



# **STUDENT GUIDE**

## **2022**

St Giles International Vancouver  
1130 West Pender Street, Suite 400  
Vancouver, British Columbia  
V6E 4A4  
Canada  
Tel: 604-685-0291  
Email: [english@stgiles-canada.com](mailto:english@stgiles-canada.com)

# Contents

## Contents

Welcome to St Giles.....	5
The St Giles Promise: Our Mission Statement.....	5
Introduction .....	6
St Giles Vancouver .....	6
Vancouver .....	6
Student Statement of Rights.....	7
Your first day.....	8
Check-in.....	8
Class levels .....	8
Floor Map.....	9
Class Schedule.....	10
School Hours.....	10
Facilities .....	11
Cafeteria.....	11
Learning outside the classroom.....	11
Textbooks.....	11
Vancouver Public Library .....	11
Making Progress.....	11
Weekly Quiz .....	11
One-to-One Feedback.....	11
Level Test .....	11
Leaving Test .....	11
St Giles Social Program .....	11
Satisfaction Feedback .....	12
General Policies at St Giles Vancouver .....	12
Code of Conduct .....	12
Admission Policy and Procedure.....	12
Dismissal Policy and Procedures.....	12
Appeal Procedure .....	13
Dispute Resolution Policy .....	13

Withdrawal Policy and Procedures.....	14
Refund Policy (Withdrawal and Dismissal) .....	14
Respectful and Fair Treatment Policy .....	16
Sexual Misconduct Policy.....	17
Students under 19 years .....	19
Privacy Policy .....	20
Medical Insurance.....	20
Academic Policies at St Giles Vancouver .....	20
English Only Policy .....	20
Recognition of Prior Learning Policy .....	21
Academic Dishonesty and Plagiarism Policy .....	21
Grade Appeal Policy.....	21
Student Attendance Policy.....	21
Introduction .....	21
1. Minimum Attendance Rate.....	22
2. School Lateness Policy .....	22
3. Recording Attendance .....	22
4. Monitoring Poor Attendance .....	22
5. Under-19s.....	23
6. Student Attendance Escalation and Disciplinary Procedure .....	23
7. Sickness Procedure .....	23
Vacation Policy.....	23
Safety Policy.....	24
Fire, Accidents and Emergencies .....	24
Fire .....	24
First Aid .....	24
Emergencies.....	24
Doctors.....	24
Dentists .....	24
Personal Safety /Advice .....	25
Transportation .....	25
Compass cards .....	25
Bikes.....	25

Public Holidays in British Columbia.....	25
COVID-19 Appendix .....	26
1. OVERVIEW.....	26
2. CLEANING, HEALTH AND PERSONAL HYGIENE .....	26
2.1 ENTERING THE BUILDING AND THE SCHOOL.....	26
2.2 USE OF PPE.....	26
2.3 PERSONAL HYGIENE FACILITIES .....	26
2.4 CAFETERIA AND COMMUNAL AREAS.....	26
2.5 WASHROOMS.....	26
2.6 WELFARE .....	26
2.7 MONITORING OF STAFF AND STUDENTS FOR POSSIBLE INFECTION.....	27
2.8 POLICY IN CASE OF SUSPECTED AND CONFIRMED CASE OF COVID-19 IN STAFF OR STUDENTS .....	27
3. ACADEMIC MATTERS .....	27
3.1 CLASS SIZES AND CLASSROOM SPACE .....	27
3.3 NEW STUDENTS .....	27
3.6 STUDENT AND STAFF ACCESS TO ACADEMIC AND ADMINISTRATIVE STAFF .....	27

## Welcome to St Giles

Dear St. Giles Student,

Welcome to **St. Giles International at Vancouver.**

You are about to begin a very exciting experience:

“Learning English in Vancouver!”

You will find our city to be a unique, nature-loving but dynamic city, which you can explore. We are sure you will discover many wonderful things here while practicing your English.

We at St. Giles will do everything we can to make your visit an enjoyable learning experience. Our staff is happy to answer your questions and guide you.

**Please read this handbook and keep it for future reference.** You will find many interesting and informative tips about both St. Giles and Vancouver. Please ask for help at any time. We will be happy to help you in any way we can.

We hope you will enjoy your stay with us!

*The Staff at St. Giles International, Vancouver*

## The St Giles Promise: Our Mission Statement

- To provide high quality courses for international students in a positive and inclusive learner-centred environment, focusing on the students’ real and practical aspirations
- To offer a range of student support services to enable our students to enjoy their courses to the full



St Giles Vancouver is accredited by both PTIB and Languages Canada

## Introduction

### St Giles Vancouver

St Giles Vancouver is part of the St Giles International Group founded in 1955. We have schools in London, Brighton, Eastbourne and Cambridge. St Giles Vancouver joined the St Giles International Group in 2006.

St Giles Vancouver is accredited by Languages Canada and by the Private Training Institutions Branch of the Ministry of Advanced Education, Skills and Training.

We have 12 classrooms, most with Interactive Whiteboards. We also have a language laboratory and computer room, a library area and a student café and lounge. Our downtown location and our excellent facilities make the school an ideal place to study and relax.

We are located in the heart of downtown Vancouver, close to public transportation networks and minutes away from the city's main shopping streets and entertainment. We are within easy walking distance of the beautiful Stanley Park and local beaches.

### Vancouver

With a population of just over 600,000, Vancouver combines all the attractions of modern urban living with a safe and welcoming atmosphere. The city surroundings include parks, mountains and beaches, making it the perfect choice for people looking to enjoy the great outdoors.





## Student Statement of Rights

St Giles Vancouver is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

## Your first day

### Check-in

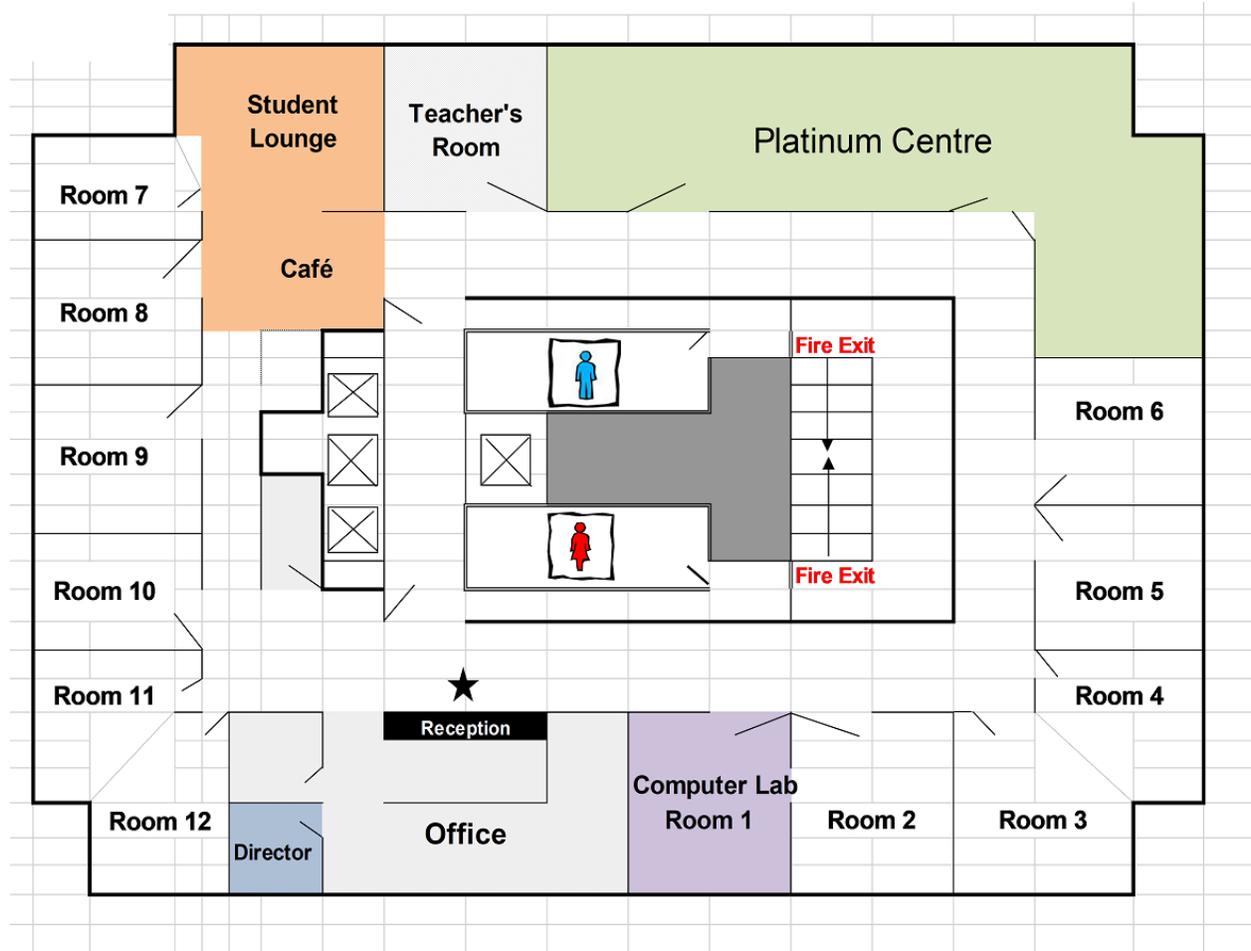
When you arrive at the school please come to reception to introduce yourself and to sign in. You will be required to confirm that you have completed your COVID-19 self-assessment before entry. You will be given a short orientation to the school to ensure you understand our COVID-19 protection guidelines. Before you arrive at the school you will have received a copy of your schedule and your classroom number.

### Class levels

We can have classes at the following levels:

St Giles levels	CEFR level
Beginner (*only at certain times of the year)	Pre-A1
Elementary	A1
Pre-Intermediate	A2
Intermediate	B1
Upper-Intermediate	B2
Advanced	C1

# Floor Map



## Class Schedule

It is very important for you to arrive at your lessons on time. If you are **more than ten minutes late** for a lesson please do not disturb your class. Wait in the cafeteria until your class has its first break.

### Full-time (30 lessons per week) General English

Schedule A AM	Schedule B AM	Schedule C AM
9:30 Lesson 1	9:45 Lesson 1	10:00 Lesson 1
10:20 Lesson 2	10:35 Lesson 2	10:50 Lesson 2
11:10 Break	11:25 Break	11:40 Break
11:20 Lesson 3	11:35 Lesson 3	11:50 Lesson 3
12:10 Lesson 4	12:25 Lesson 4	12:40 Lesson 4
1:00 Lunch	1:15 Lunch	1:30 Lunch
Schedule A PM	Schedule B PM	
2:15 Lesson 5	2:30 Lesson 5	
3:05 Lesson 6	3:20 Lesson 6	
3:55 Finish	4:10 Finish	

If you are a part-time General English student, your classes finish at either 1.00, 1.15 or 1.30.

## School Hours

The school is open from 8.30 am to 5.30 pm. Please arrive just before your class is due to start, and leave once your last class is over. Reception offers a range of services including St Giles student cards, Compass Card information, and general Vancouver information. If you have a question and you don't know who to ask, come to Reception and they will help you. If you have questions about your studies, please contact our Director of Studies (Laura) at [lhaseley@stgiles-canada.com](mailto:lhaseley@stgiles-canada.com)

## Facilities

### Cafeteria

There are microwaves, a fridge and a sink available for student use in the cafeteria. Please label your food or it will be thrown out.

### Learning outside the classroom

The computer room offers internet access and a printer, and has a wide range of Easy Readers and DVDs you can borrow. Just choose the one you want and bring it to reception to sign out.

### Textbooks

If you are in quarantine, you will be emailed the relevant pages of your textbook. Once you join the physical school, you will be required to purchase a set of books for \$90.00.

### Vancouver Public Library

This city library is about a 20 minute walk from St Giles. If you are studying for more than 6 months on a study permit or working holiday visa you can join for free. If you are studying for less than 6 months, you can purchase a 90 day visitor card. You currently cannot stay and study in the library but you can borrow books.

## Making Progress

Typically, a student will need 12 weeks in a level to be ready to move up to the next level. However, there are plenty of opportunities to move up a level earlier if you are ready.

### Weekly Quiz

Every week you will have a review quiz. This helps your teacher to know if you understand your lessons.

### One-to-One Feedback

Every two weeks your teacher will talk with you privately about your progress. This is a good time to talk about your lessons, how well you are doing, and areas you need more help with.

### Level Test

Every four weeks you will have a Level Assessment Test. This will help determine whether you should move up a level or continue to master your current level.

### Leaving Test

If you wish to, you may take a Leaving Test in your last week of classes. This takes place on Wednesdays at 3.30pm. Please sign up at Reception for this test.

## St Giles Social Program

We offer a range of teacher-led activities for our students throughout the week, and Discover Canada runs weekend and day trips for ESL students at very reasonable prices. Check out the social activities calendar on Instagram.

The social program activities are a really good way of improving your speaking and listening skills, connecting with different people, and exploring Vancouver.

## Satisfaction Feedback

We do our best to make sure that you have a satisfying educational experience while you are at St Giles and while you're in Vancouver, but from time to time you may have a problem and you may wonder what to do about your problem. This is what to do:

If you are unhappy about any aspect of our service please tell us as soon as possible so that we can try to help you. You can speak to any member of staff that you feel comfortable with.

## General Policies at St Giles Vancouver

### Code of Conduct

While on the St Giles premises, or during activities or events hosted by St Giles, or in a St Giles homestay, students:

- must comply with all St Giles policies
- must treat all students, staff and homestay families with respect and must not engage in physically or verbally aggressive, threatening, harassing, discriminatory or otherwise offensive behaviour (this also pertains to social media)
- must not consume, possess or distribute alcohol, controlled or restricted substance or drugs. The only exception to this is if students are of a legal drinking or smoking age with proper identification and are consuming responsibly in an approved location.
- must not contravene any provision of the Criminal Code of Canada or any other federal, provincial, or municipal state or regulation.

### Admission Policy and Procedure

- You must be 16 years of age or older to take General English classes at St Giles Vancouver. You must be 21 years of age or older to study in the Platinum Centre.
- If you wish to take Cambridge FCE or CAE, you must first achieve 70% on our pre-admission test. Please see the Director of Studies to take these tests.
- For other specialty programs or electives, see the posted entry level requirement.

### Dismissal Policy and Procedures

St Giles International has a *Respectful and Fair Treatment policy* which it expects all students to follow. If a student seriously or persistently misbehaves in their lessons or accommodation, St Giles reserves the right to terminate their course without notice. A student's course may also be terminated without notice if the student persistently fails to attend class or fails to meet the attendance requirements of the course. The *Respectful and Fair Treatment policy* is published in full on our website. Students who do not follow the Institute's *Respectful and Fair Treatment* and *Code of Conduct* may face the following stages of disciplinary action, but St Giles has the right to move to a higher or final stage depending on the seriousness of the event or situation: The following is St Giles's dismissal procedure:

- You may be given a first written warning. The warning will last for up to 24 weeks;

- You may be given a second written warning, and again, this warning will last for a further 24 weeks. More serious action will be taken if you commit another act of misconduct during both time periods;
- If a very serious complaint is received by the school you may be suspended from attending the school or any activities organised by the school until the complaint has been investigated;
- If evidence of serious and/or persistent misconduct is found you may be asked to leave the school or any accommodation arranged by St Giles permanently and you will not receive and refund for the unused part of the course.
- For Under 19 students: we may inform your parents and/or your agent if you have misconducted yourself, and for adults: we may inform your agent.

## Appeal Procedure

If we take disciplinary action to suspend you from school activities, or permanently expel you, you have the right to fair treatment and can ask the Centre Director to reconsider this action.

You have the right to meet with the Centre Director along with another student or supporting adult to explain your behaviour or to give your opinion on the decision. The Centre Director has a duty to investigate and check any facts on which you disagree.

The school follows a complaints procedure which is explained separately, and you can use it if you feel that the school's disciplinary action has been unfair or unreasonable.

## Dispute Resolution Policy

We do our best to make sure that you have a happy and satisfying educational experience while you're at our school and while you're in Canada but from time to time you may have a problem and you may wonder what to do about your problem. This is what to do:

If you are unhappy about any aspect of our service please tell us as soon as possible so that we can try to help you. You can speak to any member of staff that you feel comfortable with.

If you are still unhappy and wish to make a complaint, please speak to the Director of Studies (about your studies), Registrar (about your booking) or Accommodation Officer (about your accommodation and welfare) or the Centre Director for any complaint. We take every complaint seriously and we will tell you within 24 hours what action will be taken to help you. Our Directors are always happy to see you. For unsolved issues please see the Dispute Resolution Policy and procedure below.

1. This policy governs complaints from students respecting St Giles Vancouver and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process by which the student complaint will be handled is as follows:
  - Student complaints must be made in writing.

- The written complaint should be addressed to the Centre Director, Michelle Ronback, [m.ronback@stgiles-canada.com](mailto:m.ronback@stgiles-canada.com). If reconsideration is required, or the Centre Director is absent or named in the complaint, the complaint should be addressed to the Director of Studies, Laura Haseley, [lhaseley@stgiles-canada.com](mailto:lhaseley@stgiles-canada.com)
- The Centre Director and/or the Director of Studies will meet with the student within 48 hours to discuss the dispute and to find a mutually acceptable solution. (It is the responsibility of the student to provide a certified interpreter, should interpretation services be necessary to explain the dispute.)
- The Director will provide a solution and the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint, in writing.
- The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]
- St Giles Vancouver is also a member of Languages Canada, an association for accredited language schools in Canada and we agree to abide by Languages Canada Code of Ethics. Students also have recourse to Languages Canada to manage serious disputes that are considered irreconcilable.  
Languages Canada, 5886 - 169A Street, Surrey, BC, Canada V3S 6Z8. Phone: 604-574-1532. You can also use their online contact form available here:  
<http://www.languagescanada.ca/en/contact-us>.

4. The student making the complaint may be represented by an agent or a lawyer.

## Withdrawal Policy and Procedures

- Students who decide to withdraw from St Giles Vancouver should let the Director of Studies and/or the Centre Director know.
- Students will be eligible for any refund due according to our REFUND POLICY.

## Refund Policy (Withdrawal and Dismissal)

1. If St. Giles International Language Centers (Canada) Ltd., hereinafter referred to as “the institution”, receives tuition from the student, or a person on behalf of the student, the institution 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. the institution 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 the institution 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.

2. The institution will refund the tuition for the program in which the student is enrolled 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 his or her 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, the institution 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 the institution 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, the institution 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, the institution 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. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution 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, the institution may retain up to 50% of the tuition due under the student enrolment contract.
5. If the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
  - a. equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
6. If the institution provides the program solely through distance education and receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
  - a) the student has completed and received an evaluation of his or her performance for at least 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or

b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
8. 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 the institution receives a student's notice of withdrawal,
  - b. of the date the institution provides a notice of dismissal to the student,
  - c. of the date that the registrar provides notice to the institution that the institution 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.
9. If an international student delivers a copy of a refusal of a study permit to the institution, 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,
  - b. or the program is provided solely through distance education.

## Respectful and Fair Treatment Policy

St Giles Vancouver is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

- While on St Giles Vancouver premises or in the course of activities or events hosted by St Giles Vancouver, the following activities are prohibited:
  - i. Violent, rude, disorderly, threatening or hurtful behaviour or language used within the school building, or in accommodation arranged by St Giles, or when taking part in an activity organised by the school, or towards any member of staff or fellow student;
  - ii. Fraud, theft, or dishonesty (including cheating or plagiarism) in relation to St Giles, its staff or students, or towards members of homestays providing accommodation arranged by St Giles;
  - iii. Racial, sexual or other kinds of harassment of any student or member of staff, or towards those providing accommodation arranged by St Giles;
  - iv. Damage to St Giles property, or the property of other students or staff, or to accommodation arranged by St Giles, which is caused intentionally or through lack of care;
  - v. Misuse of PCs and the use of social media to harass, offend, bully or abuse other students, members of staff, or accommodation providers of St Giles;

- vi. Behaviour which damages or could harm the reputation of St Giles;
  - vii. Being too noisy, or other anti-social or indecent behaviour in the school or in accommodation organised by St Giles;
  - viii. The possession, use and distribution of banned items, drugs and weapons in or outside the school building or in any accommodation organised by St Giles;
  - ix. The support of extremist or terrorist organisations and actions or speech that might lead to the exploitation or radicalization of other individuals;
  - x. Being drunk, under the influence of illegal drugs or disruptive behaviour whilst in class, at the school or in accommodation organised by St Giles.
- If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:
    1. The activity must be documented in writing, by the staff member who witnessed it.
    2. Thereafter, the policy and procedures outlined in the *Dismissal Policy* will be followed.

## Sexual Misconduct Policy

1. St. Giles Vancouver is committed to ensuring that our students, staff and visitors can study, work and visit in a safe and welcoming environment free of sexual harassment, exploitation or assault. St. Giles Vancouver does not tolerate sexual misconduct, defined below, in any form.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
  - sexual assault;
  - sexual exploitation;
  - sexual harassment;
  - stalking;
  - indecent exposure;
  - voyeurism;
  - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
  - the attempt to commit an act of sexual misconduct; and
  - the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
  - A person who feels they have experienced sexual misconduct and wishes to make a Complaint should speak with the Centre Director (Michelle Ronback [m.ronback@stgiles-canada.com](mailto:m.ronback@stgiles-canada.com)) or in her absence, the Director of Studies (Laura Haseley [lhaseley@stgiles-canada.com](mailto:lhaseley@stgiles-canada.com))
6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows: The representative responding to the Complaint will:
  - Acknowledge receipt of the Complaint within 1 business day.
  - Treat the victim/survivor with empathy and compassion and advise them that they may ask another person to be present for support.
  - Record any additional details regarding the Complaint.
  - Determine whether an investigation will take place or if a Report should be made and/or whether the incident should be referred immediately to the police.
  - Discuss options for counselling, medical or mental health supports.
  - Work with the victim/survivor towards a desired outcome.
7. The process for making a **Report** of sexual misconduct involving a student is as follows:

A person may file a Report of an incident of sexual misconduct to the Centre Director (Michelle Ronback [m.ronback@stgiles-canada.com](mailto:m.ronback@stgiles-canada.com)) or in her absence, the Director of Studies (Laura Haseley [lhaseley@stgiles-canada.com](mailto:lhaseley@stgiles-canada.com)). The Report must be received in writing.
8. The process for responding to a **Report** of sexual misconduct involving a student is as follows: The representative responding to the Report will
  - Acknowledge receipt of the Report within 1 business day.
  - Ensure the victim/survivor receives a caring response.
  - Ensure the safety of the victim/survivor and provide information on medical, mental health counselling services.
  - Review the Report within a reasonable timeframe and keep a formal record.
  - Conduct an investigation, and, if required, protective measures such as changing classes or accommodation will be taken.
  - Give the alleged perpetrator(s) an opportunity to respond to the allegations, where it is necessary to ensure procedural fairness, taking into account the safety and circumstances of the alleged victim/survivor
  - Assist in calling/reporting to the police, including calling an officer to the school to speak with the victim/survivor
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report. Individuals who violate the Sexual Misconduct Policy are subject to disciplinary action including termination of employment (staff) or expulsion (students).

10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
  - If an individual is at imminent risk of severe or life-threatening self-harm.
  - If an individual is at imminent risk of harming another.
  - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
  - Where reporting is required by law.
  - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

Related Information:

[VictimLinkBC](#)

[Sexual Violence and Misconduct Policy Act](#)

[Criminal Code of Canada](#)

[BC Human Rights Code](#)

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).

## Students under 19 years

St Giles Vancouver accepts students from the age of 16 upwards and there are some specific arrangements for students under the age of 19 (“minors”) (in BC, 19 is the age of majority or adult):

- All students under 19 years must get a St Giles Student Card from Reception.
- Students aged 16 and 17 must be back at their homestay by 23.00pm on weeknights and 24:00 (by midnight) on weekends.
- Our Accommodation Officer or Centre Director is available to talk in confidence to students about any problems or questions they may have.
- If a minor wants to register for St Giles Custodianship, they must also register for a St Giles homestay.

## Privacy Policy

**St Giles Vancouver collects students' personal information for the following reasons:**

- To maintain student records as required by Languages Canada and/or PCTIB.
- To keep students/graduates informed of activities of the school.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. You may contact us at any time to remove you from our contact list.

See also: <http://www.stgiles-international.com/privacy/>

## Medical Insurance

All international students must have health insurance for the full period of study in Canada. This is the law.

We accept:

- ✓ Health Insurance from your own country
  - It must be for your entire time in Canada
- ✓ Student Health Insurance from St Giles
  - GuardMe Medical Insurance costs \$18.50 per week
  - Easy – we can do it for you online

If you are going to be in Canada with a valid study permit for 6 months or longer, you must register with Canada's Health System – Medical Services Plan of BC (MSP):

- It takes 30 days from the time of application so you need to apply as soon as you arrive in British Columbia.
- It costs \$75 per month
- This will cover your doctor visits so you won't have to pay.

## Academic Policies at St Giles Vancouver

### English Only Policy

St Giles has an English-only policy. This applies to all areas of St Giles including bathrooms, hallways, the student cafe, etc. It also applies to St Giles-led social activities.

- We ask you to please speak only in English when you are in the school (except when you are SKYPING or calling family or for emergency situations)
- If you have repeated warnings, you will need to speak to the Centre Director of the school
- If no effort is made to stop speaking your own language you may be asked to leave the school

## Recognition of Prior Learning Policy

On or before the first day at St Giles, all students must take a placement test. This test determines a student's level of English and which level of classes the student will be placed in. If a student has taken a recognized international English exam, such as IELTS, Cambridge or TOEFL within the last 6 months, these results will be taken into consideration, but do not replace the placement test. In order for the result to be taken into consideration, the test result document must be provided to St Giles.

## Academic Dishonesty and Plagiarism Policy

All students are expected to behave as responsible members of our academic community. Failure to do this will result in disciplinary action and test results will be withheld.

- Students who are deemed to have cheated on test will be given an automatic grade of zero and will be asked to meet with the Director of Studies to discuss appropriate disciplinary action.
- Students who submit work that has been plagiarized will be given an automatic grade of zero and will be asked to meet with the Director of Studies to discuss appropriate disciplinary action.

## Grade Appeal Policy

The process by which a student may appeal a grade received in a course at St Giles Vancouver is as follows. The process must be begun within 5 working days of receiving the grade.

1. If a student is dissatisfied with a grade received they should first speak with their instructor. The instructor will consider the grade and, if warranted, assign another grade.
2. If the student is still not satisfied with the outcome of their appeal to the instructor, they should submit a written appeal to the Director of Studies.
3. The Director of Studies will obtain a copy of the assignment/test in question from the instructor and will have another instructor re-assess the assignment/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 revised 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 St Giles Vancouver's receipt of the written appeal.

## Student Attendance Policy

### Introduction

St Giles Vancouver has high expectations of students and regards the attendance of lessons to be crucial to student progress. Attendance is closely monitored by the Vancouver team.

The policy includes guidance on the following:

1. Minimum Attendance Rate

2. School Lateness Policy
3. Recording Attendance
4. Under-19s
5. Monitoring Poor Attendance
6. Student Attendance Disciplinary Procedure
7. Sickness Procedure

## 1. Minimum Attendance Rate

The academic management team are responsible for ensuring that all students are meeting the required school attendance threshold. The official policy is to maintain at least an 80% attendance rate.

## 2. School Lateness Policy

It is school policy that students should be punctual to class and should attend every lesson. Teachers should start all lessons on time irrespective of the number of students present. Students arriving more than 10 minutes late for the first lesson either in the morning or in the afternoon should be asked politely to wait until the start of the next lesson before being admitted to the classroom. Students are expected to have a reasonable justification for lateness and any serial latecomers should be referred to the academic management team and appropriate action will be taken.

## 3. Recording Attendance

Each teacher must record attendance for each lesson on the class register. It is a contractual obligation for teachers to keep attendance files fully up to date.

Teachers are instructed to inform the DoS (in her absence, the Head Teacher) if there are students who accrue three consecutive days of unexplained absence or if they notice a pattern of poor attendance emerging. If the student has informed a teacher or staff member that they will be away for a specific reason, please advise them to also inform the student services team. Students are also advised during orientation to contact the school if they have any extended (more than one day) periods of absence.

There may be a number of students who are on a watch list for welfare reasons at any one time and class teachers will be made aware of any issues. Teachers should report the absence of any individuals who are deemed at greater risk as soon as possible. They should also report any absence without delay if they have any reason to be concerned about the welfare or behaviour of any other student that is absent.

## 4. Monitoring Poor Attendance

The Head Teacher uses an excel spreadsheet to monitor students whose attendance is below 80%. The spreadsheet is updated on a weekly basis and is shared with the DoS and the Centre Director. The spreadsheet includes weekly aggregated attendance figures which helps the academic management team notice any worsening or any improvement in attendance. The spreadsheet also helps track the escalation of the case in terms of the distribution of warnings and there is an additional column for notes.

## 5. Under-19s

Teachers are advised to report the absence of any under-19 within 15 minutes of class start. This can be done by email to [english@stgiles-canada.com](mailto:english@stgiles-canada.com), by phone 604-685-0291 or if close by in person.

## 6. Student Attendance Escalation and Disciplinary Procedure

The Escalation Procedure is outlined below:

1. **Warning Letter 1:** When a student's attendance falls below 80%, they are issued a warning letter outlining the attendance policy. The DoS or Head Teacher meets with the student to find out what the issue is and how we can support the student. The student is given 2 weeks to improve their attendance. The student signs the warning letter, promising to improve their attendance. The letter is kept in their file.
2. **Warning Letter 2:** If the student has not demonstrated improvement, a second warning letter is issued. The student then must meet with the DoS and Centre Director to explain why their attendance has not improved. The student is warned that they risk expulsion if they do not show improvement in the next 2 weeks. The student signs the letter and a copy is kept in their file.
3. **Final Warning Letter:** If there has been no improvement during the 2 week period following Warning Letter 2, the student will be issued a Final Warning Letter. The student will meet with the Centre Director who will explain that the student is facing expulsion. If there is no further improvement within the following 2 weeks, the student risks expulsion and may not receive a certificate. If the institution is unable to contact the student to arrange the meeting with the Centre Director after attempting to do so for a period of two weeks, then the student also risks expulsion and may not receive a certificate.

## 7. Sickness Procedure

Any student who fails to attend any classes due to illness must contact the School on the day of the illness via e-mail or telephone. If the student misses seven calendar days (including weekends) she must provide written medical evidence from a medical health practitioner stating that she was unable to attend her classes due to illness (i.e. a letter from a General Practitioner). This evidence may come in many forms, however, they must contain at least the student's name, date of issue and must be signed by a medical health professional.

## Vacation Policy

General English students taking courses of 9 weeks or more can arrange a 1 week break (Monday to Friday) after completing 8 weeks of study, with a corresponding extension of course ending dates. ISC students can take a 1 week break for every 12 weeks of say (maximum of 2 weeks at any one time).

Students must ensure that arrangements comply with their visa conditions, where relevant.

## Safety Policy

Outside of the school, in the event of any serious emergency, call **911**.

Police NON-EMERGENCY # **604-717-3321**

Police in Canada are very helpful. If you are the victim of ANY crime, you should report it to the police.

In the school, if there is an emergency situation, please find the Centre Director or a member of staff to help.

## Fire, Accidents and Emergencies

### Fire

If you hear a continuous ringing of the fire bell, leave the school immediately through the exit door located behind the washrooms. Do not take the elevator. Your teacher or the Fire Warden will guide you.

DO NOT stop to collect books, jackets, etc.

DO NOT go back into the building until your teacher tells you it is safe to do so.

### First Aid

If you have an accident or feel ill at school, tell your teacher or someone in Reception. There is a first aid box in Reception. If it is a serious problem, a member of staff will take you to a clinic.

### Emergencies

Call 911 if you are in serious trouble and need immediate help. Try to relax and tell the operator your language. Interpreters are available.

Police in Canada are very helpful. If you are the victim of any crime, you should report it to the police. The police phone number for non-emergency calls is 604-717-3321.

### Doctors

Do not go to a hospital if you are sick. Instead, you should go to a walk-in clinic. The nearest walk-in clinic to the school is:

Coal Harbour Medical Centre, 622 Bute Street

Tel: 604-558-3313

Or you can ask your homestay family where the nearest walk-in clinic to your home is.

### Dentists

The nearest dentist to St Giles is:

Downtown Dental Clinic

1328 Alberni Street

Tel: 604-669-1111

If you need to see a dentist you can walk in and make an appointment. Always ask about the cost of the treatment in advance as dentists are very expensive in Vancouver.

## Personal Safety /Advice

Inside the school: Our school is in a secure building in a nice, safe area of Vancouver. However, students need to take normal care of their belongings. Never leave your wallet or personal items unattended.

Outside of the school: Please remember that you are in a large city. Even though Vancouver may seem safe, you must be careful. When you are out late at night, make sure you are with friends. Never leave your bags or wallet unattended. Do not carry large amounts of cash (most Canadians use debit or credit cards and do not carry much cash). Never accept drinks from strangers. Have your transportation arranged. DRUG use is illegal and highly dangerous.

In your homestay or accommodation: If you do not feel safe for any reason, please talk to our Accommodation Officer or Centre Director. All information will be handled discretely and carefully.

## Transportation

### Compass cards

Compass cards can be used on buses, the Skytrain and the Seabus. The card costs \$6 and you can load money onto the card. DO NOT buy a monthly pass unless you are here at the start of the month, as Monthly passes run from the first of the month to the first of the next month, not one month from the date you purchase it.

### Bikes

St Giles has a number of bikes that we rent out to students on a weekly or monthly basis. It is significantly cheaper to rent a bike through St Giles than it is through a bike rental store, but please be aware that our bikes are not the newest models. When you rent a bike, you also get a helmet and lock. Please see reception if you want to rent a bike.

If you ride a bicycle you must wear a helmet – it is the law in B.C.

## Public Holidays in British Columbia

Friday, January 1	New Year`s Day
Monday, February 15	BC Family Day
Friday, April 2	Good Friday
Monday, May 24	Victoria Day
Thursday, July 1	Canada Day
Monday, August 2	BC Day
Monday, September 6	Labour Day
Monday, October 11	Thanksgiving Day
Thursday, November 11	Remembrance Day
<b>Winter Closure - Christmas Week</b>	<b>Monday, December 27 - Friday, December 31</b>
<b>School reopens</b>	<b>Tuesday, January 4</b>

# COVID-19 Appendix

## 1. OVERVIEW

Social distancing measures will be continued when businesses reopen in Vancouver. Statements from governments and scientists suggest that this could continue in some form until the discovery of a vaccine. It is therefore likely that these measures will remain in force for a significant period.

## 2. CLEANING, HEALTH AND PERSONAL HYGIENE

### 2.1 ENTERING THE BUILDING AND THE SCHOOL

- When entering the school, you need to sign in each day at reception and verify that you have done a COVID-19 assessment.
- Please then proceed to the hand-washing stations located in the cafeteria and wash your hand thoroughly. Then go directly to your classroom.

### 2.2 USE OF PPE

- Face coverings are not mandatory, however we strongly encourage you to continue to wear a mask in the classrooms until you are fully vaccinated (14 days after receiving the second dose).
- We have a supply of disposable masks for sale at reception.

### 2.3 PERSONAL HYGIENE FACILITIES

- Hand sanitizer is readily available in communal areas and in the classrooms.
- Hand-washing facilities have been set up at the two sinks in the cafeteria.

### 2.4 CAFETERIA AND COMMUNAL AREAS

- Staff and students are asked to maintain a safe social distance in the communal areas and corridors.
- Masks are recommended for those who are not fully vaccinated.

### 2.5 WASHROOMS

- Markers have been placed on the floors to ensure social distancing in line ups.
- No more than two people are permitted in the washrooms at one time. Stalls have been blocked off and there are vacant/occupied signs for people to use.
- Students are permitted to use washrooms using class time to avoid line-ups at break times.

### 2.6 WELFARE

- We are here to look after you. If there is anything you are concerned or worried about, please speak to a member of staff.
- Covid testing in B.C.: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing>
- Information on stigma: <https://www.who.int/publications/m/item/a-guide-to-preventing-and-addressing-social-stigma-associated-with-covid-19>
- Information on contact tracing: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation/contact-tracing>
- Additional resources on mental health support and self-care can be found here: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html>

## 2.7 MONITORING OF STAFF AND STUDENTS FOR POSSIBLE INFECTION

- Clear information is posted in the school on possible symptoms.
- A no-contact thermometer is available at reception should it be required.

## 2.8 POLICY IN CASE OF SUSPECTED AND CONFIRMED CASE OF COVID-19 IN STAFF OR STUDENTS

- If there is a confirmed case of COVID-19 amongst staff or students, the school may be closed for a deep clean. See COVID-19 training documents for more detailed information.

# 3. ACADEMIC MATTERS

## 3.1 CLASS SIZES AND CLASSROOM SPACE

- The space between desks in the classrooms is set at a minimum of 1-meter, with a one-meter gap between the teacher and the nearest student to allow face-to-face communication to continue with minimum risk.
- Desks should not be moved from their designated locations.

## 3.3 NEW STUDENTS

- New students could arrive fully vaccinated and therefore be able to join physical classes directly. Other students may be required to quarantine. If they wish to, they can be Zoomed in to our regular classes during their quarantine period.
- Students will be tested and given an orientation before arrival at the school.
- On arrival, students will be given a short orientation in small groups to include clear information on the social distancing and other measures in place to protect against the spread of COVID-19.

## 3.6 STUDENT AND STAFF ACCESS TO ACADEMIC AND ADMINISTRATIVE STAFF

- Cash payments are no longer accepted.
- Flywire payments are preferred to debit or credit card payments [www.flywire.com/pay/stgiles-international](http://www.flywire.com/pay/stgiles-international)