



CENTER OF
ENGLISH STUDIES

STUDENT HANDBOOK 2026



112
ELIZABETH
STREET



Welcome Message

from President
Robin Adams



On behalf of the teachers, the staff and myself, I would like to take this opportunity to welcome you to Centre of English Studies Toronto and to the city of Toronto. Thank you for choosing to attend our school! Our dedicated team of professional teachers and administrators are here to help you have a tremendous experience and reach your goals. You will recognize us by the blue lanyards we are wearing. If you need our assistance at any time, please come to us so we can ensure you get the maximum enjoyment from your time here. Today is important because you will receive a lot of information about the school, our programs, and our services. We know it may be difficult at first to speak English only, but don't worry, we will make every effort to understand and to help you.

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

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

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

About CES



Mission

It is our aim to provide the highest level of English language learning in a safe and secure environment.

Methodology

The teaching / learning approach is designed around developing the four skills and is primarily communicative. Centre of English Studies places the highest importance on providing a safe and secure environment for all our students and staff, but especially for young learners and juniors. Our recruitment processes and procedures will reflect this on-going commitment by making every reasonable effort to ensure that we employ appropriate, suitably qualified members of staff who understand and share this commitment. Care, Excellence and Success in teaching and learning.

CES Philosophy

CES understands that every student arrives at our schools with unique plans, goals and dreams.

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

Care Excellence Success Features

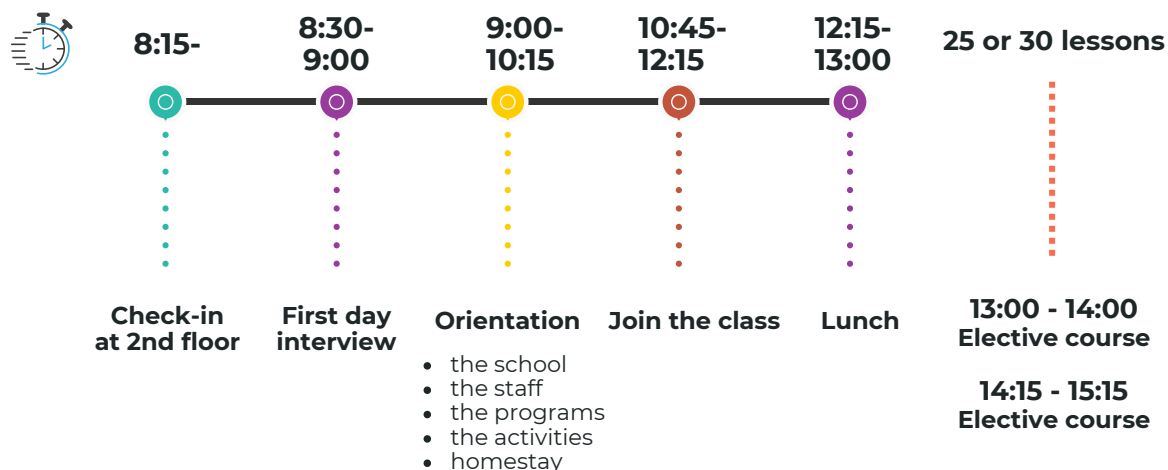
- Welcome by staff on first day
- Full orientation on first day
- Individual placement test and study plan
- Support meetings with Homestay or student counseling staff whenever needed
- Prompt response to inquiries

First day of school



Schedule

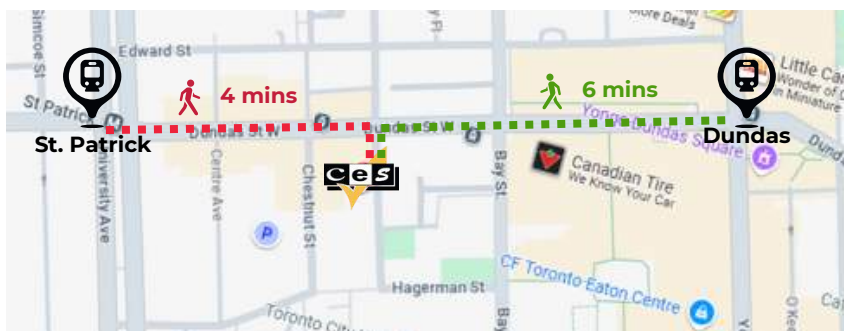
Please arrive at the school by 8:30 AM on your first day. You will check in at the reception desk on the 2nd floor



Please bring: ✓ Passport ✓ Pen/Pencil
✓ Letter of Acceptance ✓ **Medical Insurance** **IMPORTANT!**

How to get to CES

📍 112 Elizabeth Street, Toronto ON M5G 1P5 📞 (416) 968-1405
🚇 St. Patrick Station / Dundas Station



CES Toronto Staff



We are always here to help



Donna
Vice President
of Programs

Classes, issues/concerns, further studies, specialty programs, accommodation

**2nd floor
Office**



Sheila
Director of Studies

Classes, elective courses, specialty programs, College or University programs

**2nd floor
Office**



Mario
Homestay Counsellor

Homestay family, homesickness, Homestay extensions/cancellations

**Whatsapp/
Zoom**



Adriana
Activity coordinator

Activities, travelling, weekend trips, Information about Toronto

**2nd floor
Front desk**



Alex
Head
Registrar/Korean
Counsellor

Extensions, program changes, vacations, student residence

**3rd floor
Office**



Registrar/
Japanese
Counsellor

Program changes, extensions, vacations

**2nd floor
Front desk**



Lynn
Exam Centre Director

Exam questions, results and registration information

**3rd floor
IELTS Office**



Deanna
Exam Centre Manager

Exam Questions, results and registration information

**3rd floor
IELTS Office**

Please note:

Due to regulations set by the Ontario Ministry of Colleges and Universities, CES Staff are required to see your passport and study permit on your first day and to access certain services. However, CES Staff will not, under any circumstances, retain or withhold a student's passport or visa documentation. CES staff are not permitted to give you advice about study permit applications, extensions or other immigration-related matters.

CES School Facilities



Network: CES Toronto-5G

Password: CESstudent



FREE

- ✓ Hot/Cold water dispensers
- ✓ Coffee maker / cups
- ✓ Microwave / Fridge
- ✓ Pool table
- ✓ Lounges



112 Elizabeth Street, Toronto
ON M5G 1P5

+1 (416) 968-1405



- 9 classrooms
- 2 student lounges
- A kitchenette with fridge and microwaves
- Hot and cold water dispensers
- A coffee maker

<Offices>

The Exams Office/ The Registrar's Office



3F



- 9 classrooms
- 3 student lounges
- Pool table
- A kitchenette with fridge and microwaves
- Hot and cold water dispensers

<Offices>

The Director of Studies' Office/ The Vice President's Office



2F



Entrance 1F

CES Schedule/Course Info

Academic Team



Donna
Vice President
Of Programs



Sheila
Director
of Studies

School Hours

Monday - Thursday / 8:15 am - 5:00 pm

Friday / 8:15 am - 4:30 pm

***The school floors open at 8:15 am

2026 Holidays

January 1 (Thu) - New Year's Day

February 16 (Mon) - Family Day

April 3 (Fri) - Good Friday

April 6 (Mon) - Easter Monday

May 18 (Mon) - Victoria Day

July 1 (Wed) - Canada day

August 3 (Mon) - Civic Holiday

September 7 (Mon) - Labour Day

September 30 (Wed) - National Day

October 12 (Mon) - Thanksgiving

November 11 (Wed) - Remembrance Day

December 25 (Fri) - Christmas

December 28 (Mon) - Boxing Day

CES Program Information

1: General English (Standard / Intensive / Super Intensive)



2: English for Business

Requirement: Completion of level 3 (B1)

3: IELTS Preparation

Requirement: Completion of level 4 (B1+)

4: Cambridge Examination Preparation

Requirement: Completion of level 4 (First), Completion of level 5 (Advanced)

5: English for Academic Purposes Program (EAP)

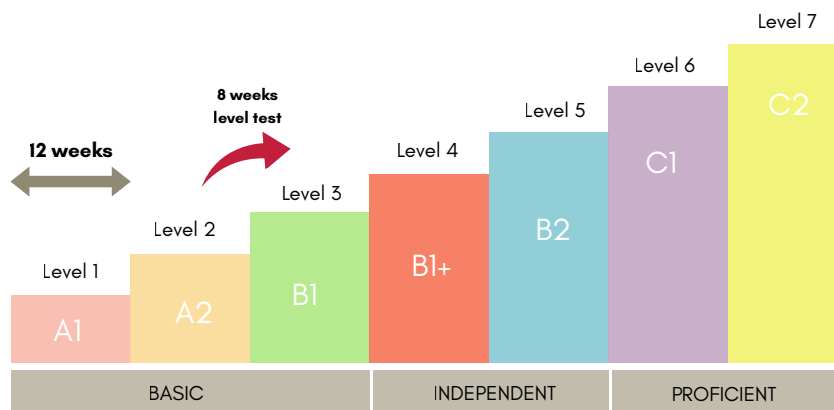
Requirement: Completion of level 5 (B2)

CES level chart

There are 7 levels in the General English program at CES.

Each level has 12 weeks of curriculum.

After 8 weeks, you will be eligible to try the Level Test if your weekly quiz scores, weekly class scores and attendance are at least 80%





CES Assessment & Level Test

Grades in the class

Morning grades are calculated as follows:

	Written test	20%	100%
	Oral test	30%	
	Success with Objectives	20%	
	Participation	20%	
	Homework	10%	



A minimum grade of **80%** overall must be achieved in order to progress to the next level.

***If you have elective classes in the afternoon, your total score will come 80% from your morning class mark, and 20% from your elective class mark(s).

Weekly quizzes & level test

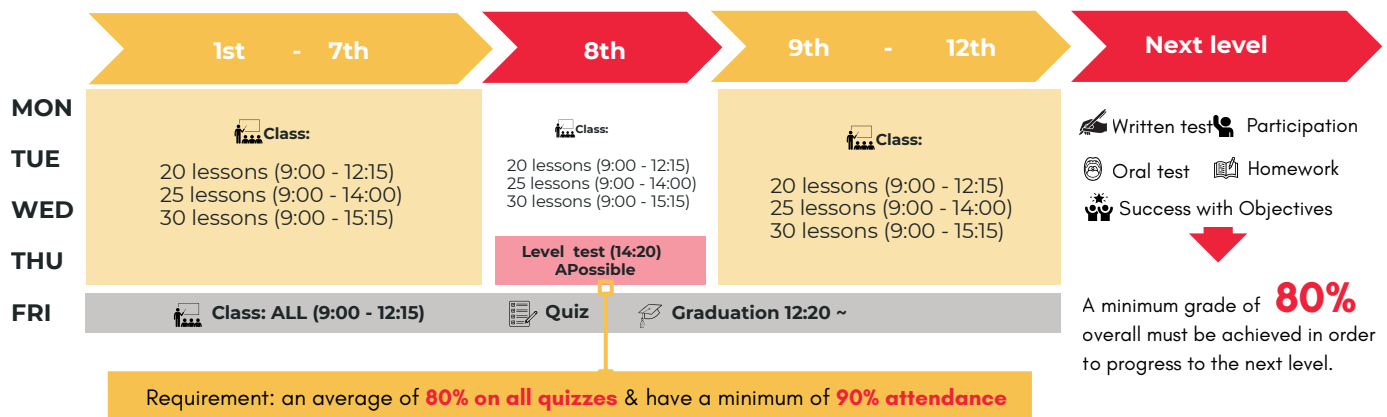
All levels are **12 weeks** in length. Each week focuses on one unit in the textbook and there is a quiz every Friday to test your comprehension of the unit. You will correct the test afterwards so you can learn from your mistakes.

Students will need to do the level test in order to progress to the next level.

Level test

After 8 weeks in a level, you may receive an invitation to do the level test.

You will need to have achieved **an average of 80% on all quizzes AND have a minimum of 90% attendance** to be eligible to take the level test early.



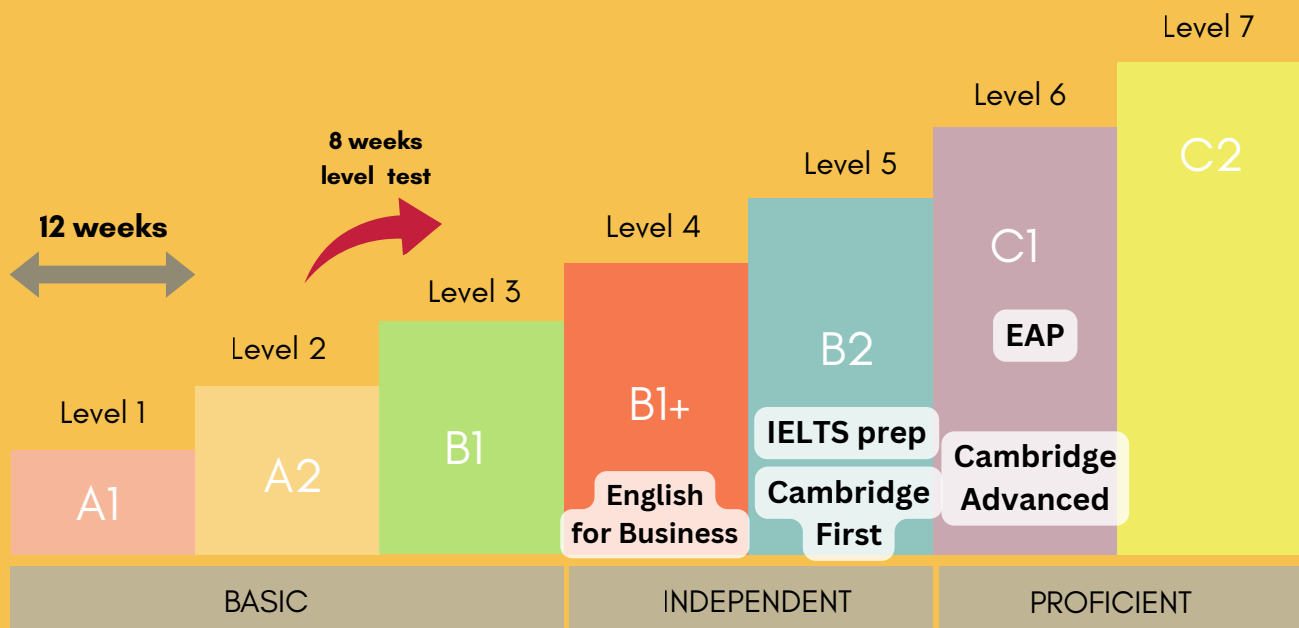
Tips for improving your English

Most students will need 12 weeks to finish each level, but it is different for everyone. Here's how you can make sure you improve your English level quickly:

- ✓ Attend all classes – 100% Attendance
- ✓ Speak **only English** after school all the time
- ✓ Do your homework
- ✓ Study for your final written test
- ✓ Participate in class
 - Ask and answer questions
 - Listen to your classmates
 - Share your ideas
 - Ask for opinions
- ✓ Study ALL objectives on the level outline
 - Borrow books to study with at school
 - Form study groups
 - Do extra practice with Online Learning
- ✓ Join CES activities to interact with other students in English



Program level chart



Program info

General English



Overview

Learn how to speak and write for real-world situations and have conversations about important topics for connecting with people, travelling and living in English. You will study new interesting learning objectives and topics each week.

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

Schedule

Standard 20 lessons : Mon - Fri / 9:00 - 12:15

Intensive 25 lessons : Mon - Thu / 9:00 - 14:00, Fri / 9:00 - 12:15

Super Intensive 30 lessons : Mon - Thu / 9:00 - 15:15, Fri / 9:00 - 12:15

MON				TUE	WED	THU	FRI							
9:00 - 10:30		English in Use			20 lessons Standard	25 lessons Intensive	30 lessons Super intensive	9:00 - 10:30		English in Use		20 lessons Standard	25 lessons Intensive	30 lessons Super intensive
10:30 - 10:45		Break						10:30 - 10:45		Break				
10:45 - 12:15		Functional Dialogue			10:45 - 12:15		Functional Dialogue							
12:15 - 13:00		Lunch			12:15 - 13:00		Graduation ***Receive the certificate***							
13:00 - 14:00		Skills Enhancement Elective			13:00 - 14:00		***Receive the certificate***							
14:00 - 14:15		Break			14:00 - 14:15									
14:15 - 15:15		Conversation Elective			14:15 - 15:15									

Elective Courses (13:00 - 14:00 / 14:15 - 15:15)

1: Power Speaking (L1 - L7)

Each week will have specific goals, and at the end of the week, there will be a short quiz, assignment or presentation to measure your learning for the week and get feedback on your skills.

2: Power Business Stream (L4 or higher)

Combines more formal business-related language with power speaking techniques, such as giving presentations and sales pitches. Learn how to write formal emails, applications and reports. Topics change every four weeks.

Elective course scores are calculated as follows:

Morning class 80%	+	Participation in-class performance 60% Witten test Homework Presentation 40%	Elective class 20%
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Program info

English for Business

Overview

In the morning (9:00 - 12:15) :

Students focus on grammar and speaking to develop general accuracy and fluency in the General English class.

After the lunch break (13:00 - 14:00) :

Combines more formal business-related language with power speaking techniques, such as giving presentations and sales pitches. Learn how to write formal emails, applications and reports. Topics change every 4 weeks.

Schedule

25 lessons : Mon - Thu / 9:00 - 14:00, Fri / 9:00 - 12:15

9:00 - 12:15 : General English **13:00 - 14:00 : Business English**

MON		TUE	WED	THU	FRI	
9:00 - 10:30	Communicative Grammar			25 lessons Intensive	Communicative Grammar	
10:30 - 10:45	Break				Break	
10:45 - 12:15	Functional Dialogue				Functional Dialogue	
12:15 - 13:00	Lunch				Lunch	
13:00 - 14:00	English for Business					

<Intermediate>

- Management and Corporate Culture
- Business Communication
- Customer Service and Sales
- Job Search and Application Skills

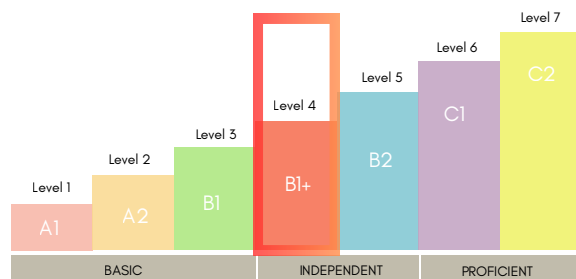
<Upper - Intermediate to Advance>

- The Dark Side of Business Ethics
- Marketing and Advertising
- The Business of Pop Culture
- The Art of Persuasion

Requirement

Required level: L4

(Completion of L3)



Score

Elective course scores are calculated in the following way:

Morning class 80%		
+		
Afternoon class 20%		
Participation	in-class performance	60%
Written test	Homework	Presentation 40%

The CES Toronto IELTS Preparation Program is specially designed to prepare students who wish to take either the Academic or General Training IELTS exam. Students refine the four skills tested on the IELTS exam: listening, reading, writing and speaking. Frequent practice tests are done including a full mock exam with feedback from the teacher.

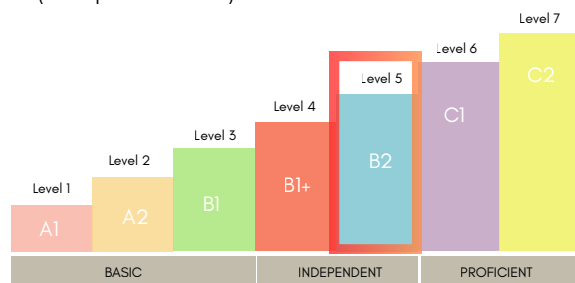
Intensive IELTS prep 25 lessons : Mon - Thu / 9:00 - 14:00, Fri / 9:00 - 12:15

Super Intensive IELTS prep 30 lessons : Mon - Thu / 9:00 - 15:15, Fri / 9:00 - 12:15 ***June 29 (Mon) - August 28 (Fri) only

MON TUE WED THU				FRI	
9:00 - 10:30		IELTS 4 Skills Training		25 lessons Intensive	30 lessons Super Intensive
10:30 - 10:45		Break			
10:45 - 12:15		IELTS 4 Skills Training			
12:15 - 13:00		Lunch			
13:00 - 14:00	4 Skills Practice	Writing	4 Skills Practice	Writing	
14:00 - 14:15		Break			
14:15 - 15:15		Conversation Elective			

***June 29 (Mon) - August 28 (Fri) only

Required level: L5
(Completion of L4)



CES Toronto offers both the Academic and General exams and both are available in either paper based or computer based formats.

If you would like to register for the IELTS exam, go to the reception desk on the 2nd floor or visit the IELTS center on the 3rd floor.

More information, visit the link below:
<https://www.ces-exams.ca/pages/ielts>



Program info Cambridge Examination Preparation

Overview

Cambridge English exams are recognized by colleges, universities and workplaces globally. CES Toronto's Cambridge program is designed to prepare students for success on Cambridge exams. Classes focus on the skills required for Reading, Use of English, Writing, Listening and Speaking. Students learn from Cambridge experts and do both practice and full mock exams in order to have the full exam experience before the official exam.

Schedule

General English 20 lessons + One-to-One (5 hours) : Mon - Fri / 9:00 - 12:15 + Mon - Thu/5 hours Cambridge

Cambridge Fast Track 30 lessons : Mon - Thu / 9:00 - 15:15, Fri / 9:00 - 12:15

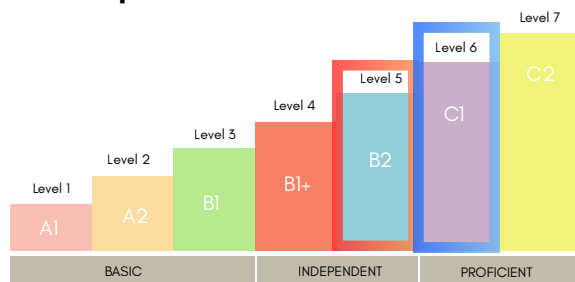
*****July 6 (Mon) - July 31 (Fri) for 4 weeks, or August 3 (Mon) to 28 (Fri) for 4 weeks only**

MON	TUE	WED	THU		FRI
9:00 - 10:30	GEP/Cambridge prep				GEP/Cambridge Prep
10:30 - 10:45	Break			20 lessons	
10:45 - 12:15	GEP/Cambridge prep				GEP/Cambridge prep
12:15 - 13:00	Lunch				
13:00 - 14:00	Cambridge prep			private lessons 5 hours	
14:00 - 14:15	Break				
14:15 - 15:15	Cambridge prep				

Requirement

FCE required level: L5 (Completion of L4)

CAE required level: L6 (Completion of L5)



2026 Test schedule

Students can take Cambridge exams at CES Toronto. The exam dates are

FCE (B2)	March 13, June 9, July 30 August 27, November 24
CAE (C1)	March 14, June 10, July 31 August 28, November 25

If you would like to book a Cambridge exam, please speak to the Director of Studies.

Program info

English for Academic Purposes Program (EAP)



Overview

Through different partnerships, you can gain acceptance into a partner school without the need for an IELTS or TOEFL Test. The pathway program will teach you how to be successful in higher education in North America. You will learn English, study skills and life skills to prepare you to reach your academic goals.

Schedule

Duration : 12 weeks

30 lessons : Mon - Thu / 9:00 - 15:15, Fri / 9:00 - 12:15

MON				TUE	WED	THU		FRI
9:00 - 10:30		Integrated Academic Skills				30 lessons Super Intensive	Integrated Academic Skills	
10:30 - 10:45		Break					Break	
10:45 - 12:15		Academic Reading & Writing					Academic Reading & Writing	
12:15 - 13:00		Lunch						
13:00 - 14:00		Academic Competence Skills						
14:00 - 14:15		Break						
14:15 - 15:15		Proactive Academic Skills Development						

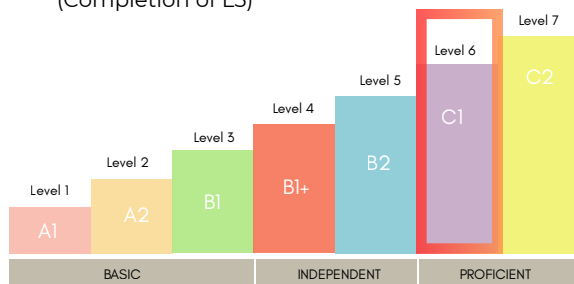
How will we learn in the EAP Program?

- Participate in seminars
- Lead workshops
- Read and understand various types of literature
- Listen to college and university lectures
- Learn a variety of writing structures
- Practice critical thinking skills
- Discuss and practice soft skills that prepare you for life in the world of higher education

Requirement

Required level: L6

(Completion of L5)



12 week duration

Throughout the 12 week course, students will:

- Compose 10 full essays in various formats
- write 6 (bi-weekly quizzes)
- participate in group projects
- prepare and present various types of presentations (weekly)
- learn effective study skills
- perfect soft skills
- prepare for life in the post-secondary education system



Program info: English for Academic Purposes Program (EAP)

Why should I take EAP?

Centre of English Studies Toronto has partnerships with many colleges and universities in Canada and the USA. By taking this course, you can meet the English proficiency requirements for our partner schools without the need for an IELTS or TOEFL Test. The English for Academic Purposes (EAP) Pathway course will also prepare you with the skills and strategies you need to be successful in college and university courses and develop academic independence

EAP program journey



Pathway (EAP) Partner Schools



School	CES EAP Requirement	Cambridge Requirement	IELTS
Humber College	80% All programs	FCE, CAE, CPE (min 174) no individual skill below 167	6.0 with no skill below 5.5
Sheridan College	75% Diplomas and Advanced Diplomas 80% Graduate Certificates and Degrees	174 - FCE B 180 - CAE C 200 - CPE C 176 - FCE A 180 - CAE C 200 - CPE C	6.0 with no skill below 5.5 6.5 with no Band below 6.0
Lambton College	75% Diplomas and Advanced Diplomas 80% Graduate Certificates and Degrees	N/A	5.5 - 6.0 Depends on program
Georgian College	75% Diplomas and Advanced Diplomas 80% Graduate Certificates and Degrees	FCE, CAE, CPE (170+)	6.0
Algonquin College	75% Diplomas and Advanced Diplomas 80% Graduate Certificates and Degrees	FCE, CAE, CPE (169+)	6.0 with no skill below 5.5
St. Lawrence College	75% Diplomas and Advanced Diplomas 80% Graduate Certificates and Degrees	173 180	6.0 with no skill below 5.5 6.5 with no skill below 6.0
Niagara College	75% Diplomas and Advanced Diplomas 80% Graduate Certificates and Degrees	N/A	6.0 with no skill below 5.5 6.5 with no skill below 5.5
Toronto Film School	GE5 80%	162	5.5
Yorkville University	80% All Programs	CAE 176	5.5
University of Regina	80% Undergraduate Degrees	N/A	6.5 with no skill below 6.0
Lakehead University	80% All Programs	176 no skill below 169	6.5 with no skill below 6.0
Algoma University	80% Undergraduate Degrees		6.0 overall with no skill below 6.0
Saint Mary's University	80% Undergraduate Degrees	CAE (180+)	6.5 with no skill below 6.0
Laurentian University	80% Undergraduate Degrees	CAE, CPE (176+)	6.5 with no skill below 6.0



***Please note that some schools/programs may have extra entry requirements.

Pathway (EAP) non-partner schools



If you don't take our EAP class, you still have options to enroll in college or university.
Here are the requirements for some universities and colleges.
You can take our IELTS prep course or Cambridge prep course to obtain the necessary scores!

School	CES EAP Requirement	Cambridge Requirement	IELTS
Fanshawe College <i>Post-Secondary Diploma, Advanced Diploma or Certificate</i>		FCE Grade C (169+), CAE, CPE no individual skill less than 162 FCE Grade C (169+), CAE, CPE no individual skill less than 162	6.0 with no skill below 5.5
Fanshawe College <i>Graduate Certificate and Degree programs</i>		FCE Grade C (overall score Scale of 176+), CAE, CPE no individual skill less than 169	6.5 with no skill below 6.0
University of Toronto		CAE grade B or higher CPE grade C or higher	6.5 with no skill below 6.0
Toronto Metropolitan University		CAE 180+, CPE	6.5
York University			6.5
McMaster University		CAE, CPE Min 180 in each comp	6.5 with no skill below 6.0
University of Windsor		CAE, CPE (176+)	6.5
Wilfred Laurier University		FCE, CAE, CPE (176+)	6.5 with no skill below 6.0
University of Guelph		FCE, CAE, CPE (176+) no skill below 169	6.5 with no skill below 6.0
Trent University		FCE, CAE, CPE min score of C	6.5 with no skill below 6.0
University of Ottawa		FCE, CAE, CPE min score of C	6.5 writing 6.5
Seneca College <i>Diploma and Advanced Diploma Programs</i>		FCE Grade C (169+), CAE, CPE no skill lower than 162	6.0 with no skill below 5.5
Centennial College <i>Certificate and Diploma Programs</i>		FCE Grade C (167+), CAE, CPE	6.0+ with no skill below 5.5
George Brown College <i>Diploma/Certificate Programs</i>		FCE Grade C (169+), CAE, CPE no skill below 162	6.0+ with no skill below 5.5

School Rules



“English only, please” POLICY

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

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



ATTENDANCE

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

- If a student misses more than 4 classes (in morning or afternoon), they may not be permitted to write the level test in their regularly scheduled week
- If your attendance rate is below 80% you may not be eligible for a graduation certificate
- Students with study permits, work permits, RO permits or scholarships will have their attendance reported on a regular basis to the appropriate government body.
- If you are sick, please email Sheila (sterreau@ces-schools.com) or Donna (ddaly@ces-schools.com) or call **416-968-1405** to have your absence excused



PUNCTUALITY

Please respect your teachers and classmates by arriving on time for class. When you arrive late, this interrupts the class, which is why we ask students to observe the following rules:

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

HOMEWORK

The academic program developed by Centre of English Studies Toronto has been successful for many years with many students. Of course, students are also responsible for their own progress.

Homework will be assigned daily by morning class teachers, and students are expected to complete it. Your teacher may assign you written homework or exercises from the CES Online platform. You may also do "Solo Study" on the CES platform in your own time.

ACADEMIC HONESTY POLICY

CES Toronto students are expected to conduct themselves in a trustworthy manner. Cheating on tests or plagiarism on homework or assignments will not be tolerated by the school.

If you cheat, you could receive a mark of zero (0) on the test, and further penalties exist for more serious or repeated offences.

For more information, please see the CES Toronto Student Rights and Responsibilities Statement available at www.ces-schools.com.

CELL PHONES

Please be advised that cell phone use will be at the discretion of the teacher. There are some times when phones will be necessary for class tasks, however unless the teacher has explained this, phones should be turned off/put away in order to not distract or disturb anyone during class.

If there is an emergency, please quietly excuse yourself from the classroom. If the teacher sees you using your phone without permission:

- **First Time:** You will be asked to put your phone away
- **Second Time:** You will be asked to put your phone on the teacher's desk until such time as it is needed for a classroom activity.

Repeated failure to follow this rule may result in you being asked to leave the class for the day

RESPECT FOR OTHERS

Remember that your actions and attitude affect the learning of other students. For this reason, we expect our students to remember the importance of the following: participation, commitment, speaking English only, bringing supplies and textbooks and politeness for fellow students and teachers.

All students and staff are expected to treat each other with respect, regardless of race, religion, national origin, age, gender, sexual orientation or marital status. Students have agreed to follow the Statement of Student Rights and Responsibilities available online at www.ces-schools.com

Negative comments or behavior towards other students or staff are subject to disciplinary action up to and including expulsion without refund.





GROUNDS FOR DISMISSAL

The Director of Studies, the Vice President of Programs or the President of Centre of English Studies Toronto will **immediately expel (remove from school permanently) any student involved in any illegal activity** including (but not limited to) harassment, discrimination, drug or weapons possession or use, violent or abusive behaviour, being under the influence of drugs and/or alcohol, or theft.



SCENT FREE ZONE

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



DISPUTE RESOLUTION POLICY

Centre of English Studies Toronto is a proud member of Languages Canada and follows quality assurance rules. If you are not satisfied with our programs or services, please let us know. We will do everything we can to resolve the issue.

Please follow the following course of action:

1. Discuss the issue with the Head of Department (i.e. Homestay Coordinator,, Student Experience Coordinator, Director of Studies).
2. If this does not result in a satisfactory resolution, you may discuss the issue with the Vice President, Donna Daly.
3. If this does not result in a satisfactory resolution, you may relate the case in writing to the President, Robin Adams. CES Toronto will communicate the mechanism of any decision to the student or his/her representative in writing. Languages Canada requires that the school deal with all of your requests, criticisms and complaints fairly and in a reasonable amount of time.
4. If the problem is not resolved to your satisfaction, and you think we have not followed Languages Canada's Code of Ethics, you may contact Languages Canada directly.

More information can be found at www.languagescanada.ca.



BUILDING REGULATIONS

Absolutely **NO SMOKING** anywhere in the school building. There is also no smoking at the front of the building.

Individuals could be fined up to \$5000 for smoking near the front doors of a building.

Please walk down the street (towards City Hall). Do not stand and/or smoke within 9 meters of the doors or block the front entrance of any public building in Ontario.



FIRE REGULATIONS

If you hear the fire alarm (beep, beep, beep), stay calm and leave the school immediately using the stairs and walk to the small park near City Hall.

Make sure to stay with your class and teacher so that we know where you are.

Never use the elevators during a fire alarm. If you see smoke or fire but do not hear an alarm, you may pull one of the red fire alarms on the wall. Do not touch these alarms if there is no fire, or you will be fined \$5000. Throughout the year, we run planned fire drills and you will be informed of these ahead of time



Registration Policy



VACATION REQUESTS

- You need to tell the front desk, Donna or Sheila before you take any time off.
- Vacation must be requested **4 weeks in advance.**
- Once your vacation is processed, it cannot be changed.



PROGRAM EXTENTIONS

If you want to extend your studies at CES Toronto:

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



PROGRAM CHANGES

**Please talk to The Director of Studies to help you choose the right program for you.
Program changes can also be requested at the front desk.**

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



REFUND POLICY

To be considered for a refund, a student must submit a written notice of withdraw to the Vice President of Programs, Director of Studies or Registrar

- If a student cancels their program or is dismissed 21 calendar days of the start of the program of study, the school will refund all tuition fees paid under the contract **minus a cancellation fee of \$350.**
- No refund will be paid if a student cancels or is dismissed when there are fewer than 21 calendar days before the start date.
- The Registration fee(\$195) and the Homestay Placement fee(\$275) are always **non-refundable.**

Student Support

We are here to help you



ACADEMIC COUNSELLING

You will have regularly scheduled Academic Counselling sessions with either the Vice President of Programs or the Director of Studies. You will receive information regarding the date and time of your counselling session.

If you have any concerns about your academic journey or any difficulties you may encounter in life in Toronto, you can always talk to them. They are experienced professionals who can help.



MAIL/PACKAGES

Students are able to have their mail delivered to the school. Centre of English Studies Toronto will not be held responsible for any lost or stolen mail. Students are responsible for any customs charges on packages they receive.

Ask at the Front Desk to arrange this service.



CERTIFICATES

When you graduate, you will receive a certificate to show the lessons you studied at Centre of English Studies.

On your last Friday, there will be a graduation ceremony where you will be presented with your certificate. You must have an average attendance rate of 80% in order to receive your certificate.

If you are absent on your last day:

1: You can request to receive your certificate early

2: Contact us to request the certificate be mailed to you.

Additional or replacement certificates are available at a fee of \$25.00 + tax.



TRANSCRIPTS

Your academic transcript is a document showing all courses completed with final grades and attendance. Transcripts are automatically prepared for scholarship organizations as required.

If you would like a copy of your transcript, it can be requested from the Director of Studies.

Transcripts can also be emailed or sent by post .(fee applies)



CES Activities



Let's have fun!

HOW TO CHECK OUR ACTIVITIES

The Activities Calendar is the most important thing you will need if you want to participate in activities.

The calendar shows you what activities are offered every month how much each activity costs and where to meet the Activity Monitor. If you want to go on an activity you must sign up and pay before the activity.



ACTIVITIES PROCEDURE

We have two types of activities: **Free activities** and **Paid activities**

Free activities

Write your name on the sign-up sheet located at the Front Desk on the 2nd floor.
Remember that all activities require a minimum number of students in order for the activity to take place.
If you do not sign up, we cannot guarantee that you will be able to go on the activity.

Paid activities

Sign-up at the front desk for the activity you wish to participate in.

When you sign up, you are making a reservation, commitment, and you must pay for the activity.

Cancellations cannot be accepted because of the reservation we have made. If you have not signed up and wish to participate in an activity, please ask an activity staff member to find out if you can participate.

UPDATES AND CHANGES

If there are any activity changes, cancellations or important updates, we will post the information on the Centre of English Studies Toronto Instagram page, and also make announcements in class so make sure to check this page on the day you have the activity.

PAYMENT INFORMATION

Payments can be made at the Front Desk at breaks and lunch time. Any questions or inquiries can be made at this time as well.

All methods of payment are acceptable: cash, debit and credit cards (Visa or MasterCard)

Please keep in mind, there are no refunds for activities unless they are cancelled by the school. If you are sick, late or decide not to go on an activity, we cannot refund your money. The price of the activity includes the price of admission, transportation (if applicable) and the cost of the monitor's time.

YELLOW SHIRTS

A CES staff member will accompany you on an activity.

This could be one of our **Activity Monitors (also known as Yellow Shirts)**, a teacher or an administrative staff. The Yellow Shirt will meet you at the school or at the designated subway station and take you to the activity. The Activity Monitor is there to explain the activity to you, speak to students and answer any questions you may have

TICKETED EVENTS

Any events that require an admission ticket (i.e. Raptors, Blue Jays, theatre, etc.) **must be paid for directly at the front desk.** Tickets are on a first come first served basis.

MEETING PLACES

The meeting place for activities is usually at a subway station or the school.

<If the meeting place is at a subway station>

The Activity Monitor will wait near the ticket collector (the place where you buy your subway tickets) or in the specified area at the school.

We often take the TTC to our destination so make sure to have your Presto card or other form of payment.

Please be on time. The monitor cannot wait for anyone who is late.



make friends
and
memories
together



WEEKEND AND OVERNIGHT TRIPS

These are available to all students .

Some trips are offered in conjunction with **ISX (International Student Exchange Inc.)**

Trips include: New York City, Ottawa, Montreal, Quebec City, Algonquin Park, etc.

Please visit the front desk for information reservations and tickets.

ACTIVITY PHOTOGRAPHS

The CES activity coordinator/Yellow Shirt will take pictures at all activities.

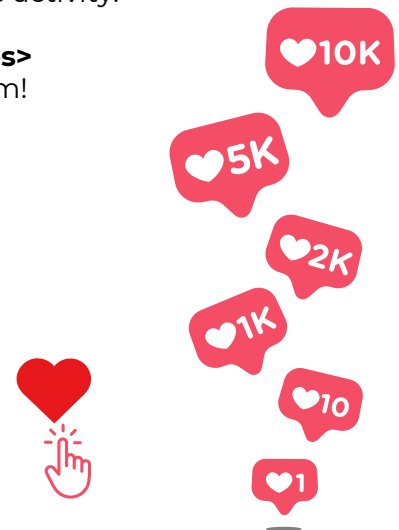
<If you do not want to be in a picture>

Please make sure you let the monitor know at the beginning of the activity.

<If you are interested in looking at photographs of past activities>

Make sure you 'like' the Centre of English Studies Toronto instagram!

Here is our instagram:



SOCIAL PROGRAM COMMITTEE INFO

The Social Program Committee is a group of students that meet weekly with the activity coordinator to discuss school activities and plan upcoming events.

Taking part in this group is an excellent way to meet new friends and share your ideas.

Students who are members of the Social Program Committee receive a letter that can be used in the future for school or job interviews/resumes.





About Toronto



Transportation

TTC

Toronto's transportation system is called the TTC (Toronto Transit Commission). The TTC includes subways, streetcars, and buses operating within the city of Toronto.



Street Car



Subway



Bus



PRESTO CARD

When using TTC transportation, you can pay with a debit/credit card or a Presto card. The Presto Presto card allows you to access unlimited TTC services within a 2-hour period for \$3.30.

<Physical Presto Card> TTC fare: \$3.30

You can buy it at fare vending machines in all TTC subway stations or Shoppers Drug Mart

- 1: Buy a presto card (\$4).***one time fee
- 2: Add money to your card.

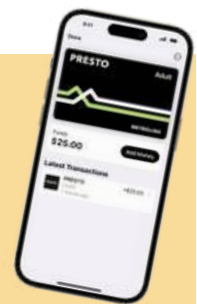


<Apple wallet Presto Card > TTC fare : \$3.30

- 1: Download PRESTO CARD app
- 2: Sign into your PRESTO account and select the "Add Card" button.
- 3: Under "Buy Card" (\$0) select "PRESTO in Apple Wallet"
- 4: Add a nickname for your new card.

Important Device Settings:

- You must have iOS version 16.4 or higher and watchOS version 9.4 or higher.
- An internet connection is not required to pay your fare when using PRESTO in Apple Wallet, but you will need an internet connection to load funds, transit cards, check card details, and convert your physical card.



<Monthly Presto Card>

\$156.00 (unlimited rides for the whole month)

<Debit/Credit card> TTC fare : \$3.30

***Cash/Tokens are no longer available

SMOKING



Who can smoke or buy cigarettes?

19 years old or older



Where is smoking not allowed ?  Inside any public building or within 9 meters of a building entrance



TTC property (Not in subway stations, on bus platforms or in bus shelters)



Not in front of the building

(You must be at least **9 meters away** from the doors of **any public building**)

DRINKING



Who can drink or buy alcohol?

19 years old or older

*** You must be at least 19 years old to enter bars, pubs and clubs where alcohol is sold.



How to prove that you are 19 years or older

You will need official government-issued with your photo and birth date.
(e.g. driver's license, passport, national identity cards)



It is illegal to have open containers of alcoholic drinks outside.

TIPPING



When should I give a tip?

To “tip” means to give a bit of extra money to someone, such as a waiter, waitress, bartender, hairdresser or delivery person, to show that you appreciate the service that you have received.

In Canada **it is rude to not tip** (unless the service is very bad).



How much should I give a tip? The usual tip is 15% of your bill before taxes.

(e.g. At a restaurant)


\$10 (before tax)



extra \$1.50


(e.g. At a bar, order a drink)


A drink



At least \$0.50


You should also tip hairdressers.

If you do not tip or if your tip is small, you may receive bad service in the future!

As of October 17, 2018, cannabis became legal in Canada in small amounts for personal use for people who are 19+ years old. Cannabis is a plant that is used as a drug. It has many other names and slang terms, including marijuana, weed or pot.

Remember, just because it is legal does not mean everyone is ok to be around cannabis, and not everyone will be comfortable talking about it. Use your judgement.
If you choose to use cannabis in Canada, it is important to know the law and the risks.



What is Legal after October 17, 2018?

- Buying cannabis from the online government store if you are 19+
- Carrying small amounts of cannabis in public
- Using cannabis in a private residence with the owner's permission or outside in a place where smoking is permitted



What is NOT Legal?

- DO NOT buy cannabis for or give cannabis to anyone under 19 years old
- DO NOT sell cannabis to anyone
- DO NOT carry large amounts of cannabis in public (not more than 30g.)
- DO NOT smoke or vape cannabis inside or anywhere smoking cigarettes is illegal
- DO NOT smoke or vape cannabis within 20 meters of a playground or sports field
- DO NOT drive while you are high on cannabis
- DO NOT take cannabis out of Canada to another country



What are the risks?

- You may be banned from entry to the USA or punished in your own country if they find out you have ever used cannabis
- The Canadian Medical Association advises cannabis use can affect brain development in people under 25 years old
- Cannabis can cause anxiety, racing heartbeat and other negative reactions in some people
- Cannabis is habit forming and habitual cannabis smoking can cause lung disease
- Buying cannabis from an illegal shop or someone on the street can be risky
- Habitual cannabis use can have negative mental effects, such as difficulty with attention, forgetfulness, laziness and missing classes!

It is still prohibited to smoke or vape cannabis in your homestay, at school, on school property, or anywhere smoking is prohibited. Coming to school while under the influence of drugs or alcohol is strictly prohibited.

CANNABIS in CES homestay

Even though cannabis use and possession is legal, not all host families will be comfortable with the smell of cannabis in their home or with someone smoking cannabis on their property. You must ask your host's permission. Our CES Homestay Counselors can help you with this if you are not sure how to speak with your host.

Doctor and Emergencies



If you need to see a doctor

If you don't feel well, the first step is to go to a **walk-in clinic** in Canada.

There are 2 walk-in clinics near CES Toronto:
(Guard.me insurance direct pay)

APPLETREE MEDICAL GROUP

 **275 Dundas Street West**

 **647-722-2370**



APPLETREE MEDICAL GROUP

 **123 Edward Street, 6th floor**

 **647-722-2370**



When you visit a walk-in clinic, please bring;

- 1: Your passport
- 2: Medical insurance
- 3: Credit/Debit card/Cash
(You may have to pay in advance)
- 4: Letter of Acceptance

Here is a dental office near CES Toronto:

THE TOOTH CORNER ON EDWARD STREET

 **123 EDWARD STREET #1520**

 **416-599-0245**



Mon-Fri 10am-7pm

"When you go to see a dentist, most medical insurance companies do not may not cover the costs up front..

It's a good idea to check your insurance coverage before your visit, or you can ask the front desk at the dentist's office for more information.

**Emergency number: 911
(Police/Ambulance/Fire)**



HEALTH LINE



HEALTH LINE

The following is a list of medical phone numbers that you can call if you need to speak to a professional. If you have questions about these services or any other services, please ask and a CES staff member will be happy to help you look it up.

TELEHEALTH ONTARIO: 1-866-797-0000

This free hotline will give you confidential advice about any health-related concerns, including symptoms that could require medical attention, illness or injury, chronic illnesses, nutrition and healthy lifestyles, and teen health and lifestyle issues.

***Please note: a call to Telehealth Ontario does not replace 911** — that's always the first number you should call in emergency situations.

Sexual Health Infoline: 1-800-668-2437

This service offers detailed information and support on: sexually transmitted diseases, HIV/AIDS, pregnancy, birth control options, safer sex activities, sexuality, and relationship concerns.

ONTARIO MENTAL HEALTH HELPLINE: 1-866-531-2600

This hotline provides free information and counseling for anyone with concerns about their mental health. Phone operators will answer your call 24/7 and can provide you with basic education about mental health problems and information about counseling services and supports in your community

DRUG AND ALCOHOL HELPLINE: 1-800-565-8603

If you or someone you know is struggling with an addiction, please do not hesitate to contact the drug and alcohol helpline. This service will offer free advice and support and can direct you to the services that you need.

Visit www.drugandalcoholhelpline.ca for more information.

ASSAULTED WOMEN'S HELPLINE 1-866-863-0511

This helpline provides free, 24/7 crisis counseling, emotional support and information to women in up to 154 languages. Your call is completely anonymous and confidential.



Toronto Consulates

Toronto Consulate Contact Information

Consulates are official offices of one country which are located in another. Consulates can help you with questions about your passport, visas and other services provided by your home country.

	Brazilian Consulate	☎ 416-992-2503	🌐 toronto.itamaraty.gov.br
	Chilean Consulate	☎ 416-924-0106	🌐 www.congechiletoronto.com
	Chinese Consulate	☎ 416-964-7260	🌐 www.congechiletoronto.com
	Colombian Consulate	☎ 416-977-0098	🌐 www.embajadacolombia.ca
	Croatian Consulate	☎ 905-277-9051	🌐 www.consulate-toronto.com/croatia
	French Consulate	☎ 416-847-1900	🌐 www.consulfrance-toronto.org
	German Consulate	☎ 416-925-2813	🌐 www.toronto.diplo.de/
	Hong Kong Consulate	☎ 416-964-7260	🌐 hong-kong.visacenter.ca
	Indian Consulate	☎ 416-960-0751	🌐 www.cgitoronto.ca
	Japanese Consulate	☎ 416-363-7038	🌐 access@to.mofa.go.jp
	Korean Consulate	☎ 416-920-3809	🌐 www.koreanconsulate.on.ca/en
	Mexican Consulate	☎ 416-368-2875	🌐 www.consulmex.com
	Pakistani Consulate	☎ 905-532-0042	🌐 www.pakmission.ca
	Peruvian Consulate	☎ 416-963-9696	🌐 www.conperutoronto.com
	Philippines Consulate	☎ 416-922-7181	🌐 www.philcongen-toronto.com
	Portuguese Consulate	☎ 416-217-0966	🌐 toronto.consuladoportugal.mne.gov.pt
	Russian Consulate	☎ 416-962-9911	🌐 www.toronto.mid.ru
	Saudi Arabian Consulate	☎ 416-800-0343	🌐 saudi-arabia.visacenter.ca/embassy
	Spanish Consulate	☎ 416-977-1661	🌐 www.embassypages.com
	Swiss Consulate	☎ 416-593-5371	🌐 switzerland.visacenter.ca/embassy
	Turkish Consulate	☎ 647-777-4106	🌐 consulate.toronto@mfa.gov.tr
	Ukrainian Consulate	☎ 416-763-3114	🌐 www.ukrconsulate.com
	Venezuelan Consulate	☎ 416-960-6070	🌐 www.consuventoronto.com
	Vietnamese Consulate	☎ 416-800-0343	🌐 https://vietnam.visacenter.ca/

Religious Services & Cultural Centres



Religious Services

Consulates are official offices of one country which are located in another. Consulates can help you with questions about your passport, visas and other services provided by your home country.

ANGLICAN

Church of the Messiah

☎ [416-922-4371](tel:416-922-4371) 📍 240 Avenue Road

BUDDHIST

Zen Buddhist Temple

☎ [416-658-0137](tel:416-658-0137) 📍 86 Vaughan Road

CATHOLIC

St. Basil's Parish

☎ [416-926-7110](tel:416-926-7110) 📍 50 Saint Joseph Street

HINDU

International Society For Krishna Consciousness

☎ [416-922-5415](tel:416-922-5415) 📍 23 Avenue Road

JEWISH

Beth Tzedec Synagogue

☎ [416-781-3511](tel:416-781-3511) 📍 1700 Bathurst Street

MUSLIM

Muslim Association of Canada-Masjid

☎ [416-596-0507](tel:416-596-0507) 📍 168 Dundas Street West

TORONTO Cultural Centres

The following is a list of community centres for different cultural groups in Toronto.

These community centres offer many free services for people living or staying in Toronto and organize events with opportunities to share your culture. If you do not see your country or language group on this list, a CES staff member will be happy to help you look it up.

CAIS Centre for Support & Social Integration Brazil-Canada

☎ [416-760-2663](tel:416-760-2663)

🌐 www.caisbrasil.org

Centre for Spanish Speaking Peoples

☎ [416-925-2800](tel:416-925-2800)

🌐 www.spanishservices.org

Centre francophone de Toronto

☎ [416-962-4600](tel:416-962-4600)

🌐 www.centrefranco.org

Chinese Cultural Centre of Greater Toronto

☎ [416-292-9293](tel:416-292-9293)

🌐 www.cccgt.org

Korean Canadian Cultural Association

☎ [416-383-0777](tel:416-383-0777)

🌐 www.eng.koreancentre.on.ca

Japanese Canadian Cultural Centre

☎ [416-441-2345](tel:416-441-2345)

🌐 www.jccc.on.ca/en

Russian House Community Centre

☎ [416-604-3543](tel:416-604-3543)

🌐 www.russianhouse.ca

Turkish Community Heritage Centre of Canada

☎ [416-644-9909](tel:416-644-9909)

🌐 www.turkishcommunitycentre.org

Arab Community Centre of Toronto

☎ [416-231-7746](tel:416-231-7746)

🌐 www.acctonline.ca

CES Homestay



CES Homestay



HOST FAMILY

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

What is a Canadian?

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

Food:

Families provide food for 2 or 3 meals per day according to your registration. It is the family's responsibility to provide the food for your meals and to make dinner every night. It is a student's responsibility to make their own breakfast and lunch (if applicable).

Language:

All families speak English although some may have an accent. Accents provide students with excellent practice for life in Toronto, for life using English for Business, travelling around the world, and for taking exams like IELTS and Cambridge First/Advanced. It is important to "train" your ear for these accents and take advantage of the great practice opportunity.

If you want to know more information or have any concerns

Please speak to Donna.
She can assist and connect you with the homestay counselor.



Donna
Vice president

Homestay Counselor : Mario

 +1 647-390-7241 (available during business hours(9:00 - 17:00) via WhatsApp.

 +1 416-888-9282 (after 17:00, please call the HOMESTAY EMERGENCY NUMBER)

YOUR ROOM

What is in your room?

- a bed
- a desk with a lamp on it
- a place to hang your clothes and store your belongings

Your homestay family will give you items like a bar of soap, towels, pillows, bed sheets, etc

***Your bedroom will be completely private with a door that fully closes.

Your responsibility

- You should clean the room and empty the garbage at least once a week.
- You should not leave a lot of money in your room. For safe keeping, excess money should either be put into the bank account or changed into travelers cheques.
- Please do not eat or store food in your bedroom as this may attract insects and cause a bad smell.

MEALTIME

Important to know about the meal plans

- In North America, the biggest meal of the day is the evening meal. This should be a well-balanced meal. Breakfast is the smallest meal. Possible breakfast choices are: cereal, toast, eggs, fruit, etc.
- If you chose **“Full board”** plan, your Host Family will provide you with lunches; you can take your lunch to school on weekdays. Lunch is usually sandwiches, a piece of fruit and a drink.
- Students usually prepare their own breakfast and lunch.

Your responsibility

- Please advise your Host Family of any food allergies.
- You can tell your hosts the foods that you like, and the foods that you don't like.
Do not worry; they will not be upset to hear that there is something that you do not like.

***But you must keep in mind that homestays will cook Canadian style food and are not required to cook food from your country.

- You should phone your host (by a set agreed upon time, for example, 5:00) to tell them if you are not going to be home for dinner. If you come home late for dinner, your host will leave food in the fridge that you can heat up in the microwave.

You may have to purchase

- Students may also wish to purchase specialty foods/brand name items at your own expense.
- Food between meal times is considered snacks. If your family is enjoying a snack together, then they will include you. Students will need to purchase other items they wish to eat that are not available in the homestay.

THE INTERNET

The purpose of Internet use in the Homestay is to study and keep in touch with family and friends. Downloading large files is extremely expensive in Canada, so students should not download movies, music or other large files on their host's Internet account.

LAUNDRY

- The cost for laundry and laundry detergent is included in the price for homestay.
- It is normal for students to do their laundry once a week.
- You should only do the laundry if you can do a full basket. This is because it takes a lot of electricity to run the
- washing machine. Hosts will not want you to use it if you only have a few pieces of clothes to wash.

Your responsibility

You are responsible for washing their own clothes. You should make sure that you fully understand how to use the machine.

***Some hosts may feel that their machine may be difficult to use and will therefore want to do it themselves.

SHOWER

- Many families in Canada do not have large hot water tanks. Therefore, some hosts may ask you to take showers for not more than 15 – 20 minutes
***This is because you might run out of hot water and will have to wait for the cold water to heat up again.
- There may be a connection between the water supply used to wash the dishes, the dishwasher and the washing machine. It may be necessary to schedule when you will take your baths or showers.

Your responsibility

- Students are responsible for their own toiletries such as, toothpaste, shampoo, make-up, lotions, deodorant, etc
- For safety reasons, please dry the floor and sink area after every use so that others will not slip as the floor as it can get very slippery.

HOUSE KEYS

You will get a key to your homestay. It is important that you take special care of the house key as it is a means of getting into the house and your host is trusting you with it. Please make sure you lock the door when you leave the home.

HOUSE GUESTS

If you wish to invite a guest to visit your Homestay, you must have your hosts give permission in advance. Guests are not permitted to sleep overnight in Homestay without permission from the host. If you plan to stay away from the house overnight, please inform your host at a reasonable hour so that they will not expect you

ENERGY CONSERVATION

It is common for most houses in North America to take part in an energy conservation program.

- **Here are some common ways to save energy:**
 - Turn lights out when you are not in a room
 - Wear long sleeve clothing or sweaters in the home during winter time
 - Keep showers to a reasonable length (15 – 20 minutes as a maximum)
- Hosts keep the temperature of their home at a reasonable level during the winter time.
- Recycle – hosts may have separate places to put the items you want to throw out. Often paper, tin cans, and plastic items will all be sorted and put into different places. Your host will explain this to you after you arrive.

CANCELLATIONS OR EXTENSIONS

If you wish to cancel or extend your homestay, please see the Registration team.



Alex
Head Registrar



Miina
Registrar

<Cancellations>

A two-week notice before your check-in date is required to cancel your homestay.

<Extensions>

A two-week notice before your check-out date is required to extend your homestay.

Extensions will be accepted when full payment has been received. It is recommended that you give as much notice as possible, however, please note that you may need to change families if another student has already been placed there.

Please do not hesitate to talk to us at any time regarding any questions or concerns you may have.

WE ARE HERE TO HELP YOU





CES Toronto

Office Hours: Monday to Friday : 8:30 AM - 5:00 PM

Email: toronto@ces-schools.com

Phone: 416-968-1405