

Student Policies and Information Handbook

LEARN ENGLISH NOW ►



inlingua Victoria College of Languages

“EXPERIENCE ALL THAT YOU CAN”

Welcome to inlingua Victoria College of Languages!

It is our mission to provide our students with the most personalized, dynamic and memorable language learning experience through trusted methods and collaborative educator support in our inclusive boutique school community. With a long, proud history of innovation and excellence, we strive for the highest standards in language learning, facilities and teachers.

As owners of inlingua Victoria we take great pride in providing students with the ultimate learning experience; broadening the personal growth of each student.

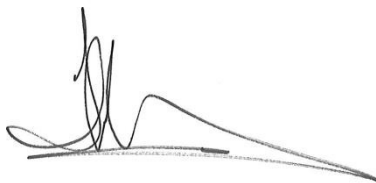
It is our promise to you.

Sincerely,



Brenda Scott
B.A., M. Ed. Admin
Executive Director

and



Thaddeus Monckton
B.Ed., M. Ed. Admin
Executive Director



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Part 1: About inlingua Victoria

1.1 Company History

inlingua International

Since its inception in 1968, inlingua has become one of the world’s leading language training organizations with 315 language centers in 35 countries across Europe, Africa, Asia, North and South America. Millions of private clients and employees of large and small companies, institutions and government offices have benefitted from the inlingua method of language training. Over half of the Fortune 500 Companies have chosen inlingua as their language provider.

The inlingua method of teaching is based on 10 principles:

1. Lessons are taught in the target language only
2. Learn through speaking
3. Exemplify rather than explain
4. Get the learners doing the talking
5. Get the atmosphere right
6. Handle the learners’ language mistakes with care
7. Check before you teach new language
8. Give learners the opportunity to experiment
9. Variety in teaching
10. Provide both structural and functional forms of teaching

1.2 Our Commitment to Excellence

inlingua teachers are experienced and engaging. Our inlingua staff’s priority is you. Our teachers are highly qualified native English speakers and are TESL certified. They are extensively trained in the inlingua method. They are passionate about teaching and education and provide an amazing classroom experience. Our teachers use inlingua materials that are constantly updated to stay abreast of developments in the teaching field worldwide. We only hire teachers that have a passion for teaching, love being around students and know how to make your classroom experience amazing.

Our entire team is committed to helping inlingua students have the most successful educational experience possible. As our student, you will have access to first class services and support to help you in adjusting to life in Canada while reaching your English learning potential.

That means small class sizes and individualized attention from knowledgeable and skilled staff and teachers. It also means quality academic advising, college or university preparation, student orientations, career services, counseling and access to wide variety of other resources. Whatever the need, inlingua Victoria will ensure you have all the tools for success.

Part 2: General School Information

2.1 School Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
8:30 am	INLINGUA OPENS				
9:00 am – 10:30 am	Grammar	Grammar	Grammar	Grammar	Grammar
10:30 am – 10:45 am	BREAK				
10:45 am – 12:00 pm	Reading/Writing	Reading/Writing	Reading/Writing	Reading/Writing	Reading/Writing
12:00 pm – 12:30 pm	LUNCH				
12:30 pm – 1:30 pm	Speaking/ Listening	Speaking/ Listening	Speaking/ Listening	Open Block	Open Block
1:30 pm – 1:45 pm	BREAK				
1:45 pm – 2:15 pm	Speaking/ Listening	Speaking/ Listening	Speaking/ Listening		

2.2 Facilities

inlingua Victoria provides multiple lounges with TV's, large tables and seats to accommodate students during break times. There are several areas with kitchens including microwaves, fridges and vending machines. Dishes and cutlery are also available. Free Wi-Fi is offered throughout the school and all classrooms are equipped with the latest technology. There is a rooftop patio with picnic tables for students to use with ocean and mountain views. inlingua Victoria is located close to all downtown amenities – cafes, restaurants, stores and shopping centres.

Campus Location

inlingua Victoria: Suite 101 – 910 Government Street, Victoria, BC

- Open year round

2.3 Social Events and Activities

inlingua Victoria offers a packed activity calendar with fun, local things for students to partake in 6 days a week, as well as offered weekend trips! These activities are an excellent opportunity for you to get to know the city and make memorable friendships with other students. Experiences range from ocean and outdoor activities, food hotspots for locals and conversation clubs to practice language with native speakers outside the classroom. Student input for activities is always reflected in the calendar, so no matter what your interests are you will have the chance to try it out while practicing your English in the city. The Activity Coordinator will post sign-up sheets at the front desk. A minimum of 5 students is required for an activity to proceed. This means, five students must sign up or the activity will be cancelled.

Sample Activity Calendar

  ACTIVITY CALENDAR NOVEMBER 2017  						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
FOOD & DRINK HEALTH & FITNESS GAMES/SPORTS NATURE/WILDLIFE HANDICRAFTS CULTURE/TOURS WORKSHOPS/CC MOVIES/MUSIC	CLUB ESL Trips (see Front Desk for Information)		Bug Zoo  3:00pm.	Board Games Student Lounge  3:15pm.	Happy Hour Belleville's Pub, 3pm. IMAX Movie "Rocky Mountain Express", 5pm.	Inner Harbour Maritime Tour & Museum  11:00am.
5	6	7	8	9	10	11
	Conversation Club Topic: Holidays  3:15pm.	Tapas & Art The Tapa Bar The Bateman Centre  4:30pm.	Wing Night Heckler's Bar  4:30pm.	VR Games Edutainment  4:30pm.	Food Trucks & Royal BC Museum  2:30pm.	REMEMBRANCE DAY Ceremony 11:00am.  Vintage fair 10am-4pm
12	13	14	15	16	17	18
	STAT HOLIDAY  SCHOOL CLOSED	Pub Night Bartholomew's  5:00pm.	Mexican Night La Tortilla Mexicana  4:30pm.	Karaoke & Games Loterie Cafe  4:30pm.	IMAX 3D MOVIE "Search for Life in Space 3D"  4:00pm.	Blues Music Performance Black Fair @ Phoenix Bar  8:00pm.
19	20	21	22	23	24	25
	Workshop Topic: Poetry & Rhyming  3:15pm.	Auction House "Decorative Arts"  7:00pm.	Wing Night The Flying Otter  4:30pm.	Board Games Board Game Cafe  4:30pm.	Hockey Game Victoria Royals  7:00pm.	Fair Trade Fair  10:00am-4:00pm.
26	27	28	29	30		
Theatre: Play "Anne of Green Gables"  2:00pm.	Conversation Club Topic: Dating & Relationships  3:15pm.	Pasta Night Old Spaghetti Factory  4:30pm.	Korean Night Han Restaurant  4:30pm.	Billiards Peacock Billiards  4:30pm.		*TBA: To Be Announced (will provide more information later)

Please be advised: Schedule subject to change. Please see Activity Board, Tracey (Wolf Room), or Front Desk for updates/questions. Specific information (price, location, etc.) can be found on the sign-up/info sheets at the Front Desk & Activity Board. They are posted weekly.

2.4 Programs at inlingua Victoria

inlingua Victoria offers a variety of learning opportunities for our students including:

- General English Courses
- English for Academic Purposes (EAP) Courses
- IELTS Exam Preparation Courses
- Professional Business English Courses
- Summer and Winter Youth English Camp Courses
- Teaching English as a Second Language Certification Course
- Hospitality and Service Management Diploma Program
- Private tutoring

To learn more about our programs, please visit our website at www.inlinguavictoria.com

Part 3: Student and Academic Policies

3.1 General Conditions and Admissions Policy

General Conditions

inlingua Victoria College of Languages reserves the right to change start dates, programs and course curriculum at any time without notice. The fees, dates and conditions listed in our brochure are also subject to change at any time without prior notice. inlingua Victoria and its member schools accept no responsibility whatsoever for any loss or damage to the personal belongings or property of a student participant or for any injury to or death of a student or program participant occurring on or off school property. Students must comply with the policies and procedures of the member school. Failure to comply with the rules of the member school may result in dismissal. If the applicant is under the age of 18 years, the application must be co-signed by the parent or legal guardian. To be considered for a refund the student must submit written notice to the Director. Disputes must also be received by the Director and submitted in writing by the student.

Privacy

Under the Personal Information Protection Act students are entitled to access their student file.

The personal information collected will only be used for the purpose for which it was originally collected or for a use consistent with that purpose, unless the student consents to other use.

Admissions Policy

inlingua Victoria is committed to providing accurate information and guidance to prospective students to ensure they make informed decisions about their program of study. inlingua Victoria's admission criteria is well publicized and applied consistently. Entry assessment tools and admission requirements ensure students have the required language competencies (see Language Proficiency Assessment Policy) and the basic knowledge, skills and abilities to achieve program outcomes. Admission requirements may not be waived by either the student nor inlingua Victoria.

The School admissions policy ensures that qualified applicants have equality of access to programs or courses regardless of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age (BC Human Rights Code).

Students 16 years and older will be admitted in inlingua Victoria's adult campus. Students under 16 will be admitted within private group lessons or ESL Youth Camps. All students are provided with the following policies before entering into any contract, including a Letter of Acceptance or student enrollment contract.

3.2 Photo/Video/Testimonial Release Policy

The Photo/Video/Testimonial Release Policy grants inlingua Victoria permission to use your written material, or photos/videos of you as content for the website, social media and other promotional materials. This policy outlines that your image may be edited, copied, exhibited, published or distributed and waive the right to inspect or approve the finished product wherein your likeness appears.

By registering at inlingua Victoria you understand that photographic or video recordings of you may be electronically displayed via the Internet or in the public educational setting. You release any and all claims against any person or organization utilizing this material for promotional purposes.

There is no time limit on the validity of this release nor is there any geographic limitation on where these materials may be distributed.

If a student is under the age of 18, then the agreement of that student's Parent or Guardian is also required.

3.3 School Activities Release of Liability and Consent

The inlingua Victoria School Activities Release of Liability and Consent Policy outlines that by registering with inlingua Victoria you give your consent to participate in after school and weekend school activities and events while in attendance at inlingua Victoria College in Victoria, B.C., Canada. You recognize that there are special risks of bodily injury inherent in various activities. By signing the application form at inlingua Victoria, you hereby agree to indemnify release the school and its employees for any loss or damage through person injury or otherwise, and claims arising from any accident or sickness to yourself while participating in these programs.

Thus, you also further acknowledge that you shall be required to obey all instructions given by the teaching staff and instructors accompanying the programs.

If a student is under the age of 18, then the agreement of that student's Parent or Guardian is also required.

3.4 Language Proficiency Policy

inlingua Victoria teaches English and can therefore accept students into its ESL Program with any level of English, from Beginner to Advanced, so there is no language proficiency requirement for this program.

Students whose first language is not English are required to undergo a Language Proficiency Assessment prior to enrolment in the programs listed below in order to ensure they have the language abilities necessary to successfully complete the program. Language proficiency requirements are admission requirements and may not be waived by either the institution or the student.

English for Academic Purposes

EAP 1 – Completion of inlingua Victoria General English level 4 or an overall IELTS score of 4.5 with a minimum of 4.0 in writing

EAP 2 – Completion of inlingua Victoria EAP 1 or achieve an overall IELTS score of 5.5 with a minimum of 5.0 in writing.

IELTS Preparation Course

Intermediate level – Students are required to have a minimum of 4.0 in IELTS or

equivalent Advanced level – Students are required to have a minimum of 5.5 in IELTS or equivalent

Professional Business English

Minimum General English upper Level 4 or IELTS 4.5. Students must complete an in-house test to determine their level if they do not already have a score to submit

Hospitality and Service Management Diploma Program

For program acceptance, students must:

1. Have successfully completed secondary school graduation (or equivalent in another school system) and be a minimum of 18 years of age.
2. Demonstrate English Proficiency with one of the following:
 - a. BC High School English 12 – minimum C (60-66%)
 - b. BC High School Communications 12 – minimum C+ (67-72%)
 - c. IELTS 5.5 (no band under 5.0), CAE 47, iBT 50, CLB 6.
 - d. TOEIC 650 with successful completion of a speaking interview
 - e. OR complete inlingua Victoria General English Level 6

Note: If a student cannot provide one of the following criteria, an online test is required. If successful with the on-line test, a phone interview will be arranged with inlingua Victoria to assess the spoken English level. Or, a student can take an in-house exam at inlingua Victoria which includes a grammar test, writing test, and speaking interview.

Teaching English as a Second Language Certification Course

Both international and domestic students may apply for this course.

There are two certification options:

- a. with TESL Canada Certification, and
- b. without TESL Canada Certification (inlingua Certification only).

Students applying for this course must prove that they meet one of the following requirements:

Option A : With TESL Canada Certification

- a. a university degree in any field from an English speaking country
- international students must also show proof of one of the following language proficiency tests:
- a. IELTS Academic: Overall 7 with a minimum of 7 in each skill area
 - b. TOEFL iBT: Overall 101 with a minimum of 23 in Listening, 24 in Reading, 27 in Speaking, and 27 in Writing.

Option B : Without TESL Canada Certification (inlingua Certification only).

- a. High School Diploma from a High School where the main language of administration was English
- b. Completion of inlingua Victoria General English Level 6
- c. Or successful score on an inlingua Victoria in-house exam.

3.5 English Only Policy

inlingua's English Only Policy for English Language programs is enforced to create an English immersion environment. This will help students to practice their English language skills and create a positive learning culture that encourages interaction between different language groups. This policy covers all areas within the school, including computer usage and inlingua extracurricular activities.

The English Only Policy is as follows:

If you speak any language other than English, the consequences are:

- 1st warning: you will be asked to wear the English Only Sash for 1 day.
- 2nd warning: you will be asked to wear the English Only Sash for 1 day and you will lose attendance marks for that day.
- 3rd warning: you will be asked to leave the school for that day and will lose attendance marks for that day.

Exceptions: During the first day of classes, new students are given a warning by teachers and staff. If the student is a minor, there will be no suspension and they will be given an extra assignment to present to their class.

In the case of a serious matter that must be handled in the student's native language, inlingua provides students with individual language assistance in a private office.

3.6 Attendance and Late Policy

Attendance Policy

Teachers will record attendance and late students for every class. Students are expected to attend 80% of their classes.

If a student is absent due to illness, they need to provide a doctor's note to make it an excused absence.

An excused absence means the absence will not be calculated into their weekly attendance percentage.

If a student is absent due to planned time off ie: travel, they need to inform the school. The College Administration and Reception has a form that the student needs to fill out and hand in.

This allows the student's time off to be added to their final date in order to extend their stay at inlingua.

If a student is absent without due reason, they will receive a written warning if their attendance is calculated to be below 80%. The student will receive a notice from the College Administration and Reception.

If a student's overall attendance is below 80% the student will not receive a final certificate.

Excused absences do not negatively affect the student's attendance.

Late Policy

Students are expected to arrive on time to their classes. There is no late grace period.

The bell is rung once at the beginning of each class and the end of each class (no warning bells).

Students are permitted to enter class at any time but will lose attendance points for arriving late.

3.7 Vacations and Other Interruptions

You can take a break during your program for vacations if you inform us at the time of registration, before starting your program or if you inform us by 9:00am the Friday before your vacation.

Time for this pre-scheduled break will be added to your end date.

If you are absent for an extended period of time, credit for missed classes will be given only if you were sick and provide the sufficient supporting medical documentations. If you know in advance of an upcoming extended absence, please inform the school as soon as possible.

*Classes missed for any other reason will not be added to your program!

3.8 Safety Policy

inlingua Victoria is committed to providing a safe environment for students, instructors and employees. Inlingua Victoria makes every effort to ensuring all machinery and equipment are properly maintained and any required safety devices are in working order. Any concerns or issues must be reported to Director of Operations.

Procedure

1. If for any reason a student feels uncomfortable with any teacher or staff member there are a number of ways to report their feeling:
 - a. They can come to the front desk to complete a request form to speak with the Academic Manager
 - b. They can speak directly with the Director of Operations
 - c. They can speak with the owner of the school regarding the staff listed above.

3.9 Medical Insurance Policy

All students must be eligible for entry into Canada and hold a valid and current passport from their home country. All students must also obtain medical insurance prior to departure from their home country. Students who cannot show proof of valid medical insurance will be required to purchase medical insurance prior to attending their first class.

Medical insurance is sold at inlingua Victoria at \$20.00 per week or \$3.00 a day.

3.10 Policy and Procedure on Plagiarism

Plagiarism occurs when a student submits or presents ideas or words from another source, and acts as if the ideas or words are their own. It is a very serious academic offense, which could result in suspension or expulsion from inlingua Victoria and/or from Canadian Colleges or Universities.

It is fine to have another person check your work before you hand it in. However, that person cannot re-write your essay. If your paper looks quite different than what you can write on your own, you have cheated. If you don't know how much help is too much, just ask your teacher. Remember that your teacher sees your work every day and can easily tell if you have received too much help.

- You must understand that if you are caught plagiarizing one time, you will be given a detailed explanation of what plagiarism is and how to avoid it. You will also be asked to rewrite your assignment.
- If you are caught plagiarizing two times, you will be given a 0% on your assignment.
- If you are caught plagiarizing three times, you could be asked to leave inlingua Victoria with a refund based on inlingua Victoria's refund policy. In the case inlingua Victoria's EAP Program, students with multiple offences could be taken out of the EAP Program and placed into another class.

3.11 Student Dismissal and Code of Conduct Policy

Students are expected to meet and adhere to the Code of Conduct set out in this policy while completing a program of study at inlingua Victoria. If necessary, students should request clarification from the Director of Operations.

"Student" means a person who is presently enrolled at inlingua Victoria including students participating in work experience placements.

Code of Conduct

While on inlingua Victoria premises or in a course at inlingua students must :

- comply with all applicable inlingua Victoria policies, including the Attendance Policy;
- treat all students and staff with respect and must not engage in physically aggressive, threatening, harassing, discriminatory or otherwise offensive behaviour;
- speak English while in the school facility
- attend, at a minimum, 80% of classes
- be on time for at least 80% of classes
- complete assigned homework
- respect and abide by school and homestay family rules
- not steal, misuse, destroy or deface inlingua Victoria property
- not consume, possess or distribute alcohol or controlled or restricted substances; and
- not contravene any provision of the Canadian Criminal Code or any other federal, provincial, or municipal statute or regulation.

The above list sets out examples of prohibited conduct. It is intended to help students understand the type of conduct that will be subject to discipline. The above list is not exhaustive.

Students who violate the Code of Conduct will be subject to the procedures and discipline outlined below and in the Student Policies and Information Handbook (sections 3.12 and 3.13), which may include immediate dismissal from the institution.

3.12 Dispute Resolution and Grade Appeal Policy

Policy

1. inlingua Victoria is dedicated to the unbiased treatment of all our students and provides an opportunity for students to resolve grades appeals or disputes of a serious nature in an objective, non-discriminatory and reasonable manner.
2. This policy governs complaints from students respecting inlingua Victoria College of Languages and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
3. All student complaints must be made in writing. The student must provide the written complaint to the Academic Manager who is responsible for making determinations in respect of complaints. If the Academic Manager is absent or is named in a complaint, the student must provide the complaint to the Director of Operations.

Procedure

1. When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put their concern in writing and deliver it to the Academic Manager.
2. The Academic Manager will arrange to meet with the student to discuss the concern and desired resolution as soon as possible and within five school days of receiving the student's written concern.
3. Following the meeting with the student, the Academic Manager will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate inlingua personnel.
4. All communications must be in writing.
5. The necessary inquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than 10 school days following the receipt of the student's written concerns.
 - a. If it is determined that the student's concerns are not substantiated, the Institution will provide a written explanation of the decision and deny the complaint; or
 - b. If it is determined that the student's concerns are substantiated in whole or in part, the Institution will propose a resolution. The response must specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the Institution's Student Conduct File, and the original will be placed in the student file.
6. If the student is not satisfied with the determination of the Academic Manager, the student must advise the Academic Manager as soon as possible but within five school days of being informed of the determination. The Academic Manager will then immediately refer the matter to the Executive Director of the Institution.
7. The Executive Director will review the matter and if necessary, may meet with the student as soon as possible but within five school days of receipt of the student's appeal.
8. The original decision will either be confirmed or varied by the Executive Director in writing within five school days after receipt of the student's appeal or, if a meeting with the student occurred, within five days of that meeting. At this point the Institution's dispute resolution process will be considered exhausted.
9. Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
10. The student making the complaint may be represented by an agent or a lawyer.
11. If, once the dispute resolution process is complete, the student feels inlingua Victoria has misled the student regarding the institution or any aspect of its operations the student may file a complaint with Languages Canada (<http://www.languagescanada.ca>) or, if the student is or was enrolled in an approved program, with the Private Training Institutions Branch (PTIB) (<https://www.privatetraininginstitutions.gov.bc.ca/students/student-tuition-protection-fund>)

Procedure for Grade Appeal:

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, they should discuss with their instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of their appeal to the instructor, they should submit a written appeal to the Academic Manager.
3. The Academic Manager will obtain a copy of the assignment/test in question from the instructor and will have another instructor re-assess the test.
4. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained.
5. The grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 30 school days of inlingua's receipt of the written appeal.

3.13 Program Change and Refund Policy

Program Change

If a student wishes to change programs, they are required to fill out a form at the front desk. If the tuition for the new program is more expensive, then the student will be required to pay the difference. If the new program is less expensive, the student will receive a refund based on our refund policy.

Refund Policy

1. If inlingua Victoria receives tuition from the student, or a person on behalf of the student, inlingua Victoria will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
 - a. inlingua Victoria receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and inlingua Victoria receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date;
or
 - c. the student does not attend a work experience component and inlingua Victoria does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. inlingua Victoria will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent their knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, inlingua Victoria may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if inlingua Victoria receives a notice of withdrawal from a student:
 - a. more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, inlingua Victoria may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, inlingua Victoria may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.

- b. after the contract start date
 - i. but before 11% of the hours of instruction to be provided during the contract term have been provided, inlingua Victoria may retain up to 30% of the tuition due under the student enrolment contract.
 - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, inlingua Victoria may retain up to 50% of the tuition due under the student enrolment contract.
5. Unless the program is provided solely through distance education, if inlingua Victoria provides a notice of dismissal to a student and the date inlingua Victoria delivers the notice to the student is:
 - a. before 11% of the hours of instruction to be provided during the contract term have been provided, inlingua Victoria may retain up to 30% of the tuition due under the student enrollment contract.
 - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, inlingua Victoria may retain up to 50% of the tuition due under the student enrollment contract.
6. If inlingua Victoria provides the program solely through distance education and inlingua Victoria receives a student's notice of withdrawal or inlingua Victoria delivers a notice of dismissal to the student and:
7. If inlingua Victoria provides the program solely through distance education and inlingua Victoria receives a student's notice of withdrawal or inlingua Victoria delivers a notice of dismissal to the student and:
 - a. the student has completed and received an evaluation of their performance for up to 30% of the hours of instruction to be provided during the contract term, inlingua Victoria may retain up to 30% of the tuition due under the student enrollment contract, or
 - b. the student has completed and received an evaluation of their performance for more than 30% but less than 50% of the program, inlingua Victoria may retain up to 50% of the tuition due under the student enrollment contract.
8. inlingua Victoria will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to inlingua Victoria or inlingua Victoria provides a notice of dismissal to the student.
9. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - a. of the date inlingua Victoria receives a student's notice of withdrawal,
 - b. of the date inlingua Victoria provides a notice of dismissal to the student,
 - c. of the date that the registrar provides notice to inlingua Victoria that inlingua Victoria is not complying with section 1(c) or 2 of this policy, or
 - d. after the first 30% of the hours of instruction if section 3 of this policy applies.
10. If an international student delivers a copy of a refusal of a study permit to inlingua Victoria, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
 - a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or the program is provided solely through distance education.

Date of written notification	Percentage of Tuition Retained
More than 30 days prior to start date	10% to a maximum of \$1,000
0 to 29 days prior to your starting date	20% to a maximum of \$1,300
0% to 10% of program completion	30%
After 10% to 30% of program completion	50%
After 30% or more of program completion	100%

Please note that all refunds are to be returned to the original account from where the payment came from via Flywire, and in the originating currency. Any refund requests made through Flywire will have to be approved by inlingua Victoria.

3.14 Student Withdrawal Policy

If a student wishes to withdraw from studies at inlingua Victoria, a student must provide a dated, written notice by completing a Student Withdrawal Form.

Refunds are calculated based on inlingua Victoria's refund policy.

The date on which the written notice of withdrawal is received will be used to determine any refund owing.

An international student whose application for a study permit has been denied is entitled to a refund under PTIB bylaw, if a copy of the denial letter is provided to inlingua Victoria.

Procedure:

- The student must come to the front desk to complete the Student withdrawal form.
- The Student Withdrawal Form is given to the Admissions Coordinator to determine if a refund is to be issued.
- The Student Withdrawal Form is signed by the Director.
- The student is notified and a refund, if applicable, is given.
- If the Reason for Withdrawal from inlingua Victoria is based on the school's performance, a follow up is done with the withdrawing student.
- Refunds will be given within two weeks of the submission of the Student Withdrawal Form.

3.15 Youth Policy and Procedure Guide

For students who are enrolled in inlingua's Youth Programs.

- Students must attend school during all scheduled class times. Skipping or missing classes is not allowed.
- Failure to attend classes will result in suspension.
- Students should not leave the school by themselves. Please always go in groups of two or more and ask the school staff for help if you need directions. Always carry the school's phone number to call the school if you get lost. Someone here can help direct you back to Government Street.
- Students are required to attend all scheduled activities in the afternoons and on weekends. Students are not allowed to skip activities for personal activities under any circumstance.
- Homestay families are required to communicate with inlingua Victoria if a student is going to be absent due to illness.
- Students must come prepared to classes each and every day with their binders and pens.
- While students are here in Canada attending ESL classes, they must participate in all classes and respect their teachers and fellow classmates.
- Students should be aware as to which activity they are going on each day so that they can dress appropriately for the activity. (For outdoor events or walking tours, students should have walking shoes and a jacket)
- Students are not allowed to leave the campus between classes on break time. They are allowed to leave the campus only at the lunch break and after school.
- Students must return to inlingua Victoria after all afternoon activities. They are not allowed to leave directly from the activity unless arranged with the school and the homestay family.
- Any notices/letters given to the student at school must be given to the homestay family. When the homestay family sends information with the student, they must pass this information to the school or teacher. Communication between host families and the school is very important.
- Students must show respect to their homestay families. If there is a problem between the student and the family you must contact the coordinator to solve any issues.

- All extra activities must be communicated in advance to the homestay family. If the family is not contacted, then the student is not allowed to do the activity.
- Chaperones are not allowed to give the student permission to do an activity without first consulting the student's homestay family. Failure to communicate with the host family will only cause problems and confusion between homestay families and students.
- We all understand that there are communication difficulties for the students. If they need help at any time, they should talk to their chaperones and then to the homestay coordinator to assist with communication with the family.
- All students must obey curfews set by the school and homestay families. Exceptions will be made only for school activities or with permission from the school and chaperones.
- Downloading on any computers is not allowed either at the schools or in the homestay. Computer privileges will be taken away if any student breaks this rule.
- No sleepovers are allowed.
- If you have family in Victoria or Vancouver and you would like to visit with them, there are steps that must be taken or you will not be allowed to visit or see them during your program.

Please have your family read and understand these steps prior to any visits

1. Your family must submit in writing to the chaperones and inlingua Victoria asking for the student to leave with a family member prior to the visit with exact dates and times.
2. A permission letter must be completed at least a week before and signed by both the chaperones and inlingua Victoria and a copy will be given to the student's family.
3. Any family visits must not be during class or activity hours. Visits will be allowed only after hours and on weekends.
4. Family members or friends who do show up at the homestay or school unannounced will not be allowed to visit. Arrangements have to be made in advance in order to see the student.
5. Family members must comply with school policies and bring the student back on time and by curfew.
6. Passports and a driver's license and license plate / phone number and home address must be presented to the school before we will allow the student to leave on any visit.
7. Failure to follow the above steps will result in further action. We, inlingua Victoria, must ensure the safety of each and every student.

3.16 Anti-Bullying / Anti-Harassment / Anti-Discrimination Policy

1. inlingua has adopted this Anti-Bullying, Anti-Harassment, and Anti-Discrimination Policy to ensure ethical and respectful employment practices and treatment for all students of the Institution, as well as employees.
2. The objective of this policy is to create a climate of understanding and mutual respect where each person feels a part of the inlingua community.
3. inlingua has a zero-tolerance policy for harassment or bullying. The Institution will not tolerate, ignore or condone any form of discrimination or harassment and is committed to promoting appropriate standards of conduct at all times.

Procedure to handle situations of abuse:

- If you are the subject of or see an instance of harassment please inform the Director or Administration immediately.
- All complaints will be treated with sensitivity and confidentiality;
- Complaints will be resolved as quickly as possible;
- All parties involved will be treated fairly;
- Confidentiality will be maintained to preserve the dignity and self-respect of everyone involved and to protect against unsubstantiated claims;
- Confidentiality will be distinguished from anonymity; the person accused of harassment has the right to know the identity of the person making the complaint.

Part 4: Homestay Policies and Information

inlingua Victoria guarantees your stay to be a language and cultural learning adventure!

Homestay is much more than a place to sleep and eat. We want our students integrating and involving themselves with their Canadian hosts, to get the most out of the homestay and language learning experience.

Remember that this is your home away from home, and that homestay is probably the most important aspect of your entire experience abroad. Your homestay family is as interested in learning about you and your culture, as you are about them and theirs.

The following policies must be understood and accepted by the students to guarantee their best possible experience.

Your Homestay experience will largely depend on your own attitude and friendliness.

Living in a new country, with new people and a new language, can be hard.

Your attitude will make a big difference!

4.1 Family Environment

- Your host parents will welcome you into their home as a member of the family
- You are expected to behave as a member of the family, not as a guest
- Canada is a multicultural country. Your homestay family may have foreign background; so, although all hosts speak fluent English, their families may be from Europe, Asia, Latin America or from another location
- Respect cultural or religious differences
- Some possible kinds of host family are: Mother, Father and children; young couples, single men or women, grandparents, retired individuals, single mothers and children and single fathers and children
- Your homestay family may have several other students in their house, be friendly with all of them.

4.2 Family Rules

- Your host family will have unique habits and preferences concerning daily life in the house
- Each family may have different house rules. Ask for homestay house rules on your day of arrival
- You may be expected to complete your share of chores
- In many cases, you may also be an older brother or sister to your homestay family's children; you will certainly be expected to set a good example for behavior
- Be sure to understand and respect your homestay expectations
- If you are not sure what to do, ask questions!

4.3 Communication with Homestay Family

- Your homestay is an excellent place to practice English; they can help you understand how English is spoken in everyday situations and can explain things you don't understand.
- Students are expected to conduct themselves respectfully with their Hosts and at their Host's home at all times.
- Try to participate in family activities
- Try to use English in as many simple daily activities as possible
- Try to give full answers to questions—explain how you feel and why, rather than simply saying “yes” or “no,”.
- You have come to Canada precisely to become more confident and assertive in English, so be brave! You might make mistakes at first, but your host family will be encouraging and supportive.
- The best way to improve your English is to practice!

4.4 Meals

- Everybody likes different foods. Part of the fun of homestay is learning what Canadian families like to eat and teaching your host family what you like to eat
- If you have extreme likes or dislikes or any allergies—please discuss them with your host as soon as you arrive
- Your homestay will provide you with 3 meals per day, 7 days per week
- Sometimes your host will not be at home for every meal. When you arrive, please ask where the food is stored and how to make a simple breakfast, lunch, and dinner
- Try helping your homestay family with the preparation of a meal
- You must eat in the dining/kitchen areas unless your homestay allows otherwise
- Cooking is not permitted unless the homestay allows you
- There is no compensation for missed meals

Canadian Breakfasts:

- Typical Canadian breakfast is cereal with milk or a toast with coffee or tea. On weekends breakfast, might be larger with eggs or pancakes
- Breakfast times vary depending on schedules; In some families' people have breakfast together, but in many situations, everyone eats their breakfast separately because of work and school schedules
- Often students make their own breakfast

Canadian Lunches:

- The most typical Canadian lunch is a sandwich, fruit, salad and a drink
- Some Canadians will pack extra food from their dinner the night before to reheat at school or work
- Lunch is usually around 12 pm
- Lunch is usually packed to take to school or work

Canadian Dinners:

- The largest meal is usually dinner
- Hot dinners are prepared by the homestay
- Dinner time is set by the homestay, usually between 6:00 and 8:30PM
- Most Canadian families try to eat dinner together and talk about their day
- If you would like to skip dinner, please advise your homestay in advance

4.5 Bedroom

- Your bedroom will be located either in the basement or above ground. Please note that it is quite common in Canada to make use of the basement as a room
- Your bedroom will include a window nearby; bed and bedding; a dresser, desk, chair and lamp for studying; a closet; light and ventilation
- Please ask your host to show you how to use the bed and blankets if it looks different than what you are familiar with and where to find extra blankets if needed
- As a courtesy and to conserve energy, please turn off the light before leaving your room.

4.6 Bathroom

- Personal cleanliness is important. Please shower regularly
- Please clean the bathroom when you are finished. Your host will explain their expectations concerning the use of the bathroom
- Please limit your use to one shower a day of 10-15 minutes as the bathroom is most likely shared with other people in the house

4.7 Laundry

- The homestay family may ask you to do your own laundry
- Please check with your host at the beginning of your stay to work out a laundry schedule
- Ensure that you have a full load and are not washing a few items every few days
- The homestay will provide detergent

4.8 Internet

- Internet is included in the homestay fee. Your reasonable use of the internet is required
- Reasonable use means no downloading or no streaming of large files, videos, and music. Please use the Internet at the homestay only for studying and communicating with your family and friends for a reasonable time
- If you need to use more, there are other internet options/plans available at a local cell phone company (e.g. Rogers, Telus, Bell)

4.9 Privacy

- Canadians value privacy
- If you want privacy or quiet, it is acceptable to close your door
- If family members wish to enter your room, they should knock.

4.10 Garbage and Recycling

- Most Canadian families recycle paper, glass and metal products; ask your hosts their procedure for recycling
- Some families may also compost organic waste for their garden; ask your family if they compost and how to proceed.

4.11 Pets

- Many Canadians have pets that live inside the house. This may include dogs, cats, birds, or other animals.
- If you do not want animals in your room, it is acceptable to close your door and explain to your hosts that you are uncomfortable having the pet in your room.
- Ask your family about rules regarding pets. For example, some families do not like their cats to go outside or only let their dogs outside if a family member is present.

4.12 House Keys

- You will be given a house key. Please always lock the door, this key is to be returned to the Host family at time of departure.
- It is your responsibility to replace keys if you lose them.

4.13 Transportation

- Average travel time from your homestay house to inlingua Victoria is between 15 and 40 minutes by public transportation
- Your homestay family will help you to understand where to get a bus to and from inlingua Victoria
- Sometimes your homestay parents may drive you to a location; however, this is a courtesy, not a responsibility.

4.14 Visitors

- Guests including overnight guests are not allowed in your homestay unless you receive permission from your homestay
- Students should not invite persons of the opposite sex into their room.

4.15 Night Life

- When you do go out, please provide detailed information to your homestay families about where you will be going, how you can be reached, when you will be home and who you will be with.

4.16 Drinking

- If a student wishes to purchase alcohol during their stay, they must discuss this with the Host family
- You must be 19 years old to legally purchase alcohol in British Columbia.

4.17 Smoking

- It is illegal to buy cigarettes and/or cannabis in Canada if you are under the age of 19
- If you want to smoke cigarettes at home, you may do so at your host's discretion—some hosts may allow you to smoke inside the house, some hosts may ask you to smoke outside the house and some hosts will ask you not to smoke at all. You are expected to follow their requests.
- For students who smoke cigarettes, who are 19 or older, they are expected to observe all municipal rules about smoking. This means: no smoking in public buildings, in areas frequented by children, on public transportation and no smoking in indoor public places at all, including bars and restaurants.
- If a student wishes to purchase cannabis during their stay, they must discuss this with the Host family.
- If unsure, please refer to your country's guidelines on cannabis use, as usage while in Canada can be considered illegal.

4.18 Payments

- The Homestay fee is \$220.00 CAD (adult homestay) and \$235 CAD (minor homestay) per week
- Extra night fee is \$35.00 CAD (adult homestay) and \$40 CAD (minor homestay) per night.
- All payments for the homestay must be paid through inlingua Victoria only.
- You must not discuss payment with your homestay directly.
- Students who wish to pay their monthly homestay fees by credit card will be charged an additional 3% service fee. This additional 3% does not apply to cash, cheque or debit payments.
- Payments must be made one week before the next 4-week period if you are extending your stay. If not, there is a chance that your room may be booked by another student
- If you wish to change homestay families for no reasonable concerns, there will be a replacement fee of \$150
*This fee will not be charged for change requests received within the first week.
- The first 4 weeks of the homestay is non-refundable

4.19 Vacation Policy

- Student must submit a Vacation Notice Form to inlingua Homestay Coordinator at least 1 week prior to their departure
- If a student is away more than 1 week they can keep their belongings in their rooms and the Host should not use their rooms for any other purpose while they are away, the homestay fee will be reduced to \$150 per week.

4.20 Procedures for handling homestay issues

- If you have any concerns regarding your homestay family, please complete a Homestay Request Form at the front desk. The Homestay Coordinator will speak with you directly about your concerns
- If a student causes damage to a Homestay Family's property or causes bodily injury to a member of the Homestay Family or persons in or about the Homestay Family's home, the student is responsible for paying for all damages as well as repair and/or replacement costs
- If members of the Homestay Family or persons in the Homestay Family's home cause damage to student property or bodily injury to the student, the student agrees that their recourse is against the Homestay Family or other persons in or about the Homestay Family's home and hereby agrees to waive and release inlingua Victoria from all claims for such damages
- When a student graduates from inlingua Victoria, the student must leave the Homestay Family within three days unless pre- approved by inlingua's Homestay Coordinator.

4.21 Move to a different homestay

- If you want to leave your Homestay, it is a good idea to speak to inlingua's Homestay Coordinator. There are different accommodation choices. The Homestay Coordinator will give you advice and help you make the best choice
- You must give one-week notice to the Homestay Family and inlingua's Homestay Coordinator if you decide to move
- If you and the inlingua Homestay Coordinator decide that it is best for you to have a different homestay experience, the Homestay Coordinator can help you find a new hostfamily
- If for any reason, you cannot meet Canadian standards of conduct within the Homestay and the Homestay Family requests that you vacate the home, inlingua will not be responsible for finding you a new Homestay.
- If a student is under the age of 19 and requests to move Homestay, they will be moved within 24 hours.

4.22 Student Residence - Sexual Misconduct Policy

Residence Life at inlingua Victoria requires a commitment to an atmosphere of reciprocal respect among all members of the residence community.

Sexual violence, including sexual harassment and sexual assault, undermines the full and free participation of all members of the community by negatively impacting individuals and/or creating intimidating, hostile, or unsafe living, learning and working environments.

1. Definitions

- **Sexualized Violence:** act of violence and/or aggression characterized by an attempt to threaten, intimidate or engage in any unwanted behavior of a sexual nature. Sexual violence includes, but is not limited to, creating and/or sharing sexualized images non-consensually, sexual harassment, stalking or voyeurism, and sexual assault.
- **Sexual Harassment:** is bullying or coercion of a sexual nature, or the unwelcome or inappropriate promise of rewards in exchange for sexual favors.
- **Sexual Assault:** any form of sexual activity, including kissing, fondling, touching, intercourse or other forms of sexual penetration, that is forced onto the complainant without their consent; or any attempts or threatens, by an act or a gesture.
- **Stalking:** is unwanted or obsessive attention by an individual or group towards another person. Stalking may include following the victim in person or monitoring them.
- **Consent:** the active, direct, affirmative and voluntary agreement to engage in the sexual activity in question.
- **Trauma:** an approach that takes into consideration the profound and complex physical, psychological, and social (biopsychosocial) impacts of sexual violence.

- **Disclosure:** the act of telling a member of the school community of an experience of sexual violence, separate from any choice
- **Respondent:** the party against whom a petition is filed.
- **Complainant:** is the party who has an issue and is making a charge

2. Prevention

- inlingua Victoria staff are equipped to provide consultation and advice, as well as to develop awareness for sexual violence prevention; the school is also accountable for the development and distribution of this Sexual Misconduct Policy.
- The Student Counselors at inlingua Victoria are responsible for implementing relevant school policies and procedures in response to complaints of sexual violence.
- Students can call at 778-817-1083 or drop in the school to make an appointment with a counselor Mon-Fri 8:30 am – 4:30 pm to learn more.

3. Response

- inlingua Victoria community members who receive a disclosure of sexual assault are encouraged to immediately contact the Student Counselor for guidance on how to appropriately provide support and referral. inlingua Victoria will strive to balance commitments to its core values and principles by providing sexual assault response and support that is: confidential; respectful of the dignity and privacy of individuals; non-judgmental, empathic and compassionate; Timely and accessible to a diversity of individuals; respectful of the rights of all parties; and adherent to principles of due process and procedural fairness.
- Where there is a disclosure or complaint of sexual assault and the circumstances may pose a threat to the safety and well-being of the individuals involved or the community, the appropriate Homestay and Student Residence Coordinator will convene a Sexual Assault Response Team, at their discretion. The team will be conformed by the Director of Operations, the Homestay and Student Residence Coordinator and one of the School Counselors.
- A student may seek and receive help from a teacher or staff member without making a complaint. inlingua Victoria make every effort to respect the privacy of students who seek help and/or report misconduct. The school will weigh requests for no action with its responsibility to protect the community.
- Regardless of whether the student files a formal complaint or requests action, the school will conduct a prompt, impartial, and thorough investigation to determine what happened and take appropriate steps to resolve the situation

4. Making a Complaint and Report

- inlingua Victoria takes all incidents of sexual misconduct, domestic violence, and/or stalking very seriously. There are two options for students to make a complaint and report a sexual misconduct. A student may pursue either or both options:
 - A. A student can make a complaint about sexual misconduct, domestic violence, and/or stalking by contacting inlingua Victoria at 778-817-1083, or in person at the inlingua school campus at 910 Government Street; If there is an emergency, students should call 911 immediately.
 - B. A student can make a criminal complaint about sexual misconduct, domestic violence, and/or stalking to the appropriate law enforcement authorities, which would be the Victoria Police Station (250-995-7654) or the Oak Bay Police Station (250) 592-2424. Law enforcement authorities can assist a student in determining whether the conduct experienced was criminal in nature and warrants a criminal complaint; the report is not a commitment to prosecute.
- Students are strongly encouraged to report incidents of, or share information about, sexual misconduct as soon as possible after the incident occurred to the school or police authorities, or both; a Sexual Complaint Form can be found on the inlingua Victoria Website at <http://www.inlinguavictoria.com/download/>
- If a student reports an incident of sexual misconduct to inlingua Victoria staff or teacher, the staff is obligated to report the incident to the Director of Operations who will be responsible for overseeing investigations of sexual misconduct.
- Although the teacher or staff member must notify the Director of Operations, they will try to respond to the report, consistent with a request for confidentiality. However, students should know that a request for confidentiality may limit the school's ability to investigate the matter and, in certain circumstances, it may not be possible to maintain confidentiality
- inlingua Victoria may ultimately be unable to adequately investigate if too much time has passed or if an accused individual has left the school. Other factors that could negatively affect the school's ability to investigate include the loss of physical evidence, the potential departure of witnesses, or loss of memory.

5. Responding to a complaint and Report

- When an individual requests action in the form of a complaint and the complaint process is initiated, the respondent will have a right to receive information about the nature and source of the complaint, as well as to respond to the complaint. All parties to the complaint are required to maintain confidentiality.
- Upon receipt of a complaint, the school will conduct an initial assessment to determine whether it falls within the scope of the Sexual Misconduct Policy, and whether it rises to the level of an allegation of sexual misconduct. The initial assessment will include informing complainants regarding the nature of allegations and explanation of this policy and procedures.
- If a complaint raises allegations that are outside the scope of this Sexual Misconduct Policy, but may violate other school policy(ies), the complaint will be referred to the appropriate school department.
- In the event the school determines not to pursue an investigation under this Policy, that decision may be appealed by either party, requesting a review of the decision not to proceed in an investigation.

Investigation

- In the event the school determines to pursue an investigation after a written report/complaint of the sexual harassment, the school will immediately initiate an adequate, reliable and impartial investigation, to determine what, if any, interim measures are necessary during the investigation of the complaint and notify the complainant in writing that the school has initiated an investigation.
- When an investigation is initiated, the school will conduct fact-finding as to the allegations made against the student. The investigation may include, but is not limited to, interviews with the complainant, the respondent, and other witnesses identified as having information relevant to the allegations made. The Investigator (Homestay and Student Residence Coordinator) shall ensure that the respondent is informed of all allegations raised and is provided the opportunity to respond.
- inlingua Victoria will document each interview and the complainant and alleged harasser will be interviewed separately and members of the school are required to cooperate fully with the investigative process.
- To make a finding that sexual harassment has occurred, the school must find, based on all the information collected, that it is more likely to be true than not that the harassment occurred.

Finding and Decision

- Upon receiving the investigator's report, the school may consult with the Investigator concerning their recommendations. If the school wishes further consultation with the parties, the Investigator will facilitate consultations to ensure equal opportunities for the parties to meet with the school.
- The school will issue one of the following findings, using a preponderance of the evidence standard:
 1. Finding of "**No Violation**" of the school's Sexual Misconduct Policy: If there is a determination that the behavior alleged and investigated did not violate the Sexual Misconduct Policy, the parties will be so informed of the finding.
 2. Finding of a "**Violation**" of the school's Sexual Misconduct Policy: If there is a determination that the behavior alleged and investigated was in violation of the Sexual Misconduct Policy, the school shall issue the finding and sanction(s) (expulsion and/or deported) and notify all parties. The parties will receive a summary of the information considered during the investigation.
- In appropriate cases, the school may pursue informal resolution with the consent of all parties at any point in the investigation process. Informal resolution options may include, but are not limited to, mediation, development action plans, and voluntary resolutions. Under informal resolution, the complainant will not be required to resolve the problem directly with the respondent, unless desired by the complainant.

6. Confidentiality

- inlingua Victoria will take all reasonable and legal steps to investigate and respond to the complaint in a manner which preserves the confidentiality of the individuals involved. However, the school must consider its responsibility to provide a safe and nondiscriminatory environment for all students. If, for example, a student insists that their name not be disclosed to the harasser, the school's ability to respond to the complaint may be limited. Finally, the school may be legally required to report certain incidents or claims of harassment to the police.

Part 5: Pre-Arrival Handbook

5.1 Welcome to inlingua Victoria College of Languages

We look forward to meeting you!

inlingua Victoria College of Languages provides the best English language instruction and academic training to international students so that all learners will achieve their own high levels of success. All students are expected to follow our English Only Policy (found above), attend classes regularly and arrive to class on time.

inlingua Victoria offers program levels from beginner to advanced, pre and post program assessment tools and program completion certificates for all students. inlingua Victoria also offers a variety of exciting and memorable after-school and weekend activities.

This handbook outlines information that will help your visit to Canada and our school be an enjoyable one.

We hope that your visit to Victoria, B.C., Canada will be everything you've dreamed of!

5.2 About Victoria

Where is Victoria, British Columbia, Canada?

Victoria is on the southern tip of Vancouver Island, off the West Coast of Canada, close to Vancouver on the mainland and Seattle in the United States. Victoria is the capital city of the province of British Columbia, which is the province farthest west. Vancouver Island is only a 1.5 hour ferry ride from Vancouver and a 15- minute flight from Vancouver International Airport.

About Victoria and Vancouver Island

Victoria is known as the “City of Gardens” and is famous for its internationally acclaimed beautiful Butchart Gardens. The population of Victoria is 350,000. Vancouver Island is roughly the size of Belgium and is known for its diverse landscape: mountains for skiing, lakes and the ocean for swimming and sailing, beautiful beaches, excellent hiking and old growth forests.

Victoria Climate and Weather

Victoria has the mildest climate in Canada, ranging from 0 to 30 degrees Celsius. When other Canadian cities are buried under snow in February, Victoria has begun its annual flower count of daffodils, crocuses, cherry blossoms, etc.

Victoria’s winter is short and often brings rain and wind.

5.3 Average Cost of Living in Victoria

In Victoria, the price of many things varies. Here is a list of average prices:

Services

Stamp (for mail within Canada)	\$1.00
International Stamp	\$1.85
Public Telephone	\$0.25
Haircut (men)	\$15.00-40.00
Haircut (women)	\$15.00-60.00

Food (in a restaurant)

Meal – Casual restaurant	\$10.00-25.00
Meal – Fancy restaurant	\$25.00-45.00
Meal – Fast Food	\$5.00-10.00
Coffee (one cup)	\$2.00-4.00
Dessert	\$4.00-10.00

Entertainment

Movie (Cinema)	\$9.00-13.00
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Food (in a store)

Bread (one loaf)	\$2.00-4.00
Milk (one liter)	\$2.10
Pop (can)	\$1.00-2.00
Coffee (450g pckg.)	\$3.00-8.00
Banana (one)	\$0.70
Steak (one)	\$3.00-8.00
Toilet paper (8 rolls)	\$3.50-6.00
Soap (one bar)	\$2.00
Juice (one-litre)	\$3.00
Coke (two-litre)	\$1.75-2.50

Clothing and Accessories

Jeans	\$50.00-100.00
Sweater	\$30.00-70.00
Socks (one pair)	\$3.00-10.00
T-shirt	\$10.00-30.00
Sunglasses	\$10.00-75.00
Contact Lenses	\$100.00
Contact Lens solution	\$10.00-15.00

**Note that when eating in restaurants in North America it is customary to leave a 15% tip on your total receipt.*

Example: A dinner meal plus a beverage comes to \$20.00 + 15% (20.00x0.15=\$3.00) TOTAL= \$23.00

Visit this website for more information on costs in Victoria B.C. <https://www.numbeo.com/cost-of-living/in/Victoria>

5.4 Medical Insurance

Medical Insurance for International Students Visiting Victoria

All students attending inlingua Victoria must have medical insurance during their stay in Victoria.

It is each student's responsibility to make sure that they have the correct insurance.

- We strongly recommend you arrange private medical coverage before you arrive in Victoria.
- Most insurance companies do not cover pre-existing medical conditions, so please check your insurance policy before you leave your country.
- If you have a Tourist or Visitor's Visa and are going to stay in British Columbia for less than six months, you must purchase private medical insurance.
- The medical insurance we offer at inlingua Victoria is the minimum coverage available. With this coverage, you will have to pay for the doctor/dentist visit and then submit your receipts. If you can obtain coverage in your home country before coming to Victoria, you may be able find coverage that does not require immediate payment, which is ideal. Medical insurance is sold at inlingua Victoria at \$20.00 per week or \$3.00 a day.

5.5 Transportation

Transportation in Victoria

In Victoria, public buses are the most common form of transportation and are inexpensive. We do not have a subway in Victoria. Be prepared for 15 – 40 minutes bus rides from your homestay to school, although some families may be closer. You can purchase a bus-pass at 7-Eleven stores (convenience store) as well as one-way bus tickets and daily passes. An average one-way fare for a student is \$2.50 and a daily pass is \$5.00. Taxis are a very convenient and safe way to travel and are approximately \$20.00 to \$25.00 for a ride of about 15 minutes. Regular, frequent ferry and high-speed ferry service connects the island to mainland B.C. and Washington State. More than 60 scheduled daily flights connect Vancouver Island with mainland destinations. Flights originate from Victoria International Airport (30 km or 19 mi north of Victoria) and from the downtown area.

5.6 Banking

Canadian Money and Banking in Victoria

Canadian currency is based on the system of dollars and cents. To change your money to Canadian dollars while you are in Victoria, you can go to any bank or currency exchange. You should not bring a lot of cash when you travel to Canada. You should exchange your money into traveler's cheques in Canadian Dollars. Traveler's cheques are convenient, easy to use, and you can replace them if you lose them. Most Canadians carry and use credit cards (VISA, MasterCard or American Express) and debit cards. Most Canadians do not carry more than \$50.00 in their purse or wallet.

In Victoria, there is a 5% federal tax and a 7% provincial tax on most items you will purchase.

Banks located near inlingua Victoria:

Bank of Montreal

1225 Douglas Street

Scotia Bank

702 Yates Street

Royal Bank of Canada

707 Fort Street

Custom House Currency Exchange

815 Wharf Street

HSBC Bank Canada

1175 Douglas St

CIBC

869 Douglas St

5.7 What to Bring

If you will be studying in Victoria in the winter (September to May), bring warm clothing. If you will be in Victoria in the summer months (June to August), bring lighter clothing. In any season, bring a jacket for wet days, preferably rainproof. Most of our students at inlingua Victoria wear casual clothes; however we recommend you bring some clothing for special occasions as well!

Here is a list of items that students should bring:

- ✓ Some sweatshirts or sweaters
- ✓ Rain jacket
- ✓ Shoes for wet weather (Rain boots)
- ✓ Swimsuit and towel
- ✓ Warm jacket
- ✓ Suntan lotion and sunglasses
- ✓ Bag to carry your books to school
- ✓ Prescription medication
- ✓ Eyeglasses and eye-care necessities and a copy of your prescription
- ✓ Personal hygiene items (soap, shampoo, tooth-paste, toothbrush, deodorant...)

Other possible items:

- Favorite recipes to share with your homestay family
- Slippers (North American homes can be cool and some don't have carpets)
- Cold and diarrhea medication (some students find North American cold medicine makes them drowsy)
- Bilingual dictionary
- Special sports clothing or equipment
- Small gifts to give to new friends or Homestay Family
- International Student Card
- Photo album to share with your Homestay Family

5.8 Orientation Day at inlingua Victoria College of Languages

Students usually arrive on a Saturday and begin classes at inlingua Victoria on the following Monday.

Please see the schedule below for your first day at inlingua Victoria.

08:30 AM	inlingua Victoria opens.
09:00 AM	Orientation about school and school policies begins
09:30 AM	English Placement Test
12.00 PM	Lunch
12:45 PM	Downtown Tour of Victoria

5.9 Culture Shock

Culture shock can happen to anyone who is moving to new surroundings. Without knowing anyone, it may seem hard to adjust and adapt to the new environment. Thankfully, with support, culture shock can be reduced and have less impact on a person and their experience. Students are usually very excited at the beginning of their experience abroad. Often when students arrive they begin by exploring the new area, trying new customs and becoming familiar with the local culture. At this time, many students experience food and ways of living that are different to what they are familiar with. When people begin to settle down and adapt to life in a new place, they may start to feel lonely or annoyed because people do things differently in the new country. These feelings can be hard to understand. Language barriers can also become a major problem and many people may start to feel homesick or upset. Culture shock usually happens one month after arrival. If it happens to you, try your best not to be judgmental about the new culture and instead try to accept the differences as new opportunities to learn. We also recommend you talk to your homestay family or fellow students about your feelings; often they can help by listening and giving you the support you need.

5.10 Departing Victoria and Returning to Your Home Country

On your last day of school at inlingua Victoria, you will be presented with a certificate that states the length and level of your program. You may be sad to say good-bye to your homestay family and new friends, but your experience in Canada will stay with you for a lifetime. The memories you've created will enrich your life and your English language skills will be useful for years to come. inlingua Victoria wishes every student a safe journey home!

***We've outlined quite a few details in this handbook to help you with your stay.
We do not expect you to remember them all.**

Please keep this information handy, and read it a few times throughout your stay to help you remember the important details.

6. School Contact Information

For all general inquiries: Phone: 778-817-1083
E-mail: office@inlinguavictoria.com
Website: www.inlinguavictoria.com

Administration Staff



Alix Legond
Admissions Coordinator
Alix@inlinguavictoria.com



Haru Newcomb
*Assistant Director of
Marketing & Admissions*
Haru@inlinguavictoria.com



Katherine Olivieri
Homestay coordinator
Katherine@inlinguavictoria.com



Carlos Christman
*Latin Marketing
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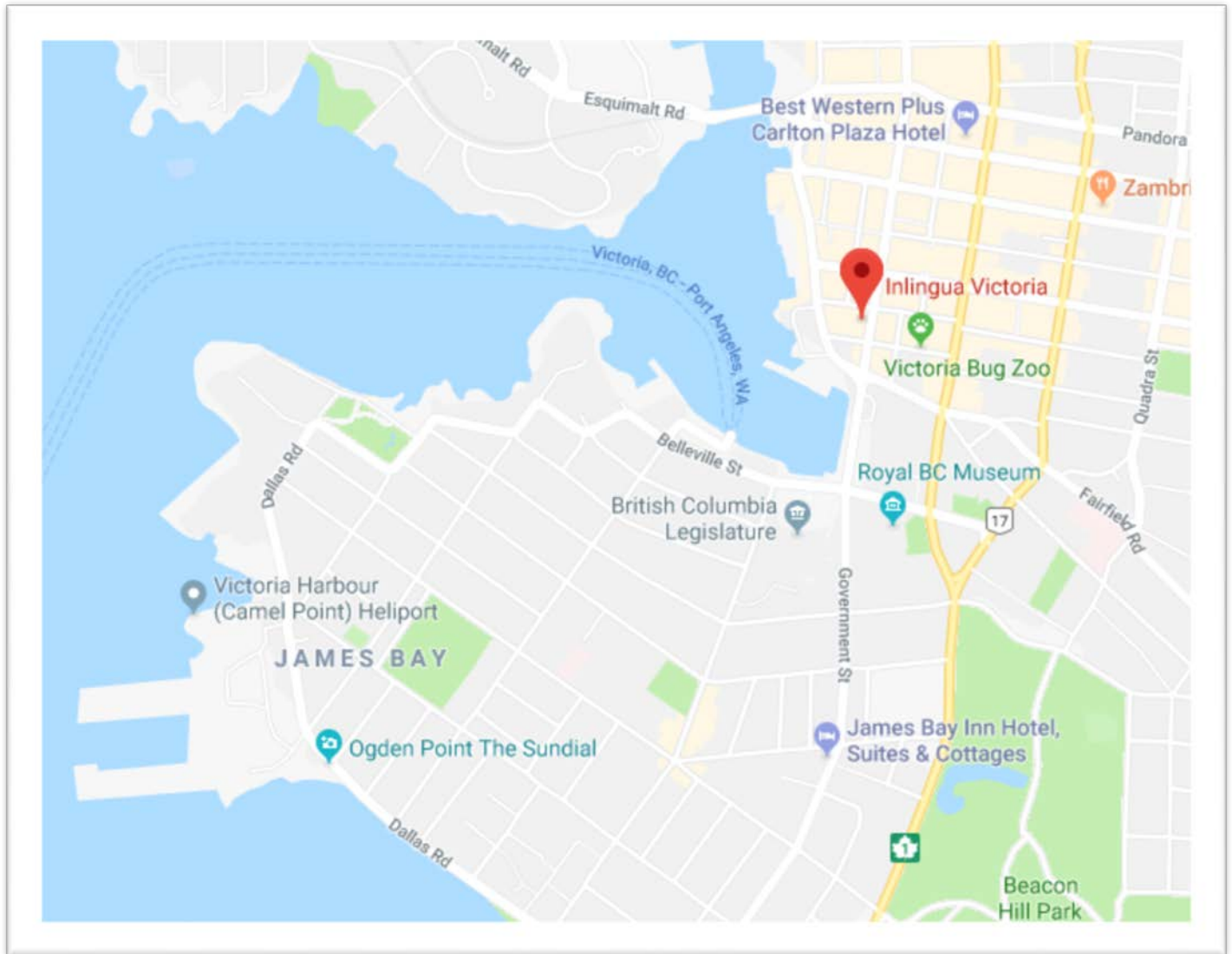
7. Additional Information

MAP OF BRITISH COLUMBIA, CANADA



Map of inlingua Victoria's Location

inlingua Victoria: Suite 101 – 910 Government Street, Victoria BC (Open Year Round)



Useful WebSites

inlingua Victoria College of Languages:

<http://www.inlinguavictoria.com>

CGIES:

<http://www.cgies.com>

TESL Canada:

<http://www.tesl.ca>

BC Teal:

<http://www.bctéal.org/>

Citizenship and Immigration Canada:

<http://www.cic.gc.ca/english/index.html>

Tourism Victoria:

<http://www.tourismvictoria.com>

British Columbia Travel Information:

<http://travel.bc.ca>

Currency Converter:

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

City of Victoria:

<http://www.city.victoria.bc.ca/common/index.shtml>

Tourism Vancouver Island:

<http://www.island.bc.ca>

Pacific Coach Lines:

<http://www.pacificcoach.com>

B.C. Ferries:

<http://www.bcferries.bc.ca/>

Quick Facts

ABOUT VICTORIA, CANADA



CANADA	1	CANADA is the world's second largest country.
	2	Canada is voted one of the 10 most livable countries IN THE WORLD.
VICTORIA	3	VICTORIA, CANADA is on Vancouver Island, just off the West Coast of Canada, close to Vancouver on the mainland and Seattle in the United States. A daily direct flight from Toronto is also available.
	4	Victoria is the capital city of the province of British Columbia.
	5	Victoria is rated consistently among the 10 most popular tourist destinations IN THE WORLD by <i>Condé Nast Traveller</i> magazine.
	6	Victoria is known as the "City of Gardens" and is famous for its internationally acclaimed beautiful Butchart Gardens.
	7	The population of Victoria is 350,000.
	8	Victoria has the mildest climate in Canada , ranging from 0 to 30 degrees Celsius. When other Canadian cities are buried under snow in February, Victoria has begun its annual flower count of daffodils, crocuses, cherry blossoms, etc.
	9	Vancouver Island is roughly the size of Belgium or Taiwan. It is 288 miles long and on average, 30 to 80 miles wide.
VANCOUVER ISLAND	10	Vancouver Island is only a 1 1/2 hour ferry ride from Vancouver on the mainland of British Columbia, and a 15-minute flight from Vancouver International Airport
	11	Vancouver Island is known for its diverse landscape: mountains for skiing, lakes and the ocean for swimming and sailing, beautiful beaches, excellent hiking terrain, and old growth forests.



inlingua Victoria College of Languages

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