

CANADA

Quest
Language Studies

Student Booklet





Welcome To Quest

During the time of your studies at QUEST we will do our very best to serve, teach and help you to the best of our abilities. We are always at your disposal for any assistance that you may require.

Placement and Orientation

On your first day, both your oral and grammar skills will be tested and you will be placed in one of our 11 levels for both oral and grammar. Testing will also help determine if you can enter programs such as TOEFL or Business English that have entry requirements. Testing is composed of:

- A three part computer based test. Passing each section allows you to continue.
- An oral test with an instructor. You will be provided a topic for discussion prior to your interview and asked general questions to assess your level of English.

After testing you will have your orientation session where an instructor or staff member will go over the student booklet with you and provide you with detailed explanations. Orientation is also an important opportunity for you to ask questions and report any issues that you may have with your course or accommodation.

Changing Levels / Program

Testing for placement is not perfect and some students may advance more quickly than others. As such, if you feel your level is not appropriate, you may request to change your level by filling out a "Class Change" form by going to the Student Area on our website. We will do our best to assist you but please remember that your request depends on a number of factors, including: your level of English, class /program availability and most importantly your progress evaluation - see "Testing and Progress Evaluations" for details.

Similarly, you may decide to change your program (for example from General English to TOEFL Preparation or from part-time to full-time). There is an administrative charge for all program changes - consult Quest's fee sheet.

Materials

On your second day of classes, you will receive your textbooks. If you have not already paid for your textbooks, you will be required to pay when you pick them up. Please consult our fee sheet or your invoice for material fees.

When you change classes or move to a higher level you may need to purchase new textbooks.

Testing and Progress Evaluations

Feedback and review are critical to learning effectively and to your progress. For this reason there is a weekly written review test every Monday and a monthly oral test.

All your test scores along with your attendance and your performance by skill area (Oral, Reading, Writing, Participation) are continuously tracked and recorded in your web based progress evaluations. Progress evaluations are updated weekly and issued every 4 weeks (so if you study 3 months you get 3 evaluations) or at the end of your studies if shorter than 4 weeks.

Based on your overall evaluation and maintaining average test scores of 75%, you can move to the next level of study (11 levels in total) every 4 to 5 weeks. You can view your evaluations by logging into the Quest Student Area (<http://studyquest.net/student>) using your full name and student ID number. Do not reveal your student ID to other students.

Student IDs and Pictures

Pictures for student IDs are taken on your first day of school. The IDs will be available for pickup at reception on Tuesday. You can use your student ID as proof of your student status to get an International Student ID card. You can also get discounts with your ID from a number of restaurants near the school - ask at reception.

Certificates - Successful Completion

All students who have successfully completed their course (80 percent attendance required) will receive a certificate on their last day of class stating course and duration of studies, level attained and (if applicable) distinctions.

Program Evaluation and Quality

In order to ensure you are happy with your program, we regularly conduct course and accommodation evaluations on the last Friday of every month. The evaluations are handed out by your instructor in class and your instructor then leaves the room giving you time to complete the evaluations. You may complete the evaluations anonymously if you wish. We encourage you to write comments (good or bad) as they better assist us in improving our programs and services.

Vacation Time

To take a vacation from your classes please go to the Student Area on the website to submit a Vacation Request Form. Generally, your vacation request cannot exceed 20% of your total program length and is subject to approval and space availability for your restart date. If you take an authorized break from classes there you will not be compensated in any way and your absence may be reported to CIC. Vacation requests that violate the terms and conditions of your visa will be denied.

Academic Counselling

General Academic Counselling for school related matters or for general information on pursuing higher studies in Canada is provided free of charge.

Specialized Academic Counseling with detailed information and advice on availability, program /school selections, application criteria and procedures is provided on a fee basis.

Workshops

Periods 3 and 4 are composed of elective workshops which change weekly by topic and level. New workshops are posted every week.

If your program allows for workshops, you must make your workshop selection(s) each week. As a new student you will make your first selection(s) on Tuesday morning, prior to starting class. Thereafter, you can make your selection(s) starting every Thursday, 6:00 pm onwards. Space is limited, so the sooner you do it, the more choice you will have. You select workshops through the "Workshops" link at www.studyquest.net/student.

Course Changes

At Quest we try to be as flexible as possible to accommodate student needs. Student may their course type, duration and intensity subject to the Fee and Refund Policy.

Any type of course change except for extensions is subject to a \$50 administrative charge. Changing course type and extensions are also subject to any resulting increase in fees per our fee schedule.

Any refunds resulting from course reductions are subject to the Fee and Refund Policy. The unused portion of the course will be used to calculate the percentage of refund applicable.

Students may reduce their course intensity and proportionally extend their course duration subject to a \$50 charge and space / program availability.

In all cases, students must ensure that any changes to their course does not violate the terms and conditions of their visas.



Academic Policies / Guidelines

To maintain your space in a class and to receive a certificate upon completion of your studies you are required to attend a minimum of 80% of your classes. If you fail to do so you may be expelled from the program (in accordance with the fee and refund policy) or lose your seating and have to wait to restart your classes. Exceptions, such as illness (proof, such as a doctor's note may be required), are allowed.

On-Time

When you are late you not only hurt yourself but you also disrupt your fellow classmates. As such, students who are more than 10 minutes late for the start of the 9:00 am period may be denied entry to the class until the next break. For all other periods you may be denied entry if you are late 5 minutes or more. Any student who is consistently late for class may be denied access no matter how late.

English Only Rule

When you don't speak English at school not only do you deny yourself an important opportunity to improve your language skills but you also put a barrier between yourself and other students who do not speak your native language.

The English Only Rule is posted on the wall in all classrooms and in the common areas and explained fully at orientation. Please make sure you fully understand the rule - it is your responsibility. We take the rule seriously and enforce it strictly.

Academic Dishonesty

Cheating is the attempted or unauthorized use of materials, information, notes, study aids, devices or communication during an academic exercise. Examples include:

- Copying from another student during a test or allowing another to copy your work.
- Unauthorized collaborating on a take home assignments
- Using unauthorized notes during a test.
- Taking an test for another student.
- Asking or allowing another student to take a test for you.
- Preparing answers or notes before a test.

- Allowing others to research and write assigned papers for you.

Plagiarism is the act of presenting another person's ideas, research or writing as your own. This includes, but is not limited to:

- Copying another person's actual words without the use of quotation marks and footnotes.
- Presenting another person's ideas in your own words without acknowledging them.
- Failure to acknowledge collaborators on assignments.
- Purchase and submission of papers from internet vendor sites and other sources.

Cheating and plagiarism undermine your outcomes and detract from that of others and are not tolerated at Quest. Repeat offenders may be expelled from the school.

Student Rights and Responsibilities

Students have the right to:

- an educational environment that is safe, secure and conducive to learning, free of discrimination, harassment, indignity or injury.
- the protection of their privacy according to school policy and existing privacy legislation.
- reasonable and legitimate access to school policies and procedures.
- due process and procedural fairness in any investigation of alleged improper student conduct or alleged violations of school policy.
- freedom of inquiry, expression, belief, political association and assembly, provided that they are lawful, and do not interfere with the rights of others or with the effective operation of the school or violate school policy.
- reasonable and legitimate access to school buildings and facilities.
- timely and accurate information about the content and requirements of their programs.
- the reasonable availability of their instructors for assistance outside of class periods
- reasonable and supervised access to their official student records as contained in their student file.
- request an impartial review of any grade.

Students have a responsibility to:

- exercise their rights and freedoms with respect for the rights of others, and be accountable for their words and actions whether acting individually or as a member of a group.

- familiarize themselves with and abide by all relevant school policies and guidelines
- comply with the policies of any organization where the student is involved in a work placement, site visit or practicum.
- respect the rules, property and values of their accommodation providers.
- respect the property of others, including the school's buildings and facilities.
- abide by the Code of Student Conduct which requires that they conduct themselves honestly in their academic work and responsibly in their non-academic behaviour.
- comply with all course requirements .
- adhere to class attendance policies and notify instructors in a timely manner of absences.
- participate in class activities, as instructed.
- respect the instructor's right to manage the classroom and to set reasonable norms for acceptable behaviour.

Intellectual Property (IP)

Intellectual property (IP) refers to creations of the mind: inventions, literary and artistic works, and symbols, names, images, and designs used in commerce.

Quest respects the intellectual property rights of others and endeavors to comply with all applicable laws regarding intellectual property. IP is divided into two categories:

1. Industrial property, which includes inventions (patents), trademarks, industrial designs, and geographic indications of source.
2. Copyright, which includes literary and artistic works such as novels, textbooks, poems and plays, films, musical works, artistic works such as drawings, paintings, photographs and sculptures, and architectural designs. Rights related to copyright include those of performing artists in their performances, producers of phonograms in their recordings, and those of broadcasters in their radio and television programs.

Copyright IP is the most relevant to Quest students and staff. Most uses (copying, rebroadcasting, etc.) Of copyrighted materials require written permission and or a fee. It should never be assumed that because something is found on the internet it is free to use nor does simple attribution make it free to use. Diligence in checking

copyright should always be practiced when using or referring to the works of others be they ideas, artistic works, tangible (books, magazines, etc.) or intangibles (music, electronic media, etc.).

Health and Safety

Health - Think Ahead

Your health and safety are paramount. Foreign students, who do not have immigrant or citizen status in Canada are not eligible for free health care and must pay for all services and expenses. A medical emergency, sudden illness or accident while studying in Canada could be disastrous. Without adequate coverage, the medical expenses could cause you and your family great distress.

While studying at Quest, you are required to have health insurance - proof required. If you do not, you must arrange for it immediately. If you wish, Quest can arrange your health insurance. The cost is about \$2.00 / day. Please ask at reception.

If you need to see a doctor and need assistance, please ask at reception. We can provide you with a list of nearby clinics or doctors who speak your native language.

Safety - Be Secure

Toronto has been consistently ranked as one of the safest cities in the world. But being aware and taking precautions is always important. Here are some important tips:

- Project an image of confidence and sureness.
- Be aware of your surroundings.
- Never leave your belongings unattended.
- Don't draw unnecessary attention to yourself or your belonging - don't wave your phone, tablets or wallet around.
- Do not carry large amounts of cash – Use travellers cheques or major credit cards.
- Keep receipts for all purchases.
- Trust your instincts. If you feel unsafe, keep moving.
- Avoid meeting strangers in unknown and isolated places.
- Photocopy all important travel documents such as your passport and airline tickets.
- Above all, use common sense and be safe.

General Policies

General Code of Conduct

Trust, respect and sensitivity to others, their values and property make for a harmonious environment.

All students at Quest are expected to conduct themselves properly, follow all school policies and guidelines and at all times be respectful to teachers, staff, fellow students, host families/residence staff (as applicable) and the property of the school and that of their accommodation providers. Foul language, harassment, discrimination, disrespect, racism, disregard of rules and those in authority will not be tolerated.

Students will be held financially and legally responsible for any damage/harm caused by them, through intention or negligence, to properties or persons.

The age of majority in the Province of Ontario is 19. No one under the age of 19 is allowed to purchase or consume tobacco or alcohol.

Keep in mind that we are an international school in the most ethnically diverse city in the world. So while you may not agree with everyone be mindful and respectful of the customs and habits of others.

Violation of the code of conduct can result in penalties including your expulsion from the school and program in accordance with the Fee and Refund policy.

Privacy Policy

Quest is committed to protecting privacy, and recognizes the significance of maintaining confidentiality, accuracy and security of personal information. Our privacy policy outlines, among other things, the type of personal information that is subject to collection, how the information is maintained, and instances when the disclosure of personal information is permissible. To view the policy, please go to: www.studyquest.net/policies or ask for a copy at reception.

General Problems/Questions

We are all here to help you in any way we can. If you have any problems or questions or just need

information on something, whether personal or related to your studies or visa, please feel free to talk to someone in the office or your teacher at any time. You may also file a problem report online - go to www.studyquest.net/student and click on the "Problem Resolution" link.

Problem Resolution Policy

Please see top of page 9.

Fee and Refund Policy

Tuition Refund (allow 2 to 4 weeks for processing) All bank charges are deducted from refunds.	
% of Program Completed	% Refunded
0%	100% except deposit
up to 10%	50%
11 to 30%	30%
30 % or more	0%
Fees referred to as deposit, administration, placement, registration, materials and other are non-refundable.	
Accommodation Refund: An advance cancellation notification of 4 full weeks is required to obtain a refund of unused accommodation fees.	
Visa Refusal: Should students fail to obtain a Canadian visa they will receive a complete refund minus a \$300 administration fee and associated bank charges. Students must first provide a copy of the letter of rejection from the Canadian embassy / consulate.	

Withdrawal: To withdraw from a program at Quest you must make a request in writing stating your reasons. You must demonstrate that your continued stay in Canada is lawful or that you are leaving the country. Quest may be required to report your withdrawal to CIC under the ISP. Any applicable refunds on withdrawal will be based on the Fees and Refund Policy.

Dismissal: Students may be dismissed from the school for violating school policies, codes and guidelines outlined in the student handbook and in the policies section on our website - www.studyquest.net/policies. Dismissals will always be administered in accordance with the Fees and Refund Policy.

School Contacts and Problem Resolution

Every Quest staff member is here to assist you and to ensure your satisfaction. While you may speak to any staff member or instructor for general assistance, there are specialized staff members for the following areas:

- General Academic Issues: Your teacher or the Program Director
- Higher Academics / Pathway Program: Curriculum Manager
- Accommodation Issues: Student Services Coordinator
- Visa Issues - change / extensions: Registrar
- Activity bookings and information: Student Services Coordinator
- Administrative/Counselling Issues: Administrative Director
- Major Unresolved Issues: Managing Director

If you have a problem that remains unresolved and you are not satisfied with the discussions you have had with the staff member who has been helping you, we encourage you to bring the problem to the attention of the school Director using the website link below. The Director and / or Assistant Director will meet with you personally to assess the problem. If you wish, you may ask a fellow student / friend to attend the meeting with you. If this meeting does not resolve your problem you may request another meeting with an unbiased, outside arbitrator at Quest's expense and or contact Languages Canada*. All decisions are subject to applicable laws, school policies and guidelines at the time the decision was taken.

Problems? Go On-line: www.studyquest.net/student, click on Problems link on page, complete and send form.

Non-School Related Problems

We understand that adjusting to life in a new country can be difficult. If you have any questions or concerns, let us know and we'll do our best to help you adjust and get the most from your experience.

* Languages Canada is the accrediting body for language programs in Canada. As a condition of our membership, Quest is committed to the code of ethics established by Languages Canada. Languages Canada can be contacted at info@languagescanada.ca.

Emergency Contacts

- Quest Emergency Number - After hours and weekend: 416-962-2272 dial 3 when the messaging system comes on. Your call will be automatically forwarded to the first available staff member.
 - Police - Non- Emergency such as theft: 416-808-2222
 - Real Emergency: Accident, fire, medical, etc. 911.
- When calling 911 remain calm and speak clearly. Identify which emergency service you require (police, fire, or ambulance) and be prepared to provide the following information:

A description of what is happening, the location, your name, address and telephone number and additional information if requested.

Student Area

The student area provides you with one central location from which you can:

- View your progress evaluations
- Make activity bookings
- Make your weekly workshop selections
- File a problem report for unresolved issues
- Request vacation time from your studies
- Request a class, course or level change
- View this booklet on-line
- View policies (privacy, refund, etc.)

Student Area
www.studyquest.net/student
 user: your first name last name
 (eg. Anne Kwon)
 password: your student id number

Program Timetable - Topics by Period

	Core English Level: 1 ↑	Focus on Communication (FOC) Level: 1 ↑	International Business Communication Level: 6 ↑
Period 1 9:00 to 10:00	Grammar Foundation ▶ Language Structure, Tenses, etc.		▶ Language of Business
Break - 15 min.			
Period 2A 10:15 to 11:15	Oral Communication ▶ Reading, Listening, Pronunciation	Oral Communication ▶ Reading, Listening, Pronunciation	▶ Business Situations: Case Studies
Break - 5 min.			
Period 2B 11:20 to 12:15	Oral Communication ▶ Skill Development	Oral Communication ▶ Skill Development	▶ Business Situations: In Practice
Break - 45 min.			
Period 3 1:00 to 2:15	Workshops I Level: 2 ↑ See Elective Workshops Page 9	FOC Workshops I Level: 2 ↑ See Elective Workshops Page 9	▶ Business Workshop or ▶ Focussed Course
Break - 15 min.			
Period 4 2:30 to 3:45	Workshops II Level: 2 ↑ See Elective Workshops Page 9	FOC Workshops II Level: 2 ↑ See Elective Workshops Page 9	▶ Business Workshop or ▶ Focussed Course
Break - 15 min.			
Period 5 4:00 to 5:00	Intensive Communication Skills Development Maximum class size 6. Level 2 h		
Options	Chat Buddy - up to 5 hours per week. Dates and times arranged with buddy.		

Hours of Study and Program Options

Period Options	Program Options
Options for Light 15 hours per week	
Period 1 and 2	Core English, Exam Preparation and Business English
Period 2 and 3	Focus on Communication
Period 3, 4 and 5 plus English in Action Clubs	Workshops or Focussed Courses plus English in Action
Options for Minor 20 hours per week	
Periods 1 to 3	Core English, Exam Preparation and Business English
Periods 2 to 4	Focus on Communication
Options for Major 25 hours per week	
Periods 1 to 4	Core English, International Business Communication, ELT-TESOL, CPP Programs, Academic Pathway and Exam Power Preparation
Periods 2 to 5 for Focus on Communication	Focus on Communication
Options for Master 30 hours per week	
Periods 1 to 5	Core English, International Business Communication, Exam Power Preparation, and Academic Pathway

ELT Programs Level: 9 ↑	Exam Power Preparation TOEFL, IELTS Level: 7 ↑	Academic Pathway Program Level: 7 ↑	Focussed Courses Level: 7 ↑ In periods 3 and 4 only
▶ Theory	▶ Reading Skills	▶ Academic Reading	Focussed courses are offered only in periods 3 and 4. They must be combined either with a Primary Program or period 5.
▶ Methodology	▶ Listening Skills	▶ Research and Discussion	
▶ English Foundations	▶ Writing Skills	▶ Short Report Writing	
On Fridays classes end at 12:15.			Focussed Courses 2.5 Hours
▶ Skills Development	▶ Speaking Skills	▶ Academic Essay Writing and using MLA Citation Style	▶ Academic Writing ▶ TOEFL, IELTS, Cambridge
▶ Teaching Techniques	▶ Real time simulated test drills	▶ Academic Essay Writing and using MLA Citation Style	▶ Hospitality English ▶ TOEIC Preparation
Academic Lecture Series: Live and recorded lectures on current affairs. Debate and analysis. Maximum class size 6. Level 7 ↑			Fridays Only at 13:00 English in Action Clubs Regular classes end at 12:15
Guided Self Study: 5 to 10 hours per week. 1 to 2 hours daily.			

Quest Equivalency Table - Compare Quest Levels

If you are considering pursuing higher education in Canada (college or university) the majority of programs require a minimum APP exit test score of 74-87 or its equivalent (see red row below) for entry. Some programs may require higher scores.

TOEIC	TOEFL IBT	IELTS	CEFR ¹	Quest Level	APP ² Exit Test
0 - 250	0-8	0 - 1	A1	Level 1 - Beginner 1	0-3
	9 - 18	1 - 1.5	A1	2 - Beginner 2	4-23
255 - 400	19 - 29	2 - 2.5	A1-A2	3 - Beginner 3	14-24
	30 - 40	3 - 3.5	A2-B1	4 - Intermediate 1	25-35
405 - 600	41 - 52	4	B1	5 - Intermediate 2	36-47
	53 - 64	4.5 - 5	B1-B2	6 - Intermediate 3	48-59
605 - 780	65 - 78	5.5 - 6	B2	7 - Intermediate 4	60-73
	79-95	6.5 - 7	C1	8, 9 - Advanced 1 & 2	74-87
785 - 990	96 - 120	7.5 - 9	C2	10, 11 - Advanced 3 & 4	88-100
990	120	9	C2 (CPE)	11 - Advanced 4	100

¹CEFR: Common European Framework | ²APP: Quest's Academic Pathway Program

Your School

The facilities and equipment at Quest are for your use and benefit. We kindly ask that you take care in their use. Whether through intent or negligence, you can be held responsible for any damages you may cause to the facilities and equipment.

Coffee-Snack Bar

For your convenience coffee, tea, snacks and cold beverages are available for purchase in the lounge. Please pay at reception for purchases.



Equipment Use

If you are not sure about using any equipment or software, please ask at reception.

Desktop computers (in lounge and classrooms), computer accessories (headsets, webcams, etc) or any other fixed equipment must NEVER be physically moved or adjusted. If you do so, you may lose all computer access privileges.

Laptops and tablets are primarily for classroom use. You must sign them in and out at reception. They are entirely your responsibility until they have been checked and signed back in at reception. You will be responsible for any damage to laptops and tablets (even accidental) while they are in your possession.

Internet Access

Internet access / wifi is provided free of charge and is available throughout the building. Check at reception for the wifi access code. Unfortunately, during high traffic periods your personal devices may be temporarily disconnected to ensure system stability. If you encounter any connection problems, let us know.

Printer/Copier Use

All prints are delivered to the printer behind the reception counter. Reasonable printer use for class work is free. For personal use the charge is 05 cents per page for printing or photocopying. Colour prints are 50 cents per page. If you encounter any problems printing directly, send your prints by email to print@studyquest.net for printing.

Telephone Use

There is a pay telephone (25 cents) available for your use on the first floor. Please be respectful of the need of others to use the telephone. If you have a problem with the phone please ask at reception. NEVER move or shake the phone - you will be responsible for any damage caused.

General Cleanliness

Please do not leave garbage or recyclables in the classrooms or in the lounge areas. Always dispose of your garbage in the bins provided. NO FOOD IN CLASSROOMS.

Washrooms

In order to keep the washrooms clean and in good working order, please note the following:

- NEVER put paper towels in the toilet.
- Put used toilet paper in the toilet - not in the garbage cans.
- Do not stuff the toilets with toilet paper. If you use a lot of toilet paper, please do so gradually and flush each time so the toilet does not clog.
- NEVER dispose of sanitary napkins in the toilet - use provided bins.
- Do not splash water at the sinks.
- Report any clogs / problems immediately.

Personal Belongings

Please do not leave your personal belongings unattended at anytime. Quest is not responsible for any loss or damage to your belongings.

Lockers

Lockers, located in the basement, are available for free use with a \$5 refundable deposit. If you would like to use one, simply ask at reception for a lock. Lockers are subject to availability. Personal locks are not allowed and will be removed.

Activities

Activities are an important part of student life and an important part of learning and practicing your English skills. Enjoying, practicing and effectively using your language skills outside the classroom is critical to internalizing and enhancing your English. As the saying goes "If you don't use it, you'll lose it."

Also, by enjoying your new environment you are far more likely to be happy and the happier you are the more easily you will learn. So be active and participate in the activities and feel free to make suggestions for new activities.

Activities are announced on the school's PA system twice every week and posted on the activity board located in the first floor lounge at the beginning of every month.

You must sign up for all activities at least one day prior to the activity that you wish to join. There is a limit for certain activities so don't leave it to the

last minute. This is especially true for trips such as: Niagara Falls, French Canada or New York.

You can sign up for activities in person at reception or online by selecting Activities in the student area at www.studyquest.net/student. Once you've completed signing up, make payment at reception prior to the activity deadline.

Planning Your Own Activities

If you need help planning your own activity (renting a car, finding a campsite, train/bus tickets) please ask at reception. We would be happy to help.

ID - Identify Yourself

You must be 19 to drink or smoke in Ontario and proof of age (your passport) is often required to enter bars and clubs and to purchase tobacco. So be sure to take your passport (and keep it safe) when going to our weekly farewell parties.

Be Social

Join us online and discover - pictures, videos, posts and more.

www.studyquest.net

info@studyquest.net

facebook.com/queststudy

[@studyquest](https://twitter.com/@studyquest)

<http://gplus.to/studyquest>

youtube.com/queststudy



Student Awards

Excellence and hard work deserve recognition which is why we are proud to host our Top Student Awards the last Thursday of every month. There are two categories:

- Top of the Class: Award for top student in each class
- Student of the Month: Award for the best all around student.

The selection criteria are: overall student progress evaluations, adhering to and promoting the English Only Rule and general participation in student life.



Holidays - School Closures

Holiday Calendar 2014 to 2016

Holiday	2014	2015	2016
New Years Day	Jan. 1	Jan. 1	Jan. 1
Family Day	Feb. 17	Feb. 16	Feb. 15
Easter- Good Friday	April 18	April 3	March 25
Staff Development Day	April 21+	April 6+	March 28+
Victoria Day	May 19	May 18	May 23
Canada Day	July 1	July 1	July 1
Civic Day	August 4	August 3	August 1
Labour Day	September 1	September 7	September 5
Thanksgiving	October 13	October 12	October 10
Staff Development Day	November 10+	November 11+	November 11+
Christmas / New Year (dates are inclusive)	December 25, 2014 to January 4, 2015*	December 25, 2015 to January 3, 2016*	December 23, 2016 to January 1, 2017*
Notes	*school open but no classes Dec. 29 and 30 + school open but no classes	*school open but no classes Dec. 28 to 30 + school open but no classes	*school open but no classes Dec. 28 to 30 + school open but no classes

Homestay Accommodation

your bedroom as this may attract pests and cause unpleasant, lingering odours. You will have access to the common living areas in the house.

Host Family

Your host family plays a very important role in your learning experience. They offer the security of a home base where you will live and build on your studies. The host family will welcome and introduce you to the Canadian experience and assist you in fitting into the culture so that you get the most out of your experience.

All kinds of families are involved—and have agreed to provide you with the following:

- Fully furnished and equipped private room: desk, linens towels, etc.
- Private or shared bath—normally shared
- Nutritious meals – 3 meals a day, breakfast, bag lunch and warm dinner
- Accessible by public transport (within 35-50 minutes of QUEST)
- Clean and comfortable accommodation
- Respect for privacy
- Access to telephone, television, laundry and other household amenities
- English language support
- Introduction into Canadian culture and family life

The Bathroom

Most Canadian families share a bathroom. Please take short showers and clean up after yourself.

Laundry

Laundry is included in the price for homestays. You are responsible for washing your own clothes, unless your host family prefers doing this themselves. Your Host Family will show you how, when and where to use the laundry appliances.

House Guests and Security

If you wish to invite a guest to visit your homestay, you must request permission from your host family in advance. Guests are not permitted to sleep overnight in homestays.

You should treat your host family's home with the care and respect you would your own. Always ensure doors are locked, turn lights off, don't leave water running, don't clog the toilet, etc. Simply use common sense and all will be well.

Telephone Use

Please discuss and respect the decisions of your Host Family regarding the use of the telephone. You should only use the telephone for short periods of time. There is no charge for local calls within the Toronto area. You are responsible for the expense of all your long distance calls. You should purchase "calling cards" which are sold throughout the city. You should only receive calls in the Homestay during reasonable waking hours (9:00 A.M. – 10:00 P.M., for example). If you plan on using the phone a lot then you should consider buying yourself a mobile phone.



Your Bedroom

Your bedroom will be completely private with a door that fully closes. It will contain a bed, desk and a closet or dresser where you may store your clothes. Your bedroom may be located in a basement as this offers more privacy, often bigger rooms, and is very common in Canadian homes. Canadian basements are clean, bright and furnished, just as with any other floor in the home. You are responsible for cleaning your own bedroom. Please do not eat or store food

Internet Access

Internet access is not a guaranteed part of your homestay. Some host families may allow use of their Internet access for an additional charge. If you are using the homestay's internet, remember to limit your time and be aware of the host family's download restrictions on size and content.

A c c o m m o d a t i o n

If you download large amounts of data (eg. movies), you may be held responsible for additional internet charges as most host families have limits on their internet accounts for downloads.

Smoking / Alcohol

In the interests of health, hygiene and fire safety, smoking is not permitted in homestays. You must smoke outdoors only and some families may not allow you to smoke outside on their property.

Alcohol consumption may be restricted (prohibited if you are under 19) and you should consult with your host about what their rules are about alcohol consumption. Excessive consumption is always forbidden.

Communication, Respect and Rules

You are encouraged to communicate openly with your host family. They understand that it will take some time for you to adjust to a new language, new food, a new family and a new city. They will do their best to make you feel more comfortable.

Please remember that you have the privilege of living in someone else's home. Please be courteous in your interactions. For example, kindly inform your host family as you make plans for day or weekend trips/excursions when you will be away from Homestay meals or be away overnight.

Please respect the privacy and belongings of your host family, and any other International students who may also live in the home.

In addition to all of the above, there may be other rules to abide by, rules which are specific to your homestay. Please discuss such matters with your Host Family.

Homestay Questions or Concerns

Please speak to the Accommodations Coordinator if you have any questions which your host family cannot answer. Please report any difficulty that arises between you and your

host family as soon as possible. You may speak to the Student Services Coordinator at reception or to the Accommodations Coordinator at anytime. Your comfort and happiness are important to us.

In case of any issues considered serious and resulting primarily from the host family's failings, we will change your homestay as soon as possible, usually within 72 hours. However, in the first week of your stay, it may be possible to change your homestay without having a serious issue and without any charge if you have a good reason. To do so, you must notify us by the Thursday of your first week at the homestay. If you do not have a serious issue and notify us after this day that you want to move, you must complete the first period of your stay (4 weeks) or pay again for a new homestay.

Please note that normally the school's first response in issues relating to your homestay is verification and resolution as many issues are often the result of simple misunderstandings due to cultural or language barriers.

Homestay Evaluations

Your help is appreciated. Filling out the "Accommodation Evaluation Form" helps us to better monitor your host family and the experiences in your homestay. The ratings you give your host family are recorded in our accommodation database which helps us to continually track the quality of host families.



A c c o m m o d a t i o n

Residence Accommodation

Quest offers two types of residence accommodation: Basic and Standard.

Basic Residences: are in private homes with self-catering facilities - access to kitchen.

Virtually all the information that applies to Host Family accommodation applies to Basic Residences as well. The main differences are that:

- You will not be interacting with a family.
- You will have more privacy and be much more independent.
- You will shop for and cook your own meals.
- You will be entirely responsible for your own cleaning (your room and common areas such as the kitchen) and laundry.

You will likely be sharing your accommodation with other students. Show them the same courtesy and respect that you would expect from them. Always clean up after yourself immediately. For instance, if you cook, do not leave your dishes until the next day and keep the shower and bathroom areas clean.



Standard Residences

These are large university type residences located mostly in the city centre. They are available only from May to August.

When you first arrive at your residence, you will be provided with an information booklet or orientation session regarding the residence's services, amenities and regulations.

Your Room

Residences offer both single and double rooms. Weekly cleaning service, towels and linens are provided. Some residences may charge extra for these services.

The Bathroom

The bathroom may be shared or ensuite. If shared, please remember to clean up after yourself.

Laundry

All standard residences provide coin operated laundry machines and detergent for purchase.

Guests

You are not allowed to have any overnight guests from outside the residence in your room. Disobeying this rule can result in immediate expulsion from the residence.

Internet Access

Internet access is available at all standard residences. The type of access and cost for access (sometimes free) varies by residence.

Telephone Use

Telephones may be located either in your room or in a common area. You are responsible for all long-distance charges. It is best that you purchase an international calling card to avoid excessive charges.

Smoking / Alcohol

Smoking is not permitted anywhere in the residences. This includes your room. Alcohol consumption is limited to your room only.

Damages

You are responsible for all damages, accidental or intentional, caused by you at the residence.

Other Rules

Your residence may have other rules which you will be expected to know, understand and follow at all times.

M i s c e l l a n e o u s

TIPS

If you are new to Toronto you will probably find some of these tips useful.

Transit Tips

- Save money and get a **discounted Metro Pass** from Quest. There are limited quantities so please reserve in advance. Passes are effective from the beginning of each month.
- Don't waste time waiting. If you have a smartphone, there are apps that can tell when the next bus or streetcar is arriving.
- Get some exercise and ride a bike. There is a Bixi bike rental station right next to the school. Toronto is one of the top biking cities in the world.
- Sleep in on Sundays. Buses and streetcars start early but the subway does not open till 9:00 am.

General Tips:

- Get on a sightseeing bus and discover the city.
- Where am I? A little lost? Just look for the CN Tower - its in the south end of the city.
- GET OUT! Yes, get out. Get out of the city. And we don't mean just Niagara Falls. Ontario has some of the most beautiful natural scenery in the world with about 250,000 lakes! So go camping, skiing, snowshoeing, swimming. Check out the activities or ask at reception for more information.
- Know your coins:



Our Commitment - Your Success

At Quest we are committed to ensuring you get the best possible experience. Quest is your school.

If you have a problem - Tell us.

If you need help - Ask.

On behalf of everybody at Quest, welcome.

Marc M Taslimi, Managing Director

Accredited by Languages Canada
Member of Quality English