Centre of English Studies

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Letter from the President of Centre of English Studies North America

Dear Student,

On behalf of the teachers, the staff, the Principal and myself, I would like to take this opportunity to welcome you to Centre of English Studies Vancouver and to the city of Vancouver. Thank you for choosing to attend our school!

Our dedicated team of professional teachers and administrators are here to help you have a tremendous experience and reach your goals. You will recognize us by the blue lanyards we wear. If you need our assistance at any time, please come to us so we can ensure you get the maximum enjoyment from your time here.

Today is important because you will receive a lot of information about the school, our programs, and our services. We know it may be difficult at first to speak English only, but don't worry, we will make every effort to understand and to help you.

You have chosen to invest in your education and to invest in yourself. The learning that will take place over the next few weeks or months will likely shape your experiences for many years to come. You will meet people from around the world; not only will you improve your understanding of Canadian culture, but you will also develop an increased understanding of how people around the world think and act. Please know that these experiences will be extremely useful to you as you become an active member of a global community.

This experience is all about learning. The secret to making sure you get the most from this special opportunity is to practice in the classroom and participate in many of the exciting activities we have prepared for you. At the front desk, you will find Activity Calendars that show when we will explore different parts of the city and go on exciting excursions outside of the city as well. Most importantly, you will learn a lot about yourself and improve your confidence in using English.

Please share your thoughts with us because we look forward to hearing what we can do to help you get the most from this exciting journey.

Sincerely,

Robin Adams
President of Centre of English Studies North America

The CES Philosophy

CES understands that every student arrives at our schools with unique plans, goals and dreams. "CES: Care, Excellence, Success" means that we care about every aspect of your study experience and our staff and teachers are dedicated to helping you find success in your goals with English.

CES: Care, Excellence, Success features:

Welcome by staff on first day

Full orientation on first day

Individual Education Plan (IEP) based on your level and needs

Support meetings for academics or services whenever you need

Prompt response to inquiries

Meet Our Staff

Who Can Help?

My name is: **Dominic Martins**
I am the: **Director of Studies**
I can help with: **ACADEMICS - Classes, Electives, Specialty Programs, College or University Pathways**

My name is: **Sae Sugimoto**
I am the: **Front Office Coordinator**
I can help with:
ACCOMMODATION - Homestay family, Homestay or Residence changes/extension/cancellation
REGISTRATION - Program changes, Extensions, Payments, Japanese language assistance

My name is: **Erin Adams**
I am the: **Principal**
I can help with: **Safeguarding for minor students, Exams, Campus transfers, Issues/Concerns, ANYTHING ELSE!**

If you are not sure who to ask, feel free to talk to any CES Staff or Teacher. They will be happy to help you or show you to the right person!

Please note:

Due to regulations set by the Province of British Columbia, CES Staff are required to see your passport and study permit (if applicable) on your first day and to access certain services. However, CES Staff will not, under any circumstances, retain or withhold a student's passport or visa documentation. Advice about study permit applications, extensions or other immigration-related matters can only be provided by a certified immigration consultant.

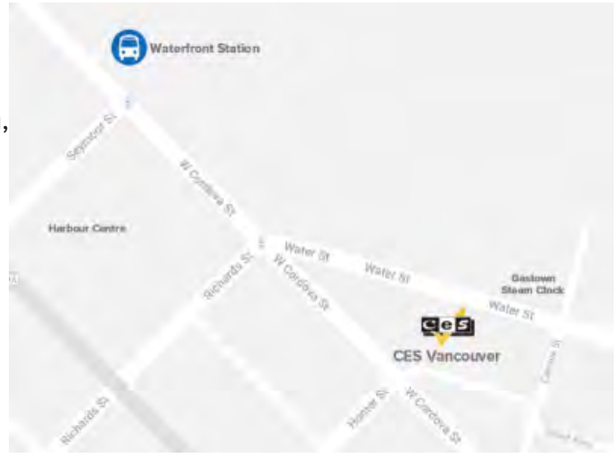
School Building and Facilities

THE CAMPUS

Address: 322 Water Street, Mezzanine, Vancouver, BC, V6B 1B6
Phone: +1 887-337-5377 **24 Hour Emergency Phone:** +1 604 362 4965
Campus Open Hours: Monday to Friday 8:30am - 4:30pm

ACCESS

CES Vancouver is a 3-minute walk from Waterfront Station, with easy access to the Skytrain, the Seabus, and Westcoast Express train. The school is also just a quick walk from various bus lines connecting to other areas of Vancouver.

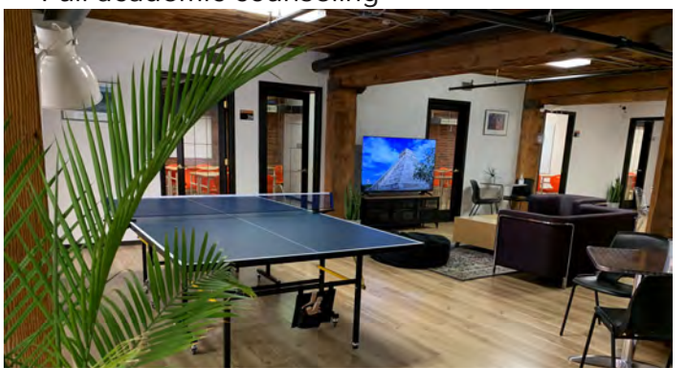


INTERNET ACCESS

Wifi Network: CES Vancouver
Wifi Password: Water322

CAMPUS FACITILIES

- 7 bright and well-equipped classrooms
- TVs in every classroom for interactive learning
- Kitchenette with fridge, microwaves, sink, cutlery, and dishware
- Free coffee and tea
- Spacious student lounge with extra-large screen TV, sofas, and games
- Table tennis, Foosball
- Front Desk for inquiries and activity planning
- Full academic counseling



The campus facilities are free for everyone to use. Remember to always share and clean up after yourself!
Any questions? DON'T WORRY, JUST ASK ANY STAFF MEMBER!

Course Schedule 2024/25

Class Schedule

Monday to Friday

Communicative Grammar	09:00	10:30
Break	10:30	10:45
Functional Dialogue	10:45	12:15
Lunch	12:15	1:00
	Monday to Thursday	
Elective 1	1:00	2:00
Break	2:00	2:15
Elective 2	2:15	3:15

30 lessons per week

25 lessons per week

20 lessons per week

Cambridge 2025 Dates

Course	Duration	Start	End	Exam Date	l/wk
First	4 weeks	June 30	July 25	July 24	30
Advanced	4 weeks	June 30	July 25	July 25	30
CPE	N/A	N/A	N/A	N/A	N/A
First	9 weeks	June 30	Aug 22	Aug 21	30
Advanced	9 weeks	June 30	Aug 22	Aug 22	30
CPE	N/A	N/A	N/A	N/A	N/A
First	4 weeks	July 28	Aug 22	Aug 21	30
Advanced	4 weeks	July 28	Aug 22	Aug 22	30
CPE	N/A	N/A	N/A	N/A	N/A

2025 CES Vancouver Holidays

Wednesday 01-Jan	New Year's Day
Monday 17-Feb	Family Day
Friday 18-Apr	Good Friday
Monday 21-Apr	Easter Monday
Monday 19-May	Victoria Day
Monday 01-Jul	Canada Day
Monday 04-Aug	BC Day
Monday 01-Sep	Labour Day
Monday 30-Sep	Truth & Reconciliation Day
Monday 13-Oct	Thanksgiving Day
Monday 11-Nov	Remembrance Day
Thursday 25-Dec	Christmas Day
Friday 26-Dec	Boxing Day

*There are no classes on holidays

General English Program **20/25/30 lessons/wk**

IELTS Preparation Program **25 lessons/wk**

Cambridge FCE/CAE Preparation Program (CPE is available through private lessons)

30 lessons/wk
(see dates above)

Class Hours

Morning: 9:00 - 10:30am, 10:45am - 12:15pm
Afternoon: 1:00 - 2:00pm, 2:15 - 3:15pm

Please note

The campus opens at **8:30 am**

Afternoon Elective Courses

On the first day, new students will be registered in their afternoon classes. Continuing students can change from General to Business or vice versa any week.

General English Stream:
Focus on reading and writing for real-world situations and dive deeply into English grammar and vocabulary. You will study new and interesting learning objectives and topics each week.

With levels based on the Common European Framework, you will build upon your skills as you pass each level. Starting from the fundamentals of the language, you will progress naturally to the more complex language forms.

Afternoon General English classes complement and support the morning General English classes, extending your learning.

Power Business Stream *(coming soon!)*:
Combines more formal business-related language with power speaking techniques, such as giving presentations and sales pitches. Learn how to write formal emails, applications and reports. Topics change every four weeks. The themes are:

- Management and Corporate Culture (Int)
- Business Communication (Int)
- Customer Service and Sales (Int)
- Job Search and Application Skills (Int)
- The Dark Side of Business Ethics (Upper-Int to Adv)
- Marketing and Advertising (Upper-Int to Adv)
- The Business of Pop Culture (Upper-Int to Adv)
- The Art of Persuasion (Upper-Int to Adv)

Each week will have specific goals, and at the end of the week, there will be a short quiz, assignment or presentation to measure your learning for the week and get feedback on your skills. These quizzes, assignments or presentations will form 50% of your elective mark, while 50% will come from your in-class performance, participation and attendance.

Elective marks will count towards your total percentage and can help you progress to the next level. **Scores will be calculated as follows: 80% Morning Class mark and 20% Elective 1 mark for students taking 25 lessons per week, and 66% Morning Class mark, 17% Elective 1 mark, and 17% Elective 2 mark for students taking 30 lessons per week.**

This means that if you get a high score in your electives, you can increase your mark needed to pass, and so it is very important to attend your electives every day for continued progression.

ELECTIVE CLASS CHANGES

If you want to change to a different elective class, please see the Director of Studies.

Elective class changes happen on Mondays, so requests should be made no later than Friday of the week before.

How CES Teaches English

At Centre of English Studies, we have been teaching English as a second language for over 40 years! Our methodology reflects both our experience in the field of teaching English and the current trends.

How you learn:

- Practice all of the English language skills: speaking, listening, reading, and writing
- Learn the structures of English to communicate correctly and effectively
- Focus on speaking with your classmates and teacher
- Build your confidence in communicative language

Who will teach you?

The teachers at CES Vancouver are fully qualified according to Languages Canada and IALC standards. They will explain structure and functions of the English language, and will also set up a variety of tasks where you will communicate with other students. You will work individually, in pairs, in groups and as a class to get great multicultural practice with your classmates and to be able to understand different accents.

Who will you study with?

Centre of English Studies Vancouver hosts students from many different countries each month. Students are of different nationalities, ages and backgrounds. This means that you will have a chance to meet and talk with many different kinds of people on a variety of different topics, which is great practice for the real world!

How are you tested?

- To help you see your progress, you will be tested every week in your level. The level test will consist of a written test as well as an oral evaluation.
- Level tests will take place on Fridays. Level changes will take effect from Monday of the following week.

***Students are able to see the marked test on Mondays.**

Special needs:

If you have a mental or physical challenge and there is any problem or barrier to accessing our services, facilities or the learning opportunities inside or outside of the classroom, please speak with our Customer Service staff at the front desk, your teacher, or the Director of Studies and we will be happy to work with you on modifications to improve your experience.

School and Program Information

FIRST DAY OF SCHOOL

Please arrive at the school by 8:30 on your first day. You will check in at the Front Desk.

What to expect on your first day:

- Check in
- Level placement assessment (if not completed in advance)
- Orientation to learn about the school, the staff, the programs, the activities and homestay
- You will start your classes on the first day

What to bring:

- Passport and study permit (if applicable)
- CES Vancouver Letter of Acceptance (LOA)
- Health insurance information
- Pens/pencils/notebook
- Lunch

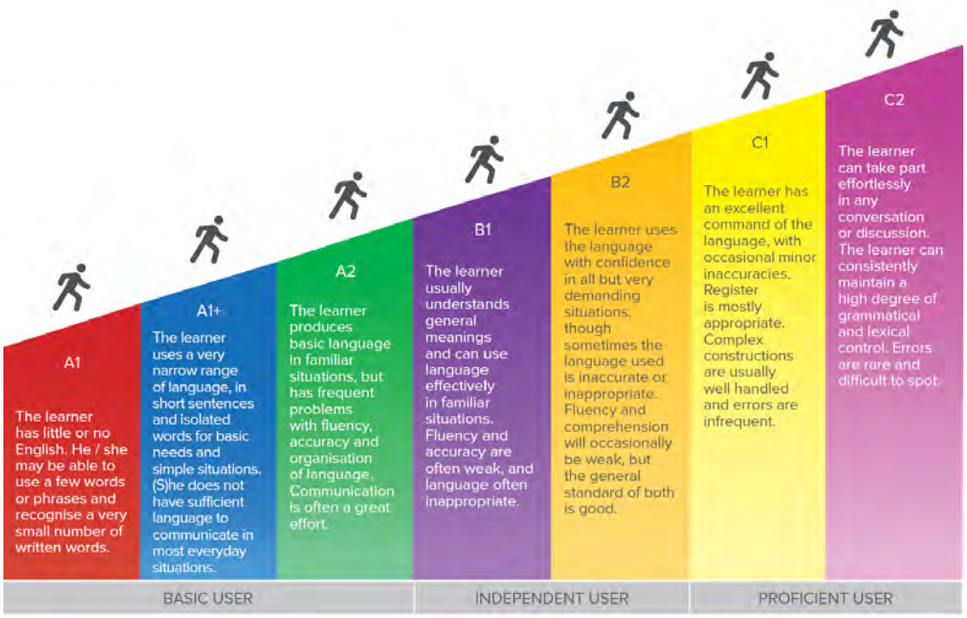
FIRST WEEK OF CLASS

When you go to your class on the first day, your teacher will welcome you and provide you with a course syllabus. From this outline, you will see the requirements for passing to the next level.

If you feel that your class is too easy or too difficult, please talk to your morning teacher right away. The teacher will then discuss the situation with the Director of Studies. If it is deemed possible to change your level, you will be given an admit slip with new class information on it. When you go to your new class, please give the admit slip to your new teacher.

CLASS LEVELS

There are seven levels in the General English Program at Centre of English Studies Vancouver (1~7), which correspond to the CEFR levels (A1-C2).



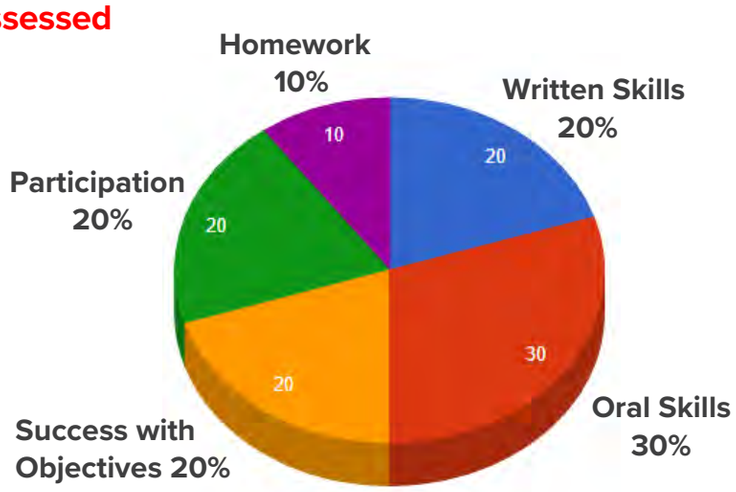
School and Program Information

STUDENT PROGRESS

How do I move up to the next level?

Students will be assessed weekly in their morning and afternoon classes (if applicable). When a student achieves an 80% or higher average over four weeks, the student will have the option of moving up to the next level. All language skills will be assessed.

How you are assessed



***If you have elective classes in the afternoon, your total score will be weighted according to the number of lessons you are studying.**

Here are some tips on how you can make sure you improve your English level quickly:

- ✓ **Attend All Classes - 100% Attendance**
- ✓ **Speak only English, even outside of class**
- ✓ **Do your Homework**
- ✓ **Study for all tests and quizzes**
- ✓ **Practice for oral assessments**
- ✓ **Participate in Class**
  - Ask and answer questions
  - Listen to your classmates
  - Share your ideas
  - Ask for opinions
- ✓ **Study ALL objectives on the level outline**
  - Borrow books to study with at school
  - Form Study Groups
  - Do extra practice with Online Learning

School and Program Information

SPECIALTY COURSES

In addition to the General English Program (GEP), CES Vancouver has special programs to prepare you for English examinations or specific uses of English.

Do I have to pay extra?

- The tuition is the same for all programs, but if you are only studying 20 lessons per week, you will need to pay to upgrade to 25 or 30.
- Students changing to Cambridge are required to pay an extra fee for the exam, textbook and course materials.

How do I change my program?

- Please talk to the Director of Studies
- Please note that if the class you want to take is full, or if we don't have enough students in the program you want, a change may not be possible.

IELTS TEST PREPARATION (IELTS25 = 20 lpw GE + 5 lpw IELTS)

30 lessons per week also available

Best Course For: Students who will use English to apply for college or university, or for immigration

Minimum Level: Level 4 (recommend finishing minimum one month in Level 4)

Lessons: 25 or 30 lessons per week

Schedule:

09:00 – 10:30	**General English (M-F)**
10:45 – 12:15	**General English (M-F)**
13:00 – 14:00	**IELTS 4 Skills Practice (Mon and Wed)**
13:00 – 1 4:00	**IELTS Writing 1 (Tue and Thu)**
14:15 – 15:15	**(Optional, 30 lessons/week: Integrated Skills Elective Mon-Thu)**

School and Program Information

Cambridge English: First Preparation

Best Course For: Students who will use English for their job (over 30,000 international companies accept Cambridge Certificates for job applicants)
Minimum Level: Level 5 (recommend finishing minimum one month in Level 5)
Lessons: 30 lessons per week: 20 lpw GE + 10 lpw Cambridge

Schedule:

09:00 – 10:30	**General English (M-F)**
10:45 – 12:15	**General English (M-F)**
13:00 – 14:00	**Cambridge First Skills Training (M-Th)**
14:15 – 15:15	**Cambridge First Skills Training (M-Th)**

Cambridge English: Advanced Preparation

Best Course For: Students who will use English for their job or to apply to college or university (All major universities in Canada accept Cambridge Advanced)
Minimum Level: Level 7
Lessons: 30 lessons per week: 20 lpw GE + 10 lpw Cambridge

Schedule:

09:00 – 10:30	**General English (M-F)**
10:45 – 12:15	**General English (M-F)**
13:00 – 14:00	**Cambridge First Skills Training (M-Th)**
14:15 – 15:15	**Cambridge First Skills Training (M-Th)**

Sample Canadian Colleges and Universities that accept Cambridge scores

School	Location
University of British Columbia	Vancouver, BC
University of Victoria	Victoria, BC
Simon Fraser University	Vancouver, BC
Centennial College	Toronto, ON
Humber College	Toronto, ON
George Brown College	Toronto, ON
Georgian College	Barrie, ON
Sheridan College	Oakville, ON
University of Alberta	Edmonton, AB
McGill University	Montreal, QE

School	Location
McMaster University	Hamilton, ON
Wilfred Laurier University	Waterloo, ON
University of Toronto	Toronto, ON
York University	Toronto, ON
Toronto Metropolitan University	Toronto, ON
Trent University	Peterborough, ON
University of Ottawa	Ottawa, ON
Laurentian University	Sudbury, ON
Nipissing University	North Bay, ON
Lakehead University	Thunder Bay, ON

School Rules

"ENGLISH ONLY, PLEASE" POLICY

The more you speak English, the faster you will learn. This is why we have a strong "English Only, Please" requirement. This means that English is the only language spoken in class and in the school. We also encourage English Only on activities organized by the school.

We understand that, at times, students might feel homesick or just feel like speaking their own language. This is perfectly normal. If you feel that you need to speak your own language to someone else or on the phone, please go outside or into an empty classroom.

ATTENDANCE

Attendance is mandatory; 80% attendance is required to receive a certificate. However, we understand that sometimes there are unavoidable reasons for missing class (i.e. medical problems, visa concerns, visits by family members, personal emergencies, etc.), so we have developed a policy which is flexible, but sets clear guidelines:

- If a student misses more than 4 classes (in morning or afternoon), they may not be permitted to write the weekly progress test; this will affect a student's grades required for level change.
- To report an absence due to illness, please email the school at vancouver@ces-schools.com or call 877-337-5377.
- CES Vancouver reserves the right to approve or deny an excused absence.

PUNCTUALITY

Please respect your teachers and classmates by arriving on time for class. If you arrive late, this interrupts the class. We ask students to observe the following rules:

- A student arriving for class up to 15 minutes late may be allowed to enter at the discretion of the teacher, who does not have to allow them in.
- A student who is more than 15 minutes late must wait for the next break before joining the class.

HOMEWORK

The academic program developed by Centre of English Studies has been successful for many years with many students. Of course, students are also responsible for their own progress. Homework will be assigned daily, and students are expected to complete it. Your teacher may assign you written homework or exercises from the CES Online platform. You may also do "Solo Study" on the textbook app in your own time.

ACADEMIC HONESTY POLICY

CES Vancouver students are expected to conduct themselves in a trustworthy manner. Cheating on tests or plagiarism on homework or assignments will not be tolerated by the school. If you cheat, you could receive a mark of zero (0) on the test, and further penalties exist for more serious or repeated offenses. For more information, please see the CES Vancouver Student Rights and Responsibilities Statement available at the front desk and www.ces-schools.com.

CELL PHONES

Please be advised that there is no cell phone use allowed in the classes without permission from your teacher. Please make sure that your phone is off and in your bag when you are in class. Do not text or receive calls in class or leave the class to use the phone. If there is an emergency, please quietly excuse yourself from the classroom.
If the teacher sees you using your phone without permission:
First Time: You will be asked to put your phone away
Second Time: You will be asked to put your phone on the teacher's desk
Repeated failure to follow this rule may result in you being asked to leave the class for the day.

SCENT FREE ZONE

We ask students and staff not to wear perfume, cologne or scented body spray because some staff or students may have allergies to scents. Underarm deodorant is okay. Staff reserve the right to ask you to leave the class or to wash off the perfume.

MASKS IN THE CLASSROOM

Masks are not currently required in private indoor spaces in BC, but any CES student or staff member is welcome to wear a mask if they choose to. Masks are available at the Front Desk.
If you feel sick, please call or email us to let us know and stay home until you feel better and have tested negative for COVID. If you start to feel sick at school, COVID tests are available at the Front Desk.

School Rules

BUILDING REGULATIONS

There is **no smoking** anywhere in the school building. There is also no smoking at the front of the building.
Individuals could be fined up to $10,000 for smoking near the front doors of a building. Please cross the street (towards the Steam Clock); you can smoke away from the buildings on Cambie Street. Do not stand or smoke within 6 meters of the doors, windows, or air intakes of any public building.
The entrance of the school building is always locked for security purposes. Students will be issued a door code during the orientation. Otherwise, staff will be at the door to open the door for you shortly before classes begin at 9am. To enter the building at other times please ring the doorbell or phone the front desk and someone will be down to let you in.

FIRE REGULATIONS

If you hear the fire alarm, stay calm. Leave the school immediately using the stairs, and walk to the meeting point at the Steamclock. Make sure to stay with your class and teacher so that we know where you are. Never use the elevators during a fire. If you see smoke or fire but do not hear an alarm, you may pull one of the red fire alarms on the wall. Do not touch these alarms if there is no fire, or you could be fined. Throughout the year, we run planned fire drills and you will be informed of these ahead of time. CNNŜ ăI·ŦŜúè Y´I·LJă I·yŘ ƛyãúNdzŎúƛ2yã I·NŜ LJ2ăúŜŘ ƛy´ŜØŜNè ÕŧI·ăăN22Y´Σ I·yŘ I·ú 2úKŜN LJ2ƛyűă øƛúKƛy´úKŜ ăÕK22f¢ tfŜI·ăŜ ōŜ ădzNŜ è2dz I·NŜ ŦI·Y´ƛfƛ I·N øƛúK úKŜ ŦANŜ ŜÈúă I·yŘ ŦANŜ ăI·ŦŜúè LJN2ŎŜŘdzNŜă¢

RESPECT FOR OTHERS

Remember that your actions and attitude affect the learning of other students. For this reason, we expect our students to remember the importance of the following: participation, commitment, speaking English only, bringing supplies and textbooks and politeness towards fellow students and teachers.
All students and staff are expected to treat each other with respect, regardless of race, religion, national origin, age, gender, sexual orientation, disabilities, marital status, etc. Students have agreed to follow the Statement of Student Rights and Responsibilities available at the front desk. Negative comments or behaviour towards other students or staff are subject to disciplinary action up to and including expulsion without refund.

GROUNDS FOR DISMISSAL

The Director of Studies, the Principal or the President of Centre of English Studies North America will immediately expel (remove from school permanently) any students involved in any illegal activity including (but not limited to) harassment, discrimination, drug or weapons possession or use, violent or abusive behaviour, being under the influence of drugs and/or alcohol, or theft. Expulsion may be in person, via telephone, or by email; confirmation of a student's expulsion will be sent to the student by email. If the student is a minor, confirmation will also be sent by email to the parent(s)/guardian(s).

DISPUTE RESOLUTION POLICY

CES Vancouver is in the process of being accredited by Languages Canada and follows quality assurance rules. If you are not satisfied with our programs or services, please let us know. We will do everything we can to resolve the issue.
Please follow the following course of action:

1. 5ƛăÕdzăă úKŜ ƛăădzŜ øƛúK úKŜ I ŜI·Ř 2Ŧ 5ŜLJI·NúY´Ŝyű óN¢Ŝ¢ CN2yű hŦŦƛÕŜ /22NŘƛy1·ú2NőŦ2N !ÕŎ2Y´Y´2ŘI·úƛ2y´2N ! ÕúƛØƛúƛŜăúΣ 5ƛNŜŎÚú2N 2Ŧ {ŭdzŘƛŜăóŦ2N ! Õ I·ŘŜY´ƛŎăúú¢
2. LŦ úKƛă Ř2Ŝă y2ű NŜădzfű ƛy´I· ăI·úƛăŦI·Õú2N¢è NŜă2fdzúƛ2yΣ è2dz Y´I·è ŘƛăÕdzăă úKŜ ƛăădzŜ øƛúK úKŜ tNƛyŎƛLJI·fΣ 9NƛY´ ! ŘI·Y´ă¢
3. LŦ úKƛă Ř2Ŝă y2ű NŜădzfű ƛy´I· ăI·úƛăŦI·Õú2N¢è NŜă2fdzúƛ2yΣ è2dz Y´I·è NŜfI·úŜ úKŜ Õ I·ăŜ ƛy´øNƛúƛyΞ ű2 úKŜ tNŜăƛŘŜyűΣ w2ōƛY´ ! ŘI·Y´ă¢ /9{ ±I·yÕ2dzØŜN øƛff Õ2Y´Ydzy1ŎI·úŜ úKŜ Y´ŜŎKI·yăY´ 2Ŧ I·yè ŘŜŎƛă2y´ű2 úKŜ ăúdzŘŜyű 2N úKŜANN NŜLJNŜăŜyűI·úƛØŜ ƛy´øNƛúƛyΞ¢ [I·yΞdzI·ΞŜă /I·y1·ŘI· NŜIjdzNNŜă ŭKI·ú úKŜ ăÕK22f ŘŜI·f øƛúK I·ff 2Ŧ è2dzN NŜIjdzŜăúăΣ ÕNƛúƛÕƛăY´ă I·yŘ Õ2Y´LJfI·ƛyűă ŦI·ƛNfè I·yŘ ƛy´I· NŜI·ă2y1·ōfŜ I·Y´2dzyű 2Ŧ úƛY´Ŝ¢
4. LŦ úKŜ LJN2ōfŜY´ ăă y2ű NŜă2fØŜŘ ű2 è2dzN ăI·úƛăŦI·Õúƛ2yΣ I·yŘ è2dz úKƛy´ øŜ KI·ØŜ y2ű Ŧ2ff2øŜŘ [I·yΞdzI·ΞŜă /I·y1·ŘI·ûă /2ŘŜ 2Ŧ 9úKƛÕăΣ è2dz Y´I·è Õ2yűI·Ŏú [I·yΞdzI·ΞŜă /I·y1·ŘI· ŘƛNŜŎúfè¢ **More information can be found at www.languagescanada.ca, or in the statement of Student Righűs and Responsibilities available at the Front Desk.**

CES Registration Policy

Centre of English Studies Refund Policy

To be considered for a refund, a student must submit a written notice of withdrawl to the Director of Studies or the Front Office Coordinator.

- If a student cancels their program or is dismissed within 14 calendar days of the start of the program of study, the school will refund all tuition fees paid under the contract minus a cancellation fee of $350.
- No refund will be paid if a student cancels or is dismissed when there are fewer than 14 calendar days before the start date.
- The Registration fee and the Homestay Placement fee are always non-refundable.
- If, in the unlikely event that a student is unable to attend lessons because they have contracted a Covid-19 infection, no refund can be claimed.

Up to fourteen (14) days before the program begins: refund of amount paid, minus $350
Fewer than fourteen (14) days before program begins: 0% refund

Postponements:

- **You need to tell the front desk or Director of Studies before you take any time off**
- **Holidays must be requested at least 4 weeks in advance.**
- **Postponements are approved at the school's discretion.**

Extensions:

If you want to extend your studies at CES Vancouver

- Please come to speak with any staff member to inquire about studying longer
- Register to extend in advance to ensure your space in your level or program!

Program Changes:

Please make an appointment with the Director of Studies to help choose the right program for you. The Director of Studies is available during office hours, Monday to Friday.

- You can change your registration to General English, IELTS Preparation, Business English, Academic English (EAP) or Cambridge Exam Preparation, depending on your level.
- Specialty classes such as Business English and IELTS require a minimum number of 6 students to open a class.
- These classes fill up fast, so change your program early to guarantee your space in the program!

CES Student Support and Services

CERTIFICATES

When you graduate, you will receive a certificate to show the lessons you studied at Centre of English Studies. On your last Friday, there will be a graduation ceremony where you will be presented with your certificate. If you are absent on your last day, you can request to receive your certificate early or contact us to request the certificate to be mailed to you. Additional or replacement certificates are available at a fee of $25.00 + postage.

TRANSCRIPTS

Our academic transcript is a page showing all courses completed with final grades and attendance. Transcripts are automatically prepared for scholarship organizations as required. If you would like a copy of your transcript, it can be requested from the Director of Studies. Transcripts can also be emailed or sent by post (fee applies).

ACADEMIC COUNSELING

Students can make an appointment with the Director of Studies to talk about their academic goals and program options.

LOCAL INFORMATION

If you have any questions about anything relating to life in Vancouver, from what to do on the weekend to where you can open a bank account, please feel free to ask the staff at the Front Desk.

CELLPHONES

Prepaid cellphone plans are available through most providers and are often the best option for international students. You will need your passport, study permit/eTA, and a credit card. In Vancouver some of the popular providers are Rogers, Telus, Bell, Fido, Virgin Mobile, and Freedom Mobile. Be sure to use an authorized dealer for prepaid phone plans. Ask at the Front Desk if you need recommendations!

PRINTING/PHOTOCOPYING SERVICE

Printing and photocopying services are available for students for a fee. Please inquire at the Front Desk.

Activities

CES Vancouver organizes a variety of activities such as visiting local attractions, sports and outdoor activities, and day trips to other areas near Vancouver.
Some activities are free while others have a fee, but ALL CES Vancouver students are welcome and encouraged to participate!

CALENDAR

The activity calendar outlines the activities for that week and details like cost and when and where to meet. The calendar is posted on the activity board.

HOW TO SIGN UP

To sign up, please speak to the activity leader or CES Staff at the Front Desk. Please note that a lot of activities require making reservations in advance, so only sign up for an activity if you are 100% sure you can participate!
For most activities, the deadline for sign up will be 2 days in advance. Some activities will have an earlier deadline, so please check the back of the calendar for more details!

FEES/HOW TO PAY

Some activities will have a fee to participate, to cover entrance/ticket fees, transportation (if we are not using public transportation), etc.
Please note that CES does not cover the fees for food/drinks, shopping, and public transportation during events (unless otherwise noted) and you will need to pay these costs yourself.
For paid activities you will need to make the payment when signing up to secure a space. You can pay at the CES Front Desk. Do **not** book/pay for tickets/bookings directly unless you have been asked by CES Staff to do so! Very often CES has arranged for lower prices or special group tickets that you can only get through the school.

CANCELLATIONS

If you have signed up for an activity but cannot make it, please let the staff know in person or by phone as soon as possible! For paid activities, there usually will **not** be a refund, so please make sure you are committed to participating when you make a booking!
Activities may be canceled by CES if there are not enough participants or other reasons such as weather. If CES cancels the activity, you will be refunded for any fees you've paid.

Transportation

PUBLIC TRANSIT IN VANCOUVER

The transit system in Vancouver is operated by TransLink, served by three SkyTrain lines, a large network of bus lines, and a SeaBus that connects Vancouver to the North Shore.

FARES AND ZONES

You can pay by cash or card, or use the "Compass Card". You can pre-load cash value onto the Compass Card. If you pay with the Compass Card, the fare is slightly cheaper. Your fare will depend on how many "zones" you will travel through, and one payment is valid for 90 minutes.
A 1-zone fare for adults is $3.20 if you pay cash/card, or $2.60 if you pay using the Compass Card.
Fares are subject to change; for a full list of current fares, check the Translink website at https://www.translink.ca/transit-fares

COMPASS CARD

You can purchase and load a Compass Card at a ticket machine at any SkyTrain station. When you board the bus/enter the SkyTrain station, you just scan your card and the fare is deducted automatically. Make sure you register your Compass Card online.

MONTHLY PASSES

A monthly pass gives you unlimited rides for that calendar month. You will need a Compass Card to purchase a monthly pass.
Monthly pass prices: 1 zone - $107.30 2 zones - $143.50 3 zones - $193.80
(Prices are as of July, 2024 and subject to change.)

TIMETABLES AND ROUTES

The SkyTrains and Seabuses run on a set time schedule, while the the buses will run at at regular intervals but the exact time schedule can vary depending on traffic conditions. The best way to plan your trip is on Google Maps.

OUTSIDE VANCOUVER

There are some bus/train/ferry options available for visiting other areas like Whistler/Squamish, Lower Mainland, Vancouver Island and Seattle. Ask the Front Desk staff for more details!

Centre of English Studies

Vancouver Life

SMOKING

In BC, you must be at least 19 years old to buy/smoke/vape tobacco. You cannot smoke within 6 meters of any doors, air intakes or open windows to any public or work place. There is also no smoking/vaping permitted in most restaurants, bars, cafes, etc. Please note that there is no smoking/vaping allowed within the CES Vancouver campus or outside the building.

ALCOHOL

The legal drinking age in BC is 19, and you will also need to be over 19 to enter bars, pubs, clubs and liquor stores where alcohol is sold. Two pieces of ID (one with your photo/birthday on it, like your passport, and another with your name on it, like a bank/credit card) are required to purchase alcohol. Drinking or having open cans/bottles of alcohol is illegal in BC, including in parks and on public transportation and you may be fined if you get caught.

TIPPING

To “tip” means to give a bit of extra money to someone, such as a waiter, waitress, bartender, hairdresser or delivery person, to show that you appreciate the service that you have received. The usual tip is 15~20% of your bill before taxes. For example, if you are in a restaurant and your bill comes to $20 before taxes, you should add an extra $3~4 to the payment. When you are in a bar and you order a drink, you should tip the server or bartender at least $0.50 per drink. Some other times you may be expected to tip are: at a hairdresser, when you get a food delivery, when you take a taxi, etc. You are not expected to tip at fast-food restaurants although it is always nice to do so.

SHOPPING AND TAXES

The price shown at most restaurants and stores do not include sales tax. There are two types of sales taxes, GST (Goods and Services Tax, 5%) and PST (Provincial Sales Tax, 7%). Most goods and services will be charged a 12% tax on top of the price shown, although some items are only charged the 5% GST.

Cash is becoming less and less common, and contactless payment methods (debit/credit) are becoming mainstream. Keep in mind that some restaurants and shops will not accept cash.

STAYING SAFE

Vancouver is a very safe city, but you should always take take caution. Some tips include:

- Always keep an eye on your personal belongings and don't leave anything unattended in public places
- Pickpockets are rare, but always be aware of your surroundings
- Stay in well-lit areas at night and avoid meeting strangers in unknown/isolated places
- Look after yourself and your friends at bars and clubs especially if you are drinking
- Homelessness and drug use is present in some areas of town, in particular the Downtown Eastside. There is no need for unnecessary fear based on appearances or stereotypes, but do be cautious when you are in these areas.

If you have any concerns about safety at CES Vancouver, your homestay/residence, or anywhere else, please feel free to reach out to any staff member and we'll be happy to listen.

Vancouver Life

CANNABIS

As of October 17, 2018, cannabis has been legal in Canada in small amounts for personal use for people who are 19+ years old. Cannabis is a plant that is used as a drug. It has many other names and slang terms, including marijuana, weed or pot.
Remember, just because it is legal does not mean everyone is ok to be around cannabis, and not everyone will be comfortable talking about it. Use your judgement.
If you choose to use cannabis in Canada, it is important to know the law and the risks.

What is Legal in Canada?

- Buying cannabis from a government-run store, licensed private stores, or the BC government online store.
- Carrying small amounts (up to 30 grams) of cannabis in public
- Using cannabis in a private residence with the owner's permission or outside in a place where smoking is permitted

What is NOT Legal?

- It is NOT LEGAL to buy cannabis for or give cannabis to anyone under 19 years old
- It is NOT LEGAL sell cannabis to anyone
- It is NOT LEGAL carry more than 30 grams of cannabis in public
- It is NOT LEGAL smoke or vape cannabis indoors or anywhere smoking cigarettes is illegal
- It is NOT LEGAL smoke or vape cannabis within 20 meters of a playground or sports field
- It is NOT LEGAL drive while under the influence of cannabis
- It is NOT LEGAL take cannabis out of Canada to another country

While cannabis use is legal in Canada and it is your choice whether or not you do so, CES Vancouver DOES NOT ENDORSE the use of cannabis. It is still prohibited to smoke or vape cannabis in your homestay, at school, or in and around school property, or anywhere smoking is prohibited. Coming to school under the influence of cannabis is also prohibited.
This page is for information purposes only, and is not official legal advice. Know the law! Visit https://www2.gov.bc.ca/gov/content/safety/public-safety/cannabis for more information.

CONSULATES

Consulates are official offices of your country located in a different country. They can help you with questions regarding visas, passports, and other services offered by your home country. Visit your country's consulate website to find their contact information and services offered.

PLACES OF WORSHIP

Vancouver is a very multicultural city and you will likely be able to find a place where you can continue to practice your religion. Many resources are available online but if you need help finding a place for a specific religion please do not hesitate to ask the Front Desk staff!

HEALTH INSURANCE

Health care can be very expensive in Canada and it is very important that you have health insurance during your stay. **The public health insurance from your home country will not cover you in Canada.** If you are on a study permit or working holiday and staying over 6 months, you may be eligible for the BC health program (MSP), however most short-term visitors will not be eligible and will need to arrange travel insurance.

If you have not arranged travel insurance yet, CES Vancouver can assist you to enroll with an insurance provider who offers competitive rates and excellent coverage.

WHERE TO GET MEDICAL / DENTAL ASSISTANCE

In Canada most people have a *family doctor* who is the first person to visit if you need medical assistance. For international visitors without a family doctor, a walk-in clinic will be the best option if you need to see a doctor. At a walk-in clinic, you can usually see a doctor without an appointment, however because of the impact of COVID-19, many clinics now require an appointment ahead of time. Please make sure you check that the clinic you plan to visit is taking walk-in patients or if you need to make an appointment.

There are also several "Urgent and Primary Care Centres" where you can be treated for non-emergency injuries and illnesses. Please note that hospitals and specialists will not see you unless you have a referral from a clinic.

If you need help finding a walk-in clinic, ask the CES staff at the front desk. Always check with the clinic beforehand if you are able to use your insurance and if you will need to pay yourself or the clinic can charge the insurance company directly.

If you have an urgent, life-threatening illness or injury, visit the Emergency Department at a hospital or call 911. If you need help finding a dental clinic, ask the CES staff at the front desk. Always check with the clinic beforehand if you are able to use your insurance and if you will need to pay yourself or the clinic can charge the insurance company directly.

COVID-19 AND MASKS

Masks are no longer required in BC (including public indoor spaces), however you must still wear a mask at hospitals and clinics and some businesses may ask you to wear a mask. Masks are not required on public transit but is encouraged. (Information is current as of **Oct 2023** and subject to change. CES Vancouver will follow all COVID-19 related directives issued by the BC Mnistry of Health and/or the Government of Canada.)

HELPLINES

There are many phone lines that offer free advice regarding your physical and mental health.

8-1-1

8-1-1 is a service operated by the Ministry of Health that can help you find health information and services, as well as connect you directly to a health care professional.

BC Mental Health Support Line 310-6789 (No area code)

The line is available 24 hours day for for advice and support regarding your mental health. **BC Alcohol and Drug Information and Referral Service 1-800-663-1441**

They offer advice and support regarding alcohol and drug addiction for yourself or someone you know.

Sex Sense 1-800-739-7367

They offer information and resources on sex, sexuality, and sexual health including STDs, pregnancy and birth control.

Suicide Crisis Helpline 9-8-8

They give people access to suicide prevention services via call or text.

Homestay

If you have any questions or inquiries about your homestay speak to Sae at the Front Desk. The CES Emergency telephone number is +1 604 362 4965 Communication is the most important thing to ensure you have a good homestay experience. When in doubt, always ask your homestay what their expecations are.
If you are having trouble speaking to them yourself, CES Staff is always here to help!

WHAT IS A CANADIAN?

Canada is largely a country of immigrants. Canadians come from all over the world and this multiculturalism makes Canada the great country that it is. All of our homestay families are Canadian, although they may have been born elsewhere. They have chosen our wonderful country and they have chosen to share their experiences and family history with you.

YOUR FAMILY

Your host family is a family with their own dynamics, rules and schedules. Your family has chosen to host because they want to welcome you into their family. Most families work full-time, they may have children that are involved in activities, and they are part of an extended family. Families help one another, so they may ask you to do light duties such as setting the table for dinner or bringing your dishes to the sink. This makes you part of their family.

MEALS

- Families provide food for 2 or 3 meals per day according to your registration. It is the family's responsibility to provide the food for your meals and to make dinner every night.
- Dinner is usually the biggest meal. This should be a well-balanced meal. Breakfast will usually be simple and self-service items like cereal, toast, eggs, fruit, etc.
- ***It is a student's responsibility to make their own breakfast and lunch (if applicable). Please talk to your host and tell them what you like and dislike and ask the host where the food is kept so that you can make your own.***
- ***Your Host Family will provide you with food for lunches; you can take your lunch to school on weekdays. Lunch is usually a sandwich, a piece of fruit or a snack, and a drink.***
- Please advise your host family of any food allergies and foods you like/dislike. It is important to tell your hosts the foods that you like, and the foods that you don't like. Do not worry; they will not be upset to hear that there is something that you do not like. However keep in mind that homestays are not required to cook food from your country.
- Food between meal times is considered snacks. If your family is enjoying a snack together, then they will include you.
- Any additional snacks, drinks, specialty foods or brand name items must be purchased by yourself.
- If you will be late for dinner or will be eating out, notify your homestay by a time agreed to (for example, by 4pm).

Homestay

LANGUAGE

All families speak English although some may have a different native language or have an accent. Accents provide students with excellent practice for life in Vancouver, for international business communication, for traveling around the world, and for taking exams like IELTS and Cambridge First/Advanced. It is important to "train" your ear for these accents and take advantage of the great practice opportunity.

YOUR BEDROOM

- Your bedroom will be completely private with a door that fully closes. You will have a bed, a desk with lamp, and a place where you can store your clothes like a closet.
- You will be given items like towels, bedding, bed linen, etc.
- Your homestay host will respect your privacy and will not go into your bedroom without permission, unless it is absolutely necessary.
- You should clean your room and empty the garbage at least once a week.
- Do not eat or store food in your bedroom as this may attract insects and cause a bad smell.
- You should not leave a lot of money in your room. For safe keeping, excess money should either be put into a bank account or changed into travelers cheques.

BATHROOMS

- Shared items like toilet paper will be provided, but you will need to provide your own consumable items such as toothbrush, toothpaste, shampoo/conditioner, make up, moisturizer, deodrant, etc.
- Hot water tanks can be small and are used by the whole family, so you should avoid taking very long showers (over 10-15 minutes). It is also not common for Canadian families to take a bath (in the bathtub) every day.
- The hot water is also used for the kitchen, dishwashers, etc., and you may need to plan the time when you take a shower.
- You should always clean up after yourself after using the washroom. Clean up any hair or garbage and wipe up any water on counters and floors.
- Canadian bathrooms don't have drains on the floor! Close the shower curtain and take care not to spray water on the floor when taking a shower.

LAUNDRY

- You can user the washer/dryer and laundry detergent at the homestay for free.
- You will usually have to do your own laundry (your homestay will not do laundry for you). Ask your homestay host to show you how to use the machine if you don't know.
- You should not use the laundry every day; try to always have a full load and keep washings to once a week. You can speak to your family about what their expectations are.

HOUSE KEYS

You will get a key to your homestay. Your family has trusted you with the key to their house and you should take special care and responsibility. Be careful not to lose the key and always lock the door when leaving the house.

Homestay

BE ENVIRONMENTALLY FRIENDLY

- Being environmentally friendly means trying to reduce negative impact on the Earth by reducing waste and conserving electricity and water.
- To save electricity, turn off the lights and appliances when you leave the room.
- Dress warmly in the house so you do not have to turn up the heat as high.
- Keep showers short (under 10-15 minutes) and turn off the hot water when not in use.
- Recycle – This means separating your garbage by type (paper, cans, bottles, plastics, food waste). Talk to your family to see what their expectations/rules are.

HAVING GUESTS AND CURFEW

- If you wish to invite a guest to visit your homestay, including staying overnight, you must ask your family for permission in advance.
- Your homestay family may have a curfew. This means they expect you to be home by a certain time every night. You are expected to follow the curfew, or ask for permission if you need them to make an exception.
- If you will be spending the night outside the house, you must contact your homestay and get permission.

INTERNET

Your homestay will have an internet connection. The internet is shared by the whole family and there may be limits on data so you should avoid downloading large files like movies.

SMOKING

Smoking is not permitted inside. If you smoke, ask your family if you can smoke outside the house, and where you should do so. Always make sure your cigarette is completely extinguished, and throw it out in the right place.

CANCELLATIONS AND EXTENSIONS

If you wish to cancel or extend your homestay, please see Sae at the front desk. A ***two-week notice period is required to cancel your homestay.*** Extensions will be accepted when full payment has been received. It is recommended that you give as much notice as possible; please note that you may need to change families if another student has already been placed with your current family after your original check-out date.

CONCERNS WITH YOUR HOMESTAY

If you are having issues with your host family, please be sure to speak to a CES staff member. They are willing to help you make your homestay experience a pleasant one. All information will be kept confidential.

Homestay Cancellation and Refund Policy

1

Where a person has contracted for a period of homestay and gives **notice 12 WEEKS OR MORE BEFORE ARRIVAL** of their intention not to commence the homestay program, all money will be refunded **including** the homestay placement fee.

2

Where a person has contracted for a period of homestay and gives **notice LESS THAN 12 WEEKS BEFORE ARRIVAL** of their intention not to commence the homestay program, all money will be refunded **except** the homestay placement fee.

3

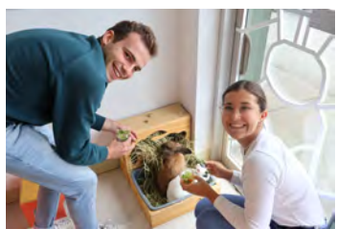
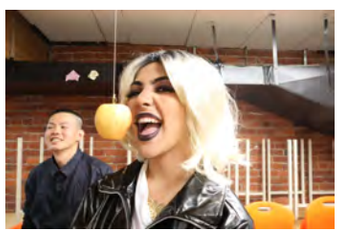
Where a person has contracted for a period of homestay and gives notice to leave the homestay program **AFTER ARRIVAL**, a minimum of two weeks' notice is required for any refund, unless the family has failed to meet the conditions outlined in the homestay manual.

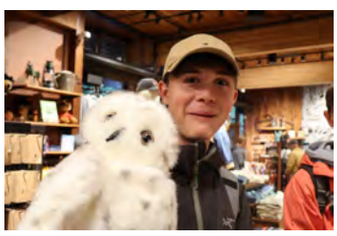
4

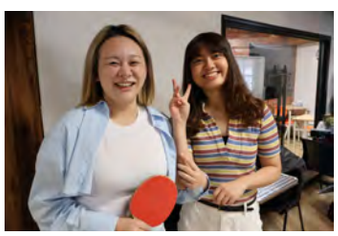
Where a person has contracted for a period of homestay and fails to **GIVE NOTICE OF EXTENSION OF THE HOMESTAY PERIOD THREE WEEKS OR MORE BEFORE THE END OF THE HOMESTAY PERIOD**, there will be no guarantee of homestay extension.

Centre of English Studies

We hope you have an excellent study experience!

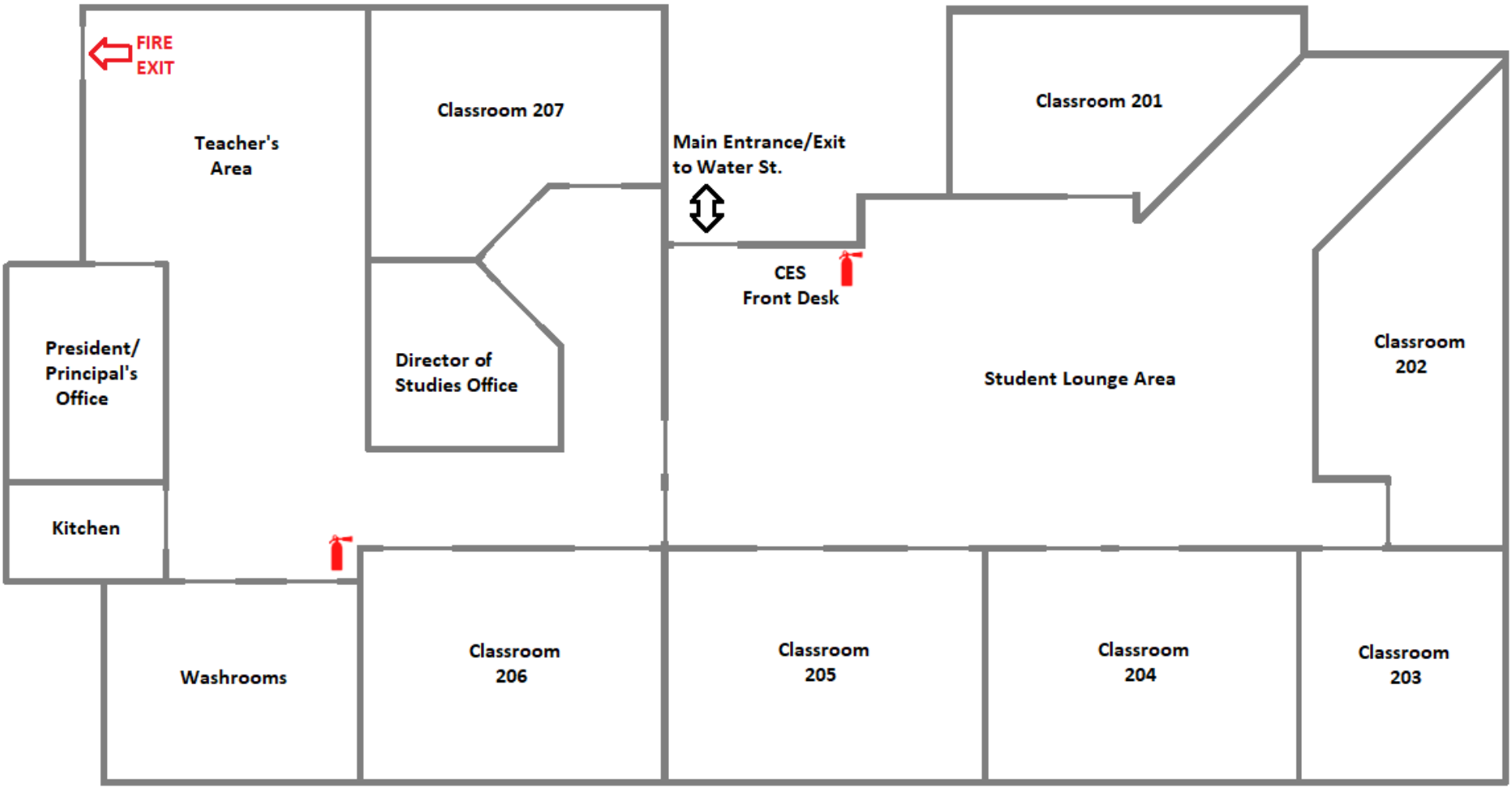



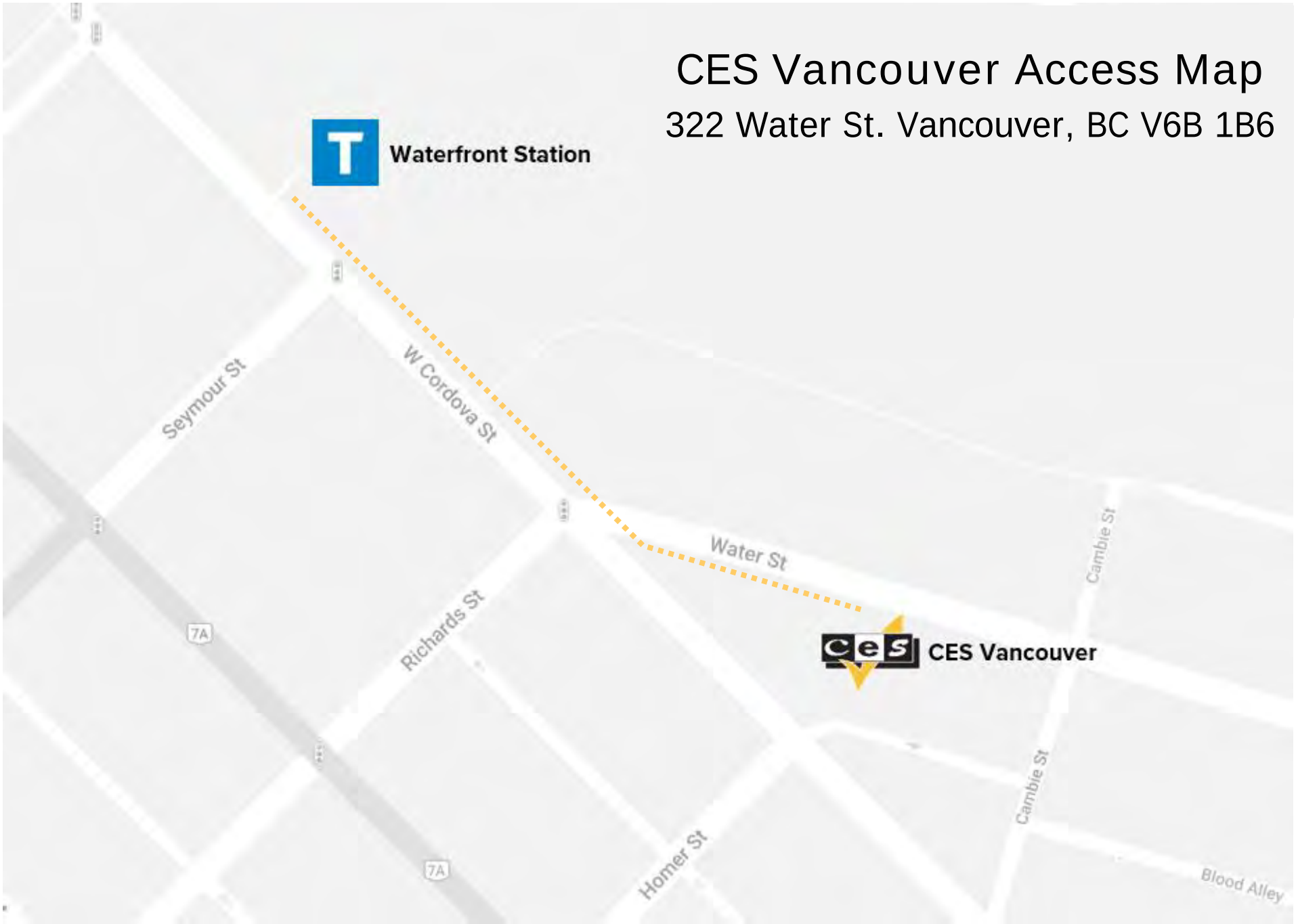




Centre of English Studies

CES Vancouver Campus Floor Map



CES Vancouver Access Map

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