

# OHC



[ohcenglish.com](http://ohcenglish.com)



**OHC**  

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**OXFORD  
HOUSE**





# Partner Interview

**Let's get to know each other!**

*Discuss the following questions with someone sitting next to you.*

1. What is your name?
2. What country are you from?
3. How long will you study at OHC?
4. How will studying English improve your life and help you achieve your goals?  
(Why are you studying English?)

## Local Administrative Staff

	CONTACT	CONTACT INFO
<b>ACADEMIC SERVICES:</b> (COUNSELLING, DISPUTE RESOLUTION, ETC.)	Centre Manager: Mina Rad	Email: m.rad@holmeseducation.group Tel: 403-233-0033

## Immigration Advice and Counselling

OHC does not employ anyone who is a licensed and registered immigration consultant.

Legally, we are unable to give advice or counselling on immigration matters.

Students should visit Immigration Refugees and Citizenship Canada website for immigration/visa/permit information

<https://www.canada.ca/en/immigration-refugees-citizenship.html>

# Refund Policy

## Tuition Refund Policy

<u>Date of written notification</u>	<u>Percentage Refunded</u>
More than 30 days prior to start date	75%
0 to 29 days prior to your starting date	60%
After 0% to 10% of program completion	50%
After 10% to 20% of program completion	30%
After 20% or more of program completion	0%

## Accommodation Refund Policy

<u>Date of written notification</u>	<u>Percentage Refunded</u>
More than 4 weeks' notice	100%
4 weeks' notice or less	100% – 4 weeks

## Materials Fee Refund Policy

100% refunded as long as course book is not written in. 0% if course book has been used.

## Registration and Accommodation Placement Fees

Registration and placement fees are non-refundable: 100% of all fees, except registration and housing placement fees, will be refunded if a student is denied entry into Canada. Where a Designated Learning Institution ceases to deliver a Designated Learning Program, the institution will compensate International Students for any undelivered portion of the program in accordance with its refund policy unless it provides a means to enable a student to complete the program without any disadvantage to the student in which case a refund is not required.

# Medical Insurance Policy

**All students MUST have emergency medical insurance during their time at OHC.**

Students are required to provide OHC with proof of insurance in order to attend classes.

OHC can provide students with this insurance for a fee if they do not already have it from their home country.

Students are required to complete the medical insurance section of the Student Arrival Package prior to starting classes.

You are/may be eligible for Alberta Health Care Insurance Plan (AHCIP) coverage if:

- a. you have a 12-month study permit (valid for an Alberta educational institute) and will reside in Alberta for 12 months or more.
- b. you have a study permit valid for more than 3 months, but less than 12 months, and your application is accompanied by a letter confirming your intent to reside in Alberta for at least 12 months.

For more information or to apply for AHCIP, please visit:

<https://www.alberta.ca/ahcip-students.aspx>

# English Only Policy

**OHC is an English only environment.**

We believe requiring all students to speak English while at school and on school activities helps students learn and use English faster than a non-immersion environment.

## Smoking, Alcohol and Drug Policy

Smoking cigarettes, e-cigarettes and vaping are permitted on school property outside in the designated smoking areas.

Smoking or vaping is not permitted within 5 meters of a doorway, window, or air intake

**CONSUMPTION OF CANNABIS AND/OR ALCOHOL ARE NOT PERMITTED ON SCHOOL PROPERTY.**

You must not be impaired in any way when attending class or school activities.

**THE USE OF ILLEGAL DRUGS IS STRICTLY PROHIBITED.**

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**Addiction Helpline**

Call 1-866-332-2322. Translation services are available.

**Tobacco Counselling**

Visit website [albertaquits.ca](http://albertaquits.ca)

## Late Policy

You can enter your class as late as 9:20 am.

- If you are late, you will be recorded as absent for that class.
- This rule applies to all class periods; however, you should not be late to your other classes.

Do not come and go during class time, as it is both disrespectful to your teacher and to the other students, and disruptive to the flow of the class.

Leaving the class frequently or for extended periods of time without permission may be recorded as an absence from class.

## Assessment Procedure

Formal assessments occur every 4 weeks.

They are usually done over the second period on Wednesdays, typically, between 11:00 am to 12:40 pm.

The next day, teachers will conduct a brief one to one tutorial to discuss the your progress, to address your academic concerns and to give you advice on how to meet your language goals.

While a good result in an assessment will not on its own guarantee progression to the next level, completion of assessments is mandatory prerequisite to move up .



# Academic and 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
  - Complete **all assigned work** including homework
  - Complete **all progress tests**
- 

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

- Attend a **minimum of 80%** of classes
- Achieve an appropriate level in language assessments
- Be recommended for progression by their teacher

(If a student wishes to discuss their progress or to challenge a teacher's assessment, they may do so by speaking to the academic/school manager.)

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## Academic Dishonesty:

OHC defines Academic Dishonesty as any form of cheating on tests, exams, projects, presentations, homework or any other type of assignment that will be assessed and given a grade. Cheating includes but is not limited to: bribery, deception, fabrication, impersonation, plagiarism, resubmission of previously corrected work and sabotage. Any work for assessment found to have been plagiarized or otherwise dishonestly submitted will be voided for assessment, and a null grade entered in the learner's progress record. Any dishonestly submitted work will be retained by OHC with a copy returned to the student. A student may appeal a decision of dishonest practice by following the OHC complaint procedure

## Protection and Use of Intellectual Property:

OHC 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.

## Assessment of Student Work:

Assessment is continuous and integrated; in addition to regular standardized progress tests, student performance in language tasks is assessed week by week on a criterion-referenced scale derived from the Common European Framework of Reference for Languages. Teachers and Academic Managers are trained in assessment using the criteria and there is regular standardization of grading. If a student wishes to appeal a grading decision, they may appeal following the OHC complaints procedure.

## Questions or Concerns Regarding Academic Standing

Should the student have a question or concern about their academic standing, the student can speak to their teacher and/or the Academic/School Manager.

## Withdrawals and Dismissals:

A student who wishes to withdraw from OHC must provide the school with notice of their withdrawal by completing the Change of Program form. This form is available at Student Services. OHC'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.

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

## Vacation Requests

If you wish to take a vacation during your time at OHC, you may do so by:

- filling out a **Vacation Request Form**, located at the front desk
  - handing in the completed form in to the Centre Manager
  - receiving approval from the Centre Manager
- 

Students can only request a vacation if they:

- hand in a completed Vacation Request Form two weeks before the vacation would start
  - have completed 8 weeks of study
- 

Vacations cannot last longer than 4 weeks.

OHC cannot guarantee that you will be in the same class with the same teacher when you return.

## Elective Class Changes

If you wish to change your elective class, you can do so by:

- completing an **Elective Class Change Form**, located at the front desk
- handing in the completed form in to the Centre Manager by Wednesday.
- receiving approval from the Centre Manager

If approved, you will receive a new schedule from your teacher. **Your new elective class will start on Monday.**

The availability of specific elective classes can be subject to demand, time of year, student enrolment, etc.

# Complaint Procedure

## General Guidelines:

Records of Complaints will be maintained at the location where they originated for a period of at least three years.

## 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. If the complaint is not academic related, the student will instead request a meeting with the Student Services Coordinator to discuss the complaint. 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 Centre Manager, using the following contact information:

Mina Rad – m.rad@holmeseducation.group  
1212 1st Street SE Calgary, AB T2G 2H8  
Tel: 403-233-0033

The Manager 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. Minutes from this meeting discussion will be recorded. The Manager 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:

Don Kauffman – d.kauffman@holmeseducation.group  
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 Centre Manager's 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. Minutes from this meeting will be recorded. 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.

### Step 4

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

Languages Canada c/o Linda Auzins  
5886-16A Street  
Surrey, British Columbia, V3S 6Z8  
604-574-1532  
lauzins@languagescanada.ca

# Student Data Protection

OHC considers that protecting your information is very important and we recognize that you have an interest in how we may collect, use and share such information. This Data Protection Statement outlines how we use and protect your information and states the principles which reflect our commitment to safeguarding that information.

- a) Our Principles - To keep your personal information and the business you do with us in strict confidence.
- b) To obtain your personal information lawfully and fairly.
- c) To maintain appropriate procedures to ensure that personal information in our possession is accurate and, where necessary, kept up to date.

# Building Evacuation Procedure

In the event that you discover a fire:

- Activate the nearest fire alarm pull station.
- Notify people in the vicinity by yelling FIRE!
- Inform reception of the fire's location (if you are able to).

If you or someone else has discovered a fire:

- Exit the building using the closest available exit point.
- Go to the southeast corner of 13th Avenue and 1st Street SE
- Find your teacher and let him/her know that you are safe.

**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.

# Need support?

## COMMUNITY SUPPORT

**Immigrant Services Calgary** <https://www.immigrantservicescalgary.ca/>  
**Centre for Newcomers** <https://www.centrefornewcomers.ca>

### **Some Local Cultural Communities:**

Brazilian Community Association of Alberta <http://www.bcaab.org>  
Calgary Japanese Community Association <http://www.calgaryjca.com>  
Swiss Cultural Society <http://www.swissclubscalgary.com/>

### **Church Communities (some examples):**

Calgary Korean Presbyterian Church  
1112 19 Ave NW, Calgary, AB T2M0Z9 Phone: (403) 685-0000

Canadian Baptists of Western Canada  
Suite 1100, 550 11th Ave SW Calgary, AB T2R 1M7 Phone: 403-228-9559

Russian Orthodox Church of All Saints  
905 8 Ave NE, Calgary, AB T2E 0S2 Phone: (403) 230-7015

If you need further help finding additional community support, please speak with Student Services.

## HEALTH SUPPORT

### **Contact Health Link Alberta (Dial 811):**

Anyone in Alberta with a health question or concern can call Health Link: **Dial 811**  
Health Link support is available in 200 different languages.

<https://www.albertahealthservices.ca/assets/healthinfo/link/index.html>

### **Distress and Suicide Prevention Counseling:**

Distress Line of Southwestern Alberta (Canadian Mental Health Association)

Crisis 24 hours: 1-888-787-2880 FREE

Crisis 24 hours: (403) 327-7905

Distress Centre Calgary (Serving Calgary and Surrounding Area)

Suite 300, 1010 - 8th Avenue SW Calgary, AB T2P 1J2

Main Crisis Line: 403.266.HELP (4357)

<https://www.distresscentre.com/>

# Need support?

## LOCAL HOSPITAL LISTINGS

**Foothills Medical Centre** (403) 944-1110

1403 29 Street NW, Calgary, AB T2N 2T9

**Peter Lougheed Centre** (403) 943-4555

3500 26 Avenue NE, Calgary, AB T1Y 6J4

**Rockyview General Hospital** (403) 944-3000

7007 14 Street SW, Calgary, AB T2V 1P9

**South Health Campus** (403) 956-1111

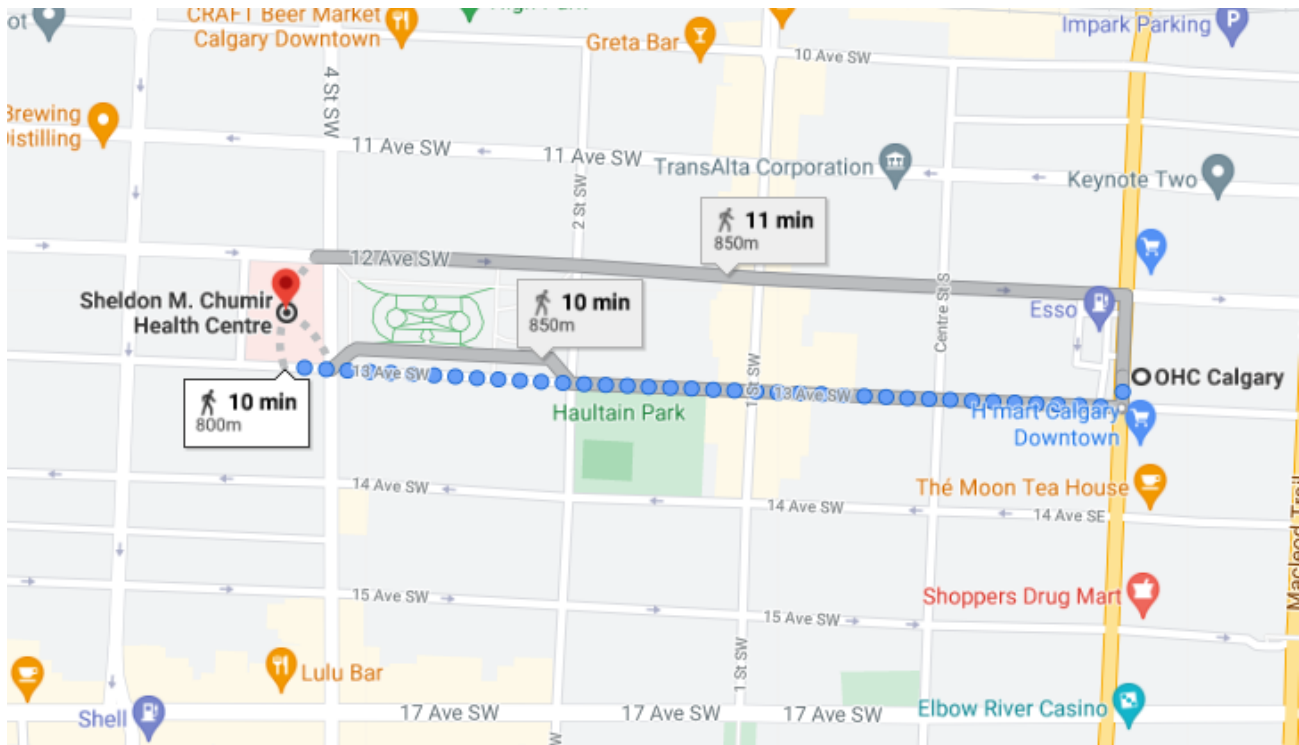
4448 Front Street SE, Calgary, AB T3M 1M4

If you need further help finding a family physician or walk-in clinic, please contact Health Link (811) or speak with Student Services.

Health Care Centre close to OHC (non-emergency health care):

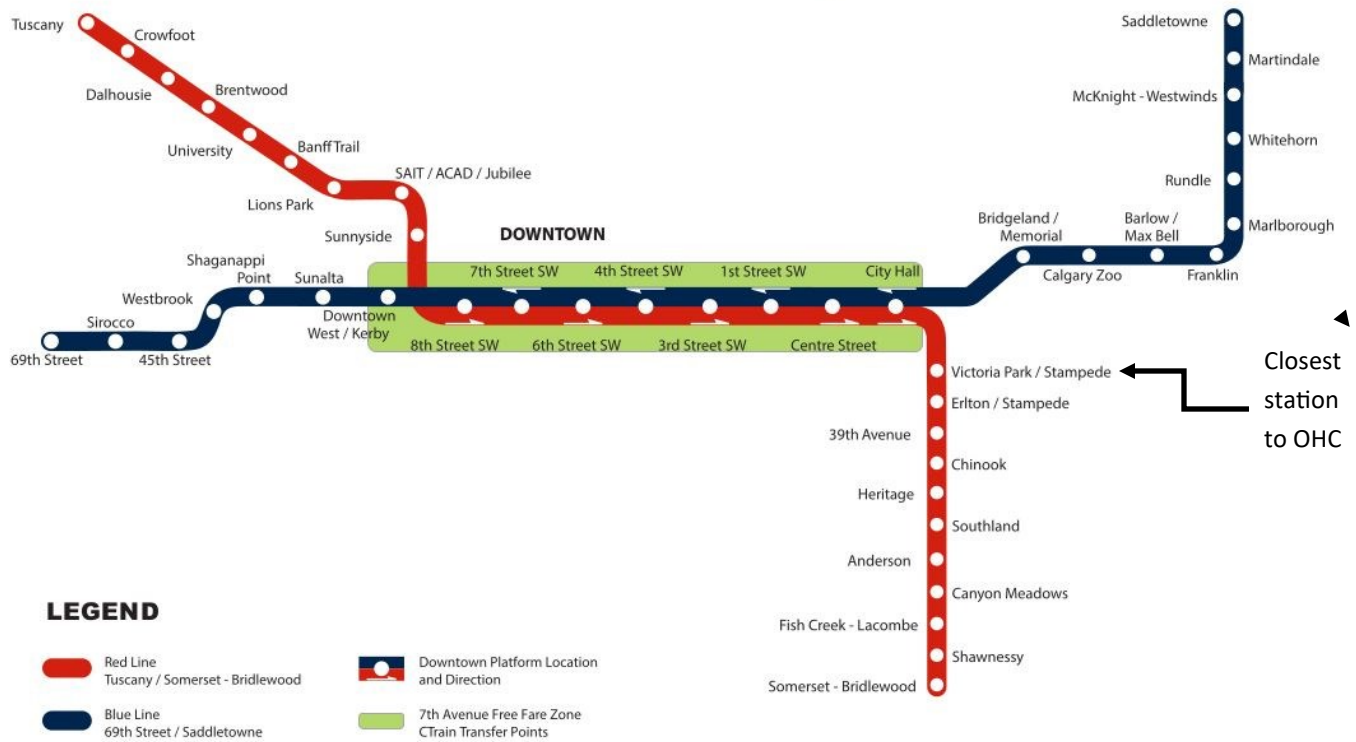
**Sheldon M. Chumir Health Centre** (403) 955-6200

1213 4 Street SW



# Public Transportation

## CTrain Map



### Fares/Passes

There are 3 fare options for Calgary Transit – paying by cash, buying tickets, or purchasing a monthly pass.

	Cash Fares	Tickets	Monthly Pass
Adult (Ages 18+)	3.70	37.00	115.00
Youth (Ages 6-17)	2.50	25.00	82.00

	Day Pass	Airport
Adult (Ages 18+)	11.60	11.25 (includes all day access)
Youth (Ages 6-17)	8.50	

# Public Transportation

## Tickets

Tickets can be purchased in advance from our vendors in singles or in books of 10; from a ticket vending machine at a CTrain station for same day use; or by using the My Fare app. They are valid for 90 minutes both on the CTrain and bus, and can be used to ride anywhere along the system.

When using the CTrain, tickets can be purchased at the station from a ticket vending machine. Tickets purchased from a ticket vending machine become valid immediately; and are not valid for future use or beyond 90 minutes. If you have purchased your tickets in advance, from a vendor, be sure to validate the ticket at the ticket vending machine before entering the fare restricted zone. If you're transferring to a bus after using the CTrain, show the validated ticket to the bus driver when you board. If you purchased your ticket using My Fare, you can validate it in the app before you board your bus or enter the fare restricted zone.

When using the bus, you can pay with a single ticket or cash by depositing into the fare box on the bus. If you need a transfer, just ask the driver.

## Passes

In addition to single tickets, Calgary Transit offers a variety of monthly passes, including the Adult Monthly Passes (available for those 18 years and older), and the Youth Monthly Pass (available for those 6-17 years of age). These passes are valid for one calendar month and allow you unlimited rides on Calgary Transit during the one-month period. Monthly passes can be purchased at a variety of locations.

Day Passes are available for purchase at ticket vending machines at all CTrain stations and on the My Fare app and are valid from when you buy the pass until the end of service that day. Pass holders should show their pass to the bus drivers or scan their My Fare pass on the onboard validators when boarding a bus, or be able to present the pass to our Calgary Transit Peace Officers when requested on the CTrain.

**Please note, Calgary Transit doesn't issue replacement passes for lost or stolen passes.**



# Public Transportation

## Where to buy?

There are a few options for you to purchase your transit pass or tickets.

### 1. Visit a Customer Service Centre

#### Centre Street Platform

(Lost and found location)

125 - 7 Avenue S.E.

10 a.m. - 5:30 p.m., Monday to Friday

Closed Saturdays, Sundays & holidays

#### Bow Parkade

234 - 7 Avenue S.W.

10 a.m. - 5:30 p.m., Monday to Friday

Closed Saturdays, Sundays & holidays

### 2. Visit City Hall Cashiers

Corporate Cashiers is located on the third floor of the Municipal Building (800 Macleod Trail S.E.).

Hours of operation are: Monday through Friday 8 a.m. to 4:30 p.m.

### 3. Use the My Fare app

### 4. Buy online at [calgarytransit.com/shop](http://calgarytransit.com/shop)

**5. Many convenience and grocery stores sell tickets and monthly passes;** look for the sign on the front entrance indicating that they sell Calgary Transit fare products. The closest convenience store to the school would be 7-11 which is located directly across 1 Street SE.

## Taking the CTrain

If you're taking the CTrain, you can purchase your fare (Adult & Youth Single ride tickets and Day Passes) from the ticket vending machines located at the station. The machines accept cash (coins only), credit and debit.

Or

If you are using tickets purchased in advance be sure to validate your ticket at the ticket vending machine before entering the fare restricted zone.



# How to find us

## OHC Calgary

1212 1 Street SE, Unit 116

Calgary, Alberta

T2G 2H8

Phone: 1-403-233-0033

Email: [info@ohcEnglish.com](mailto:info@ohcEnglish.com)

<https://www.ohcenglish.com/cities/calgary>

## Nearest CTrain Station:

Victoria Park/ Stampede Station

## Nearest Bus routes:

Route 10 (South bound 1 St SE@ 12 Av SE)

Route 24 (East bound 12 Av SE@ 1 St SE)

