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**ESL STUDENT HANDBOOK**

**- TORONTO -**

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**ORIENTATION DAY SCHEDULE**

**TORONTO**

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| --- | --- | --- | --- |
| Time | Comment | Team Member | Location |
| 9:00 – 9:30 | Welcome and Group Activity | Nick/Ramie | BasementLounge |
| 9:30 – 10:50 | Placement Test | Lisa/Noshir | BasementLounge |
| 10:50 – 11:00 | Break | N/A | N/A |
| 11:00 – 11:45 | Orientation Activities | Nick/Ramie | Front Lounge |
| 11:45 – 11:50 | Meeting for Students Who Are Staying at the Student House or With a Homestay Family(All Other Students Can Go to Lunch at This Time) | Philip | Front Lounge |
| 11:50 – 12:30 | Lunch | N/A | N/A |
| 12:30 – 12:45 | ISX Tours Presentation | ISX Rep. | Front Lounge |
| 12:45 -13:10 | Orientation Activities | Nick/Ramie | Front Lounge |
| 13:10 – 13:20 | Receive Class Schedule | Lisa/Noshir | Front Lounge |
| 13:20 – 13:30 | Break | N/A | N/A |
| 13:30 – 14:20 | Class (Period E) SG-25, 30, 35 (If Applicable) | Teacher | Classroom |
| 14:20 – 14:30 | Break | Teacher | Classroom |
| 14:30 – 15:20 | Class (Period F) SG-30, 35 (If Applicable) | Teacher | Classroom |

**USEFUL EMAILS:**

**School Director (Ramie): ramie@solschools.com**

**Director of Studies: Academics/Extensions (Lisa):** **lisa@solschools.com**

**Activities, Extensions (Nick): nick@solschools.com**

**Accommodations, Extensions (Philip): torontohousing@solschools.com**

**You can also speak to the above people at the school if you have any questions or concerns.**

**ESL STUDENT**

**SUPPORT SERVICES**

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

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| --- | --- | --- |
| ITEM | CONTACT | CONTACT INFO |
| GENERAL ITEMS | Ramie Goudreau | 1. Can visit school office.2. Email: ramie@solschools.com3. Tel: 416-322-3405 ext. 222 |
| HOUSING | Philip Smith | 1. Can visit school office.2. Email: torontohousing@solschools.com3. Tel: 416-322-3405 ext. 237 |
| HEALTH INSURANCE | Philip Smith | 1. Can visit school office.2. Email: torontohousing@solschools.com3. Tel: 416-322-3405 ext. 237 |
| ACADEMIC COUNSELLING | Lisa Stamm | 1. Can visit school office.2. Email: lisa@solschools.com3. Tel: 416-322-3405 ext. 245 |
| STUDENT SERVICES\* | Nick Moore | 1. Can visit school office.2. Email: nick@solschools.com3. Tel: 416-322-3405 ext. 237 |

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



**ESL STUDENT**

**ACADEMIC & GOOD STANDING POLICY**

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

* Attend a minimum of 80% of classes
* Achieve an overall grade of 50% on assessments (Students receive a transcript every 4 weeks detailing their grades.)

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

* Attend a minimum of 80% of classes
* Achieve an overall grade of 80% on assessments (Students receive a transcript every 4 weeks detailing their grades.)
* Be referred to the next language level by their teacher
* Completed the minimum number of study hours designated for their current level.

**Academic Dishonesty:**

Sol Schools International defines Academic Dishonesty as any form of cheating on tests, exams, projects, presentations, homework or any other type of assignments that will be assessed and given a grade. Cheating includes: bribery, deception, fabrication, impersonation, plagiarism and sabotage.

**Protection and Use of Intellectual Property:**

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

**Evaluation of Student Work:**

Student will be formally evaluated at least once per week. Evaluations will take the form of presentations, exams and projects. The teacher will give clear criteria of what is expected and how grades will be assigned to the students prior to evaluations. If a student does not agree with their grade, they may appeal the grade by following the Sol Schools International complaint procedure.

**Withdrawals and Dismissals:**

A student who wishes to withdraw from Sol Schools International must provide the school with notice of their withdrawal by completing the “Withdrawal From Program” form. This form is available at Student Services. Sol Schools International’s refund policy will apply. If the student registered through a third party representative, the school must receive notification of the student’s intent to withdraw from the student’s representative.

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

**ESL STUDENT**

**COMPLAINT PROCEDURE**

Step 1

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally.

If not resolved at this level, the student will proceed to Step 2.

Step 2

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

 Lisa Stamm - lisa@solschools.com

 469 Jarvis St. Toronto, ON, M4Y 2G8 Tel: 416-322-3405

The Administrator will arrange a meeting with the student within 7 days of receipt of the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting discussion will be minuted.

The Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to Step 3.

Step 3

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

 Ramie Goudreau - ramie@solschools.com

 469 Jarvis St. Toronto, ON, M4Y 2G8 Tel: 416-322-3405

The School Director will arrange a meeting with the student within 7 days of receipt of the written complaint, which should include the Director of Studies’ response with recommended solutions and the student’s objections or comments regarding these solutions.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be minuted.

The School Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

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

**Students who are studying less than 6 months:**

 Languages Canada c/o Linda Auzins

 5886-16A Street

 Surrey, British Columbia, V3S 6Z8

 604-574-1532

 lauzins@languagescanada.ca

**Students who are studying 6 months or more:**

 Superintendent of Private Career Colleges

 Ministry of Training, Colleges and Universities

 77 Wellesley Street West, Box 977

 Toronto, Ontario M7A 1N3

A student complaint form can be found at [www.forms.ssb.gov.on.ca](http://www.forms.ssb.gov.on.ca)

**BUILDING**

**EVACUATION PROCEDURE**

1. If you discover a fire, activate the nearest fire alarm pull station. Immediately notify occupants of that part of the building to evacuate by yelling FIRE!
2. Inform reception of the fire’s location if you are able to.
3. Exit the building using the closest available exit point.
4. Go to the corner of Jarvis and Maitland Streets and find your teacher and let him/her know that you are safe.
5. Do not re-enter the building for any reason until instructed by the school director or other school manager that it is safe to do so.

**SCHOOL INFO**

**SCAVENGER HUNT**

You and a partner must try to fill in all of the items listed below. However, after 15 minutes, please come to the front area even if you do not have all the answers.

1. Who is the Director of Sol Schools Toronto? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. How many computers are there in the computer lab? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. If you need to print, which computers should you use? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Where do you pick up your printouts? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. What activity is happening on Wednesday this week?

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6. How many student microwaves are in Building A? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Where is the Registrar/Accommodations Department located? Building: \_\_\_\_\_\_ Floor: \_\_\_\_\_

8. What is the Sol Schools Students' wireless network password: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. How many bathrooms are in Buildings A & B in total? \_\_\_\_\_\_

10. Where is the director of studies' office? Building: \_\_\_\_\_\_ Floor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

11. Who is the Director of Studies? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

12. Where is the Smoking Area? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

13. Where are the Vacation and Class Change forms posted? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

14. Where do you submit these forms once completed? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

15. Where can you buy tickets for your trips and activities? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

GOOD LUCK AND REMEMBER…

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

**PARTNER INTERVIEW**

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

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

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

3. How long will you study at Sol Schools? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. How will studying English improve your life and help you achieve your goals?

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**THREE NEW THINGS I KNOW**

Use this space to write down 3 new things that you learned today. Maybe you learned something new about Canada or some new English words.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**SOL SCHOOLS STUDENT DISCOUNTS THROUGHOUT THE CITY**

**TTC** (Subway, Busses, Streetcars) – Sherbourne Station

Go to Sherbourne Station with your student ID and class schedule and receive a TTC student ID card that will allow you to ride the TTC at the student rate.

**BRAZ.1.L** (Brazilian Restaurant) – 7 Maitland St., Toronto

Show your student ID between the hours of 4:00PM and 8:00PM and get a pitcher of beer for $10.00.

**VIP BILLARDS CLUB** - (Billards and Ping Pong) – 385 Yonge St., Toronto

Showing your student ID allows you to play ping-pong and billiards at the members’ rate.

**CORNER KITCHEN** – 111 Wellesley St. East, Toronto

Showing your student ID card gets you a discount on food

and drink

**JUST 4 FUN SPORTING CLUB** – 213 Sterling Road, Toronto

Students can play pick up games at the membership rate. www.just4funsportingclub.com

**PIZZAIOLO** – 461 Church St., Toronto

Show your student ID and receive a $5.00 student combo (slice of pizza and a pop).

**HERO BURGER** – Church and Wellesley. Toronto
Show your Sol Schools discount card and receive 10% discount on all purchases.