

EUROCENTRES CANADA



STUDENT HANDBOOK

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I. GENERAL INFORMATION

1. Introduction to Our Schools

Eurocentres Vancouver has been providing quality English language training since 1990 and is conveniently located in the heart of downtown Vancouver, a city with modern conveniences and spectacular scenery. The school is situated in a trendy, modern building which provides a bright, clean, air-conditioned learning environment. Facilities include a student computer room (with free Internet access), a student resource learning centre, and a student lounge. The school is only a few minutes from all major transit services, Pacific Centre (Vancouver's largest shopping mall), and an abundance of shops and restaurants. Set on the coast, Vancouver offers mountains, lakes, rivers, islands and beaches for all to visit and enjoy. Vancouver is known to many as the most beautiful city in the world, making it an ideal location to study English. Eurocentres Vancouver combines the highest quality of language training with pristine natural beauty to provide students with an impressive and successful learning experience.

Eurocentres Toronto is conveniently located in Canada's biggest city and commercial centre. Students will have a chance to discover one of the most modern and exciting cities in North America. The new location, opened in February 2007, has been constructed using the Vancouver school's acclaimed design as a model building for learning. It is located in the heart of downtown Toronto, near a subway station and other transportation stops. Only a few steps away is King Street, home to Toronto's bustling and well-known Entertainment District - which attracts young people and theatre-goers from all over. School facilities include a student computer room (with free Internet access), a games room for table tennis, and a student lounge, where students can relax and chat in an informal setting. Eurocentres Toronto combines a world-class learning environment with Toronto's cultural diversity to provide students a full and effective English immersion experience.

2. Introduction to Vancouver & Toronto

Vancouver is located on the West Coast of Canada in the province of British Columbia and is only a one-hour drive away from the USA. It is home to some of the most breathtaking natural beauty in the world, with the towering Coast Mountains rising high above the city and the Pacific Ocean lying at its feet. Founded in 1886, Vancouver now has a population of over 2 million inhabitants and offers all the amenities of a modern, cosmopolitan city with a multitude of shops, theatres and restaurants around every corner. Vancouver offers a very safe and clean environment along with a mild climate that makes living comfortable year round.

Toronto is located on the shore of Lake Ontario, one of the five Great Lakes, in the province of Ontario, Canada's most populous province and commercial centre. Toronto is known as one of the most cosmopolitan cities in the world, and attracts visitors from all over as a cleaner, safer alternative to big cities in the United States. With a population of nearly 5 million, Toronto is a place of superlatives; one of the world's tallest buildings, the longest street in the world, third-largest theatre centre in the English-speaking world, more trees per person (10) than any of the world's big cities, and many others. Toronto boasts excellent sightseeing, shopping, theatre, festivals, dining, and parks, and an extensive and clean public transportation system that even runs to a ferry servicing Toronto's islands. The climate is quite hot in summer, very pleasant in spring and autumn, and cold in winter, but it has 201 days of sunshine a year!

3. Introduction to Canada

Canada is a magnificent country in which to live and study. It is situated amid natural beauty (mountains, prairies, forests, shorelines) and offers endless recreational and sightseeing opportunities. Canadian English is easy to understand as Canadians speak clearly, lacking a strong accent. The United Nations has ranked Canada as the No. 1 place to live in the world and, being a member of the G8, places Canada as one of the world's business leaders. Canada offers students a clean, safe and multi-cultural environment along with a low cost of living.

4. Vancouver & Toronto Weather

Average Daily Highs for Vancouver:

Month	C °	Month	C °	Month	C °	Month	C °
January	5	April	18	July	23	October	14

Recommended Clothing: The summer months can be very warm in Vancouver, however students are recommended to have a raincoat regardless of the time of year that they are staying in Vancouver. If you will be living in Vancouver during the winter months (November - February) you should have a winter coat, gloves and waterproof footwear. Vancouver usually does not receive heavy snowfall; however snow will remain on the ground from time to time.

Average Daily Highs for Toronto:

Month	C °	Month	C °	Month	C °	Month	C °
January	-1.3	April	11.5	July	26.5	October	14.2

Recommended Clothing: The season you are visiting Toronto will affect what clothes you bring with. The summer is quite hot, so if you're here for the summer months only, you will only need summer gear (i.e. shorts, t-shirts, jeans) and perhaps a light coat for evenings or rainy days. Nights can be quite cool in spring (April – May) and autumn (September – November), so it is recommended that students in these months bring sweaters and a heavier jacket. During the winter (December – March), you should bring as heavy a jacket as possible, warm gloves, and most importantly good waterproof boots for the three or four big snowfalls per year that occur. If winter clothing is not available in your country, it can be purchased here during your first week.

5. Non-Smoking City

Toronto and Vancouver are officially non-smoking cities, and it is against the law to smoke in a public place. If you need to smoke, you can smoke only in areas designated as smoking areas.

6. Payment

If payment is not received by the indicated due date, the student's registration may be cancelled including optional services such as Homestay & Airport Reception. The cancellation fee will then be applicable.

7. Required Documents

Please ensure that the school receives all required documents on or before the first day of school. These documents include the original signed application form and copies of the following: passport, immigration visa & medical insurance. Students who are under the age of 18 must also provide a signed Parental/Guardian Consent Form. This form can be obtained from the school or your agent.

8. Estimated Living Cost

On average, students spend between \$500 and \$2,000 on food, housing and entertainment each month. Below are some average prices for items in Canada.

Average Prices in Canadian Dollars (\$1.30 Canadian = \$1.00 US (2018 average))

Movie	\$12.00	Big Mac	\$4.60	Public Buses	\$2.95 - \$5.70
Newspaper	\$1.50	Cup of Coffee	\$2.75	Can of Soda Pop	\$1.50

9. School Hours

The school is open to students from 8:30 AM until 5:00 PM, Monday - Friday. The school is closed all day on Saturday, Sunday and public holidays.

10. Course Timetable

You will be informed of your actual timetable on the first day of class. Your timetable placement will be based on several factors including level, seat availability, course type and duration, registration type, payment status and nationality balance.

11. Textbook / School Supplies

Students should bring a notebook, paper, pens, an eraser, and an English-English dictionary. Textbooks (class sets) are provided for use in classes. Students wishing to use the textbooks for self-study and review might want to purchase a textbook. Interested students should speak to the Director of Studies.

12. First Day Orientation

All students **MUST** be present on the first day or they may lose their seat in their program. Students must arrive at the school by 8:30 AM, report to the registrar and go to the room designated. First day orientation will last until 12:40 PM. Students will be placed in a level based on their test scores and oral interview. They are also responsible for reading the orientation package, and knowing the Rules and Regulations of the school.

Students should bring:

- ◆ pencil, pen, eraser, and folder in which to put all their orientation handouts
 - ◆ visa, passport, and **medical insurance** to be handed in to the Orientation Instructor
- ☞ Note: Only English-English dictionaries are permitted.

13. United States Visa

Vancouver and Toronto are both located only a short distance from the United States border, making it a popular travel destination for some students. We highly recommend that students wishing to visit the United States for any reason obtain a US Visitor Visa prior to arriving in Canada. It is very difficult, if not impossible, to obtain a US Visitor Visa for individuals who are from countries which do not participate in the US Visa Waiver Program.

14. Airport Reception

This service is highly recommended for new students who have never visited Vancouver or Toronto and for all students with homestay. With this service students will be met at the airport by a school airport staff member, provided with an information package and safely transported to their homestay, hotel or other place of residence. In order to register for this service please contact the school Registrar more than 1 week prior to your arrival.

15. Arriving at the Airport

Vancouver

International Arrivals (Students with Airport Reception)

Study Permit: After you have gotten off the aircraft, follow the signs to the immigration and customs area. Once in this area you will go down a set of escalators leading to passport control (immigration). You may be required to go to a second immigration office, located to the right, to have your Study Permit processed. After you have collected your baggage you will pass through customs clearance and enter into an area with a glass wall to the right. Do not stay in this area, continue towards the glass wall, through the doors and into the public meet and greet lobby. Once you have entered the public lobby look for a Eurocentres Vancouver staff member who will be waiting for you holding a sign with your name printed on the front.

Visitor Visa: After you have gotten off the aircraft, follow the signs to the immigration and customs area. Once in this area you will go down a set of escalators leading to passport control (immigration). After you have collected your baggage you will pass through customs clearance and enter into an area with a glass wall to the right. Do not stay in this area, continue towards the glass wall, through the doors and into the public meet and greet lobby. Once you have entered the public lobby look for a Eurocentres Vancouver staff member who will be waiting for you holding a sign with your name printed on the front.

Domestic Arrivals

If you are arriving into Vancouver on a domestic flight you will have already cleared customs and immigration at some other point in Canada. A Eurocentres Vancouver staff member will be waiting for you at the baggage carousel designated for your flight.

Toronto

Domestic & International Arrivals (Students with Airport Reception)

If you are arriving in Toronto and have requested airport reception, you will be greeted, at Lester B. Pearson International Airport, by our airport reception staff. All incoming flights (domestic and international) arrive at one of three terminals at Pearson. Once you have cleared Customs and picked up your luggage, you will be greeted by our reception staff at the arrivals gate. For quick recognition, our friendly reception staff has a Eurocentres sign. He/She will wait inside the airport at the arrivals gate. If he/she does NOT make contact with you, he/she will go to customer service and have you paged. The intercom paging system is NOT transmitted outside of the terminals, so please wait inside the terminal. In the event that your flight is missed, delayed, changed, or late, please contact our emergency hotline. (Vancouver 604-290-3412; Toronto 647-227-1209).

16. Homestay

If you have selected Airport Reception, you will be transported and introduced to your host family by school airport staff. If you have not selected Airport Reception, it will be your responsibility to find transportation to your host family or accommodations. Students will receive their host family information prior to their arrival at Homestay. Homestay payments can be made on a monthly basis (28 days) provided that the first 2 months (56 days) is paid 30 days prior to arrival. 2 weeks' notice must be given in writing for early cancellation of homestay accommodations.

17. Local Address

Students not participating in our accommodations program must provide the school with their Vancouver or Toronto address at least 14 days prior to their arrival.

18. Flight Information

Homestay information will not be sent until we receive your confirmed flight arrival information, even if you are not registered for Airport Reception. Please send your flight information at least 14 days before your arrival date. If your flight is delayed, contact your host family and inform them of the new arrival time. You should also inform the school of this delay by calling the hot-line number: Vancouver (604) 290-3412 or Toronto (647) 227-1209. If you change your flight, make sure that you immediately notify the school by fax with your new flight information. The school fax number is: Vancouver (604) 688-7985, Toronto (416) 542-9485.

19. Obtaining a Study Permit

Please visit www.cic.gc.ca for more information on visa requirements.

20. Medical Insurance

Canadian health care is excellent, but it can be very expensive. It is mandatory that students have comprehensive medical and accident insurance. Insurance can be purchased directly from the school at an approximate fee of \$1.85 per day.

☛ Note: Students who will be staying in British Columbia for more than six months are eligible to apply for medical insurance through the Provincial Government after they have been in British Columbia for three months. This insurance costs approximately \$37.50 per month.

21. Transportation To and From School

A variety of types of public transportation are available in Vancouver and Toronto. Students who are in homestay will be shown the proper public transportation route to get to school and back by their host family. Students who are not in homestay can inquire at the school regarding transit information. Transit fares will vary depending on the distance travelled.

22. Banking

Students who are coming to Canada for a long period of time, 3 months in BC and 6 months in Ontario, can open a bank account. We can provide students with information regarding which banks offer short-term student accounts.

Students wishing to seek financial advice while in Canada can speak to either the Director of Studies or the Activities Co-ordinator. The Director of Studies and/or the Activities Co-ordinator will refer students to an appropriate institution.

23. Legal Advice

Students wishing to seek legal advice can speak to the Director of Studies. The Director of Studies will refer students to an appropriate legal advisor.

24. Child Care

Students who require use of child-care services can speak to the Director of Studies or the Activities Co-ordinator. The Director of Studies and/or the Activities Co-ordinator will refer students to the appropriate agency.

25. Staying in Touch with Home

Mail Service: Canada Post is the main provider of mail service in Canada. Post offices will offer a variety of services, such as international package service. Mail is delivered Monday through Friday to individual addresses and to boxes available for rent at most post offices. You should not send cash through the mail, but otherwise you can be fairly sure that your letter or package will be delivered safely.

Telephone Service: Telephone service is provided by local and long-distance telephone companies. If you live with a host family you should discuss with them the arrangements for making local and long-distance telephone calls. You can also purchase a phone card, which will allow you to make calls from any telephone. These phone cards can be purchased with a specific dollar denomination (i.e. \$5, \$10, \$25, \$50, etc.) and are available at many locations around the city. Before you make a long-distance call you should be aware of the rate that applies to the time of day you are calling. Generally, it is less expensive to call in the evening or on weekends. You should also be aware of the time in the country you are calling, as there can be a considerable difference in time.

E-mail/Internet Service: We provide free e-mail and Internet services in the Student Computer Room and wireless internet access throughout the school. Students interested in spending a lengthy period of time on the computers are advised to do so during non-peak times. The computers are not available for students' personal use during class time.

26. Safety

Vancouver and Toronto are very safe cities. However, as with any large city, there is some crime. To protect yourself you should exercise the same caution that you would in any large city.

- ◆ Know which areas you should avoid at night.
- ◆ Do not walk alone at night. Walk in well-lit and well-travelled areas.
- ◆ Do not carry large sums of cash.
- ◆ Do not leave your backpack or purse unattended anywhere.
- ◆ 911 is an emergency number that you can call free at any time from any telephone in an emergency.
- ◆ If you have any questions or problems, speak with a school staff member.

27. Employment in Canada

International students are not permitted to work in Canada without the proper immigration document. If you work in Canada without the proper documents you will be in violation of immigration policy and can be deported.

28. Health

An important part to staying healthy is eating a nutritious and balanced diet. Exercise and getting the proper amount of sleep can also contribute to your health. If you exercise regularly, eat a healthy diet and get the proper amount of sleep you will get sick less often, have more energy, and feel less stress. If you do start to feel sick, do not hesitate to get help. Speak with your host family or a school staff member to find out which health care facility you should go to.

29. Alcohol, Tobacco and Drugs in Canada

Alcohol

In Vancouver and Toronto alcohol can be purchased at government-run liquor stores, wine stores, beer and wine stores, pubs, bars, lounges, clubs and some restaurants. It is also available at many golf courses and at concerts, sporting events and festivals. Besides government run liquor stores, you can purchase wine at private wine shops and at BC VQA (Vintners Quality Alliance) and ON VQA shops. Private wine shops often have wine that is not available in government wine stores. BC VQA shops sell only BC VQA wines and ON VQA shops sell only Ontario wine. Alcohol is not sold in supermarkets, convenience stores or vending machines in BC, but you can find domestic wine and beer in premium supermarkets in Ontario. The legal drinking age in British Columbia and Ontario is 19.

Most Canadian beers contain 5% alcohol. You can check the can or bottle for the exact percentage of alcohol since alcohol content is listed on all Canadian beer. In some US states, including California, beer with 5% alcohol content cannot be called beer. It has to be called stout, lager, ale or something else. So if you're used to drinking American beer, you may be in for a surprise with the stronger

Canadian beer. Also note that some American beer brewed in Canada may have a higher alcohol content than its American counterpart. Government liquor stores sell no soft drinks. Beside hard liquor, they sell soft cider and "non-alcoholic" beer and wine with an alcohol content of about 0.5%.

In Vancouver, government liquor stores recycle everything they sell: beer and wine bottles, beer cans and the boxes they came in. They refund the 10¢ or 20¢ deposit you paid on cans and bottles. About 85% of all cans, bottles and packaging sold in BC Liquor Stores are returned. In Ontario, The Beer Store also recycles wine and beer bottles and beer cans. They refund the 10¢ or 20¢ deposit you paid on cans and bottles.

The legal drinking age in British Columbia and Ontario is 19. Students are reminded to consume alcohol responsibly and to ensure they have planned a safe route home if they intend on drinking alcohol. Students may not come to school while under the influence of alcohol and may not consume alcohol on the school premises.

It is illegal for anyone under the age of 19 to buy, be served or consume alcohol, or to enter a drinking establishment. It is illegal for anyone over the age of 19 to purchase alcohol for a minor.

Tobacco

Vancouver and Toronto are smoke free cities. Smoking is not permitted in restaurants, pubs, bars, lounges, clubs, malls, on public transportation, or in any public space or building. The legal smoking age is 19. In Toronto, the legal smoking age is 16, and the legal age to purchase cigarettes is 19.

Marijuana

As of October 17, 2018, recreational marijuana (cannabis) is legal in Canada for anyone 19 years of age or older. Students may not come to school while under the influence of marijuana. Students are prohibited from bringing marijuana to school and may not consume marijuana in any form on school premises.

Students are reminded that while cannabis is legal in Canada, taking cannabis out of the country by car, airplane, or any other method is illegal. It is recommended that students familiarize themselves with their home country's laws regarding cannabis, as their country may prohibit recreational marijuana use for its citizens even when they are abroad and students who choose to use marijuana in Canada may face harsh penalties on returning home.

Students who choose to use marijuana should do so responsibly and ensure they have all relevant information in order to maintain their own safety and good health.

Illegal Drugs

Students must obey and respect all Canadian laws. It is illegal to use, buy or sell marijuana, heroin, cocaine and other illegal drugs in all of Canada.

30. Local Facilities, Services and Amenities

All students in homestay have easy access to all standard household amenities. Students seeking information on Vancouver or Toronto services and/or recreational facilities can speak to the Activities Coordinator.

31. School Contact Information

Vancouver

Telephone: (604) 688-7942

Fax: (604) 688-7985

E-mail: canada@oxfordinternational.com

Toronto

Telephone: (416) 542-1626

Fax: (416) 542-9485

II. STUDENT AUTHORIZATION APPLICATION PROCEDURES

For any information on Student Authorization Application Procedures please refer to the Citizenship and Immigration Canada website at: www.cic.gc.ca

III. WEBSITES OF INTEREST

Information about Canada

www.canada.com

Information for the Province of British Columbia

www.hellobc.com

Information for the Province of Ontario

www.ontariotravel.net

Information for the Lower Mainland

www.vancouver.ca

Information for the city of Toronto

www.toronto.ca

Immigration Canada

www.cic.gc.ca

Public Transportation in Vancouver

www.translink.ca

Public Transportation in Toronto

www.ttc.ca

Health

<https://www.health.gov.bc.ca/msp/>

<http://www.teenagehealth.com/>

Activities and Trips in Vancouver

www.supernaturalbc.com

www.whistler.com

Activities and Trips in Toronto

www.cntower.ca

www.ontariosciencecentre.ca

www.canadas-wonderland.com

Music

<http://www.vancouverentertainment.com/>

Tickets for Music, Theatre, Sports

www.ticketmaster.com

www.showtimetickets.com

Sports

www.tsn.com

World News

www.cnn.com

Free Email

www.gmail.com

www.yahoo.com

www.hotmail.com

IV. MEDICAL CLINICS

Please note: These clinics are direct pay for students with Student Guard Insurance. Students with their own medical insurance should contact their insurance companies regarding specific medical clinics to visit.

Vancouver Area

Vancouver International Medical Clinic 778-995-7834
#188 – 550 Burrard Street, Vancouver

University Village Medical Clinic 604-222-2273
#228-2155 Allison Road, Vancouver

Granville Medical Clinic 604-733-4700
2578 Granville Street, Vancouver

Maple Medical Clinic 604-730-9769
#103-2025 West Broadway Street, Vancouver

P.J. Marr, MD 604-669-5669
#3-1144 Robson Street, Vancouver

Ultima MediCentre 604-683-8138
Bentall 4, 1055 Dunsmuir Street, Vancouver

Mid Main Community Health Clinic 604-873-3602
3998 Main Street, Vancouver

Yaletown Medical Clinic 604-633-2474
1296 Pacific Boulevard, Vancouver

BC Centre for Disease Control 604-660-2090
655 W. 12th Avenue, Room 1123
www.bccdc.org

Other

Royal Columbian Hospital 604-520-4253
330 East Columbia Street, New Westminister

Park & Tilford Medical Centre 604-983-2442
#1005-333 Brooksbank Ave, North Vancouver

Whalley Medical Clinic 604-589-2821
#200-10362 King George Hwy, Surrey

Toronto Area

The following clinics accept Student Guard insurance directly.

Appletree Medical Group 416-722-2370
4G Spadina Avenue, Toronto,

Appletree Medical Group 647-722-2370
275 Dundas Street West, Toronto

Appletree Medical Group 647-722-2370
1971 Queen Street East, Toronto

Etobicoke Walk-In & Family Physicians 416-742-9449
100 Humber College Blvd, Suite 106B, Etobicoke

Please note: For the following clinics, students will have to pay to use their services, but their insurance company will reimburse them.

Queen Spadina Medical Centre 416-869-3627
455 Queen St. W, Toronto

Crossways Clinic 416-392-0999
2340 Dundas St. W., Toronto

Lakeshore Village Walk-In Medical Clinic 416-259-5100
2885 Lakeshore Blvd. W., Toronto

The Doctor's Office 416-515-0590
345 Bloor St. E, Toronto

Crisis Hotlines - Toronto
Gernstein Crisis Centre 416-929-5200
Toronto Distress Centres 416-408-4357

Dental
Emergency Dental Clinic (No Appointment Necessary) 416-485-7121
1650 Yonge St., Toronto.

V. CHURCHES, SYNAGOGUES AND OTHER PLACES OF WORSHIP

Here is a list of some local churches and synagogues. Most of them have a number of services and events during the week. Please call ahead for schedules of events and services.

Vancouver

Tenth Avenue Alliance Church

West Tenth and Ontario

604-876-2181

10:30 AM Celebration Service

7:00 PM Mosaic on Saturday evenings

Christ Church Anglican Cathedral

Burrard at Georgia

604-682-3848

Call the Cathedral for a list of services and events

West Point Grey Baptist Church

4509 West 11th Avenue

604-228-9747

Christ Alive Community Church

1155 Thurlow Street

604-739-7959

A Place of Reconciliation for All

Rainbow Community Church

1401 Comox Street

604-689-2077

6:30 Special welcome to gay, lesbian, bi-sexual and transgender

Islamic Information Centre

3127 Kingsway

604-434-7526

Ahmadiyya Muslim Community

9570 River Road

Delta, BC V4G 1B5

604-583-4669

Universal Buddhist Temple

525 East 49th Avenue

604-325-6912

Congregation Beth Israel - Conservative

604-731-4161

E-mail: bethisrael@telus.net

"Serving the whole community."

Louis Brier Home - Orthodox

604-261-9376

Our synagogue is friendly, "haimish," and open to families and friends.

Or Shalom (Jewish Renewal)

710 East 10th Avenue

604-872-1614

As Jewish spiritual seekers, we aim for authenticity in our religious experience. We are egalitarian and creatively traditional.

Toronto

Igreja Evangelica Vida Nova

2365 St. Clair Ave West

Iglesia Christiana La Roca Eterna

1725 Finch Ave West

416-630-6182

St. Vladimir's Ukrainian Orthodox

404 Bathurst St. 416-603-3224

St. Andrew's United Church

117 Bloor Street East

416-929-0811

Christian Community

1766 Avenue Road

416-783-6294

Our Lady of Assumption

2565 Bathurst Street

416-787-4547

Toronto Korean United Church

300 Bloor Street West

416-925-6261

All Saint's Church

315 Dundas Street East

416-368-7768

Holy Blossom Temple - Reform

1950 Bathurst St.

416-789-3291

Shaarei Shomayim – Modern Orthodox

470 Glencairn Ave.

416-789-3213

Masjid Toronto

168 Dundas Street West

416-596-0507

VI. SAFETY FIRST

Welcome all to Canada!

We hope you will learn lots, meet lots of people and have lots of fun! Canada has much to offer, from natural wonders, to great restaurants, to excellent clubs. Take advantage of your time here and do as much as you can, but most importantly, do so in the **safest way possible**.

Following are some safety tips for you so that you can make sure your time here is the best:

Shopping:

- Make sure you always get a receipt when you buy something. Check the receipt to make sure that the amount on the receipt and the amount charged to you is the same.
- If you are shopping on your credit card, make sure you get your card back from the shopkeeper.
- Never give your credit card number or copies of your card to anyone unless you are ready to buy. Do not give your credit card number over the telephone.
- If someone asks you for money in order to collect a prize, this is illegal in Canada. If they want money, the prize is probably not real.
- When renting, be sure to pay by cheque – never cash. Look at the room before you rent it.
- If you arrange to meet with someone who advertises that they are a “conversation partner” or “tutor,” be very careful. Arrange to meet in a safe, public place and always take a friend with you. Do not pay for lessons in advance.

Street Crime:

- Never carry large amounts of cash with you.
- Never pull out cash from your wallet in a public area.
- Do not walk around like a tourist – with your map open and your camera around your neck.
- Don't leave your purse, camera, backpack etc. unattended. Petty theft is common.
- Stay out of dangerous neighbourhoods – ask your Homestay or teachers for advice.
- Do not go out at night alone. Walk in areas that are well-lit, have lots of people and are viewed as safe.
- If a stranger comes up to you in the street asking for money - they may pretend to be a lost student, they may pretend to need the money for the bus - do not encourage them, politely refuse. These people are “panhandlers”. There are agencies that help them with free meals and shelter.
- Never give out personal information: address, phone number etc.
- If someone threatens you with violence, give them the money and quickly report the robbery to the police. Do not fight back. The best defence is to run away to the nearest police station, if you can do so safely, if you can't, run to a business with lots of people. Tell security or someone in a position of authority what happened to you. Always report a crime to the police.

Going Out in the Evenings:

- Always go with a group of friends.
- Do not accept food or drink from another person, unless you have seen it being prepared.
- Be sure to know how you will be getting home. Check your public transit schedule to make sure you do not miss the last bus, skytrain, subway, seabus or streetcar home.
- Never drink and drive.
- Never accept a ride home from a stranger.
- Never hitchhike.
- If someone you have met is bothering you, tell someone at the place where you are.
If you have stopped a friendship because you no longer feel comfortable and this person continues to bother you, tell someone. Do not keep harassment to yourself. In Canada, it is illegal for someone to contact you if you have told them to stop. Tell a friend or a teacher. If you feel threatened, tell the police.

Emergency Contacts:

- Police, Fire, Ambulance - **dial 911**
 - Victim Information Line – dial **1-800-563-0808**
 - Know where the closest hospital and police station are to where you live.
- Keep their numbers in your wallet.

VII. FIRE SAFETY & EXIT PROCEDURES

Vancouver

- **Rooms A, B, C, D, E, F, G, H, and I:**

Exit through the South emergency exit door and down the South Stairs. Room I will be the last one to exit ensuring that the emergency door is closed. Teachers from these classrooms are to report attendance to Fire Marshall A.

- **Rooms J, K, L, M, N, O, P, Q, and Administration:**

Exit through the main lobby door and down the North Stairs. Room M will be the last one to exit ensuring that the lobby door is closed. Teachers from these classrooms are to report attendance to Fire Marshall B.

- Please leave belongings in the classroom. Only take essential valuables. Ensure the classroom door is closed behind you as you exit. If you have left the class for any reason, find the nearest escape route (the North or South Stairs). Never take the elevator. Once outside, proceed to the Hornby Street Park and meet with your class and class teacher.
- See Fire Escape Plan posted on the wall of each classroom and familiarize yourself with your class' escape route. If you have any questions, please ask your core teacher or the Director of Studies.

Toronto

- In the event a fire alarm rings, exit in an orderly manner using the nearest door. Assemble on the North East side of Richmond and Peter Streets and wait with your class and for your teacher to take attendance.

- **Rooms 1, 2, 3, 4, 5, 6, 13, Administration, Staff and Student Lounge**

Exit through the main lobby door of the school (#220) and exit at the Fire Escape 2B stairwell. Cross the road and meet at the Meeting Point. Do not leave your class until told. Designated staff will be the last to leave. Teachers from these rooms are to report attendances to the Fire Warden.

- **Rooms 7, 8, 9, 10, 11, 12, 14,15,16, 17, 20 and Administration, Student Lounge and Washrooms**

Exit through the main lobby door of the school (#210) turn right, walk to the end of the hall and at the end of the hall walk down Fire Stairwell 2B. Ensure that the Lobby Door is closed. All teachers from these classrooms are to report attendances to our Fire Wardens, who in turn will report to the Fire Marshall.

- Please leave belongings in the classroom. Only take essential valuables. Ensure the classroom door is closed behind you as you exit. If you have left the class for any reason, find the nearest escape route and meet with your class and class teacher.
- See Fire Escape Plan posted on the wall of each classroom and familiarize yourself with your class' escape route. If you have any questions, please ask your core teacher or the Director of Studies.

VIII. WHAT IS INCLUDED IN YOUR TUITION FEE

Useful Materials

- Teaching materials to help you improve your English
- A Eurocentres handbook to give you an introduction to the school and local area available on-line or a hard copy in the Learning Centre.
- Access to our Learning Centre which includes:
 - computer facilities
 - Audio-Visual Material
 - ESL software
 - Grammar books

- A professional certificate to confirm the details of your course and attest to your English language ability.
- Business English Diploma for ESP course graduates

Academic Support

- A placement test on your first day
- A face-to-face speaking test on your first day
- Self-study recommendations for 5 hours a week to help you reach your language learning goals
- Written homework twice a week
- Regular advice on your progress
- A written and spoken progress test at least once a month and before you leave
- Access to one-on-one counselling for academic and personal reasons

Exam Support

- Elective options: TOEFL, Business and TOEIC, Cambridge, IELTS
- The option to sit practice exams for TOEFL, TOEIC, IELTS, FCE and CAE exams
- A chance to give input into your program through feedback sessions with your teacher
- Assistance in registering for exams

- Exam advice

Social and Cultural Support

- One free social activity per week at the school
- Conversation Club
- Free e-mail and internet access
- Conveniently located premises - near shopping, cafes and more
- Advice from our Activities Co-ordinator about how you can integrate more fully into Canadian culture

IX. FIRST DAY ORIENTATION AND SCHOOL INFORMATION

Welcome

Welcome to Eurocentres Canada! This orientation package will give you important information about the school and living in Canada. It is important that you read this carefully.

DAY ONE

Placement:

On your first day of school, you will have **orientation and testing** from 8:30 am until approximately 12:40 pm. At this time, you will take a test that checks your grammar, vocabulary, reading, writing, listening and speaking. These tests will tell us the level in which you should be placed.

Finding your classes:

At 1:30pm on your first day of school, you should consult the Academic Board to **copy your timetable** and go to classes. Remember, many other students will be doing the same thing. These are the steps you should follow:

1. **Look at the Master Student Schedule to find your name.**
2. **The classes will be listed as either morning (AM) or afternoon (PM) classes. Depending on your program, you may have 1-3 classes listed with your name.**
3. **Copy the information written beside your name on a piece of paper. Use this information to find your class, classroom number, and electives. Look at the example below.**

Name	Time	Class	Classroom	
Tan Hui-Min	AM	UPPINT-A	Classroom P*	* please note that Toronto classrooms use numbers
Ochoa Jose	AM	INT-A	Classroom H*	
Ota Rie	PM	Business	Classroom J *	

Who to talk to at Eurocentres Canada

All of the staff at Eurocentres Canada will try to help you in any way that they can. But, in order to get the best help, quickly, you should try to speak to the person who is suggested below. This person will be most familiar with any questions or problems you may have. **To make an appointment, submit a completed Student Request Form. Ask the front desk staff for the Request Form.**

<u>Title</u>	<u>Area</u>
First Aid Attendant VAN CSC (Client Services Coordinator) TOR	If you are feeling sick or have been injured in the school.
Instructors	To discuss problems understanding the lesson, homework and general progress
Registrar VAN and TOR CM (Centre Manager) or CSC TOR	Course payment, registration, registration for private lessons and purchasing medical insurance
Senior Teachers	To make appointments, washroom codes, general enquiries, textbooks, TOEFL sampler CD-ROM, to sign out Learning Centre materials and Conversation Club
Marketing Coordinator	Course extensions and upgrades, registration questions, local marketing, problems with food/drink machines, special programs, premises issues, computer room issues
Social Program Co-ordinator	Monthly activities/events, excursions, study holiday, adventure tour, group programs, youth programs

Director of Studies

Student counselling - academic and personal, course and level changes, textbooks, attendance (absenteeism), student orientation, curriculum questions, problems with instructors, crisis counselling.

CSC VAN
CSC TOR

Homestay placement, payment and changes, student cards

Managing Director VAN
CM TOR

Any unresolved questions or concerns.

Note: Language Assistance is available in emergency situations such as accidents or serious illnesses.

Eurocentres Canada Curriculum

Eurocentres Canada has developed its own curriculum, which is a balance of **speaking, listening, reading and writing**. In each term, your core classes will have been developed around a topic area such as transportation, technology, art, etc. This has been done so that you will be able to use and practice the new and familiar topic vocabulary in many ways. In your speaking classes, you will have the opportunity to practice several conversation techniques, as well as speaking functions such as describing, advising, inviting, and complimenting. In your grammar classes, you will be able to practice and expand on the grammar focus specific to the level. Your electives will give you the opportunity to develop your English in ways that suit your interests.

How to improve your English

- a) Attend all classes and be on time.
 - if you must be absent, please call the school and leave a message telling why you cannot come to school. You should ask your teacher if you missed any work.
- b) Always speak English.
 - all students must speak English at all times inside the school (see English Only Policy).
- c) Participate in class and do your assignments.
 - students who participate in class tend to improve more quickly. It also helps your teachers identify your weak areas so that they can help you improve. Studying for tests and completing your homework assignments are both important to improving English.
- d) Always be prepared for your lessons.
 - be sure to bring a pencil, pen, eraser and writing material to class. We suggest that you use a three-ring binder with dividers to organize your class material. Students may purchase a textbook if they feel so inclined. **Only English dictionaries are allowed in class.**

Requesting Elective Class Changes

If you want to change an elective, you must submit a **student request form** to the Director explaining your request for change **no later than Thursday** of any given week in order for the change to take place on the following **Monday**.

Counselling

The Director of Studies is available for counselling. You can talk about any concerns you might have about your classes, lessons or teachers. For Homestay concerns you should make an appointment with the Accommodations Co-ordinator. You can also meet to talk about any personal problems that you need help with. **Please make an appointment.**

Social Program

Eurocentres Canada plans many monthly activities such as bowling, sailing, cycling, river rafting, parties, and theatre excursions. Activities will be posted at the **Student Activity Centre** for all students who are interested. Please read the information carefully. If you are interested, be sure to sign your name. If you have any ideas, you can tell them to the **Social Program Co-ordinator**. Remember, you must have **medical insurance** to participate in any activity. Please note that some activities do have an age restriction due to Canadian laws.

Visa and Medical Insurance Information

Every student must have medical insurance and the appropriate authorization from Immigration Canada. Please give a copy of these documents to the school. Remember that you are responsible for

checking the expiration date of your documents and keeping your papers up to date. For additional information on visa requirements please visit www.cic.gc.ca

Certificates

To receive a certificate at the end of your course, you must abide by all Eurocentres Canada school rules and policies, including attending a minimum of 80% of classes.

General Terms and Conditions of Business Refund Policy

All students must read and understand the Business Refund Policy. Any questions should be directed to school management. The refund policy can be found on the back of the price list, which is available at the front desk upon request.

English Only Policy

The primary purpose for students coming to Eurocentres Canada is to learn and improve their English. In order to do this, Eurocentres Canada promises to provide their students with a quality curriculum, qualified instructors, and an English only atmosphere. Not speaking English affects your improvement and is damaging to the learning environment. Therefore, Eurocentres Canada has a **strict English Only Policy** as follows:

1. *First Infraction:*
If a student is found not speaking English for the first time by a teacher or staff member, they will receive a **verbal warning** and his / her name will be **placed on a list**.
2. *Further Infractions:*
Any further infractions may result in indefinite suspension or dismissal without refund from the school.

Eurocentres Canada Withdrawal and Dismissal Policy

Note: This policy is provided via email to students before entering into any enrolment contract. It is also provided in our student handbook.

Withdrawal Policy

If you decide you are unable to continue with classes, you must officially withdraw. Official withdrawals are effective as of the date they are received in writing by the Registrar. If you are unable to present your withdrawal in person, you may confirm your withdrawal via the email account you provided on your application form. Our refund policy will apply to all withdrawals.

Dismissal Policy

In the event that a student does not follow one of the Eurocentres Canada school rules, the following procedures will be applied (Note - this does not apply to rule number one which is governed by Eurocentres Canada's strict English Only Policy):

1. *First Infraction*
The student will receive a verbal warning.
2. *Second Infraction*
The student will participate in a disciplinary interview with the Director; receive a letter of warning, and a possible suspension.
3. *Third Infraction*
The students will be put on suspension or dismissed from the school.

Eurocentres Canada Dispute Resolution Policy/Level Appeal Policy

Please note the following:

1. This policy governs complaints from students regarding Eurocentres Vancouver and Toronto and any aspect of their operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. Students who have questions, concerns or complaints must complete a Student Request Form. The Student Request Form must be signed and dated and details provided. Students have the right to present their concerns orally. Details will be transcribed and read back to the student and signed for veracity. Students may also have another person make the submission on his or her behalf.

3. The student must provide the written complaint to the Director of Studies (for academic matters) or the Centre Manager (for all other matters) who are responsible for making determinations in respect of complaints. If both the Director of Studies and Centre Manager are absent or named in a complaint, the student must provide the complaint to the Managing Director.
4. The process by which the student complaint will be handled is as follows:
 - All Eurocentres Canada students have regular meetings with their core teachers where they can address any concerns.
 - If students require further support, they are encouraged to speak with our administration team, including our Director of Studies, our Centre Manager, or our multilingual marketing and registrations team.
 - If no satisfactory solution is found, students who wish to dispute a decision made by a teacher or staff member, or register a complaint, they may do so in writing.
 - The administration team will use all resources available to evaluate the student complaint in accordance with Eurocentres Canada's policies & procedures and with PTIB regulations (in BC) and AESD (in Ontario). The administration team will then suggest a resolution in writing.
 - Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
 - If the dispute cannot be resolved internally, the students will be referred to Languages Canada. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch in BC (www.privatetraininginstitutions.gov.bc.ca) or with Languages Canada.
5. The student making the complaint may be represented by an agent or a lawyer.
6. Eurocentres Canada is bound by and adheres to the Languages Canada Dispute Resolution Policy. A copy of this policy is available to students.

Attendance Policy

Note: This policy is provided via email to students before entering into any enrolment contract. It is also provided in our student handbook, and it is discussed in the students' first day orientation.

School starts at 8:50 am in the morning and 1:40 pm in the afternoon. Be on time! If you are late, the teacher may not admit you to class and you will have to wait until the next break to enter the classroom. Attendance will be taken in every class. If you are not here on time, you will be marked absent. This is important for level assessment, Student Visa Renewals and Certificates. You must maintain 80% attendance in every term. Please notify the school if you must be absent or leave early. Not doing so may result in your being suspended without notification.

You may apply, in writing, to be absent from school for up to 10 days (i.e. a Holiday) for every 12-week term. The request will only be approved if you are maintaining at least 80% attendance and demonstrating satisfactory effort in your classes. Requests must be submitted 4 weeks before the intended holiday starting date. (This excludes Student Visa students.)

If you are absent for more than 9 consecutive school days without notifying Eurocentres Canada in writing, you will be classified as having dropped out.

To receive a Eurocentres certificate at the end of your course, you must abide by all Eurocentres Canada school rules and policies, including attending a minimum of 80% of classes.

Diversity Policy

Our students come from many different countries and backgrounds. You should treat everyone in the school, including your classmates, teachers, staff, and host family with dignity and respect. It does not matter their race, religion, colour, sex, sexual orientation, age, and physical or mental disability.

Our staff and teachers will also treat everyone with the same level of respect and make all reasonable accommodations for students' differences in the classroom and out of it.

If a student is found not to be respecting this policy, the dispute resolution policy or dismissal policy may apply.

X. SCHOOL RULES

Every Eurocentres Canada student must abide by these rules. If a student does not follow these rules, he or she may be dismissed from Eurocentres Canada in accordance with the Eurocentres Canada dismissal policy.

1. You **must speak English** inside the school and building **at all times!** Not speaking English in the school is damaging to the learning environment. Should there be a need to remind you of this more than once, you will be asked to meet with the Director of Studies responsible for counselling, and you may have placed your position in this school at risk.
2. You must obey and respect all Canadian laws.
3. You must observe and respect any advice, counsel or guidelines provided to you by Eurocentres Canada staff.
4. You must not use foul or indecent language in or about the school and its premises. No wild or rough activities will be permitted at any time. Please keep quiet in the office building.
5. Cheating on tests and any form of plagiarism is strictly **forbidden**.
6. School starts at **8:50 am** in the morning and **1:40 pm** in the afternoon. Be on time! If you are late, the teacher may not admit you to class and you will have to wait until the next break to enter the classroom. **Attendance will be taken in every class.** If you are not here on time, you will be marked absent. This is important for level assessment, student visa renewals and certificates. You must maintain 80% attendance in every term. Please notify the school if you must be absent or leave early. **Not doing so may result in your being suspended without notification.**
7. **You may apply, in writing, to be absent from school for up to 10 days (i.e. a holiday) for every 12-week term.** The request will only be approved if you are maintaining at least 80% attendance and demonstrating satisfactory effort in your classes. **Requests must be submitted 4 weeks before the intended holiday starting date.** (This excludes student visa students.)
8. If you are absent for more than 9 consecutive school days without notifying Eurocentres Canada in writing, you will be classified as having dropped out.
9. Requests for school reports, certificates and letters for re-entry into Canada should be received **2 weeks** in advance.
10. Lunch is to be eaten inside the student lounge only - **food or beverages are not allowed in classrooms, computer lab or the student resource learning centre.**
11. There is **no smoking** in or around the building or in the washrooms and hallways. Information on Vancouver smoking by-laws is available from the Senior Teachers (Vancouver only). In Toronto, you can smoke only in the designated smoking areas and no closer than 9 metres from the building entrance.
12. There is a 25 cent charge per sheet for photocopying. You must ask your teacher to help you with anything connected to class work. Sending a fax is \$3.00 for the first page, \$1.00 for each additional page. Receiving a fax is \$1.00 per page.
13. Please **make an appointment** with a teacher or staff member, in writing, through the Student Services Manager in Vancouver or the Client Services Coordinator in Toronto **for any private counselling.** We will be happy to help you.
14. The computer room will remain **closed to all students who should be in class.** Students who are late or skip classes do not have access to the computers during their class time. Computers are free to use any other time and if stations are busy please sign-up for a time using our **Computer Room Sign-Up.** All documents must be **saved onto a USB,** as the hard drive will be erased daily.
15. Please inform a staff member if you are going to study in the school after 4:30 p.m.
16. In order to provide a complete immersion experience only an English dictionary or an English learner's dictionary may be used.

It is the responsibility of all **students in homestay to read** and follow the **Eurocentres Canada Homestay Regulations and Guidelines** for students. If you do not have a **copy**, you must ask for one **at the front desk** immediately and read it carefully.

Cell phones, tablets and any other electronic devices must be turned off during class time. Any calls made in the school must be in English only.

We hope your experience at Eurocentres Canada is a positive one!

XI. RULES AND REGULATIONS FOR MINORS

Students that are 18 years old or younger are considered to be minors in BC and 17 or younger in Ontario. This means you will need to be supervised by an adult, and that in addition to abiding by Eurocentres Canada School Rules and Regulations, you must also abide by an additional set of rules that are specific to minors. These rules are as follows:

1. You must receive permission from your host family or legal guardian to be absent from dinner and to go out in the evenings or weekends. In the event permission is granted, you must inform your host family of your whereabouts and whom you are with.
2. You must obtain permission from your host family or legal guardian to spend the night away from your host family's home. In the event permission is granted, you must give your host family the telephone number and address of where you are staying as well as the name of whom you are with.
3. If you are found in possession of an ID card misrepresenting your age, you will be expelled from the school.
4. You must attend all classes unless you are ill. In the event of illness your host family must call the school to notify the staff of your condition.
5. If you are under **16 years of age**, you must receive permission from Eurocentres Canada staff to leave the school building at any point during the day.
6. If you are **under 13 years of age**, you must have supervision while travelling to and from school.

In addition to abiding by Eurocentres Canada School Rules and Regulations, minors must also abide by Canadian Laws. Below is a list of important Canadian laws that you must be aware of.

1. It is illegal for anyone under the age of 16 to drive.
2. It is illegal for anyone under the age of 16 to smoke.
3. It is illegal for anyone under the age of 19 to buy tobacco products.
4. It is illegal for anyone under the age of 19 to buy, be served or consume alcohol.
5. It is illegal for anyone under the age of 19 to enter a drinking establishment.

XII. ACADEMICS

Language Proficiency Assessment - Self Check List

In order to advance to the next level, you must meet the following requirements. Eurocentres Canada recommends that you ask yourself these questions and determine your answers before making an appointment to meet with the Director of Studies.

1. **Class Participation:**

You must participate in all classes. This includes speaking individually and in groups, and completing written assignments. If you do not participate in class, your instructors will be very limited in the ways that they can assess your English ability.

*Do you frequently volunteer answers and ideas in class?

*Do you ask the teacher and other students questions related to the lesson?

*Do you speak only English in school?

*Do you make an effort to try new words and sentence structures?

2. **Appropriate Speaking Level:**

Communicative ability is an important part of the Eurocentres Canada curriculum. On the first day of class, you are interviewed by a teacher and your speaking ability is assessed. As well, your instructor will continue to evaluate your speaking level every day in class. Every two weeks, your instructor will write a report on your progress. Every instructor will make comments about your speaking level on this report.

*Is your speaking level appropriate for the next level?

Eurocentres Framework

The Framework for our approach is provided by the Eurocentres Scale of Levels, which is based on over 15 years research and development. They were further developed to produce the **Common European Framework**, and the related official European **Language Passport**, both of which were launched in 2001-2 and updated in 2017.

You can use the **Eurocentres Scale of Levels** (posted on the classroom walls) to set yourself an aim, and to see where you are now.

When you take a Eurocentres course, we use a placement test to put you in a class at the best level for you. A summary of the level entitled **Our Aims** tells you the key things you will be able to do when you achieve the level. The **Examination Chart** shows you which exams are available. The **Weekly Plan** shows you the Topics, the Tasks and Skills, the Grammar and the Vocabulary, which are the focus for the week. Your class teacher explains how this week's work relates to the overall aims.

Our teachers use an analysis of the **Language Resources** necessary to use the language successfully in *Communicative activities* at each level. This helps them to plan your course with you. Many writers have highlighted that competence in a language has these two sides to it:

Language Resources

Knowing a language
Accuracy

Communication

Knowing how to use a language
Fluency

On the one hand you need language resources: knowledge of the grammatical structures, the vocabulary, the turns of phrase and pronunciation necessary in order to be able to communicate. On the other hand you need communicative interaction:

Experiential Learning in which you get used to formulating what you want to say, reacting spontaneously, and finding ways around difficulties of expression.

A balanced competence in both aspects is necessary to ensure continuing success. That's why we make sure that you make progress in both aspects of language learning when we Monitor Your Success.

Experiential Learning

Learning a language is more like learning swimming than learning economics. You can only learn to swim by swimming. A certain amount of information about swimming is useful. Practice in isolated strokes is vital. But you have to have lots of experience of actually swimming. That experience brings automaticity: things start to take care of themselves. Then you can just polish your technique.

This is why the best place to learn a language is in a region where it is spoken – where you can live the language. This is why it is vital to acquire confidence, to get a habit of relaxing and letting your language just come. That means lots of experience of using all your language resources to express what you really mean to say **fluently**. That is why our Framework is based on activity.

To make sure you achieve your potential, everybody takes great care to see that you feel comfortable. We check that the activities you experience are exciting, pleasant, challenging – and **varied**.

Successful learning involves a mixture of **work and fun**. Learning involves concentration – but you concentrate best when you are also having fun. Good teaching stimulates hard work by engaging curiosity and creativity. Fluency is developed in grammar games, quizzes, role-plays, and simulations, in which motivation and attention are harnessed by play instincts. Every week there is a longer fluency activity taking at least one lesson. These longer activities are used for Monitoring Your Success.

In addition to this, each Eurocentres school develops an **experiential syllabus**. We take care to ensure that you have all kinds of different pedagogical, cultural, social and personal experiences during your stay. This makes your stay unforgettable. It makes the language you learn significantly more memorable too!

Monitoring Your Success

At Eurocentres we pay great attention to evaluating the course and checking that your language is developing successfully. There is regular homework to reinforce what you learn in class. There is a feedback session every Friday, which is used to discuss the previous week and the plans for the following week. Often there will then also be a quiz on the language learnt that week. At regular intervals, school management talk to groups of students about the programs and their experience of progress.

Students staying on an Academic Year Program have a tutor who keeps an eye on their progress, and to whom they can go for help at any time.

We have also developed our own progress assessment approach, which reflects our concern with the development of both your **accuracy** and your **fluency**. At regular intervals and at the end of your stay the level your language has reached will be assessed. There are two tests reflecting the philosophy behind our Methodology and the basis of our Framework of levels:

The test of your **language resources** is taken from a bank of questions testing your knowledge of the grammatical structures, the vocabulary, and the turns of phrase necessary in order to be able to communicate at your level. This test may be taken on paper or on computer in the learning centre.

The test of your **communicative ability** may not appear to be a test. Every two weeks, you have a longer communicative activity, which the teacher uses to spot your strengths and weaknesses. This is part of our approach to Experiential Learning. Of course, your teachers already have a good impression of what you can do, but they follow a standardized assessment procedure, in order to ensure that their impression is fair. It is all part of the Eurocentres guarantee of quality teaching, based on proven methods and objective evaluation standards.

Course Descriptions

1. Basic (Core Program) Course

Overview

The Basic course, with 20 lessons per week, is intended for students who want to combine language learning with other activities during their stay.

Class Size: Average 12-13

Semi Full-Time: 20 x 50 minute lessons per week plus 5 hours self-study in the Learning Centre.

Levels: 1-9

Instructors

Trained, qualified staff who specialize in teaching in their native language to adults. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

Areas of Language Studied in the Course

Eurocentres Canada methodology concentrates on:
developing learners' ability to communicate in the language through specially designed activities
ensuring a sound knowledge of the language system
Grammar and Vocabulary

You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. The focus will be on giving you an accurate grasp of appropriate language at your level to be able to express what you want to effectively.

Oral Skills and Listening Skills

There is a strong emphasis on building fluency in oral skills, with daily speaking practice and regular discussions and communicative activities.

Reading and Writing Skills

Written skills are developed as a preparation and follow up to oral practice.

Online Platform

All students have access to our online learning platform to help them achieve their language goals and monitor their progress as they study. This service is especially useful for students who are finding one specific skill more difficult to improve on as they can focus on individual skills and learning targets. This blended e-learning system supports the practical development of communicative strategies, vocabulary, grammar and other English language functions and skills through lessons, tutorials, teacher support and online assignments.

2. Specialized Intensive Course

Overview

This course is designed for people who would like to learn a language at an accelerated pace. Time spent in the classroom is complemented with outside studies and work to be completed in the Learning Centre. The Intensive Course consists of the 20 core lessons per week plus 1 (5-lesson per week) Elective option.

Class Size: Average 12-13

Full-Time: 25 x 50 minute lessons per week plus 5 hours self-study in the Learning Centre.

Levels 1-9

Elective Options: One elective option is included. Students can choose from: TOEFL/Cambridge/Fluency (General English) /Business English/TOEIC, Academic Writing & Speaking, and IELTS.

Note: All elective options may not be available at both schools.

Instructors

Trained, qualified staff who specialize in language teaching and are teaching in their native language to adults. Classes are taught by a team of 2-3 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

Areas of Language Studied in the Course

Eurocentres Canada methodology concentrates on:
developing learners' ability to communicate in the language through specially designed activities
ensuring a sound knowledge of the language system

Grammar and Vocabulary

You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. The focus will be on giving you an accurate grasp of appropriate language at your level to be able to express what you want to effectively.

Oral Skills and Listening Skills

There is a strong emphasis on building fluency in oral skills, with daily speaking practice and regular discussions and communicative activities.

Reading and Writing Skills

Written skills are developed as a preparation and follow up to oral practice.

Online Platform

All students have access to our online learning platform to help them achieve their language goals and monitor their progress as they study. This service is especially useful for students who are finding one specific skill more difficult to improve on as they can focus on individual skills and learning targets. This blended e-learning system supports the practical development of communicative strategies, vocabulary, grammar and other English language functions and skills through lessons, tutorials, teacher support and online assignments.

3. Specialized Super-Intensive Course

Overview

This is our most intensive, personalized and comprehensive course. It is geared for the serious student of English who wants to maximize his or her study time with more in-class hours. This is the perfect course for students interested in acquiring the most comprehensive English skills at the fastest possible pace for language building purposes. The Specialized Super-Intensive Course consists of the 20 core lessons per week plus two 5-lesson per week elective classes.

Class Size: Average 12-13

Full-Time: 30 x 50 minute lessons per week plus 5 hours self-study per week in the Learning Centre.

Levels 2-10

Elective Options: One or two elective options are included. Students can choose from Fluency (General English) / Business/TOEIC, Exam Skills, Academic Writing & Speaking, Fluency

Note: All elective options may not be available at all times at both schools.

Instructors

Trained, experienced staff who specialize in teaching English and in the case of the exam course, preparing students for the examinations concerned. They are extremely familiar with the exam format and typical content. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

Areas of Language Studied in the Course

The general language development concentrates on developing your knowledge of the language system and overall ability to communicate so as to bring you up to your goal level or the level required by the exam.

- **Grammar and Vocabulary**
You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. There is a strong emphasis on building up your control over language repertoire, on helping you to notice and correct your own mistakes.
- **Oral Skills and Listening Skills**
There is daily speaking practice and regular discussions and communicative activities.
- **Reading and Writing Skills**
Written skills are developed systematically.
- **Exam Preparation**
In the Cambridge Super Intensive Course there will be classes focused on exam practice.

Online Platform

All students have access to our online learning platform to help them achieve their language goals and monitor their progress as they study. This service is especially useful for students who are finding one specific skill more difficult to improve on as they can focus on individual skills and learning targets. This blended e-learning system supports the practical development of communicative strategies, vocabulary, grammar and other English language functions and skills through lessons, tutorials, teacher support and online assignments.

4. Cambridge Specialized Super-Intensive or Intensive Course

Overview

Allows students to combine 20 morning lessons studying Cambridge specific material with 5 lessons per week in an afternoon Cambridge Exam preparation elective class and an additional 5 specialized lessons (Super-Intensive option)

Class Size: Average 12-13

Full-Time: 25 or 30 x 50 minute lessons per week plus 5 hours self-study per week in the Learning Centre.

Levels 4-10

Instructors

Trained, experienced staff who specialize in teaching English and in the case of the exam course, preparing students for the examinations concerned. They are extremely familiar with the exam format and typical content. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

Areas of Language Studied in the Course

The general language development concentrates on developing your knowledge of the language system and overall ability to communicate so as to bring you up to your goal level or the level required by the exam.

- **Grammar and Vocabulary**
You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. There is a strong emphasis on building up your control over language repertoire, on helping you to notice and correct your own mistakes.
- **Oral Skills and Listening Skills**
There is daily speaking practice and regular discussions and communicative activities.
- **Reading and Writing Skills**
Written skills are developed systematically.
- **Exam Preparation**
In the Cambridge Super Intensive Course there will be classes focused on exam practice.

Online Platform

All students have access to our online learning platform to help them achieve their language goals and monitor their progress as they study. This service is especially useful for students who are finding one specific skill more difficult to improve on as they can focus on individual skills and learning targets. This blended e-learning system supports the practical development of communicative strategies, vocabulary, grammar and other English language functions and skills through lessons, tutorials, teacher support and online assignments.

5. IELTS Basic, Intensive or Super-Intensive Course

Overview

The IELTS Basic, Intensive or Super-Intensive courses allows you to choose the best course for you in preparing for the IELTS exam. Take 20 morning lessons studying IELTS specific material or combine it with 5 lessons per week in an afternoon IELTS Exam preparation elective class and an additional 5 specialized lessons in fluency (Super-Intensive option).

Class Size: Average 12-13

Full-Time: 20, 25 or 30 x 50 minute lessons per week plus 5 hours self-study in the Learning Centre.

Levels: 4-10

Instructors

Trained, experienced staff who specialize in teaching English and in the case of the exam course, preparing students for the examinations concerned. They are extremely familiar with the exam format and typical content. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

Areas of Language Studied in the Course

The general language development concentrates on developing your knowledge of the language system and overall ability to communicate so as to bring you up to your goal level or the level required by the exam.

- **Grammar and Vocabulary**
You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. There is a strong emphasis on building up your control over language repertoire, on helping you to notice and correct your own mistakes.
- **Oral Skills and Listening Skills**
There is daily speaking practice and regular discussions and communicative activities.
- **Reading and Writing Skills**
Written skills are developed systematically.

- Exam Preparation

Online Platform

All students have access to our online learning platform to help them achieve their language goals and monitor their progress as they study. This service is especially useful for students who are finding one specific skill more difficult to improve on as they can focus on individual skills and learning targets. This blended e-learning system supports the practical development of communicative strategies, vocabulary, grammar and other English language functions and skills through lessons, tutorials, teacher support and online assignments.

6. Intensive or Super-Intensive Premier Course

Overview

The Intensive or Super-Intensive Premier courses are ideal for combining class based instruction with private lessons in a comprehensive program that focuses on your individual needs.

Class Size: Average 12-13

Semi Full-Time: 25 + 3 private or 30 + 2 private x 50 minute lessons per week plus 5 hours self-study in the Learning Centre.

Levels: 2-10

Elective Options: One or Two elective options are included. Students can choose from Cambridge/Fluency (General English) / Business/TOEIC, Exam Skills, Academic Writing & Speaking

Note: All elective options may not be available at all times at both schools.

Instructors

Trained, experienced staff who specialize in teaching English and in the case of the exam course, preparing students for the examinations concerned. They are extremely familiar with the exam format and typical content. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

Areas of Language Studied in the Course

The general language development concentrates on developing your knowledge of the language system and overall ability to communicate so as to bring you up to your goal level or the level required by the exam.

- Grammar and Vocabulary
You will work on grammar by studying and practicing the way it is used in context and develop your vocabulary skills. There is a strong emphasis on building up your control over language repertoire, on helping you to notice and correct your own mistakes.
- Oral Skills and Listening Skills
There is daily speaking practice and regular discussions and communicative activities.
- Reading and Writing Skills
Written skills are developed systematically.

Online Platform

All students have access to our online learning platform to help them achieve their language goals and monitor their progress as they study. This service is especially useful for students who are finding one specific skill more difficult to improve on as they can focus on individual skills and learning targets. This blended e-learning system supports the practical development of communicative strategies, vocabulary, grammar and other English language functions and skills through lessons, tutorials, teacher support and online assignments.

7. University Pathway Program

Overview

Our Pathway Program is your springboard to colleges and universities in Canada and the US. Our program prepares students for post-secondary study and is customized to the needs of each individual learner. From the moment you book your course with us we offer you personalized and individual attention and provide you with a coordinator, all of which will ensure your success and provide you with the foundation and skills needed for a brighter future. Our partner institutions recognize our levels, eliminating the need for an entry exam such as IELTS, TOEIC or TOEFL*.

Our Pathway Program teaches all the specific skills that post-secondary students should have at their disposal. Throughout your course you will practice note-taking, summarize lectures, build research and presentation techniques and develop academic familiarity. In addition to academic skills, our classes offer the perfect balance of all basic English skills from vocabulary and writing to speaking and reading. Our system is highly regarded, and upon successful completion of our Pathway Program you will gain seamless entry to one of our 30+ partner universities and colleges.

Instructors

Trained, experienced staff who specialize in teaching English and in the case of the exam course, preparing students for the examinations concerned. They are extremely familiar with the exam format and typical content. Classes are taught by a team of 2 teachers, one of whom has overall responsibility for directing your varied and fully integrated program. The teachers will use your feedback in their weekly and daily work plans taking account the needs of the individuals in the class.

Areas of Language Studied in the Course

Structure

Pre-Pathways – Levels 1-3. Students are integrated into regular ESL classes where they will learn and practice the foundations of English. Focus on:

- Grammar
- Vocabulary
- Reading
- Writing
- Listening
- Speaking

Pathway I – Levels 4-6. Students will build on the foundations of English skills, and shift more towards developing the skills which are essential for university bound students. Focus on:

- Skills such as: understand main ideas in a presentation or lecture, give short presentations, give an overview and summary of an academic text, writing paragraphs, taking & expanding notes
- Tasks & Functions such as: taking detailed notes on explanations & examples, offering and responding to opinions, presenting argument for and against, analyzing, planning and using notes
- Grammar such as: using the past simple and present perfect to talk about experiences, using reported speech to refer to points in a presentation, present and past tenses and referring to research finding
- Vocabulary such as: academic and technical vocabulary, linking expressions, the language of cause & effect, evaluative adjectives

Pathway II – Levels 6-8. Students will shift towards English for Academic Purposes. They will work on refining their skills that they learned in the earlier levels; however, the focus will move to those skills that will be necessary for life as a university student.

Skills such as: use of textbooks & dictionaries, describing visual information, citation and referencing, essays, lectures

& interviews, preparing for & taking part in seminars, tutorials & presentations

- Tasks & Functions such as: note taking, identifying ideas in a text, essay writing – writing & evaluating a thesis statement, comparison, argument, cause & effect, understanding the main points of a lecture
- Grammar such as: reporting verbs, persuasive language: adjective phrases, conditionals, phrasal & prepositional verbs
- Vocabulary such as: coherence in essay writing, building academic vocabulary, using a monolingual dictionary

8. Junior Programs

Overview

Our Junior Programs offer a combination of daily English classes and exciting afternoon and evening activities, as well as weekend outings and events. We offer courses for students from the age of 12 and up. Students aged 16+ are welcome to be mixed with our general adult classes. We encourage eligible students to choose this option so they can experience our strong nationality mix and learn alongside students from all over the world. Students under the age of 16 will study in closed classes, allowing for more customised syllabi if required.

Program Features

- 20 lessons per week of English instruction
- Afternoon and weekend activities
- Accommodations (homestay is standard; residence options are available in the summertime only)
- 3 well-balanced meals per day
- All local transportation
- Airport transfer on arrival and departure
- Final certificate

XIII. STUDENT REFERENCE SHEET

Keep the following sheet with you at all times to ensure that your files are always up to date, and for quick reference to important information.

Important Telephone Numbers:

Emergency 911

Eurocentres Vancouver: 604-688-7942

Eurocentres Toronto: 416-542-1626

Vancouver Emergency Number: 604-290-3412

Toronto Emergency Number: 647-227-1209

Did you give originals of the following items to the Registrar?

Passport

Visa

Medical Insurance

If your answer is 'NO', please be sure to give this information to the Registrar as soon as possible.

VANCOUVER SCHOOL ADDRESS:

**250 - 815 West Hastings Street
Vancouver, BC. V6C 1B4**

TORONTO SCHOOL ADDRESS:

**220 - 111 Peter Street
Toronto, ON. M5V 2H1**

**Change of Address:

If you change your address (or **Emergency contact**) at any time during your stay in Canada, you must complete the change of address form and give it to the Registrar. Be sure to include your new phone number.

Legal First Name: _____ Last Name: _____

New Address: _____ City: _____ Province _____

Postal Code: _____ Telephone: _____

XIX. STUDENT TIMETABLE

	MON	TUE	WED	THU	FRI
8:50 – 9:40	New Students Testing & Orientation	Language Development	Language Development	Language Development	Language Development
9:40 – 10:30	Language Development	Language Development	Language Development	Language Development	Language Development
10:30 – 10:50	Break	Break	Break	Break	Break
10:50 – 11:40	Language Development	English Skills	English Skills	English Skills	English Skills
11:40 – 11:50	Break	Break	Break	Break	Break
11:50 – 12:40	English Skills	English Skills	English Skills	English Skills	Language Development
12:40 – 1:40	Break	Break	Break	Break	Break
1:40 – 2:30	Language Development	Elective Block B	Elective Block B	Elective Block A	Elective Block A
2:30 – 2:40	Break	Break		Break	
2:40 – 3:30	Elective Block A	Elective Block A		Elective Block B	
3:30 – 3:40	Break	Break		Break	
3:40 – 4:30	Elective Block B	Elective Block A		Elective Block B	

Find your name on the **student list**. Find your **timetable** and copy the typed classes and rooms onto your timetable copy.

Language Development and English Skills

Classroom _____ Teacher _____

Elective Block A

Classroom _____ Teacher _____

Elective Block B

Classroom _____ Teacher _____

XV. HOMESTAY REGULATIONS & GUIDELINES FOR STUDENTS

It is with pride that we welcome you to North America and into the home of one of our host families. We are committed to a personalized approach and take extra care in fully knowing our students. Our Accommodations program is handled in-house by school staff members – no outside agencies are used. As such, we have complete control over the quality and monitoring of these programs.

Your host family may be very different from what you expect it to be as there are many kinds of Canadian families. Each family is unique and each can teach you about the culture and the language of Canada. Try to understand and accept the differences. This way you will attain the most from your homestay experience. Remember that it is a virtue to accept people as they are.



House Rules

Every host family has their own unique method of operating their home. You might be expected to make your own bed, vacuum and dust your own room, carry your own dishes from the table to the kitchen, help clean up after meals, etc. Here are some general courtesies to observe:

- Be on time for meals. If you are not having dinner at home, let your host family know in advance.
- Try to keep your showers or baths to a reasonable length of time.
- Be responsible for your own transportation.
- Respect no-smoking preferences when indicated.
- Respect quiet hours in the house.
- Offer to help when help would be appreciated.
- Keep your room clean and tidy.
- Be careful to turn out lights when you are not using them.
- Offer to share expenses if your family takes you places.
- Ask your host family before inviting guests to the house.
- Minor students should be home by 10pm.



Your Room

Your host family will provide a private room with a comfortable bed, a place to study, and an adequate closet space for your clothes. Sheets, pillow, pillowcase, blankets and towels will be provided. Ask your family how often you should change your sheets and towels. You are responsible for keeping your own room neat and clean. Remember your room is a part of their home and you should treat it with respect.



The Washroom

- You might not have a private washroom. If not, you will need to learn to share the washroom with your family courteously.
- Clean up after yourself when you use the washroom.
- Family members may need to use the washroom.
- Canadian homes do not have a drain in the washroom floor. Be very careful to keep water off the floor.

Laundry



Your host family may wash your clothes for you or you may be asked to wash your own clothes. Discuss this with your family. If you must wash your own clothes, be sure you fully understand how to operate the washer and dryer before doing so. Most families wash their own clothes only once a week. Even if you are washing your own clothes, your family may still prefer you to do this once a week. Please confirm this with your family.



Meals

If you are a *full board* student your host family will provide 3 meals a day for you. Half board students are provided with breakfast and dinner. A *half board* student must buy their own lunch including weekends. If you will miss any meals, you must give your family ample notice.

You probably will experience a variety of food because Canadians have many different cultural backgrounds. A Canadian host family will probably ask you only once if you want more food. If you would like more food, say that you would when you are asked. If you are not asked, it is all right to ask for more. Do not pretend you do not want more food if you do. A Canadian host would feel bad if you failed to ask for food and then later told your friends you did not get enough.



Breakfast

Some host families cook breakfast for students and others will provide the food for the students to prepare breakfast for themselves. Talk to your host family to see which is best for you and for them. Be on time if breakfast is prepared for you, or you may cause your family to be late. If you prepare your own breakfast, clean up after yourself.



Packed Lunches (For full boards students only)

Some host families will pack you left-overs from dinner or prepare you a sandwich for lunch. Most families work during the day and won't cook a fresh meal in the morning. If the host family allows you to prepare your own lunch, make sure to leave the kitchen clean.



Dinner

Canadian families usually have dinner around 5:30pm or 6pm. This is a great opportunity for you to spend time with your host family and share your experiences. If you're not going to be home for dinner let your host family know in advance. They might keep a separate plate of food for you in the fridge.



Snacks

You will provide your own snacks unless your host family offers otherwise. You should ask your host family if they have space to store food in the fridge or in the cupboards before you buy any extra food.



Damage

If you break or damage anything in your host family's home it is entirely your responsibility to pay for it. If an accident does occur, the best way to handle it is to tell your family immediately, apologize profusely and offer to pay in full for any damages you have incurred. This is the essential action to take in order to maintain a strong relationship/friendship with your host family. If you have any questions regarding damage, speak to the Homestay Coordinator.



Key

Your host family may give you a key to their house. For safety reasons, you should always make sure the door is locked when leaving the house. In case the key gets lost, you will be

responsible for covering the cost of the key replacement. Remember to return the host family's key before returning to your country.



Age of majority

Be aware! The age of majority in Vancouver and Toronto is 19 years old. Students 18 years old and younger are not allowed to drink or buy alcohol, marijuana or cigarettes in the provinces of British Columbia and Ontario.



Methods of Resolutions for Problems

Think carefully about the problem. Is it a problem or a misunderstanding? Could a small sacrifice from you solve it? Think about possible options for solving this problem. If small problems are acted upon quickly, they tend to be resolved without becoming big problems and without causing bad feelings.

Speak with your host family. We hope that all problems can be resolved between the student and the host family. It is very important to work things out together in order to maintain a good relationship. If the problem is serious and cannot be resolved, talk to the homestay coordinator at school. They are available Monday to Friday from 9 am to 5pm.

Homestay Policies and Refund

Dietary restrictions and preferences must be informed before a host family is booked. The homestay coordinator will try their best to accommodate your needs. Please, bear in mind that requests based on distance are not guaranteed. The average commute to school is between 45 and 50 minutes.




If you would like to request a homestay change, talk to the homestay coordinator. If a valid reason is given or there is a violation of Eurocentres guidelines a new family will be arranged as soon as possible without any additional cost. However, if the change is requested based on subjective motives, a new placement fee of \$230 and a two week written notice will be required.

Homestay extensions are subject to host families' availability. Contact your homestay coordinator if you are planning on making monthly payments. If you haven't informed your intention to extend your homestay period and your host family isn't available, a new host family will be arranged for you.

In case you wish to cancel the homestay package to live on your own, you should fill out a student request form and provide the school with a two-week notice. Any unused fees will be refunded minus a \$110 change fee. Refunds take up to 30 days to be processed.

Emergency Hotline

If you have an emergency and need to contact our school out of office hours, please call the school's hotline number and one of our staff members will be available to assist you. If the line is busy, you must call back until someone answers.

-  +1 (604) 290 3412
Vancouver's emergency hotline number
-  +1 647-227-1209
Toronto's emergency hotline number
-  +1 619-770-8853
San Diego's emergency hotline number

Thank you for choosing a Eurocentres homestay. We look forward to seeing you in our school and wish you a very pleasant journey.

XVI. OUR MISSION STATEMENT

Eurocentres Canada

Eurocentres Canada is dedicated to helping our clients achieve their goals through superior education, quality services, individualized care, and extensive opportunities for cultural exchange, creating a quality environment in every aspect of our operation. In support of this mission, Eurocentres Canada is committed to:

1. Supporting and maintaining a team of qualified and trained professionals.
2. Providing care for students prior to, during and after their studies at Eurocentres Canada/VMLLC.
3. Maintaining up-to-date, academically-sound and dynamic programs which enable students to realize their individual goals.
4. Maintaining a supportive and engaging academic environment conducive to English language learning.
5. Maintaining and enhancing quality in all services, including accommodation and an extensive social activity program.
6. Maintaining a management team dedicated to ensuring the growth, prosperity and profitability of Eurocentres Canada/VMLLC.
7. Maintaining an efficient, adaptable operational system.
8. Conducting ongoing research, assessment of and response to our clients' needs and environment trends to ensure Eurocentres Canada/VMLLC remains a leader in the industry.
9. Upholding VMLLC, Eurocentres, and Languages Canada Quality Standards.
10. Synergizing with our partners.
11. Developing and maintaining a challenging and rewarding academic environment.