



2015 GV Victoria AGENT MANUAL

INTRODUCTION

Mission Statement

The Directors, Staff and Teachers of Global Village Victoria are dedicated to maintaining the highest possible standards of English instruction.

We are proud to provide an international environment, which fosters many enduring friendships. We are committed to quality in the areas of academics, extra-curricular activities, accommodation and student/agent services.

Quality Charter

1. The highest quality classroom instruction led by fully certified ESL instructors in a comfortable, linguistically challenging, and international environment.
2. High quality computer labs with free high-speed Internet access and interactive language learning software.
3. A respectful, comfortable and secure homestay environment.
4. Clear information in all materials.
5. Prompt response to inquiries.
6. A well organized, exciting, and diverse schedule of extra-curricular activities.
7. Honesty, patience and respect in all interactions.

FEATURES AND SERVICES

The following features, combined with our unparalleled service, ensure the best possible language training experience for students:

1. Quality English Courses

GV Victoria pays close attention to the needs of the individual by offering small classes (average 10-12 students, to a maximum of 15 students) at all ability levels from Beginner to Advanced. GV classes are communication-based and focus on speaking, listening, grammar and vocabulary building. Regular surveys are conducted to ensure that quality is consistently high at all GV schools.

2. Choice of GV Victoria Programs

- General English
- English for Academic Purposes & University Preparation
- English for Business
- Power Speaking
- IELTS Preparation
- Cambridge First Certificate (FCE)
- Cambridge Advanced Examination (CAE)
- Cambridge CAE/CPE Support Package
- Private Lessons
- Teen Activity Program (TAP)
- English + Farmstay (or Ranchstay)
- English + Volunteer
- Study Tours

3. Professional Staff

GV teachers are university educated, experienced and certified to teach English as a Second Language (ESL). Many have taught overseas and understand the challenges of learning a foreign language. The administrative staff is here to provide information and help students with any problems which may arise.

4. International Atmosphere

GV attracts students from all over the world to learn English, communicate and share their culture. Our nationality quota system ensures there are students from many countries.

5. Choice of Locations

There are 5 Global Village schools, each with its own special ambience: Schools are located in Canada and Hawaii. Students can register at more than one location or transfer between schools during their course of study.

6. Modern Computer Facilities

GV schools are equipped with multi-media computer labs, which have all the latest hardware and software to assist students in learning English.

7. State of the Art Technology

Internet and e-mail are offered to all of our students, at no extra cost, so that they may communicate with old and new friends from around the world. Wireless internet access is available for students who bring their own laptops or wireless devices.

8. Safe Accommodation

GV provides full-service, high-quality homestay program with airport pick-up available upon request.

All GV schools manage the homestay program in-house to ensure student satisfaction. Residence and apartment information is also available upon request.

9. Exciting Activities

At GV, we believe that activities are an important part of a student's learning experience. Our Activities Coordinators organize a variety of exciting sport and cultural activities during the week. Day trips and weekend adventure excursions are also available every month.

10. English Only Policy

In order to provide students with a complete English immersion experience, all GV schools follow a strict English Only Policy.

11. Communication

Agents can obtain up-to-date information on GV schools and register students through our password-protected agent website: www.gvagent.com

Be sure to also visit our public website:

<http://www.gvenglish.com/schools/canada/victoria.html#school>

12. Student Support

Along with all GV schools, GV Victoria's first priority is to assist students from all over the world. To provide special support to our Japanese, Korean and Arabic-speaking students, GV Victoria has counsellors from these regions as well.

School Address and Staff Information

Global Village Victoria

200-1290 Broad Street,
Victoria, British Columbia
V8W 2A5 Canada

Telephone: (250) 384-2199
Fax: (250) 384-2123
E-mail: victoria@gvenglish.com

Executive Management

Chief Operations Officer:
Paula Jamieson – pjamieson@gvenglish.com

Academic

Director of Studies
Megan Domenichelli –
mdomenichelli@gvenglish.com

IELTS Administrator
Scott Wilson – swilson@gvenglish.com

Academic Coordinator
Jacqueline Murphy – jmurphy@gvenglish.com

Accommodation

Coordinators
Torry Harris and Kana Travers –
vichomestay@gvenglish.com

Activities and Events

Coordinator
Ryan Wugalter - vic-activities@gvenglish.com

Registration

All registrations may be sent to victoria@gvenglish.com or

Head Registrar (Asia; Europe; Latin America; Middle East)

Craig Heath – cheath@gvenglish.com

Registrar (Korea and Japan)
Sheri Love – slove@gvenglish.com

Administration

Administrative Assistant
Stephanie Phelan victoria@gvenglish.com

SCHOOL AND CITY INFORMATION

GV Victoria

Established: 1999 (as Global Village Victoria)

The City

Victoria, the capital city of British Columbia, is one of Canada's most beautiful cities. It is located at the southern tip of Vancouver Island, close to Seattle and Vancouver by ferry or plane. Victoria is known around the world for its gorgeous gardens, superb shopping, and cosmopolitan dining. Because Victoria is one of the warmest cities in Canada, residents enjoy such outdoor activities as whale watching, hiking, and boating throughout the year.

Nearby Attractions

Vancouver and Seattle (USA) are easily accessible from Victoria via short ferry or plane rides. One of Canada's most famous national parks - Pacific Rim National Park - lies on the west coast of Vancouver Island and is a four hour drive from Victoria by car. For further information on Victoria and Vancouver Island please visit: <http://www.travel.victoria.bc.ca>

The Airport

From the school, Victoria International Airport is about a 25-minute drive and Schwartz Bay ferry terminal is about 35 minutes. Students going to Victoria may connect through Vancouver or Seattle.

The Weather

Average Monthly Daytime Temperatures:

Jan. 6°C	Jul. 25°C
Feb. 8°C	Aug. 25°C
Mar. 10°C	Sept. 19°C
Apr. 13°C	Oct. 14°C
May 16°C	Nov. 9°C
June 19°C	Dec. 7°C

School Area Description

GV Victoria is ideally located in a modern, two-storey building in the middle of Victoria's shopping and tourism district. The Bay, restaurants, galleries and outdoor cafés are within a few blocks of the school. Transportation is easily accessible, and the

school is a short walk from Victoria's beautiful harbour.

In January 2012, we expanded our school facility again. There are now 20 bright classrooms and 2 multi-media labs to offer students, all on one floor!

Facilities

- 20 bright classrooms
- 2 multi-media computer labs (32 terminals)
- Free high-speed Internet access
- Wireless network (wifi)
- Student lounge with pool table
- Vending machines and cable TV

Instructors have access to a wide variety of resources including a large selection of teaching materials, a reference library, CD recorders, overhead/LCD projectors, DVD players, netbooks and televisions. Soft drink machines supplement the coffee and tea available in the student lounge.

Legal Status

Global Village Victoria is a privately owned limited company.

Member of:

- Languages Canada www.languagescanada.ca
- Teachers meet TESL Canada professional teaching qualifications www.tesl.ca

Useful Information

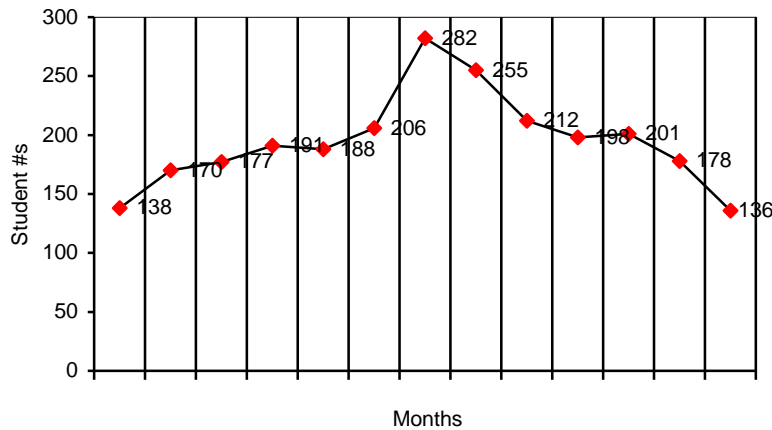
Homestay distance: 40 minutes on average by bus

Monthly transit pass: C\$85 (price is approximate)



2014 GV Victoria STUDENT STATISTICS

Students per study block (Jan. 2014 – Dec. 2014)

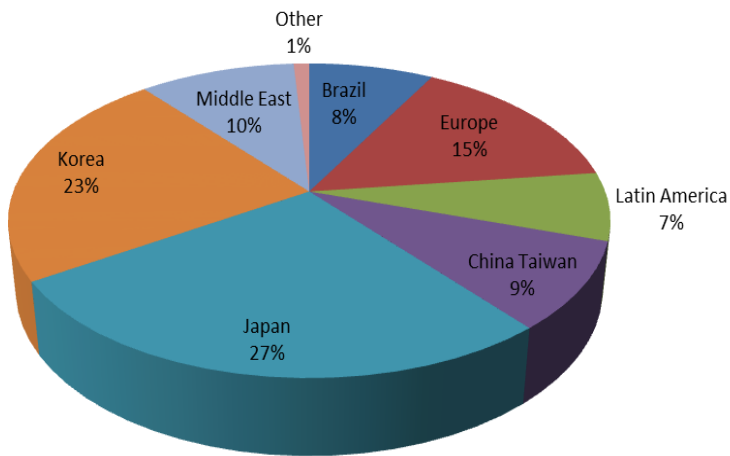


Jan: 138
 Feb: 170
 Mar: 177
 Apr: 191
 May: 188
 Jun: 206
 Jul: 282
 Aug: 255
 Sept: 212
 Oct: 198
 Nov: 201
 Dec: 178
 Dec – Jan/13: 136

Student nationalities (Jan. 2014 – Dec. 2014)

A limit of 35% for students from one nationality will be targeted for the General English Program.

2014 Nationality Mix



Latin American: Colombian, Guatemalan, Mexican, Panamanian etc

European: Swiss, German, Spanish, French, Italian, Belgian, Turkish etc

Middle Eastern: Libyan, Qatari, Saudi Arabian, Syrian, Yemeni etc

Other: French Canadian, Philippines, Malaysian etc

Average age: 24.9

Male to female ratio: 41: 59

Students per class: maximum of 15, average 12

Average length of study: 10.12 weeks

Average number of full-time equivalent teachers: 15

STUDENT ORIENTATION

GV Teacher Qualifications

Global Village requires all teachers to have a minimum of a university Bachelor's degree and a TESL Certificate. A minimum of one-year international teaching experience with adults is preferred. We look for dynamic professional people who are enthusiastic about the school's varied social and cultural activities and supportive of the students' efforts to use English.

First Day Schedule

Global Village Victoria conducts a full day orientation on the first day of the session. Students should arrive at 8:30 in the morning and are requested to bring their passport (and visa) and letter of acceptance.

Sample Orientation:

8:30	Students arrive
8:45	School tour
9:00	Teacher introductions
9:05	Written Test
9:40	Speaking Test
11:40	School Information
12:00	Lunch
13:00	Administration staff introductions, information about school policies, registration and activities.
14:15	Break
14:20	Homestay Information
15:15	Services Tour
15:30	Finish

School Rules

1. GV schools have a strict English only policy. Students are asked to speak English while they are at the school. Students who fail to speak English will be asked to leave the school for the day.
2. GV Victoria requires students to be present 4/5 days/week (16/20 days per study block). Students who are consistently late or absent may be dismissed.
3. Students are required to take all monthly tests, complete all homework and to actively participate in all classes.
4. The Registrar or Director of Studies must be informed in writing of any changes in study plans.
5. Students must obtain authorization from the school if they want to change classes.
6. Students are not allowed to take a holiday without receiving permission from the Registrar. Holidays will not be allowed within a session; however, students may take a full session off if there is space available in the session in which they return.
7. Students are expected to abide by the following Student Code of Conduct:
 - i) Respect staff and other students at all times;

- ii) Obey all school rules, policies and local laws;
- iii) Apply the best effort possible in their course of study at all times.

Note: Inappropriate conduct may lead to dismissal.

STUDENT EVALUATION

Levels and Placement Test

The school uses a standard placement test to place students into the appropriate level.

The test is conducted during orientation (the first day). The written section takes about 30 minutes to complete. The oral section is conducted with a teacher.

Students registering for examination programs, Power Speaking and Business English may be required to write the GV Entrance Examination prior to acceptance (see Appendix 1).

Evaluation & Testing

Students are evaluated at the end of each session. In order to advance to the next level, students must achieve a minimum score in the written and oral examinations or meet assessment requirements.

All of the above information along with instructor comments is given out to the student in the form of a progress report at the end of the session.

Surveys

In order to maintain the highest quality, we conduct the following surveys, which are available on request:

- School Survey (quarterly): Students' general opinion on school, activities, homestay and other services.
- Class Survey (quarterly): Students' opinion on teachers and classes.
- Homestay Survey (monthly): Students' opinion on all aspects of homestay.

Progress Reports

Students receive a progress report at the end of each session. This gives information on overall marks, exam marks, absenteeism, performance level and other general comments from instructors.

Certificates

All students who successfully complete their programs are awarded an official Certificate of Completion indicating length and program of study.

Students who have not met attendance requirements will only receive a Certificate of Participation, and will not receive credit for study blocks with below average attendance.

PROGRAM INFORMATION

Program Philosophy

The curriculum emphasizes practical application of language skills. Directors meet on a regular basis to review all academic and curricular issues to ensure uniformly high quality program at all schools.

Classroom activities focus on developing all four-language skills: reading, writing, listening and speaking, with an emphasis on communication. Students often work in pairs or groups to increase their English comprehension through interactive activities. Real-life topics (work and society, for example.) are explored each session providing opportunities for students to practice English in real-life situations both inside and outside the classroom. Homework varies from program to program.

Students should expect to work within each level for two or three sessions, 8-12 weeks depending on their test results and attendance.

Programs are characterized by:

- A commitment to quality in all aspects of English language instruction;
- An optimal student-teacher ratio;
- An extensive resource collection of text books, tapes, videos and word games;
- A wide variety of audio-visual and computer-based teaching aids;
- A staff dedicated to professionalism and ethical conduct;
- Use of the latest and best techniques for the teaching of English.

Multi-media Lab

High-tech computers allow students to study English at their own speed. Software includes: Speech Master, Pronunciation Power, Language Builder, Double Up, Vocabulary Roots, Verb Development, Invest, Animoto, Encyclopedia and Typing Tutors. Headphones are also available.

Daily Schedules

Note: All classes are in term of lessons rather than hours. One lesson is the equivalent of 50 minutes of class time.

Timetable

Lessons/week

20 lessons /wk (AM) – 8:45 am to 12:20 pm

25 lessons /wk – 8:45 am to 2:10 pm

30 lessons /wk – 8:45 am to 3:30 pm

Note. AM/PM breaks included in total lessons/wk

Monday-Thursday

8:45-10:25	Language Structure (Grammar)
10:40-12:20	Functional Language and Conversation
12:20-13:05	Lunch
13:05-14:10	Choice of GV Electives (e.g. Vocabulary and Conversation)
14:20-15:30	Choice of GV Electives (e.g. Pronunciation and Conversation)

* Students will choose from available afternoon courses on arrival and at the end of each session

Friday

8:45-12:20 Language Structure and Functional Language

Friday

Afternoons free

* Timetable may vary depending on course and location.

2015 Start Dates

GV Vancouver, GV Toronto, GV Calgary, GV Victoria & GV Hawaii:

General English, IELTS, Business English*: January 19, February 16, March 16, April 13, May 11, June 08, July 06, August 04, August 31, September 28, October 26, November 23, December 21

* Alternate start dates available depending on level and availability.

Cambridge Preparation Program:

Jan 05 (FCE, 9 weeks)

Mar 16 (FCE & CAE, 12 weeks)

Sep 08 (FCE & CAE, 12 weeks)

Teen Activity Program:

July 6 – July 31, 2015

Aug 4 – Aug 28, 2015

Holidays:

January 01, February 9 (Victoria/Vancouver), February 16 (Calgary/Toronto), April 03 & -06, May 18, July 1, August 3, September 7, October 12, November 11, December 25 & 26

PROGRAMS

General English

FREQUENCY:	Every 4 weeks
LENGTH:	1-52 weeks
MINIMUM AGE:	16 (or 15 with probationary contract)
ABILITY LEVELS:	Beginner to Advanced
OFFERED AT:	All GV schools
REQUIREMENTS:	Entrance exam not required

Course Content

Our most popular program, General English is available for all levels of English. This dynamic, communication-based program has the following daily structure:

1. Language Structure (Grammar): Practical use of specific grammar structures to improve speaking skills. Specific language structures are introduced at each level through a set grammar text. Role-play,

pair-work and other interactive teaching techniques allow students to practice English grammar while focusing on real-life situations.

2. Conversation: Improve conversational ability through the study of functional language skills and idiomatic English. Dialogues and vocabulary used in specific situations emphasize the practical language needed in everyday life.
3. Reading, Writing & Vocabulary: A comprehensive study of new vocabulary with instruction in reading and writing.
4. Speaking & Listening: Improving listening, speaking and pronunciation skills through effective role-play, audio, and video exercises.

Option 1 (1.05-2.10) = 25 and 30 lessons per week

Focus on Pronunciation Skills
Slang and Vocabulary through Media
Presentation Power
Focus on Conversation Skills
Grammar Works
Customer Service
English for Social Media
English in the Workplace
Focus on Listening Skills
IELTS Preparation

Option 2 (2.25-3.30) = 30 lessons per week

Focus on Writing Skills
IELTS Preparation
Focus on Conversation Skills
Focus on Pronunciation Skills
Grammar Works

Choice of Lessons/Week

Vancouver, Toronto, Calgary, Victoria: 30, 25 or 20 lessons/week

For more information for GV Options, please visit <http://www.gvenglish.com/en/programs/options.cfm>

Business English

FREQUENCY:	Every 4 weeks * (based on enrolment)
LENGTH:	4-12 weeks
MINIMUM AGE:	16
ABILITY LEVEL:	Intermediate
OFFERED AT:	All GV schools in Canada and Hawaii
REQUIREMENTS:	Entrance exam required or 450/133 TOEFL equivalent

Business English in Canada and the USA

The program is ideal for students whose career plans require English and for those who want to learn about general business concepts. This innovative program gives students the business English skills, technical knowledge and confidence required in today's fast-paced market. With our modern web-enabled classroom or laptop computers, students will improve their Internet navigation methods and sharpen other key business computer skills in word processing, spreadsheets, database management, and graphics.

Through the focus on business concepts, students will also improve communication and vocabulary. Students will gain a deeper understanding of International business issues through the use of Role play and small groups. Students may also focus on specific areas of interest such as: Travel and Tourism, Marketing and Advertising, Banking and Finance, Employment Preparation, Human Resources Management, Sales and Customer Service, Globalization and International Business, Business Etiquette and Interpersonal Skills, Management and Corporate Culture, Business Ethics, Telephone skills for Business, Entrepreneurship and Franchising, Business Writing, and Presentation Skills. Course content may vary depending on enrollment.

* The popular GV Victoria Business English program operates in three 4-week rotations, and the topics

Business English Studies

- 25 lessons per week
- Develop effective business communication skills
- Expand your business vocabulary
- Learn how to use the Internet more effectively in a business environment
- Increase your confidence with formal, professional English
- Learn about the culture of international business
- Entrance and exit tests to track progress
- Includes Certificates at end of program

Cambridge First Certificate (FCE)

FREQUENCY:	3 times per year (based on enrollment)
LENGTH:	9 and 12 wks
MINIMUM AGE:	17
ABILITY LEVEL:	Intermediate
OFFERED AT:	All GV schools
REQUIREMENTS:	Entrance exam required

Introduction

This 12-week course leads to the Cambridge First Certificate (FCE). The course is designed to provide students with a good grounding in grammatical aspects of English and develop their skills in reading, writing, listening and speaking.

Course content

This is a full-time course where students receive a thorough preparation in the five skill areas tested in the examination:

- Use of English (Grammar)
- Composition (Writing)
- Speaking

- Reading and Vocabulary
- Listening Comprehension

Official examinations are held on the final week of the program at all GV locations on dates set by Cambridge University.

Practice tests are given every week so that students can monitor their progress. Mock examinations are held at the end of the program. Students should expect to read a novel at their own pace.

Cambridge CAE/CPE Support Package

This add-on option prepares the eligible student to write two exams during the same session: FCE and CAE exams or the CAE and CPE exams. The support package includes the exam, textbook fee, and 12 lessons of after-class tutorial support.

- Entrance exam required. Offered in Canada & the USA (CPE limited)

IELTS Test Preparation

FREQUENCY: Every study block

GV Victoria offers a full-time and a part-time evening preparation program for the IELTS exam. IELTS is fast-becoming the most popular and important test score for immigration to English-speaking countries as well as for university entrance in a number of institutions.

This program is for students who would like to improve their IELTS score and who are interested in a college style class that will prepare them for further studies at college or university. Students should complete the Entrance Examination (see Appendix 1) prior to registering for the program. This examination is also available on our website or by e-mail.

Power Speaking

FREQUENCY:	Every 4 weeks (based on enrollment)
LENGTH:	4-12 weeks
MINIMUM AGE:	16
ABILITY LEVEL:	Intermediate
OFFERED IN:	GV Victoria only

Intensive Speaking is course designed to increase students' confidence, develop their public speaking ability and expand their existing vocabulary through synonyms, antonyms, phrasal verbs and idioms.

Intensive Speaking is a 3-block course. In each block students will learn a different type of speech (information, demonstration and persuasive), and students can take 1,2 or all three blocks if they wish – each block has different content and a focus on different public-speaking skills (gestures, props and voice).

Teen Programs & Study Tours

GV Victoria is famous for its regular Teen Programs as well as customized group programs and study tours. Tours usually range from 1-4 weeks in duration and generally consist of English lessons in the mornings with activities in the afternoons and on weekends.

Classes average from 10-15 students per group. Lesson content relates closely to the afternoon activities and excursions, so students are able to apply what they learn in their classes to outside practical situations.

Our central city location makes it ideal for sightseeing, as students are able to walk to a park, tourist attraction, beach side location or public bus to another activity.

HOMESTAY ACCOMMODATION

Customized packages can be arranged to meet particular group needs and preferences. Accommodation is generally in homestay, but alternatives such as boarding houses or hotels can be arranged on request.

ALTERNATIVE ACCOMMODATION

We offer a variety of residential, apartment, B&Bs and hotel accommodation. Space may be limited.

Homestay Features

We offer quality homestay services for students who want to experience local culture in a safe and secure environment.

Includes:

- Careful selection of families
- Computer & personalized placement of students
- 3 meals/day
- Private room with laundry facilities
- Access to TV and telephone
- Professional counseling service
- Airport pick-up available with cost

Information for Homestay Students

Staying in a homestay will give students the opportunity to practice English outside of class and also a chance to experience first-hand how another family lives. The host family will treat the student with respect and will expect the same in return.

Language in the Homestay

English must be spoken at all times.

Expectations

1. The student must follow all household rules.
2. The student must show the family that they understand how to get to and from the school.
3. The student must carry the host family name, address and phone number with them at all times.
4. The student will receive a house key. The student must respect the security of the house. The key must be returned upon departure.
5. The student will be given a clean, comfortable private room, equipped with a bed, desk, dresser, closet and good lighting.

6. The student is not expected to do housework but will be expected to take care of their own possessions and their room.
7. The student should spend time with the host family in regular activities and on holidays (Christmas, New Year's etc...) as this will help to improve their English while learning about a family from a different culture. Students may choose not to join the family on outings, which may have an added cost.

Meals: Students will receive 3 healthy meals per day.

Breakfast: A typical breakfast may range from cereal, toast and jam, juice or coffee on weekdays to bacon and eggs or pancakes on weekends. Some host families will make breakfast for the student and others will ask the student to make it himself/herself.

Lunch: Usually a sandwich, snack and a drink on school days.

Dinner: The student should try to eat breakfast and dinner with the family. It is polite to offer to help with housework, preparation of the meals, cleaning the dishes after a meal and washing after eating a snack.

Type of meal and times varies from family to family (time is usually around 18:00). The student should call the family informing them if they will miss meals. The family will not be expected to prepare late meals for the student.

Hygiene: The student will be shown which bathroom they should use. Bath/shower lengths may be restricted, please inquire with family (available hot water may be limited).

The student should be aware of laundry arrangements (number of times per week, self-service or with family assistance). The student should also be aware of household energy conservation (turning lights off or recycling program). The student is expected to keep their room tidy and clean.

Telephone: Long distance calls should be made collect or with a calling card. Phone cards can be purchased at the school. The student should advise family and friends of time difference so the host family is not disturbed by calls at inconvenient times.

Emergencies: Family will provide work numbers. The student may also contact school on the emergency phone. The student must phone the school, before class, if they cannot attend due to illness.

Homestay Placement Procedures

1. All homestay families are visited and carefully checked before they sign the Family Homestay Agreement.
2. We cannot place students in homestay unless a completed registration form and the placement fee have been received by the school. The registration form and placement fee should be received at least four weeks before arrival to guarantee homestay placement.
3. We need to have as much information about the student as possible so we can choose an appropriate family. Please fill out all the questions on the Homestay Registration Form and attach a photograph. Please indicate special requests on the form.
4. Placements will be made based on information on the registration form and family availability.
5. The student will receive a Family Profile (description of family members, occupations, description of neighbourhood) after all the student information has been received. This may take up to three weeks especially in the peak season. For legal reasons, this profile will not include specific racial, religious or cultural information. The student is encouraged to contact the family before arriving in order to get to know a little about the family.

6. The student who has booked and paid for airport pick-up will be met at the Victoria International airport by the host family or school representative. Someone will be holding a sign with the student's name. If the flight is delayed by more than an hour, or if the flight is cancelled, the student must telephone the family or the school.
7. The student must phone the family, or school from the airport if the expected airport pick-up is not there. Traffic, early flight arrival, or unforeseen circumstances may require the student to wait for a short period.
8. The student must sign a Student Homestay Agreement on the first day.
9. The student will be asked to fill out an evaluation form during their stay.

Counseling

1. The Homestay Coordinator is available for counseling during school hours or after school hours in the case of emergencies.
2. The student should not leave or change their homestay family before contacting the Homestay Coordinator.
3. If problems arise between the student and host families, the Homestay Coordinator will attempt to provide mutually acceptable solutions based on the Agreements signed by both student and family. The school's main goal is to ensure that the homestay experience is fulfilling and rewarding for both the student and the family. Communication is very important.

Dismissal from Homestay

The school reserves the right to ask a student to leave the homestay program at any time if the student's behavior is unacceptable or if the student fails to comply with the homestay terms and conditions. This includes: harassment of a family member, theft of family property or the inability of the student to live within family rules.

Payment

1. The host family may not charge the student a damage deposit or additional fees during their stay. Under no circumstances should the student pay any money to the host family directly even if they are no longer enrolled in the school.
2. No refund will be issued if the student is away for the weekend or misses a meal because of other plans.
3. The student must pay the school in full on the last day of the month for the following month. If the student has prepaid for their entire stay the school will issue payment to the family on a monthly basis.
4. The student should arrive on Saturday or Sunday before the start date and depart on Saturday or Sunday after the last day of classes unless otherwise stated. A daily rate will be charged for times before or after this period. Availability is not guaranteed.
5. We recommend that the student pay a maximum of three months homestay in advance for GV Vancouver, GV Toronto, GV Calgary, & GV Victoria.

Student – Host Agreement

1) Mutual Respect & Understanding

- a) Students and host families acknowledge that Canadian culture, customs, food and family life may be different than in other countries. Students and hosts must try their best to try new things and be open to new experiences without any judgment. Students and host families will try to learn from each other and to not judge each other based on appearance, accent, gender, language ability or cultural background.
- b) Canada is a country that prides itself in multiculturalism. The Host Family and Students will show consideration and tolerance towards each other, as well as sensitivity to cultural differences and English proficiency.
- c) The Host Family must treat the student as a guest in the home. The Student must behave as a guest in the home. The student will follow the Host Family guidelines (rules) in the home. These rules should not be contrary to the guidelines listed below.
- d) The Host and Student understand that personal information of both parties is private and is not to be given to anyone without the personal permission of the person involved.

2) English in the Homestay

- a) The Host Family and Student acknowledge that one of the many benefits a language student gains from Homestay is the exposure to the natural use of English in a non-classroom environment. For this reason, all GV Host Families must agree to speak English in the presence of their Homestay students, even if the family speaks another language as well.
- b) The Host Family will not host two Students who share the same language unless specifically requested to do so by GV Victoria. Example: Mexican and Colombia students share Spanish as a common language; therefore are not matched with the same host family.

3) Student Rooms

- a) Each Student will be provided with a private room, unless specifically requested by the student or GV Victoria. (GV Victoria does offer shared room options to students but hosts will be made aware of such special requests at the time of booking).
- b) The host will provide a student room with all basic furnishings required to create a comfortable environment which is conducive to studying. Furnishings shall include a bed, bed linens, closet, dresser, desk, chair, ceiling light, reading lamp, curtains or blinds, etc.
- c) The Student will respect the property of the host family, including all items in the student room as well as in the common areas of the home. If the student damages or breaks anything in the home, they will pay for it and cover any costs incurred.
- d) The Student is required to keep his/her own bedroom and bathroom clean and tidy. Once per week, the student will vacuum and clean his/her own room and will tidy the student bathroom

once per week. The host will clean the student bathroom once a week. The host will also show the Student where to find the cleaning supplies if needed.

4) Food, Drinks & Snacks

The Host shall provide and the student shall receive three (3) healthy, well-portioned meals per day, every day of the week, including fresh vegetables, fresh fruit, grains, milk (or alternative) and meat (or alternative). Some meals (typically breakfast and lunch) may be self-serve which means the student will make their own meal, but the host will provide the food items for the meal. The evening meal should be shared together. The Host and Student should discuss food likes and dislikes as well as food allergies as this will assist with the meal preparation.

See Canada Food Guide for more on recommended daily servings:

<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/basics-base/quantit-eng.php>

- i) Breakfast should include a variety of options, ranging from toast, coffee/juice, cereal, or eggs on weekday mornings to bacon and eggs, pancakes and other brunch-style options on weekends. Brunch is a very Canadian meal - a combination of breakfast and lunch. Brunch is usually served around 10am-11am and is typically a sit down meal.
- ii) Lunch should be a bagged lunch on school days (sandwiches, juice, fruit, vegetables, and snack or simple meals, leftovers to be heated on school days) and a fresh-prepared meal on holidays and weekends. Lunch may be made by the host but it is also quite typical for a student to make his/her own lunch to take to school.
- iii) Dinner selections may vary depending on each host family's culture and the occasion, but should be healthy and well-sized portion.

The usual dinner time is ____:____PM and the Student must inform the Host family by____:____PM, if he/she will not be home for dinner. The Student is responsible for informing the Host Family when making plans to go out or if a student will not be home for dinner or any plan that the family is expecting the student to be part of.

- iv) Missed meals:
 - If a host family will *not be home for a dinner or the student will arrive home late* from school, the evening meal shall be prepared and left in the fridge, so the student may reheat it at a convenient time.
 - Students in *GV non-Group Programs* are responsible for their own meal arrangements when day-long or afternoon excursions are planned. Example: An adult student going to Vancouver for the day will be responsible for his/her meals on the trip.
 - Students in *GV Teen Activity Programs or Customized Tours* may have day trips or excursions that require them to bring a bagged lunch or dinner, which the Host Family will provide.
- v) Snacks: These are to be available to the student at various times of the day and night. There should be a discussion about the Student using the kitchen at night. The kitchen shouldn't be "closed" but available for quick snacks.

5) Other Guidelines

- a) The student will be provided with a key to the house. The Student shall respect and guard the security and privacy of the Host family's home. If there is a home security system please ensure your student is familiar with the system.
- b) The Host will ensure that the Student is familiar with the family's safety plan in case of an emergency such as a fire.
- c) To maintain a safe and healthy, smoke-free environment, the Student will NOT smoke inside the family's home at any time. If the Student is a smoker, he/she must only smoke in an area designated by the Host Family outside of the house. Underage students are not to smoke at all.
- d) The Student is expected to take part in activities with the Host Family. The Host Family will show the Student some places of interest in Victoria during the first two weeks of the student's stay and continue to include the Student in the family's activities for the duration on the Student's stay (i.e. inclusion in family dinners, especially at times like Thanksgiving and Christmas).
- e) The Student will have access to a computer for internet access for one (1) hour every day, or to internet access (hard wired or wireless) into which the student may plug in a personal laptop. There is to be no time limit or restriction for using WiFi as many students will be communicating with family and friends living in different time zones. There will be no additional charge for this. Students must not download malicious files or inappropriate content on their host's computer.
- f) Students and Hosts should discuss the household shower and bathing schedules, especially when several people will be sharing the washroom. Some students prefer morning or evening showers or baths. Please make the arrangement that will work for both the student and the family members at a reasonable time of day (i.e. not when the rest of the household is sleeping). To conserve water, showers should be taken for a maximum of 10-15 minutes. Hosts are to ensure the Student knows how to use the shower as it may look different than what the Student is used to. Hosts should also explain about how to wipe water from the sink and bathroom floor as many students are used to having drains in the floor of their washrooms at home.
- g) Students and Hosts should discuss the homestay laundry routine, the appropriate use of machines, the location of drying rack for hang-dry items, etc. If the Student is doing his/her own laundry, it should be done once per week as Canadian laundry machines are too large for daily loads.
- h) The Student is not contracted or expected to do household chores. The Host Family will not require the Student to do housework apart from keeping his/her own room and bathroom clean and tidy. Taking one's dishes from the table to the sink or placing in the dishwasher are NOT considered a "chore"; it is customary to do this in Canada and all Students are encouraged to offer to assist with dishes as a show of respect towards the cook of the house. Host families may have their own home rules and expectations around chores but it is the expectation of Global Village that Students do not do chores.
- i) The Student will ask to use household appliances, such as stove, dishwasher, microwave, blender, espresso maker, etc. The Host shall provide a safety orientation on the use of such appliances ONLY IF permission is granted to use such appliances; however, it is recommended that access be restricted and supervised to avoid accidents and/or upsets.

6. Members of the Household

- a) The Host Family will not host more than a total of three (3) GV and non-GV Students in the home at the same time without the specific written approval of the GV Victoria Homestay Coordinator.
- b) At least one adult member of the Host Family must be at the home on every day and night of the homestay period. If such a situation cannot be avoided, the Homestay Coordinator must be notified prior to the family being away and the next point (C) shall be followed.
- c) Pertaining to point above, on the rare occasion that a Host Family must be away from home, the Host family MUST make arrangements for a responsible adult (non-student) to cook, socialize and perform as “Host” during their absence. This acting “Host” must stay overnight and be available for the Student and GV while Host Family is away. The contact information, police record check and signed Declaration of Suitability for the alternate Host will be provided to GV Victoria prior to family’s absence.
 - An ADULT Student shall not be left with an “alternative host” in the home for more than three (3) consecutive days.
 - An UNDERAGE (12 years-17 years) Student must NEVER be left with an “alternative host” in the home, unless the alternate has undergone the full process of becoming an approved GV Host Family.

6. Counseling and Conflict Resolution:

- a) Both parties (Student and Host Family) acknowledge that from time to time, through no fault, differences may arise between the Student and the Host Family. These may arise for a variety of reasons including personality mismatch, culture shock or a gap in expectations or understanding. If this should occur the Student may be moved at his or her request, at the discretion of GV Victoria.
- b) If difficulties arise between the Student and the Host Family, both the Host Family and Student are encouraged to communicate directly about the issues. This is one of the important challenges and learning opportunities presented by the Homestay experience.
- c) Whenever possible, a two-way verbal discussion of the issues is recommended; however, a kindly worded letter, card or email may also be appropriate to initiate a sensitive discussion or allow for clarity when language barriers exist.
- d) If the issue(s) cannot be resolved after the first discussion, both parties (Host and Student) should contact the GV Homestay Coordinator immediately so that the Coordinator’s advice can be integrated into the next stage of the discussion. The Homestay Coordinator will approach any situation in a non-judgmental and unbiased way, at the same time, respecting and observing the privacy, trust and confidentiality of each individual.
- e) Do not wait until the issue has grown bigger or has extended more than 2 or 3 days. The Homestay Coordinators want to help you as quickly as possible!
- f) Global Village staff will endeavour to resolve the issue by encouraging the Student and family to explore each other’s perspectives more and to learn from the experiences of others. Quite often, a

student or host feels as if they are experiencing an issue for the first time ~~in his/her life~~; however, with the volume of students and hosts involved with the GV Homestay Program, the Homestay Coordinator has often seen or heard of similar situations and can offer advice based on what has worked for others.

- g) After the Student and Host have spoken a second time, if the issue is still not resolved, Global Village staff will seek permission to share what a student or host has disclosed in the interests of opening up the conversation further. At no time will the GV Homestay Coordinator break the confidentiality of either party (Host or Student) without permission.
- h) In the case of an issue which cannot be resolved to the satisfaction of both the Student and Host Family, Global Village staff will take further action as seen fit.
- i) A Student may be moved from a Homestay as a result of the behavior (on the part of Student or Host) that GV Victoria in its complete discretion considers unacceptable or dangerous. Such conditions could include but are not limited to abuse of drugs or alcohol, aggressive or abusive behavior, or violating other accepted norms of conduct within a Homestay.
- j) If Students have concerns with respect to Global Village Homestay and are unable to clarify these concerns at the school level, they may refer the matter to Languages Canada (LC). Please note that LC serves Students but NOT Host Families.

LC Accreditation Procedure:

- *Languages Canada reviews the observation of the Standards within Language Programs on an annual basis.*
- *The first line of communication for students with respect to concerns is with the School.*
- *The role of Languages Canada is to act as an advocate on behalf of the student and to ensure that full information is available to review the matter with both the student and Member School.*
- *Should a resolution not be possible, the matter is referred to the Board of Directors of Languages Canada for resolution in accordance with the terms and conditions of the Dispute Resolution Policy for Languages Canada. This policy is to be displayed and/or made available to all students*

7) Homestay Bookings, Changes and Fees

- a) The Student will make all the Homestay payments directly to the School. The Host Family will not accept, receive nor charge any Homestay fee directly to the Student.
- b) The Student agrees to let the School know of any departure date changes and will pay for any extra nights added to the homestay period.
- c) The Student will promptly reimburse the Host Family if he/she causes any damage to the home. No deposit will be required of the Student by the Host Family.
- d) If a Student wishes to change the Homestay arrangement or leave the Homestay early, he/she will give the Homestay Coordinator and Host Family three (3) weeks' notice before changing/leaving. The three (3) week notice period is necessary to allow the Host Family and School to make alternative arrangements.

If three (3) weeks' notice is not provided, the Student will be asked to pay the remainder of the nightly fees owing, plus a \$150 cancellation fee. The cancellation fee is not a penalty, but rather is used as compensation for costs incurred by the host or school as a result of the change.

- e) Three weeks' notice or payment in lieu will not be provided in the following situations:
- The change is by mutual agreement of Host Family and Student
 - The change is initiated at the request of the Host Family
 - The Student is removed from the homestay in order to protect and ensure the physical or emotional safety of the Student as determined by, and at the discretion of, Global Village
 - The Student leaves the homestay at the end of the original homestay booking period.
- f) After the Student completes his/her study period at GV Victoria, the Host Family and the Student agree not to continue the homestay arrangement without previous authorization by GV Victoria, and after that, the Student and Host shall do so at their own risk. A special release form must be signed by the Student and the Host Family in such rare cases. After a Student completes his/her studies at GV Victoria and wishes to continue to live at his/her homestay family, both parties (the Host and Student) must sign a special release form which releases GV from all responsibilities of the arrangement. This new arrangement is to be discussed with GV prior to such arrangement being finalized.

8) Hold Harmless Agreement

The Host Family and the Student agree to release and hold Global Village English Centre Victoria Ltd. (GV Victoria) harmless for any damages which may be suffered or claimed as a result of entering into this Homestay Agreement and without limiting the generality of the foregoing, for any action or behavior of the Student during his/her stay with the Host. Students are bound by the same laws and statutes as Canadian citizens. GV Victoria and our authorized representatives are in no way to be considered as having legal guardianship for students.

Transportation and Spending Money

City Transit

The approximate cost of monthly transit passes for Global Village cities are:

Victoria CDN\$ 85.00

Spending Money

The student should bring extra money to cover personal items, entertainment and souvenirs. Approximate expenses per month: US\$ 300-500,

Please contact us directly for more specific information on each location.

SOCIO-CULTURAL & RECREATIONAL ACTIVITIES

Global Village believes that student participation in a variety of recreational and cultural activities is central to a positive experience at the school. For each session, the Activities/Events Coordinators organize cultural and recreational pursuits, which are fun, entertaining and reflect the characteristics of the area.

After-school Activities

Various cultural and recreational activities are organized on a frequent basis with the participation of school staff. The number of participants may be limited in some activities and students should sign up early. Students are responsible for any extra fees.

School Parties and Events

Each school organizes regular parties and all-school events with a variety of themes throughout the year.

Excursion Costs

In Canada & the US prices vary from free to US\$ 180.00 (CDN\$ 300.00), except three-day weekend trips. See up-to-date calendars at GVenglish.com.

Activity calendars and photos of students on activities can be found on the school's facebook fanpage at:

<https://www.facebook.com/gvictoria>

FEES AND REFUND POLICIES

Tuition Refund Policy - Canada

The registration fee is non-refundable at all times except where the student visa has been rejected. Should a student visa be rejected from a Canadian Embassy, the rejection letter should be submitted in order to have the registration fee refunded. All deposits will also be refunded upon submission of the official rejection notification from the Canadian Embassy.

To apply for a tuition refund, the student, or the agent, must submit a written notice of withdrawal.

There are no refunds for classes missed due to holiday, graduation, orientation, and/or other situations beyond the school's control.

In the policy, the word "program" refers to the full cycle of studies to which the students registered. All refunds apply based on the assumption that the full payment has been received.

1. Effective before the Start Date:

1. a. If a student cancels 30 days or more before the start of the program, the school will retain 25% of the tuition fees due under the contract and refund 75% of the tuition fees to the student.

1. b. If a student cancels less than 30 days before the start of the program, the school will retain 40% of the tuition fees due under the contract and refund 60% of the tuition fees to the student.

2. Effective after the Start Date

2. a If a student cancels (or is dismissed) within 5 calendar days of the start date of the program, the school will refund 50% of all tuition fees paid under the contract.

- 2.b. No refund will be paid if a student cancels (or is dismissed) when more than 5 days of the program have been completed.
- 2.c. Refunds on postponed starting dates are based on the original start dates (applies also to students transferring from one GV school to another).

3. Program Cancellation or Reduction Policy

A program cancellation or program reduction fee of \$110 will be applied when students cancel or reduce the number of weeks they wish to study (and do not produce written evidence of visa denial) after they receive their original letter of acceptance.

Homestay Refund Policy - Canada

3. If written cancellation notice is given 12 weeks or more before beginning of homestay, all money will be refunded including homestay placement fee.
4. If written cancellation notice is given less than 12 weeks before beginning of homestay all money will be refunded except the homestay placement fee.
5. Refunds after commencement of homestay vary from school to school. Please check with schools for details.

For refund requests after commencement of Homestay:

- a. The student should inform the GV Homestay Office in writing three weeks before the end of the homestay period if he/she decides to terminate the agreed homestay period. If the notification is less than 3 weeks, then in addition to the non-refundable notification period, a \$150 cancellation fee will apply.
- b. If the host family has failed to meet homestay conditions, the student will be moved to another homestay, and there will be no refund given for the period of homestay already used.

VISA INFORMATION

The Global Village Visa Services webpage is at: http://www.gvenglish.com/Visa_Services.html

Our school's Designated Learning Institution numbers are:

- GV Vancouver, DLI # O19330822902
- GV Toronto, DLI # O19517085782
- GV Calgary, DLI # O18761476312
- GV Victoria, DLI # O19319050762

In response to renewed focus on requirements in the Canadian Immigration Act under Bill C-35, we wish to advise our partners and prospective clients that Global Village offers **visa and immigration consulting services**. Our authorized consultant on staff is **Ms. Agata Rebisz** who is licensed by the Immigration Consultants of Canada Regulatory Council (ICCRC). Agata regularly updates the FAQ topics listed below which contain extensive information and tips concerning visas and immigration.

On this page, you can find links to the following information:

- Changes to the Canadian International Student Program Explained
- Applying for a Study Permit
- Biometric Data Study Permit Application

- Extending a Study Permit
- Visa Refusal - Reasons
- How To Submit A Temporary Resident Application
- Temporary Resident Visa Application within Canada
- Temporary Resident Visa – List of Countries
- Applying for or Extending your Social Insurance Number (SIN)
- Canadian Citizenship - facts and myths
- Applying for the Canadian Medical Services Plan
- Tips on Communicating with Immigration Canada
- Finding a Registered Immigration Consultant

Still have questions or need help with your visa application?

Please contact our Global Village visa and immigration consultant to make an appointment for assistance in person or by phone, email or skype.

Email: canada-visa@gvenglish.com

The consultation fee is CND \$70.00 + applicable tax per 30 minutes (minimum charge).

A rebate of up to CND \$125 will be applied if the client enrolls in Global Village courses.

Other Conditions:

Consultation fees on original appointments are refundable with minimum 7-day cancellation notice.

Appointments can be re-scheduled once with 24 hour notice.

REGISTRATION AND PAYMENT

Registration is on a first come, first served basis. A completed registration form should be received at least four weeks prior to the start date of the program. However, seat availability is not guaranteed due to nationality quotas for some programs or the time of the year (most schools are at full capacity in July and August).

An invoice will be issued upon receiving the completed registration form if seats are available. A deposit is normally required to issue a letter of acceptance. Full payment is required on or before the first day of classes. Requirements vary from school to school. Please contact us directly for more information.

Payments may be made with credit card (Visa, Mastercard), wire transfer, world money order or bank draft in the appropriate currencies. Secure payments may also be made at our website.

Registrations for Victoria should be sent directly to:

Global Village Victoria
 200, 1290 Broad Street, Victoria, BC
 V8W 2A5 Canada
 Telephone: (250)384-2199
 Fax: (250)384-2123
 E-mail: victoria@gvenglish.com

Bank Information

For payments to GV Victoria (Global Village English Center Victoria):

Bank Address: Bank of Montreal
595 Burrard St., Vancouver, BC V7X 1L7 Canada

Account Name: Global Village English Language Centres Victoria
Canadian Dollar Account Number: 0004-1758-977
US Dollar Account Number: 0004-4665-927
Swift Code: BOFMCAM2
COMPANY TAX CODE/VAT: 86666 6746

Letter of Acceptance

Letters of Acceptance will be issued upon receipt of the completed registration form and registration fee. Payment of a deposit may be required. Please check with the school on deposit policy. The original copy may be mailed, faxed, or emailed upon request. The school is not responsible for any extra charges.

It is strongly advised that students who are applying for a student visa prepay all tuition fees as proof of Payment in the Letter of Acceptance will facilitate visa approval.

Students under the age of 18 years must have the application co-signed by his/her parent or legal guardian. Underage students may also be required to submit underage agreements signed by their parents. Custodianship may also need to be arranged.

Medical Insurance

Medical insurance must be obtained before arrival. Guard Me medical insurance is available for purchase through the school with advance notice.

Students on a Student Visa staying in British Columbia (Vancouver and Victoria) for at least 6 months must apply for provincial medical insurance and should do so early in the stay. There is a waiting period of three months before insurance is effective.

Appendix 1 - Entrance exam

TO BE COMPLETED BY STUDENT

Name:

Date:

Contact Email:

Program:

Study Dates:

Country:

School you would like to join:

To be completed by the school: Level _____ Marked by: _____

NOTE: A second written exam and an oral test may be required upon arrival at your GV school of choice.

DIRECTIONS:

- Please follow the directions for each section of the test.
- Do NOT use any dictionaries or textbooks.
- If completed using a word processor, please disable or disregard the spell check function.

SECTION 1

Answer the questions. Use complete sentences.

1. Where are you from?

2. What do you like to do in your free time?

3. Who is your favorite actor?

4. What time do you usually go to bed?

5. How often do you go out to eat?

6. What are you doing now?

7. What did you eat for lunch yesterday?

8. What were you doing at 10:00 last night?

9. How long have you studied English?

10. Have you ever been to Africa?

11. What are you going to do next year?

12. By the time you were sixteen, how long had you studied English?

SECTION 2

Fill in the blanks with the correct verb forms.

A. Right now Tom _____ (play) soccer in the park.

He _____ (play) soccer every Saturday morning. Last weekend he

_____ (play) against a team from Brazil. He _____ (be) very

excited to play against an international team. Tom says, "In the future, I _____ (play)

in the Olympic Games. That is my dream."

B. Tom _____ (never, be) to the Olympics before. However, he

_____ (read) a lot about the history of the Games. For a long time he

_____ (have) dreams about competing as a champion athlete. Tom

_____ (believe) that it would be an honor to compete for his country. All of

his friends _____ (wish) him luck in fulfilling his dream.

SECTION 3

Complete the sentences.

1. If it rains tomorrow

2. Maria can't stand

3. Living in another country

4. Joe made his sister

5. To learn a second language

6. I was given

7. The woman who

8. You should

9. By the time he graduates, Joe

10. If I won a million dollars

11. Karen, your boyfriend called and asked

12. Jerry didn't eat lunch today as usual, so he must

SECTION 4

Read the passage and answer the questions.

Some societies have nuclear families in which the mother, father and their children live together in the same house. Other societies have extended families. In this kind of family, the nuclear family lives together with grandparents, uncles and other relatives. In North American society, the nuclear family has been the traditional form of the family. Today, however, it is more of an ideal than a reality. Although there has always been variety in the "traditional" North American family, there seems to be even more diversity today.

According to the most recent government reports, only about one third of all North American families are traditional with two parents and their children, and another third are married couples with no children or no children still living at home. The final third are single people, mostly women over sixty-five years old. There are also unmarried couples living together and single parents.

There are a number of reasons why the Western family is changing. One reason is that the size of the family is getting smaller. Now more women are working, and they delay having children. Having fewer children allows a family to give more to a few children, so they will have better lives. A smaller family can also move more easily to places where they can make more money. Moreover, there are more babies born to unmarried women as well as more divorces. Some young couples don't see their parents very often, and they don't invite their parents to live with them when the parents grow old. In fact, many of the parents don't want to live with their grown children. Finally, many North Americans have close friends who are like family. These friends play an important role in family life.

1. What is a nuclear family?
 - a. a small family
 - b. mother, father and their children
 - c. many relatives living together in the same house

2. How many North American families have a traditional form?
 - a. almost all
 - b. two-thirds
 - c. one-third

3. One-third of North American families consist of families with no children still living at home. Why do you think these children aren't living at home?

4. Why do you think many women delaying having children?

5. Why do you think many parents don't want to live with their grown children when they become old?
