

Calgary Student Handbook

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Welcome to Bayswater Education Canada!

We hope that you have a happy and productive time studying with Bayswater in Canada.

Bayswater Education Canada consists of three schools Bayswater Toronto, Bayswater Calgary, and Bayswater Vancouver. Each school and city is unique, with a very talented team of academic and student services professionals, and we offer the same academic promise, programs, levels, materials, and policies in each of our three schools.

This handbook will tell you about Bayswater Education Canada, what courses we provide, who to speak to if you have questions or problems, and the standards of behaviour that we expect from our students. This handbook outlines our key policies, but there are detailed terms and conditions and various policies that live outside this document which can be found on our web site at www.bayswater.ac

If you have an issue at any time during your stay, we are here to help you. Please see the section *Issues, Complaints and Emergencies* for information about who to talk to.

Bayswater Education Canadas, ethos

At Bayswater Education Canada we aim to offer interesting and challenging English courses. We strive to empower our students to make the best progress they can and to communicate more effectively in English, leading to greater achievements in their personal and professional lives when they leave us.

How do we do this?

- We recognize that each student has individual learning objectives.
- We place students in the class and on the course that allows them to make the best progress from their starting point.
- We recognize that studying English at Bayswater Education Canada is only one part of the cultural and learning experience that all of our students enjoy when they come to Canada; and
- We encourage students to take responsibility for their progress in learning English.
- We believe that what students 'get out' of their experience depends on what they 'put in'. In practice, this means how much students are prepared to practice their English both inside and outside the classroom,
- We collect students' feedback on a regular basis in order to improve our services and make sure students have an amazing and safe time with us.

English for Good – Bayswater Foundation

While supporting our students in Canada to improve their English, we also understand that there are those less privileged in the world who do not have access to language learning. This is why we have committed to supporting underprivileged children around the world to access language learning. For every student studying in our schools, we will sponsor an underprivileged child on a one-for-one basis.

What we do

Bayswater Education Canada is here to support you through every step of your academic and cultural journey. All our staff are here to help you so feel free to approach anyone with anything you may need.

Each of our schools have a Center Director who oversees the whole schools' operations, a Director of Studies and Student Services Manager. If you have an issue and would like us to help you, please speak to the following people in each department.

We offer many services for our international students once they've arrived here in Canada and specifically Calgary. The below list covers general services and resources available to students, but is not exhaustive so if you have a request not listed below, please still come to the Student Services or Centre Director with your questions!

Services Provided:

- Minor Custodianship
- Residence and Homestay accommodation
- On-site, temporary resident status immigration counselling (available free of charge and for registered students only)
- Academic Counselling and Progress Tracking
- Course or enrollment adjustment or change requests
- Daily Activity and Social Program
- Counselling and Advising Services Referrals (finance, childcare, immigration)
- Weather and clothing advice and shopping recommendations
- City and regional travel resources and recommendations
- Banking or other financial institutional recommendations
- Mobile Phone SIM card plan or recommendations
- Religious Services information
- International Embassy and immigration information and contact resources
- Medical, Mental Health, Health Insurance, and Walk-In Clinic advice or resources

Administrative and Registration Issues:	Students Services
Personal issues:	Students Services
Accommodation issues:	Students Services
Your class and any academic issues:	Director of Studies

Each of our schools has an Emergency Contact Number that can be reached using WhatsApp so you can reach us at any time for help or support for any serious emotional, physical, and logistical problems. Our team has knowledge and experience on how to support and refer students to professionals and resources who can support their needs.

Our courses

When you start at Bayswater Education in Canada, you will already have chosen one of our courses. However, we offer different courses, programs and modules that you decide to experience during your time with us.

These are the courses we offer:

General English
IELTS Preparation
University and
College Pathway
Business English
Professional Certificates:

- Marketing
- Business Management
- Project Management

General English

At Bayswater, 1 lesson is 45 minutes in length. Our Standard course is 20 lessons per week, our Intensive course is 25 lessons per week, and our Super Intensive course is 30 lessons per week. Intensive and Super Intensive courses combine Standard General English plus Elective Modules which focus on various communication and academic skills.

Below are some of the many options for our Elective Modules available in the Intensive 25 lesson and Super Intensive 30 lesson programs. **Conversation & Pronunciation** to focus on your oral communication skills.

- **Writing & Grammar** to become more accurate in written communication and to give you extra grammar practice.
- **Exam Preparation** to focus on study skills such as note taking, academic writing, essay structure, presentation skills and research techniques.
- **English for Academic Purposes B2** – Geared for high intermediate students and professionals looking for building serious professional and academic English skills.
- **English for Academic Purposes C1** - geared for advanced students and professionals looking for building serious professional and academic English skills.

IELTS Preparation

Our IELTS course runs all year . You can join it at any time. IELTS (International English Language Testing System) is normally taken by students who would like to study at a college or university.

Why study IELTS? Internationally recognized examinations like IELTS is ideal if:

- you want to improve your English by working towards a recognized qualification.
- you need to demonstrate to your employer or sponsor that you have made progress while studying in Canada
- you need to prove your language level for entrance to a college or university, or for prospective employment.

Our examination preparation courses are specifically designed to give students regular practice in all areas of the examination, focus on examination strategy, and develop skills to prepare for the examination.

The objective of our course is to give training in the skills and techniques needed to enable you to sit the IELTS exam with confidence. IELTS Preparation is available to students at B2 level and above.

For more information about IELTS, visit www.ielts.org

Class sizes

For all English language courses, the maximum class size is 15 students.

Professional Certificate Program

Developed by industry leading experts, the Professional Certificate Program will introduce you to the most relevant aspects of marketing, project management and business management in 4-week sessions.

English levels

We have 10 levels on our General English Program, from A1 to C2 on the CEFR Common European Level Framework. We aim to place you in the correct level of English before you start your course. When you register, you will receive a link to an online placement test to complete through my.bayswater. You will receive in an email with the link and your login details to enter the platform and complete your English placement test. We will explain your test result and complete an additional speaking evaluation when you arrive at the school.

If, for any reason, you do not complete the Online Placement test prior to arrival, you need to take a test on your first day. The Student Services team will organize this for you. If there are any problems, please speak with a member of staff.

Bayswater Calgary has no minimum entry level of English for our General English programs, but does have minimums set for our IELTS Test Preparation, Business English, and Professional Certificate classes. Admission to these programs requires the listed minimum entry level as detailed on the Course Price List which are subject to change.

We use the Common European Framework of Reference (CEFR). For more information and details on the different levels, please consult the Council of Europe website.

Changing or upgrading your class or course

To change your program , please speak with someone in the Academic department. They can advise if there is space in the class or program you wish to study. Please note that a change of time might require an extra fee.

To change your level: If you are a new student to Bayswater and you feel like you are placed in the wrong level please speak to the Director of Studies. If you are an ongoing Bayswater student, you must complete a minimum of four weeks in each level before writing a level-up test. You must score a minimum of 80% or higher on the item bankers or level up tests, as well as having 80% attendance to advance to the next level.

To change or upgrade your course The Academics department can explain the options available to you, and give you more detailed advice. Any changes or upgrades of your class or course will always be subject to availability, and may be subject to additional charges or fees.

Timekeeping

It is very important that you are aware of our timetable. Please try to arrive on time. If you arrive more than 10 minutes after the start of your class or you will be marked absent and you cannot enter the class. Please have a look below at our attendance policy in our terms and conditions.

Standard Course:	09:00 – 10:30, 10:45 - 12:15
Intensive Course	09:00 – 10:30, 10:45 - 12:15, 1:00-2:00
Super Intensive Course:	09:00 – 10:30, 10:45 - 12:15, 1:00-2:00, 2:15-3:15
Professional Certificates:	09:00 – 10:30, 10:45 - 12:15

Please note for Intensive and Super Intensive you have Friday afternoon off to enjoy with your friends or join our school activities!

Afternoon Course:	13:00 - 14:30, 14:50 - 16:20
Evening Courses:	18:30 - 20:30 (Mondays & Wednesdays), 18:30 – 20:00 (Thursdays)

Vacation

Bayswater Education Canada will be closed on all Canadian Statutory holidays and other holiday periods from time to time. This information is published on our price list each year. You may also be entitled to take a Vacation from school according to the length of your course. If you would like to book time off from your school, you must do this at least 14 days before your holiday week(s).

The holiday allowance is:

Course length	Vacation allowance
01 - 11 weeks	0 weeks
12 - 23 weeks	2 weeks
24 - 35 weeks	4 weeks
36 - 51 weeks	6 weeks

Attendance

Students are expected to always attend class. Our teachers take attendance at the beginning of every session, and after each break. Your attendance record will be taken into consideration as part of your academic assessment. Coming to class on time every day will improve your level of English and will allow you to get the most out of your course at Bayswater Education Canada.

Please refer to our Terms and Conditions – for our detailed attendance policies.

Our teachers

All our teachers have native English speaker level of English and are qualified professionals. They all have different backgrounds and interests. Our teachers follow a syllabus for each course, and for each English level within a course, so that you can improve your language skills in an effective and structured way.

How to study English effectively at Bayswater Education Canada

We take great pride in the quality of our programs. Our Global Academic Development Manager oversees the quality of our courses. Furthermore, the Academic department in each school ensures the best learning experience possible for all our students. We believe that a positive classroom atmosphere with lots of opportunities for communicative practice provides the best environment for learning. We also believe that by giving you many kinds of activities in class and by giving you lots of opportunities to practice your English with your classmates, we will help you to maximize your progress.

The Bayswater Education Canada academic methodology is set out below:

- 100% interactive communicative lessons, using up-to-date methods and interactive Smartboards
- All teachers are highly qualified to teach English and are carefully selected
- We have 10 levels of English so you'll be able to clearly and easily track your progress.

You will be living in Canada while you study at Bayswater Education Canada, which means that you will be enjoying a rich cultural experience. In our experience, the students that make the most progress in English, tend to involve themselves in activities both inside and outside the classroom. For example:

At Bayswater Education Canada, you can speak to any of our staff for more ideas to make the most of your time in Canada, but also see some examples below:

- Make friends with other students in the school (Speak only in English!)
- Go on excursions organized by Bayswater Education Canada or our tour operator.
- Our Weekly Activity Program is on display in our schools and is a great way to meet new friends, improve your English, and explore the city. In addition, the school's Social Program also gives you suggestions for interesting places you can go to with friends.

Outside Bayswater Schools, you can:

- Join a sports club and go to the gym.
- Get involved in the local community.
- Volunteer.



Your Progress

The flexibility of Bayswater Education Canada's courses means that students can study what they want, when they want, for as long as they want. The result is all of our students are individuals, with objectives that are unique to them. As result of this, we have different targets for different students:

Short-term students (fewer than 12 weeks)

- While we hope that students that study for less than one term (each Bayswater Education Canada term is typically 12 weeks) will move up a CEFR level, they may not study for long enough to achieve this objective. However, we expect even shorter-term students to make good progress, and increase their confidence in their use of English, and they'll be able to track their progress on My.Bayswater

Long-term students (12 weeks +)

- Students that study for one term or more – We expect these students to take the 'level up' test and change to a higher either at the end of term, or once their weekly assessments prove that they are ready.

- All students - we want all of our students to be pleased with the progress that they are making in English.

Academic Progress - Testing & Tutorials

Testing

- at the end of every unit (weekly on my.Bayswater)
- Level tests (at the end every month)
- Skills assessments (2 skills assessed weekly)

Academic Counselling (Tutorials)

Students who study for more than four weeks are given *Academic Counselling*. A member of the academic team does the Academic Counselling with students. This is an opportunity for students to discuss their Academic Report with a member of the academic team. The academic team might recommend extra practice or give students information about online resources. It's also a chance for students to discuss their classes and ask questions about their progress.

Tutorials

- every four weeks with your teacher
- class participation, all four skills (reading, speaking, writing & listening), test results & specific areas of progress are discussed on a one-to-one basis.
- your teacher will give you recommendations and exercises on My.Bayswater to help you address any individual areas of your learning that need extra attention.

Class work and course books

Our courses use the latest course books and each student is given a book to use during their lessons. The coursebook is the basis for each course syllabus. You are requested to have the necessary equipment with you (pen, notebook, tablet, laptop, etc.) to use in the classroom.

Remember, coming to class every day is just part of what you can do to improve your English while you are in Canada. Apart from using the public libraries, you are surrounded by opportunities to practice your English with the people you meet and the things you see and hear every day. Ask your teacher for advice on how to study when you are not in class.

You will find that a lot of the pronunciation work you do in class will be more productive if you are familiar with the phonetic symbols and sounds in English. For practice, download the Sounds App at www.macmillaneducationapps.com/soundspron/.

Libraries The local Public Library in Calgary, Vancouver, or Toronto are amazing places to learn and study.

Student Responsibilities

At Bayswater Education Canada, you will be studying with other international students that come from different countries. Some of our students will be studying with us for a few weeks, others will be studying with us for several months. All of our students have individual learning objectives. It is very important that you behave in an appropriate manner, and you are expected to treat your classmates, teacher, and the rest of the staff with respect.

We have several important policies which you will review and sign on your first day . We encourage you to read them carefully and understand them. Copies of our policies are available at reception, and you can find our terms and conditions on our website: <https://www.bayswater.ac/terms-and-conditions>

Equality and Diversity

Bayswater Education Canada strives to provide students with an inclusive environment where everybody is treated with mutual respect . We believe that all individuals have a right to be treated with respect and dignity, regardless of age, gender, marital status, race, sexuality, religion, culture, background, language, or disability. We make every effort to work in an anti-discriminatory manner. Code of Conduct

Bayswater Canada has a strict code of conduct which every student signs upon arriving at the school. The details are here: <https://www.bayswater.ac/terms-and-conditions>

Additional things to consider:

- Smoking is not permitted anywhere inside the school. You can smoke in the street in designated smoking areas only, do not smoke directly in front of the building and do not throw cigarettes and garbage on the ground.
- Actively participate in class in a friendly and helpful manner.
- While in class, use your devices only for class activities. Please respect the English-only environment at the school

Disciplinary Procedure

Bayswater Canada has a disciplinary process for when a student does not adhere to the code of conduct which every student signs upon arriving at a Bayswater school. <https://www.bayswater.ac/terms-and-conditions>

Overview of Disciplinary Process

- 1. The student is given a verbal warning.**
- 2. The student is given a written warning.**
- 3. The student can be expelled if the issue is serious in nature and/or the behavior is repeated**

If the offence is serious enough, the student will be expelled from Bayswater Education Canada. Examples of bad behaviour are listed here but are not limited to fighting, bullying, harassment, damage to personal property, and behaving disrespectfully towards others because of their race, sex, or religion. If a student is asked to leave Bayswater Education Canada on these grounds, no refund is available.

PLAGIARISM POLICY

Bayswater Calgary informs students in Level 6, Level 7, and in the Academic College Preparation course of plagiarism and what it means. Students are informed that they are expected to follow standards of academic honesty. All writing submissions are analysed for plagiarism.

Students who commit plagiarism will be subject to disciplinary action in that

- They will receive an automatic 0 for their work
- They are expected to re-do their work with 5% deduction in their grade
- Their 0 grade will stand until the due date of their re-written work

Multiple submissions with plagiarised work could result in expulsion from the Academic College Preparation course.

EXPULSION POLICY

Academic Dishonesty - students may be subject to immediate expulsion at the discretion of the Campus Director for academic dishonesty. Academic dishonesty is any word, action or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to self or other student(s), including:

- cheating
- plagiarism
- unapproved collaboration
- alteration of records
- bribery
- lying
- misrepresentations
- use of aids which have not been expressly permitted
- theft or solicitation of another student's assignments or papers, unadministered tests, or other academic work and/or material
- intentionally helping or attempting to help another student to commit any act of academic dishonesty

Complaints and Disputes

Testing and Progress Issues

If you are worried about your progress, or have any exam questions, please speak to your teacher. You can also speak to the Director of Studies if your issue is more urgent or requires higher level consideration.

Accommodation Issues

If you have a problem or an issue with your accommodation, please speak to our Student Services team members.

Unresolved Issues: If you have talked with staff in the school, but still feel there is a serious problem, you can file a complaint with Languages Canada.

Resolution Chain:

1. Student expresses dissatisfaction
2. Staff member ensures student and responsible party meet to discuss the issue.
3. If the issue has not been resolved to the student's satisfaction, the staff member ensures their line manager meets with the student to discuss the issue.
4. If the issue has not been resolved to the student's satisfaction within 5 days, the line manager ensures Centre Director meets with the student to discuss the issue.
5. If the student is still dissatisfied, they have the right to submit their complaint to Languages Canada at: www.languagescanada.ca.

In the event that a student has exercised the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing and mailed, or emailed or faxed to Languages Canada. The letter of complaint must contain the following:
 1. Name and location of the institution;
 2. A detailed description of the alleged problem(s);
 3. The approximate date(s) that the problem(s) occurred;
 4. The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
 5. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting Languages Canada;
 6. The name, email address, telephone number, and mailing address of the complainant.
 7. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to Languages Canada (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).
8. SEND TO: Languages Canada

1211-10 The Driveway,
Ottawa, ON K2P-1C7 Canada

and/or

27282 – 12B Avenue,
Aldergrove, BC - V4W 2P6 Canada

Phone: (604) 625-1532

Fax: 888-277-0522

Email: <http://languagescanada.ca/en/contact> (contact form page)

Website: www.languagescanada.ca

Bayswater Canada has a dispute mechanism in place which every student signs upon arriving at a Bayswater school: <https://www.bayswater.ac/terms-and-conditions>

Student Welfare

Health Insurance – Alberta Health Insurance Plan

All students who study at Bayswater Calgary MUST have a valid health insurance on file. If you are a student from outside Canada, you may be eligible for Alberta Health Care Insurance Plan (AHCIP) coverage.

Students under 18 years of age must be added to the AHCIP account of a custodian.

Students who have a 12-month study permit (valid for an Alberta educational institute) and who will reside in Alberta for 12 months or more are eligible for AHCIP coverage and should apply.

Students with study permits valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months.

The closest Registry offices to our school are:

[The Licensing Company](#)

- Address: Bow Valley Square II 123 - 205 5 Avenue SW
- Phone: 403-299-2373

[New Urban Registry Ltd.](#)

- Address: 1138 10 Avenue SW
- Phone: 403-262-9999

Both are located in Downtown Calgary. If any documents from school that need to be submitted upon registration to your Alberta Health Care card, please let us know. We are happy to provide you a letter, so you can show that to the Registry office.

Additional Medical Resource (Click the link below):

[Health Care Coverage for Students and Foreign Students](#)

[How to Apply for the Alberta Health Care Insurance Plan \(AHCIP\)](#)

[Where to Apply for Alberta Health Care Insurance Plan \(AHCIP\)](#)

[Application Forms for AHCIP Coverage](#)

[Contact AHCIP](#)

[Alberta Health Services](#) (Health Link: 811)

Health Insurance – Alberta Health Insurance Plan

All students who study at Bayswater Calgary MUST have a valid health insurance on file. If you are not eligible for the AHCIP, you must purchase and provide proof of health insurance privately.

Bayswater Calgary offers [Guard Me International Insurance](#) for students who are interested in purchasing a health insurance to cover their stay while studying at our school.

You can request your Guard Me insurance from a minimum of 1 week, and the cost for the insurance is CAD\$25.00 per week. Please come to the front desk and ask for a quotation!

Please see the insurance summary (English) below. Guard Me policy and summary in the following languages are also available. Please come to the front desk for more information.

- Spanish
- Portuguese
- Japanese
- Korean
- Chinese

Click to download / play:

[Guardme Canada Summary English](#)

Personal issues

If you are worried about something at Bayswater Education Canada, or about your overall experience in Canada, and you would like to speak to somebody privately, please seek out a staff member you feel most comfortable with. We will do our best to help you. Also, many of the Bayswater Education Canada staff members speak other languages, so we might also be able to communicate with you in your own language.

Outside school hours, in serious situations, please call or text the emergency school phone number.

Administrative Questions (documentation and immigration questions)

Speak to the Student Services team if you have a question or a problem relating to immigration. They can direct you to a professional immigration consultant to answer your questions.

SCAMS

Be careful. There are a lot of email and phone scams in Canada, that try to take advantage of international students. They want your password and banking information - Protect this information at all times by not sharing it with anyone.

Sexual Harassment

Bayswater does not tolerate any form of abuse or sexual harassment. If you feel you have been threatened or harassed, please inform any Bayswater employee.

Bayswater Canada has a detailed harassment policy here: <https://www.bayswater.ac/terms-and-conditions>

Fires and Building Emergencies

On your first day you will be shown emergency exits and informed of the evacuation protocol at the school.

Opening a bank account

If you are studying at Bayswater Education Canada for a longer period, Bayswater can advise on the best bank account open with a Canadian bank. Please ask for more information at reception.

Personal Safety

If there is a public emergency and you are in great danger, immediately go to a safe place and phone 911 for fire, police or ambulance. This is a free number, and you can dial it from any telephone.

Finding a church, mosque, or synagogue

Our Student Services team will be happy to help and give you information.

Accommodation

If you book accommodation through Bayswater Education Canada and require any support please talk to us anytime. We also provide an accommodation handbook, orientation materials, and extensive support upon arrival.

Bayswater Canada has a detailed accommodation (Student resident and homestay) policies available for all students here: <https://www.bayswater.ac/terms-and-conditions>

Calgary Residence – The Hub

Check out our Residence option for accommodation in Calgary! Please see the Hub information sheet for full details available on our website, [bayswater.ac/destination/Calgary](https://www.bayswater.ac/destination/Calgary)

The Hub is a new student residence with a gym, student lounge, games room and purpose built study areas. It's located on 16 Avenue NW, near two major educational institutions: SAIT Polytechnic and the University of Calgary. It is only a 15-20 minute public transit train ride via the C-Train Red line.

The Hub offers a furnished, non-coed, shared apartment with two private single bedrooms and one shared bathroom per apartment. It is available year round, pending occupancy, and is a self-catered option.

WiFi access is included with accommodation fees as well as access to the gym, student lounge, game room, study and meeting rooms, and a personal mail box. Laundry is available on-site for fees determined by the Hub.

A refundable, \$200 CAD security deposit is due to be paid on arrival at the school, and will be returned upon graduation of enrollment and confirmation of eligibility.

Students will agree to the Hub Residence Agreement upon arrival at the school to ensure transparency of rules and policies.

Calgary Homestay

Homestays in Calgary offer a unique way to immerse yourself in the cultural experience of our city, and provide a stable, English-based environment for our students. A student in our homestay will live with an approved family who provides meals, conversation, support and accommodation for our students.

All students who request a homestay accommodation provide matching criteria with their application. Our Accommodation Manager then finds and matches a homestay family with the student. All students receive a Homestay Confirmation pre-arrival that contains information about the homestay family as well as the homestay rules.

There are two types of homestay accommodation:

Accommodation type		Meal (Sunday to Saturday)		
		Breakfast	Lunch	Dinner
Single - Shared Bathroom	Full Board	√	√	√
	Half Board	√	(provided on weekends)	√

The rules for our homestays are listed below, but be aware that individual homestay families will have their rules specific to their homes which must be followed:

Laws in Alberta

Please note that it is illegal for anyone under the age of 19 to drink alcohol and buy tobacco products. Smoking is illegal in public buildings including your homestay accommodation and in the school. Drug use of any kinds is illegal at any age.

Smoking

You are not allowed to smoke inside the homestay. You will be asked to smoke outside the house.

Visits by friends

Many hosts will be happy for you to invite your friends for a visit, but please ask for the family's permission first. Please be advised that you cannot invite a friend to your bedroom. It is not possible to have friends to stay overnight in the homestay.

Food

Most homestays don't have a cooked breakfast every day; a typical breakfast will include cereal, toast, and tea or coffee, so you will be offered the same. If you are going to be late or miss a meal you must tell your host family. It is important to try different food, but if there are certain things you really like or dislike, please let your hosts know. They won't be upset or offended! If you like to eat lots of fruit or other snacks you should buy them yourself.

Coming home

You should come home before dinner time. Remember that your hosts have to get up early for work in the morning and it would not be respectful to wake them because of coming home late.

If you think you will be home late, please inform the family as soon as possible, and come in quietly.

If you are under 18 you must return home in the evenings by 20:30

Bathroom and Showers

You will be able to use the bath or shower at least once a day, but you will need to fit in with the household routine as most homestays only have one bathroom for students. Some hosts ask that you use the shower at certain times.

Laundry

Most homestays will do your laundry for you, usually once a week. They will tell you where you should leave your laundry and when it will be washed. Some families allow you to do the laundry yourself, but they will probably ask you to do it on the weekend.

Money and valuables

It is not a good idea to keep large amounts of cash with you or in your room. Please put all the valuable items in your luggage and lock it. If you study for more than 4 weeks, it is recommended you to open a bank account.

Please respect and follow the homestay rules. If you have any questions, please let Student Services department know.

Moving or Changing Accommodation

If you wish to move out your accommodation, please:

1. Submit a written **2-week notice** to Student Services.
2. Communicate with your host family and let them know when you are moving out.
3. Provide your new address to Student Services.
4. Change your address to new your address for your phone bills, health care, Alberta ID etc.

Homestay Conflict Resolution

Communication is the most important part of establishing a good relationship. The majority of homestay placements are successful. If you have any issues with your host family, you should speak to the Student Services Accommodation Officer. Every effort will be made to work together with the family and you to resolve the issue, however, if a solution cannot be found, you will be moved to another homestay family.

If any verbal, physical, sexual abuse arises, inappropriate touching or physical contact, please see Student Services Accommodation Officer. You will be moved to another homestay immediately. Legal action may be taken.

If you are under 18, conflicts or situations where either party feels uncomfortable or alienated will result in moving to another homestay within 24 hours.

Accommodation search

If you want to move into a shared apartment with friends at any time during your stay, please go to the reception and Student Services if you need any support.

To find accommodation on your own:

- Talk to your friends and classmates (in English, please!). They might know of some good accommodation options.
- The internet is also a good source of information. Some of the best sites for apartments in Canada is [Facebook Market Place](#), Kijiji, or [Craigslist](#) .

Additional resources for common online accommodation marketplaces, nationality specific support websites, as well as utility and internet provider information are located below.

Bayswater Education Canada is not responsible for any accommodation agreements that are not arranged by us, but here are some useful tips that might help you when you are about to enter into an accommodation agreement:

- Make sure you meet the owner in-person and do not exchange any money.
- Check if you have to pay any of the bills.
- Get a signed agreement for your rent payments.
- Check how much notice you must give before leaving.
- Ensure you know the nearest fire exits.
- Think about buying insurance in case of accidents.

Please remember that when you rent your own accommodation, you are taking responsibility for your own living arrangements. Although we can offer you advice and will try to help you where we can, we cannot take responsibility for accommodation that is not arranged by us.

Resource	Website
Kijiji	https://www.kijiji.ca/
Rent Faster	https://www.rentfaster.ca/ab/calgary/
Airbnb	https://www.airbnb.ca/calgary-canada/stays
Rentals.ca	https://rentals.ca/calgary
Main Street	https://www.mainst.biz/apartments/calgary

Local Websites for International Students

Nationality	Website	
Japan	E-maple Canada	http://www.e-maple.net
Korea	CN Dream	https://cndreams.com/
Latin America	Hola Calgary	https://holacalgary.com/

Utilities that you will find in your apartment include electricity, gas, internet/cable, water, sewage and garbage. In most apartments, you will be responsible for paying electricity, gas, and internet/cable bills. Landlords will typically cover the water, sewage and garbage. If you are looking for an apartment that has all utilities covered, the costs are likely just lumped into your rent.

It's best to ask these questions when touring an apartment. This information will be outlined in your lease agreement, so there should be no surprises. Depending on your appliances and usage, utility bills can add up quickly. Make sure to read the lease details thoroughly, then reread them to make sure you have a complete understanding.

Utilities Providers

Company	Website
Bow Valley Power	https://www.bowvalleypower.net/
ATCO Gas	https://www.atco.com/en-ca.html
ENMAX	https://www.enmax.com/home
Regional Energy	https://www.regionalenergy.ca/
Energy For Less Ltd.	https://www.energyforless.ca/

Internet Providers

(Plan listed in the table below is as of March, 2022)

Company	Plan (Starting at)	Website
VMedia	\$38.95	https://bit.ly/3Ckl24k
Can Com	\$32.00	https://bit.ly/3HFYIIE
AEBC Internet	\$34.95	https://bit.ly/3hC6nrz
Telus	Check the availability of the service directly	https://bit.ly/3HzCRNK
Shaw	Check the availability of the service directly	https://bit.ly/3KhQN0m

Important Phone Numbers

We want you to feel as secure as possible while you study in Calgary. Calgary is considered a very safe city, but it's still important for you to be aware of your surroundings, especially in areas you are not familiar with. In any city, it is a good idea to take common-sense precautions. For example, it is a good idea to avoid walking alone late at night, and you shouldn't leave your personal items unattended in public places (examples: shops, cafes, gyms, etc.). Our staff is knowledgeable about Calgary and its surroundings, so please do not hesitate to ask them questions.

Emergency	Police, Ambulance, Fire	911
Calgary Police Service	Not for emergencies	(403) 266-1234
School Main Number		(403) 265-6936
School Emergency Number	WhatsApp is available.	(587) 894-3760
811 Health Link	Medical/Health questions	811
311 City of Calgary	Questions about City services	311
Alberta 211	Community and Social Services	211
Distress Centre Calgary	Need someone to talk to?	(403) 266-HELP (4357)
Mental Health (Translation service available)		1-877-303-2642

Emergency Phone

We have an emergency phone number that is answered by a member of our staff when the school is closed. If you have an urgent problem, please call this number.

Remember, this is for **emergencies only!** If your problem or question is not an emergency, please wait until the school is open and ask a member of the staff then.