK

## CALGARY



# ORIENTATION DAY SCHEDULE

<b>Time</b>	<b>Comment</b>	<b>Team Member</b>	<b>Location</b>
9:00 – 9:30	Placement test	Ryan	Classroom
9:30 – 9:50	Welcome and Group Activity (Partner Interview)	Lawrence	Classroom
9:50 – 10:00	10 minute break		Classroom
10:00 – 10:50	Orientation Handbook Speaking Test	Ryan/ Lawrence	Varies
10:50 – 11:00	10 minute break		Classroom
11:00 – 11:50	Orientation Activities (“FAQ”) Paperwork	Ryan/ Lawrence	Classroom
11:40 – 11:50	Schedules	Ryan	Front Desk

# CLASS SCHEDULE

<b>Time</b>	<b>Class</b>
9:00 am	First AM class
9:50 am	Break
10:00 am	Second AM class
10:50 am	Break
11:00 am	Third AM class
11:50 am	LUNCH
12:30 pm	P1 Elective Class (General English)
1:20 pm	Break
1:30 pm	P2 Elective Class (General English Plus, Intensive English)
2:20 pm	Break
2:30 pm	P3 Elective Class (Intensive English)
3:20 pm	Break
3:30 pm	After School Activity



## SUPPORT SERVICES

OHC Calgary exists primarily to provide education and training to international students. Throughout its operations, international students are treated equitably and free of disrespect, harm or harassment of any type. All staff are provided professional development in cross-cultural communication and understanding.

ITEM	CONTACT	CONTACT INFO
ACADEMIC COUNSELLING	Lawrence Whalen	Email: L.Whalen@ohcEnglish.com Tel: 403-233-0033
STUDY EXTENSIONS ACCOMMODATION HEALTH INSURANCE STUDENT SERVICES*	Ryan Leung	Email: R.Leung@OHCEnglish.com Tel: 403-233-0033

*\*Student Services include, but are not limited to, providing information on the following: hospital/clinic locations, community organizations, religious organizations, embassy/consulate contact info, social activities, etc. Additional support services can be found at:*

<https://www.calgary.ca/CSPS/CNS/Pages/Immigrants-newcomers-and-refugees/Helping-newcomers-get-started-in-Calgary.aspx>

## IMMIGRATION ADVICE AND COUNSELLING

OHC does not employ anyone who is a licensed and registered immigration consultant. Therefore, we are unable to give advice or counselling on immigration matters. Students should visit Immigration Refugees and Citizenship Canada website for immigration/visa/permit information: <https://www.canada.ca/en/immigration-refugees-citizenship.html>



## LATE POLICY

You can enter your class as late as 9:10 am. If you arrive to school after 9:10, wait until the break to enter class. This rule applies to all class periods; however, you should not be late to your other classes. If you are late, you will be recorded as absent for that class. Do not come and go during class time, as it is both disrespectful to your teacher and to the other students, and disruptive to the flow of the class.



# ACADEMIC & GOOD STANDING POLICY

**ESL students must maintain the following standards in order to remain in good standing and receive a certificate of completion:**

- Attend a minimum of 80% of classes
- Complete all assigned work including homework and progress tests.

**ESL students must achieve the following in order to progress to the next language level:**

- Attend a minimum of 80% of classes
- Achieve an appropriate level in language assessments and be recommended for progression by their teacher or an academic/school manager. If student wish to discuss their progress or to challenge a teacher's assessment, they may do so by speaking to the academic/school manager.

## **Academic Dishonesty:**

OHC defines Academic Dishonesty as any form of cheating on tests, exams, projects, presentations, homework or any other type of assignment that will be assessed and given a grade. Cheating includes but is not limited to: bribery, deception, fabrication, impersonation, plagiarism, resubmission of previously corrected work and sabotage. Any work for assessment found to have been plagiarized or otherwise dishonestly submitted will be voided for assessment, and a null grade entered in the learner's progress record. Any dishonestly submitted work will be retained by OHC with a copy returned to the student. A student may appeal a decision of dishonest practice by following the OHC complaint procedure

## **Protection and Use of Intellectual Property:**

OHC defines intellectual property as any material that was created by somebody other than oneself. If using somebody else's material, the material must be sourced giving credit to the creator.

## **Assessment of Student Work:**

Assessment is continuous and integrated; in addition to regular standardized progress tests, student performance in language tasks is assessed week by week on a criterion-referenced scale derived from the Common European Framework of Reference for Languages. Teachers and Academic Managers are trained in assessment using the criteria and there is regular standardization of grading. If a student wishes to appeal a grading decision, they may appeal following the OHC complaints procedure.

## **Questions or Concerns Regarding Academic Standing**

Should the student have a question or concern about their academic standing, the student can speak to their teacher and/or the Academic/School Manager.

## **Withdrawals and Dismissals:**

A student who wishes to withdraw from OHC must provide the school with notice of their withdrawal by completing the Change of Program form. This form is available at Student Services. OHC's refund policy will apply. If the student registered through a third party representative, the school must receive notification of the student's intent to withdraw from the student's representative.

OHC's Refund Policy will apply for students who are dismissed from OHC for misconduct (unacceptable behaviour). Students dismissed from OHC for gross misconduct (serious or criminal offenses) forfeit any refund.

## REFUND POLICY

<b>Tuition Refund Policy: Date of written notification</b>	<b>Percentage Refunded</b>
More than 30 days prior to start date	75%
0 to 29 days prior to your starting date	60%
After 0% to 10% of program completion	50%
After 10% to 20% of program completion	30%
After 20% or more of program completion	0%

<b>Accommodation Refund Policy: Date of written notification</b>	<b>Percentage Refunded</b>
More than 4 weeks' notice	100%
4 weeks' notice or less	100% – 4 weeks

**Materials Fee Refund Policy:** 100% refunded as long as course book is not written in. 0% if course book has been used.

**Registration and Housing placement fees are non-refundable.** 100% of all fees, except registration and housing placement fees, will be refunded if a student is denied entry into Canada.

If a program is not available, students will be refunded the entire amount of fees paid. This includes registration and housing placement fees as well.

## PAYING FEES

Please remit payment for the fees due no later than 3 weeks prior to the start of your program. Confirmation of your registration and acceptance at OHC Calgary will be issued upon receipt of payment.

### **Remittance Advice**

To avoid delays in receipt of payment, please ensure all payments are in Canadian Currency. Please quote your Student ID as the transaction reference.

**Payments can be made via: <https://ohccanada.paytostudy.com/> or by debit/credit card at the school 3 weeks prior to your start date.**

Once the transfer has been made, please email a copy of your transfer receipt to [partners@ohcenglish.com](mailto:partners@ohcenglish.com)

## COMPLAINT PROCEDURE

### **General Guidelines:**

Records of Complaints will be maintained at the location where they originated for a period of at least three years.

### **Complaint Procedure:**

#### **Step 1**

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally. If not resolved at this level, the student will proceed to Step 2.

#### **Step 2**

The student will submit a completed written complaint to the **Centre Manager**, using the following contact information:

**Lawrence Whalen** – l.whalen@ohcenglish.com  
1212 1<sup>st</sup> Street SE Calgary, AB T2G 2H8 Tel: 403-233-0033

The Manager will arrange a meeting with the student within 7 days of receipt of the written complaint. The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. Minutes from this meeting discussion will be recorded. The Manager will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held. If not resolved at this level, the student will proceed to Step 3.

### **Step 3**

The student will submit a completed written complaint to the **School Director**, using the following contact information:

**Ramie Goudreau** – r.goudreau@ohcenglish.com  
469 Jarvis St. Toronto, ON, M4Y 2G8 Tel: 416-322-3405

The School Director will arrange a meeting with the student within 7 days of receipt of the written complaint, which should include the Centre Manager's response with recommended solutions and the student's objections or comments regarding these solutions. The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. Minutes from this meeting will be recorded. The School Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

### **Step 4**

If not resolved at this level, the student may submit a student complaint to the following:

**Languages Canada** c/o Linda Auzins  
5886-16A Street  
Surrey, British Columbia, V3S 6Z8  
**604-574-1532**  
lauzins@languagescanada.ca



## **BUILDING EVACUATION PROCEDURE**

1. If you discover a fire, activate the nearest fire alarm pull station. Immediately notify occupants of that part of the building to evacuate by yelling **FIRE!**
2. Inform reception of the fire's location if you are able to.
3. Exit the building using the closest available exit point.
4. Go to the southeast **corner of 13<sup>th</sup> Avenue and 1<sup>st</sup> Street SE** and find your teacher and let him/her know that you are safe.
5. **DO NOT re-enter the building for any reason until instructed by the school director or other school manager that it is safe to do so.**

# VACATION REQUESTS

If you wish to take a vacation during your time at OHC, you must fill out a **Vacation Request Form**. This form is located in the front student lounge. Once you complete the form, hand it in to the front desk. You **MUST** have your vacation request approved by the Centre Manager. If you take vacation during your studies, OHC cannot guarantee that you will be in the same class with the same teacher when you return. **Vacations cannot last longer than 4 weeks.**

# ELECTIVE CLASS CHANGES

If you wish to change your elective class, you can do so by completing an **Elective Class Change Form**. This form is located in the front student lounge. Once you complete the form, hand it in to the front desk by Wednesday. You must have your elective class change approved by the Centre Manager. If approved, you will receive a new schedule from your teacher. **Your new elective class will start on Monday.**

# STUDENT DATA PROTECTION

OHC considers that protecting your information is very important and we recognize that you have an interest in how we may collect, use and share such information. This Data Protection Statement outlines how we use and protect your information and states the principles which reflect our commitment to safeguarding that information.

- a) Our Principles- To keep your personal information and the business you do with us in strict confidence.
- b) To obtain your personal information lawfully and fairly.
- c) To maintain appropriate procedures to ensure that personal information in our possession is accurate and, where necessary, kept up to date.
- d) Where we choose to have certain services, such as data processing, provided by third parties we do so in accordance with applicable law and take all reasonable precautions regarding the practices employed by the service provider to protect personal information; not to sell your personal information.
- e) Use of Your Information - Any information collected about you will be treated as confidential and will only be used as follows; for  
Schools: for the administration of OHC.  
Students: for the purpose of sending you information you have requested; for statistical analysis; for marketing purposes.
- f) General Information and Your Rights - You have the right to; receive a copy of information we hold about you if you apply for this in writing. Have rectified any information that is inaccurate.
- h) Please be aware that Internet communications are not secure unless the data being sent is encrypted. Therefore OHC cannot accept responsibility for the unauthorized access by a third party and/or the corruption of data being sent to OHC.
- i) Marketing Information - We may inform you of other products or services provided by us, selected partners, or by other companies within the OHC education group which may be of interest to you.



# ENGLISH ONLY POLICY

OHC is an English only environment. We believe requiring all students to speak English while at school and on school activities helps students learn and use English faster than a non-immersion environment



## MEDICAL INSURANCE POLICY

All students **MUST** have **emergency medical insurance** during their time at OHC. Students are required to provide OHC with proof of insurance in order to attend classes. OHC can provide students with this insurance for a fee if they do not already have it from their home country. Students are required to complete the medical insurance section of the Student Arrival Package prior to starting classes.

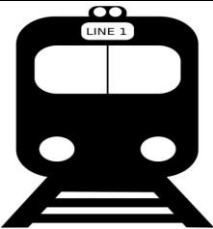
You are/may be eligible for Alberta Health Care Insurance Plan (AHCIP) coverage if:

- a) You have a 12-month study permit (valid for an Alberta educational institute) and who will reside in Alberta for 12 months or more.
- b) You have a study permit valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months. For more information or to apply for AHCIP, please visit: <https://www.alberta.ca/ahcip-students.aspx>



## SMOKING, E-CIGARETTES, VAPING, CANNABIS, DRUGS

Smoking cigarettes, e-cigarettes and vaping are permitted on school property outside in the designated smoking area. **CONSUMPTION OF CANNABIS AND/OR ALCOHOL ARE NOT PERMITTED ON SCHOOL PROPERTY.** You must not be impaired in any way when attending class or school activities. **THE USE OF ILLEGAL DRUGS IS STRICTLY PROHIBITED.**



## PUBLIC TRANSPORTATION

Most students get around town by taking public transportation. In Calgary public transportation includes the bus and C-Train. See [www.calgarytransit.com](http://www.calgarytransit.com) for help planning a trip, schedules, and maps.

### C-Train

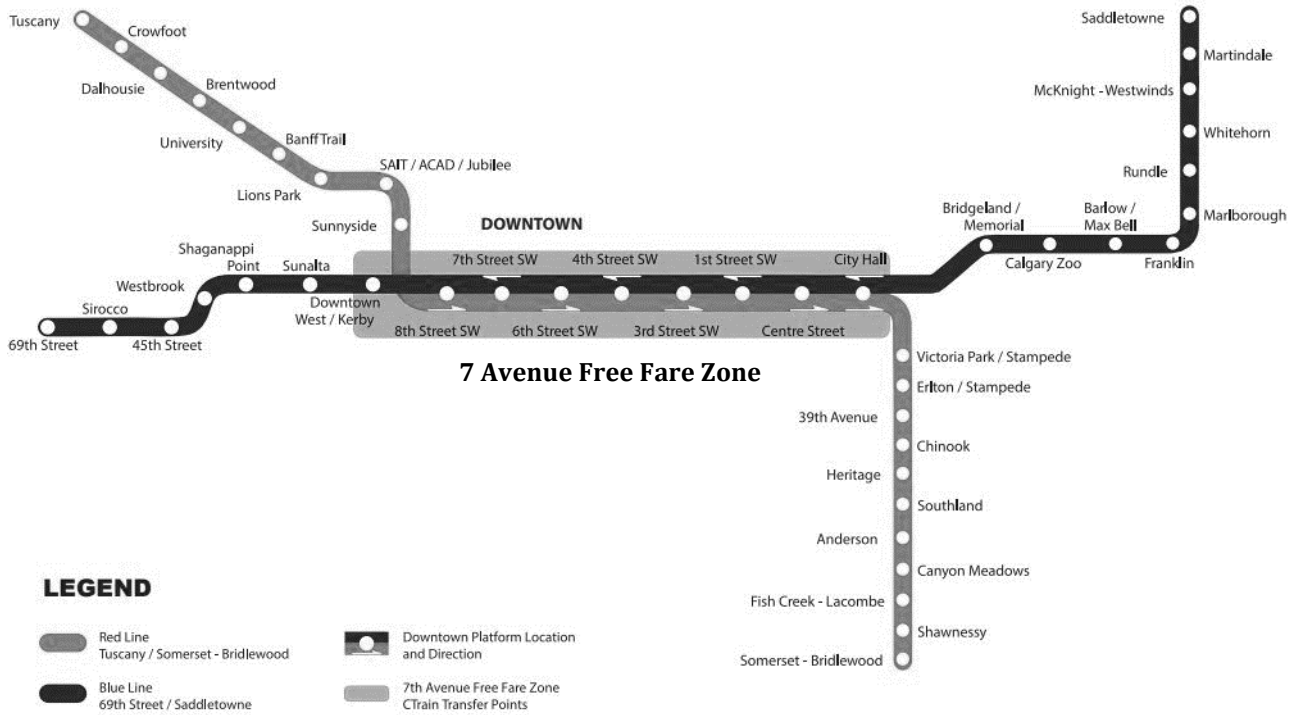
There are 2 C-Train lines. The Red Line, runs from Crowfoot in the northwest to Somerset-Bridlewood in the south, and the Blue Line, starts at Saddletowne in the northeast and travels to 69 Street in the west.

The downtown C-Train zone along 7 Avenue between City Hall and West/Kerby Stations is free. Make sure you purchase your fare if you are traveling outside of the free fare zone.





# CTrain Map



## Fares/Passes

There are 3 fare options for Calgary Transit – paying by cash, buying tickets, or purchasing a monthly pass.

	Cash Fares (One time use, valid for 90 minutes)	Tickets (In books of 10; one time use, valid for 90 minutes)	Monthly Pass (valid for 1 calendar month)
<b>Adult</b> (Ages 18+)	<b>\$3.40</b>	<b>\$34.00</b>	<b>\$106.00</b>
<b>Youth</b> (Ages 6-17)	<b>\$2.35</b>	<b>\$23.50</b>	<b>\$75.00</b>
	<b>Day Pass</b> valid from the time of purchase until the end of service that day	<b>Airport</b> Service provided by Route 300 from the Calgary International Airport to downtown	
<b>Adult</b> (Ages 18+)	<b>\$10.75</b>	<b>\$10.75 (includes all-day access to trains and buses)</b>	
<b>Youth</b> (Ages 6-17)	<b>\$7.75</b>		

## Where to buy?

If you're taking the C-Train, you can purchase your fare (Adult/Youth Single ride tickets and Day Passes) from the ticket vending machines located at the station. The machines accept cash, credit and debit.

Or

If you are using tickets on the C-Train be sure to **VALIDATE** your ticket at the **ticket vending machine** before taking the train. (An un-validated ticket is the same as not paying – you could be fined!)

The bus takes cash only, and does not provide change. Ask the bus driver for a transfer after you've paid or used a ticket, which you can use for 90 minutes. A validated C-train ticket can also be used as a transfer if transferring from C-Train to a bus – again the ticket is valid for 90 minutes (**but ONLY if it is VALIDATED!**).

Passes **do not need to be validated** – show your pass to a bus driver when entering a bus or to a Calgary Transit Peace Office when requested on the C-Train. A pass is good for one month – i.e. you need to purchase a new pass each month.

Books of 10 tickets and monthly passes can be purchased at many convenience and grocery stores, such as 7-11, Circle K, Safeway, etc.

# ORIENTATION DAY ACTIVITIES



## PARTNER INTERVIEW

*(Reading, Writing, Speaking and Listening Activity)*

We've helped you out by giving you some questions you can ask your partner. Once you have asked all four questions, continue your conversation and write any notes about what you've learned about your partner below.

1. What is your name? \_\_\_\_\_

2. What country are you from? \_\_\_\_\_

3. How long will you study at OHC? \_\_\_\_\_

4. How will studying English improve your life and help you achieve your goals? (Why are you studying English?)

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# SCHOOL INFO SCAVENGER HUNT

These are FAQ (frequently asked questions). Work with a partner to see how many you can answer.

1. Who is the Centre Manager of OHC Calgary? \_\_\_\_\_
2. What is the school's address? \_\_\_\_\_
3. Who takes care of accommodations (homestay/ student house)? \_\_\_\_\_
4. Where are the Vacation and Elective Change forms? \_\_\_\_\_
5. Where do you submit these forms once completed? \_\_\_\_\_
6. Where can I buy transit (bus/train) passes? \_\_\_\_\_
7. Where can I buy lunch near the school? \_\_\_\_\_
8. What activity is happening on Wednesday this week? \_\_\_\_\_
9. How many student microwaves are in the building? \_\_\_\_\_
10. How much should I tip waiters/waitresses in Canada? \_\_\_\_\_
11. What is the nearest C-Train station? \_\_\_\_\_
12. In the school, how much does a chocolate bar cost? \_\_\_\_\_
13. What time do activities begin? \_\_\_\_\_
14. How many computers are there in the computer lab? \_\_\_\_\_
15. How do I improve my English after classes are finished? \_\_\_\_\_

## FIND SOMEBODY WHO...

(Listening and Speaking Activity)

Mingle with other students and fill in the blanks with the names of your new classmates in order to make the sentence true.

\_\_\_\_\_ drank coffee this morning.

\_\_\_\_\_ watched TV yesterday.

\_\_\_\_\_ did not eat breakfast this morning.

\_\_\_\_\_ took the subway to school today.

\_\_\_\_\_ went shopping on the weekend.

\_\_\_\_\_ took a trip last summer.

\_\_\_\_\_ has been to another English speaking country.

\_\_\_\_\_ is happy to be at OHC!

GOOD LUCK WITH YOUR STUDIES AND REMEMBER...

- **MAKE NEW FRIENDS**
- **PARTICIPATE IN ACTIVITIES**
- **SPEAK ENGLISH**
- **HAVE FUN**