



STUDENT GUIDE

2024

St Giles International Vancouver
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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

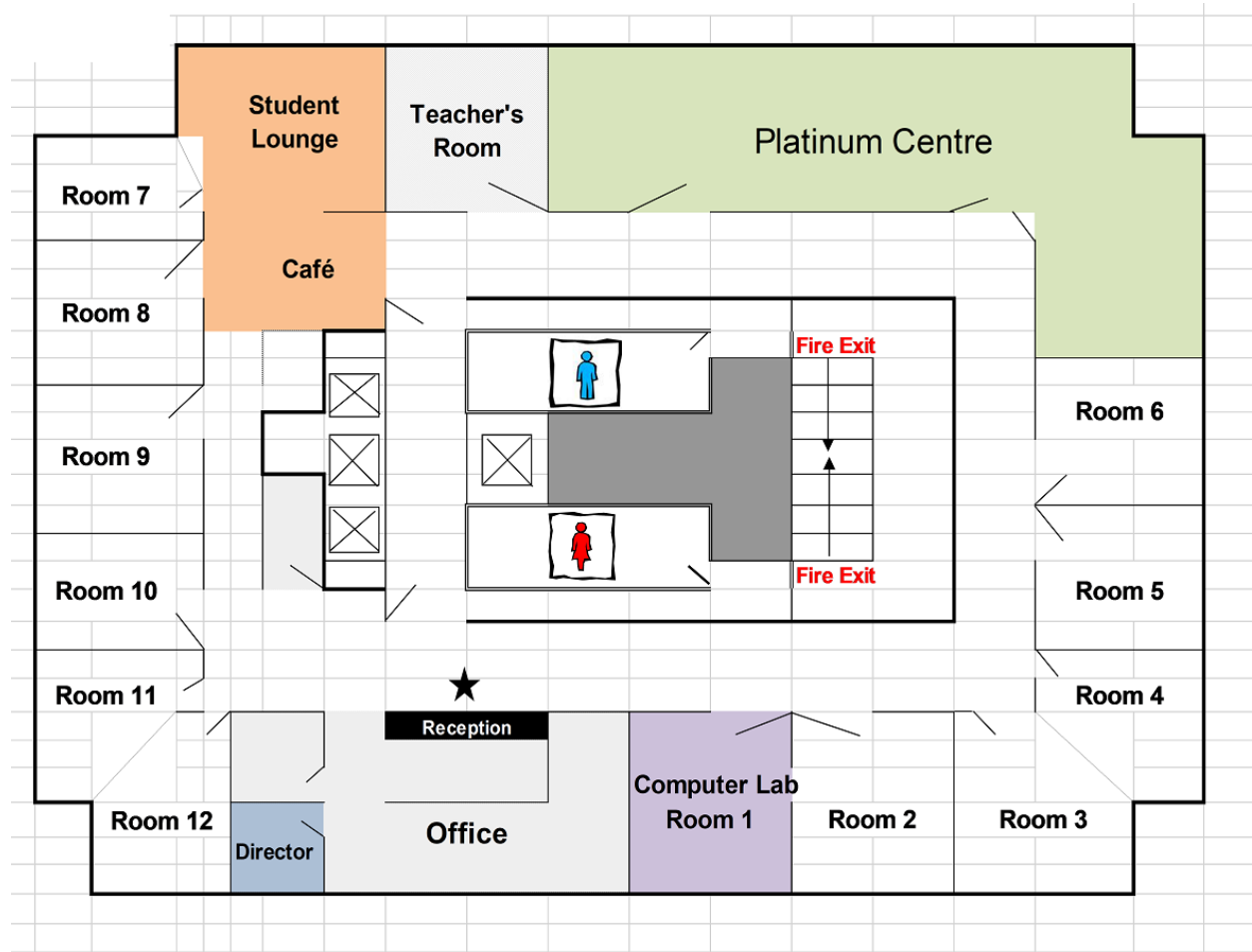
When you arrive at the school please come to reception to introduce yourself. You will be taken to a classroom to complete any paperwork and have an orientation to the school.

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 AM

9:30 Lesson 1

10:20 Lesson 2

11:10 Break

11:20 Lesson 3

12:10 Lesson 4

1:00 Lunch

Schedule PM

2:00 Lesson 5

2:50 Lesson 6

3:40 End of day

If you are a part-time General English student, your classes finish at 1:00 PM.

School Hours

The school is open from 8.30 am to 5.30 pm. 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 Centre Director (Laura) on 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 may be thrown out.

Learning outside the classroom

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

Textbooks

Students studying for 3 weeks or more are required to purchase textbooks on their first day at a cost of \$100.00 per set. Students studying for 3 weeks or less may borrow the textbooks from the school.

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.

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 an Exit Test in your last week of classes. This will appear in your notifications on the e-school.

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 the e-school.

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 14 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), Student Services Coordinator (about your booking) or Accommodation Coordinator (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, Laura Haseley, lhaseley@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 Accommodation Coordinator, Marni Shore, accommodation.vancouver@stgiles-canada.com.
- The Centre Director and/or the Accommodation Coordinator 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). 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)

Circumstances when Refund Payable	Amount of Refund
Before program start date, institution receives a notice of withdrawal (applies to all students)	

Circumstances when Refund Payable	Amount of Refund
<ul style="list-style-type: none"> • More than 21 days before scheduled arrival date 	Balance will be refunded less the following fees: <ul style="list-style-type: none"> • Registration Fee • Accommodation Placement Fee • Homestay Guardianship Fee • Express Mail Fee
<ul style="list-style-type: none"> • Less than 21 days before the scheduled arrival date 	Balance will be refunded less the following fees: <ul style="list-style-type: none"> • Registration Fee • Accommodation Placement Fee • Accommodation Deposit Students may also incur charges to third-party accommodation providers (residences, hotels, homestays). St Giles will pass on and direct costs incurred. <ul style="list-style-type: none"> • Homestay Guardianship Fee • Express Mail Fee
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> • After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> • After the program start date, and after more than 30% of instruction hours have been provided. 	Institution may retain 100% of tuition.
Student does not attend program – “no-show” (applies to all students)	
<ul style="list-style-type: none"> • Student does not attend the first 30% of the program. 	Balance will be refunded less the following fees: <ul style="list-style-type: none"> • Registration Fee • Accommodation Placement Fee • Accommodation Deposit

Circumstances when Refund Payable	Amount of Refund
	<p>Students may also incur charges to third-party accommodation providers (residences, hotels, homestays). St Giles will pass on and direct costs incurred.</p> <ul style="list-style-type: none"> • Homestay Guardianship Fee • Express Mail Fee

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 (Laura Haseley lhaseley@stgiles-canada.com) or in her absence, the Accommodation Coordinator (Marni Shore accommodation.vancouver@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 (Laura Haseley lhaseley@stgiles-canada.com) or in her absence, the Accommodation Coordinator (Marni Shore: accommodation.vancouver@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.

Students under 19 years

St Giles Vancouver accepts students from the age of 14 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):

- **If you are 14 or 15** you must be back at your host family by 21.00 Sunday to Thursday and 22.00 on Friday and Saturday, unless you are attending a school social event and you return by approved taxi, in which case you must return to your host family by 22.30.
- **If you are 16-18** you must be back at your host family by 23.00 Sunday to Thursday, and 00.00 on Friday and Saturday.
- Our Accommodation Coordinator 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 \$20 per week or \$1.45 per unit times the number of days
 - 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 Centre Director) 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

Attendance is monitored on a weekly basis and students with poor attendance are automatically flagged in the system.

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, 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 Coordinator 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

Please note that if you ride a bicycle you must wear a helmet – it is the law in B.C.