



ANNE'S Language House

# Student Handbook

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ANNE'S Language House

201, 1301 – 10<sup>th</sup> Ave. S.W.

Calgary, Alberta, CANADA, T3C 0J4

(+1)403-667-4745

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[www.alhcalgary.com](http://www.alhcalgary.com)

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## Section 1: School Orientation

### 1. Welcome to ANNE'S Language House!

We are pleased that you have chosen to attend ANNE'S Language House for your study! Our mission is to ensure that our students improve their English proficiency and achieve their goals by providing the best possible English learning environment. This handbook will give you information about our school and the city. If you have any questions, we are here to help!

### 2. Schedule on your first day

Your first day of school is as follows:

9:00 am – 11:00 am: Placement Test – Written test and Interview

11:00am – 11:10am: Break

11:10am – 12:05pm: Orientation

12:05pm – 1:00pm: Lunch Break

1:00pm – 1:55pm: Class (Block 4)

1:55pm – 2:05pm: Break

2:05pm – 3:00pm: Class (Block 5)

3:00pm – 3:30pm: Orientation for Homestay Program (For students with our homestay program)

### 3. School Location, Contact Information, Facilities, Open Hours and Holidays

#### • School Location and contact information

- School Address: 1301-10<sup>th</sup> Avenue. S.W., Unit 201, Calgary, AB T3C 0J4
- School Email Address: [english@alhcalgary.com](mailto:english@alhcalgary.com)
- School Phone Number: (403) 667-4745
- 24/7 Emergency Contact 1: Keiko Nozaki, Director (403) 667-7824
- 24/7 Emergency Contact 2: Chisako Nozaki, Director (403) 918-1358

Please contact Keiko Nozaki for:

Registration, extension and refund  
Administration (ex. Issuing letters)  
Copy of evaluation form  
Vacation & sick leave policy

Please contact Chisako Nozaki for:

Homestay program  
Activity  
Absence  
Media Release

Please contact both Keiko Nozaki and/or Chisako Nozaki for:

Dispute resolution policy  
Dismissal policy  
Bullying and harassment prevention policy  
Any other requests, concerns and questions

If you have any academic concerns, questions and/or complains, please contact the academic leader, Nelson Cramer.

Academic concerns, questions and complains includes:

Class levels	Moving up / moving down to the different level
Evaluation	Your classmates
Review test	Programs

If the problem is not solved by the school academic leader, please talk to the directors, Keiko Nozaki and/or Chisako Nozaki.

- **Facilities**

- ANNE'S Language House is located on the second floor of an office building. Please respect our "neighbours" and keep down your voice in the common areas of the building. A fridge, microwave and hot water are there for your use. Please look after the equipment and be sure to clean up after use.
- You can bring small snacks and drinks with a lid on it in the classroom during a break between classes. **Absolutely no food or drink** are allowed while you are using a computer.
- The balcony is for emergency use only. **Do not use the balcony** unless the staff members advise you to do so in case of emergency.
- If you want to use a school computer, please register at the office. When more than one student want to use the computer, we allow 15 minutes for each student to use.

- **School Open Hours**

- The school opens at 8:30am and closes at 4:00pm from Monday to Friday.
- The school is closed on weekends and holidays.

- **Holidays in 2016**

School will be closed on the following holidays:

January 1 – New Year's Day	August 1 – Civic Holiday
February 15 – Family Day	September 5 – Labour Day
March 25 – Good Friday	October 10 – Thanksgiving Day
March 28 – Easter Monday	November 11 – Remembrance Day
May 23 – Victoria Day	December 25 – Christmas Day
July 1 – Canada Day	December 26 – Boxing Day

## 4. English Only Policy

At ANNE'S Language House, we have an **English Only Policy**. You must speak English at all times while you are in school. This policy is to help you improve your English. If one of staffs or teachers hears you talking your own language, you will get a verbal warning. For the second time, you will receive a written warning.

**If you speak your own language after the written warning, you will be suspended from school for one day.**

## 5. Policies for Student Record, Use of Personal Information and Media Release

- **Student Record and Use of Personal Information**

At ALH, the school collects, uses, retains and discloses information in accordance with the Personal Information Protection Act. ALH may share and disclose personal information within the institution to carry out its mandate and operations. A student's record may include a student enrolment contract, financial records, attendance records and documentation of any dispute or dismissal.

Details of the policies can be found in "The Privacy Policy" and "The Student Records and Retention Policy".

- **Media Release**

During field trips, extracurricular activities and any other events arranged by school, we take some photos and/or videos and they may be taken to be published in our brochures, websites, social media, such as Facebook, and other marketing materials as needed. If you do not wish to be taken photos, please let the director, Keiko or Chisako, know. If you see your photos and wish for them to be removed, please contact us.

## 6. Dispute Resolution Policy and Procedures

ANNE'S Language House respects and upholds all students' rights. Our Dispute Resolution Policy and Procedures are available to our students who have a dispute or disagreement with the school, instructor or administrator about the equity and fairness of decisions or procedures.

### Procedure

#### **Informal Stage**

Concerns may arise from misinformation or a lack of understanding, an action that has been based on incorrect facts, or an action/decision that is inappropriate and should be modified, all of which can be addressed informally between the parties.

#### **Discussion Stage**

This stage is initiated by a student expressing concern to the instructor or administrator whose action or inaction is being questioned. The communication may be oral or written and must refer to the informal stage of this Policy. The instructor or administrator will meet with the student to discuss the concern and respond with reasons.

#### **Mediation Stage**

Involvement of a third party may be useful in helping the parties to resolve the issue. Mediation requires that the student and his/her instructor or administrator agree to the involvement of a third party.

#### **Formal Stage**

Where the discussion and/or mediation phases have not resulted in a resolution, or where those stages have been bypassed by the student, the student has the right to submit a formal complaint form to the Director, who will address and resolve the dispute. In case such disputes are not resolved to the students' satisfaction, students have the right to appeal the decision in writing to Languages Canada.

## 7. Extracurricular Activities and Field Trips

We believe that conducting extracurricular activities and field trips give students the opportunity to gain valuable educational experiences away from the classroom. All students who are attending any extracurricular activities and field trips, they must sign a consent form.

In consideration of participating in any extracurricular activities, field trips and events hosted by ANNE'S Language House, you agree as follows:

- You acknowledge that certain risks are inherent to your participation in any extracurricular activities, field trips and events. You will not hold ANNE'S Language House liable for any events that occur on the school's premises or school organized activities, trips and/or excursions.
- You understand ANNE'S Language House has absolutely no responsibility for any of the following but not limited to any kind of injury, unexpected sickness, medical treatment, medical expenses, hospital treatment, hospital stay and/or loss of life.
- You agree that staff members and/or teachers of ANNE'S Language House may contact Hospital, Police and/or Fire Department, and/or take action if necessary in case you are in no state to response and/or judge at your expenses and ANNE'S Language House, the staff members and/or teachers have absolutely no responsibility to their actions and fees.

## 8. Registration Extension, Vacation and Sick Leave Policies

- **Registration Extension**

If you wish to extend your program, please contact the director, Keiko Nozaki, at least one week prior to your last day on a registration form. The full payment must be proceeded prior to the last day.

- **Vacation**

If you wish to take a vacation, you are allowed to take a maximum 2-week vacation. Please let school know at least 2 weeks prior to the first day of your vacation. If you don't inform us your vacation 2 weeks' prior, the school will record your vacation time to be an absence and it is not refundable.

- **Sick Leave**

When you feel sick, please take care of yourself at home. You may replace the days you are absent due to sickness if the doctor's note is submitted to school.

## 9. Student Dismissal Policy

In case we have students who cause serious problems and/or students violate the school policies, the following process will be taken:

1. The director of the school, Keiko Nozaki and Chisako Nozaki, will have a meeting with the student to determine the cause of the problem. The teacher may join the meeting if necessary. The student will be provided a verbal warning.
2. If the student continues to break the school policies, the student will receive a written warning from school, which is the last warning.
3. If the student still continues to break the school policies, the student will receive a letter of dismissal from the Director of the school.

The president and directors reserve the right to immediately dismiss a student from school or homestay program if the student is threatening the well-being of other students, homestay families,

staffs, teachers or guests. This includes viewing or downloading inappropriate material from the school or host family's computers, or if the student is found stealing or damaging the school or homestay property or the property of other students, families, staff, teachers or guests. All students' personal belongings in school and outside the school, are their own responsibility. ANNE'S Language House has absolutely no responsibility in the event of theft. Although, the school would inform the Police and other students are warned to be careful if necessary or if requested.

## 10. Bullying and Harassment Prevention Policy

At ANNE'S Language House, no ones are allowed to bully and/or harass the others. The Alberta Human Rights Act prohibits any harassments, such as any conduct, comment, gesture or contact that is offensive. Harassment based on sex, race, colour, ancestry, place of origin, religion. ANNE'S Language House will not tolerate bullying or/and harassment in the school or homestay, or on activities and field trips. A student who is guilty of harassment or bullying will be suspended or expelled from the program, and criminal charges may result in cases where either students or other people are involved.

## 11. Tuition Refund Policy

A full refund (minus non-refundable deposits) will be issued to students who withdraw, in writing, 30 days before the course begins. After this point a 70 percent refund of tuition will be given for withdrawals received in writing up until the first day of the program. **If students withdraw within 5 calendar days of the original start date of the program, a 50 percent refund of tuition will be issued. No refunds are given for withdrawals when more than 5 days of the program have been completed.**

## 12. Important Notifications and messages

Important messages such as the bad weather conditions and emergency school closure, ANNE'S language House will inform you through our Facebook page, so please check it.

ALH Facebook: <https://www.facebook.com/anneslanguagehouse/>

## 13. Code of Conduct

1. Speak English Only in school. The students who don't follow this policy will be suspended from school for one day after two warnings.
2. Attend class regularly. If you are late for more than 15 min. the teacher has a right to refuse your entrance. You may attend the class from the next block.
3. You may bring your own cell phone, but you are not allowed to use it during the class. If it is an emergency call, please leave the class quietly and talk outside of the classroom. If you have to speak other languages than English, please answer the phone outside the school premises.
4. Inform any contact information, address, or other changes to the director, Keiko or Chisako.
5. Inform the homestay coordinator, Chisako Nozaki, of any changes in your homestay plans.
6. A minimum of 80% of attendance is required for a student to receive a graduation certificate.
7. Please call or email to school if you are going to be absent from school.
8. Respect all school policies, rules, and Calgary, Alberta and Canadian laws.
9. Always respect staff members, teachers and other students. Please be responsible and clean up any equipment and facility after use.
10. Underage students are not allowed to drink alcohol, enter bars or smoking in Alberta.

## 14. Accommodation - Homestay Program

- ANNE'S Language House offers a homestay program for our students upon a request.
- A homestay program helps students experience a “real Canadian life” and also improve their English. Through our homestay program, students will learn their responsibilities and duties.
- If you are with a host family provided by ANNE'S Language House and have any problems or concerns, please contact a homestay coordinator, Chisako Nozaki. All students who stay with our host families are required to fill out the homestay evaluation sheet either at the end of school or at the end of homestay program.

## 15. Support Service

ANNE'S Language House provides students with the following advice, assistance or referral services:

- Financial advice
- Legal advice
- Tutoring
- Child Care
- Medical Services
- Housing
- Local Place for worship
- General Banking Information
- Local Facilities and Amenities

Please contact Chisako Nozaki or/and Keiko Nozaki for information.

## Section2: General Orientation to study and live in Canada – Calgary

### 1. Climate and Clothing

Calgary officially has “the most sunny days in Canada year round.”

During the winter, the famous "Chinook" (a mild westerly wind) brings a balmy, festive atmosphere to the city several times each winter. Winters are typically clear and can be cold (-30°C) or mild (above 10°C). Summers are glorious with the big blue sky and the temperature is typically in the low-to-mid- twenties, occasionally surpassing 30°C. We recommend you to layer a few clothes to put off and on. During the winter, winter boots are very helpful to keep you warm and walk on the snow. Please take off your shoes in school or bring your inner shoes. The classrooms could be cold in summer time, so we recommend you to bring an extra clothe to layer.

#### Summer Temperature (June – Aug.)

Daily Average: 15.2C (59.4F)

Daily Maximum: 21.9C (71.4F)

#### Winter Temperature (Dec. – Feb.)

Daily average: -7.5C (18.5F)

Daily maximum: -1.4C (29.5F)

#### Precipitation

Rainfall per year is 321mm (12.6 inches)

Snowfall per year is 127cm (50 inches)

*Source: Environment Canada*

### 2. Food

There are all kinds of restaurants and cafes in Calgary such as Brazilian, Chinese, Japanese, Korean, Mexican, Greek and Vietnamese. There are also grocery stores where you can buy meat, vegetables, juice, milk, bread, etc. at a cheaper price.

### 3. Immigration Regulations

As a temporary resident in Canada, it is important that you are aware of Canada’s immigration regulations and the conditions of your stay. You can access to the Citizenship and Immigration Canada web site at [www.cic.gc.ca](http://www.cic.gc.ca)

Visitor visa: <http://www.cic.gc.ca/english/visit/tourist.asp>

Study Permit: <http://www.cic.gc.ca/english/study/index.asp>

Visa extension: <http://www.cic.gc.ca/english/visit/extend-stay.asp>

## 4. Currency and Tax (GST)

Canadian paper bills are: \$5, \$10, \$20, \$50, and \$100. Some stores may not accept \$100 bills due to counterfeit concerns.

There are five kinds of coins: “loonies” (\$1) and “toonies” (\$2), and smaller coins called quarters (25 cents), dimes (10 cents), nickels (5 cents). Penny (1 cent) has gotten rid of as a coin because of the cost of producing it and a perceived lack of usefulness. You have to pay 5 cents when your payment ends with 3 or 4 cents. You don't need to pay anything if it ends with 1 or 2 cents. (i.e. \$3.17 → \$3.15, \$3.19 → \$3.20)



A 5% Goods and Services Tax (GST) is applied to most purchases including restaurant meals, transportation, lodging, and admissions. Alberta is the only province without a provincial sales tax. This is a huge bonus to live Calgary. When you go to the restaurant, hair dresser, or any places that provides you services, you should pay for a tip. The average tip range is 10% - 15% in Calgary.

## 5. Smoking and Alcohol

It is illegal to smoke if you are under 18 years of age in Alberta. City bylaw does not allow smoking within 5 metres of any doorway to any public building. Smoking is allowed in outdoor designated smoking areas only. It is illegal to smoke inside of buildings including pubs and nightclubs, and public transportation. It is illegal to litter, do NOT throw cigarette butts or litter on the ground.

You may only use alcohol if over the age of 18 years in Alberta. If you choose to drink/use alcohol, it must be done responsibly, lawfully and not create difficulties for homestay families or others. You must not use illegal drugs.

## 6. Personal Identification and Passports

You must be 18 years of age to enter pubs and nightclubs in Alberta. You may need to show at least one piece of original Identification (ID) prior to entering. You will have to show your ID if you are asked.

## 7. Public Transportation

Calgary's public transit system includes regular buses, express buses, small shuttle buses, and C-Train (LRT). There are four types of tickets you can use to travel on Calgary Transit vehicles.

Here are the 2016 fares.

Adult Cash Fares	\$3.15 – one-time use, valid for 90min.
Adult booklet tickets	\$31.50 – books of 10
Adult Day Pass	\$9.50 – valid for 1 day
Adult Monthly Pass	\$99.00 – valid for 1 calendar month (\$103 for January only)

## 8. Traveling

If you are planning to travel to any other countries, check documents that you will need with the embassy or consulate of that country.

The following link is for you to find out where to contact for more details.

Foreign Representatives in Canada: Consular Offices' Addresses:

<http://w03.international.gc.ca/Protocol-Protocole/Consular-Consulats.aspx>

## 9. Dental and Medical Information and Health Insurance

Visitors to Canada must have travel health insurance. If you do not have insurance from your own country, you need to buy it from us. Guard.me offers extensive coverage for the cost of only \$2.00 per day.

Guard.me website: <http://guard.me/>

If you have a visa for one year or more, you are eligible to apply for Alberta Health Care at no charge. It covers a basic health coverage. Alberta Health Care **DO NOT** cover dentistry, vision, ambulances or prescribed medicines. Please check what is covered very carefully before going to see a doctor.

For more information, please contact:

Alberta Health and Wellness

1-780-427-1432

<http://www.health.alberta.ca/health-care-insurance-plan.html>

## Section 3: Academic Orientation

### 1. Placement test, presentation and review test procedures

- **Placement Test (First day)**

All students must take a Placement Test and an Orientation on their first day at ANNE'S Language House. The placement test contains a written and a speaking component. The placement test will determine the student's level and students are required to purchase the books according to their levels. Once the student uses the textbook and/or the workbook, they are not to be refunded.

- **Presentation (Every Friday)**

All students make a presentation every Friday. The topics are provided by a teacher on Monday. Students need to submit a draft based on the topic and the teacher review and correct errors. The length of the presentation for beginner to intermediate level should be 2-3 minutes, and for upper intermediate to advanced level should be about 3-5 minutes. The teacher evaluates your presentation and it will be reflected on an evaluation sheet which will be handed to students at the end of each session.

- **Review Test (Every other Friday)**

The school schedules a review test every 2 weeks on Friday. The following requirements need to be met to progress to a higher level:

1. Attendance: 80% or more
2. Scores: 70% or more in each skill

If a student failed to meet these requirements, she or he must repeat the same level.

- **Academic Dishonesty**

If the student tries to cheat and is found to be cheating or plagiarizing will be given a "0" mark.

### 2. Program schedules

The class starts at 9:00am. We recommend you to arrive at school at least 10 minutes before the class starts, so you can prepare for your class.

- **Time Table**

Block1: 9:00am – 9:55am

Block2: 10:05am – 11:00am

Block3: 11:10am – 12:05pm

Lunch: 12:05pm – 1:00pm

Block4: 1:00pm – 1:55pm

Block5: 2:05pm – 3:00pm

Session Start Days in 2016:

January 4, February 1 and 29, March 29, April 25, May 24, June 20, July 18, August 15, September 12, October 11, November 7, and December 5.

\*Students can start school on any Monday, or Tuesday if Monday is a holiday.

### 3. Programs and levels

- **General English Program**

Our general English program gives students the opportunity to improve their all-round ability in English at any entry level. The program covers speaking, listening, reading, and writing skills, naturally including grammar and vocabulary. Our General English Programs consists of 10 levels.

Each level is made up of a 4-week duration and the levels are divided as follows:

Basic, Beginner, Low-Intermediate 1&2, Intermediate 1&2, Upper-Intermediate 1&2, Advanced 1&2

Students will set and achieve their personal goals through this program.

### 4. Requirements for certificates and Course assessment criteria

- **A minimum of 80% of attendance is required for a student to receive a graduation certificate.**
- An evaluation sheet is issued at the end of each session which states the scores of two review tests, presentation, attendance and teacher's comment about the student's performances. The scores must be 70% or more and the attendance percentage must be 80% or more to move up to the next level.
- You should keep up with homework assignments given by your teacher.

### 5. Attendance and participation policy and procedure

- If you are late more than 15 minutes, teachers have the right to refuse your entry into the classroom. You have to wait until the next block.
- You should be punctual and attend the class regularly to improve your English.
- If you are going to be absent or late, please inform school at 403-667-4745.
- If school doesn't hear from you for more than 2 consecutive days, school will contact you, your agency, and/or your host family.