



**COLLEGE OF
ENGLISH
LANGUAGE**



STUDENT GUIDE 2025

CEL Vancouver

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Welcome to CEL

Dear CEL Student,

Welcome to **CEL Vancouver**.

You are about to begin a very exciting experience:

“Learning English in Vancouver!”

You will find our city to be a unique, nature-loving but dynamic city, which you can explore. We are sure you will discover many wonderful things here while practicing your English.

We at CEL will do everything we can to make your visit an enjoyable learning experience. Our staff is happy to answer your questions and guide you.

Please read this handbook and keep it for future reference. You will find many interesting and informative tips about both CEL and Vancouver. Please ask for help at any time. We will be happy to help you in any way we can.

We hope you will enjoy your stay with us!

The Staff at CEL Vancouver

CEL Vancouver Designations

Both PTIRU and Languages Canada accredit CEL Vancouver.



Introduction

The CEL Group

Throughout our 38-year history, CEL has successfully welcomed thousands of students from around the globe to learn English. We go beyond the classroom in our teaching English. Learning English at CEL is more than just a language course; it is an experience, it is an adventure of a lifetime. We have three beautiful locations in Downtown San Diego, Downtown Santa Monica and Downtown Vancouver.

CEL Vancouver

CEL Vancouver was founded in 1991 as the Canadian Business English Institute (CBEI). In September 2006, CBEI was acquired by St Giles International, and in 2024, was acquired by the CEL Group.

CEL Vancouver is accredited by Languages Canada and by the Private Training Institutions Regulatory Unit of the Ministry of Post-Secondary Education and Future Skills.

We have 11 classrooms, with state-of-the-art projector screens. We also have a computer area with printing facilities, a library area and a student café and lounge. Our downtown location and our excellent facilities make the school an ideal place to study and relax.

We are located in the heart of downtown Vancouver, close to public transportation networks and minutes away from the city's main shopping streets and entertainment. We are within easy walking distance of the beautiful Stanley Park and local beaches.

Vancouver

With a population of just over 600,000, Vancouver combines all the attractions of modern urban living with a safe and welcoming atmosphere. The city surroundings include parks, mountains and beaches, making it the perfect choice for people looking to enjoy the great outdoors.



Student Statement of Rights

CEL Vancouver is certified with the [Private Training Institutions Regulatory Unit](#) (PTIRU) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIRU or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIRU for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIRU and how to be an informed student, go to:

<http://www.privateinstitutions.gov.bc.ca/students/be-an-informed-student>.

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Your first day

Check-in

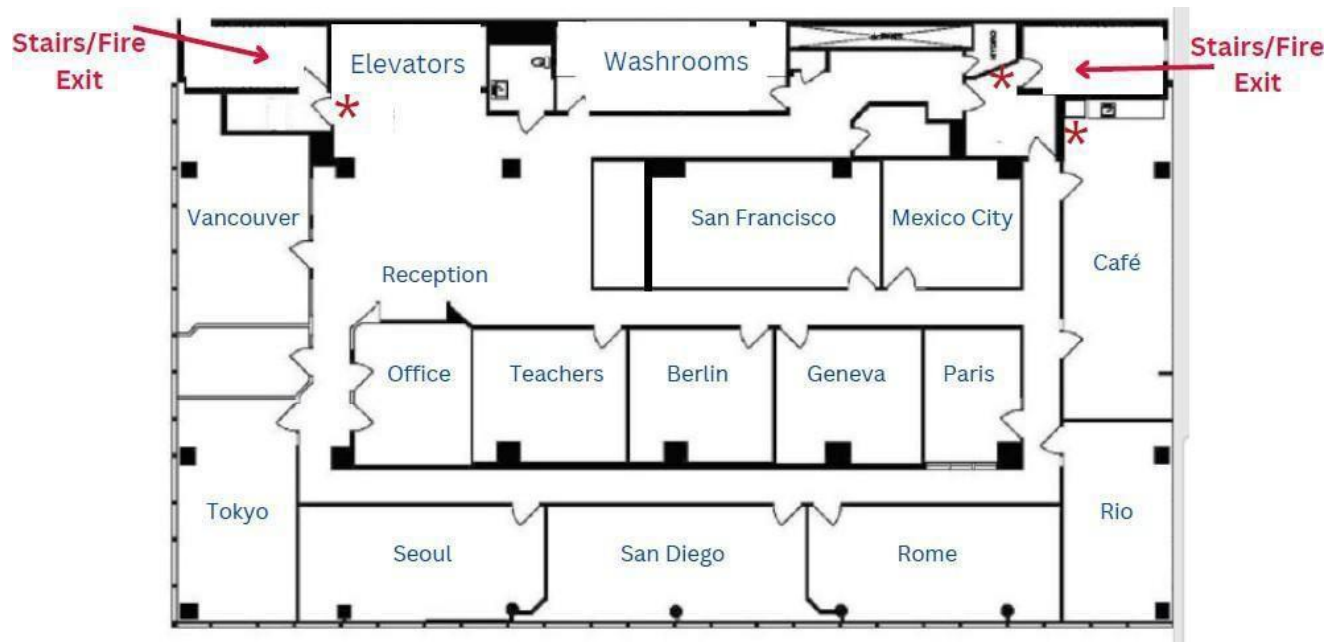
When you arrive at the school please come to reception to introduce yourself. You will have a quick orientation to the school and then go to your first class at 8.45 AM. At 12.30 PM you will complete paperwork and have a full orientation to the school. If you have booked afternoon classes (GE28) you will not have an afternoon class on your first day.

Class levels

We can have classes at the following levels:

CEL levels	CEFR level
Elementary	A1
Pre-Intermediate	A2
Intermediate	B1
Upper-Intermediate	B2
Advanced	C1

Floor Map



Class Schedule

It is very important for you to arrive at your lessons on time. If you are **more than ten minutes late** for a lesson, please do not disturb your class. Wait in the cafeteria until your class has its first break.

Full-time (28 lessons per week) General English

Schedule AM

8:45	Lesson 1
9:30	Lesson 2
10:15	Break
10:30	Lesson 3
11:15	Lesson 4
12:00	Lunch

Schedule PM (Monday – Thursday)

12:30	Lesson 5
1:15	Lesson 6
2:00	End of day

If you are a part-time General English student (20 lessons per week), your classes finish at 12:00 noon.

School Hours

The school is open from 8:00 AM to 4:30 PM. Reception offers a range of services including CEL student cards, Compass Card information, and general Vancouver information. If you have a question and you don't know who to ask, come to Reception and they will help you. If you have questions about your studies, please contact our Director of Studies (Corinne) on corinne@englishcollege.com

Facilities

Cafeteria

There are microwaves, a fridge and a sink available for student use in the cafeteria. Please label your food or it may be thrown out.

Learning outside the classroom

The computer room offers internet access and a printer, and we have a wide range of Easy Readers you can borrow. Just choose the one you want and sign it out.

Textbooks

Students studying for 4 weeks or more are required to purchase textbooks on their first day at a cost of \$100.00 per set. Students studying for 4 weeks or less may rent the textbooks from the school.

Vancouver Public Library

This city library is about a 20 minute walk from CEL. If you are studying for more than 6 months on a study permit or working holiday visa you can join for free. If you are studying for less than 6 months, you can purchase a 90 day visitor card.

Making Progress

Typically, a student will need 12 weeks in a level to be ready to move up to the next level. However, there are plenty of opportunities to move up a level earlier if you are ready.

One-to-One Feedback

Every two weeks your teacher will talk with you privately about your progress. This is a good time to talk about your lessons, how well you are doing, and areas you need more help with.

Level Test

Every four weeks you will have a Level Assessment Test. This will help determine whether you should move up a level or continue to master your current level.

Social Program

We offer a range of teacher-led activities for our students throughout the week, and Discover Canada runs weekend and day trips for ESL students at very reasonable prices. Check out the social activities calendar at reception. You can also book Discover Canada tours at reception.

The social program activities are a really good way of improving your speaking and listening skills, connecting with different people, and exploring Vancouver.

General Policies at CEL Vancouver

Code of Conduct

While on the CEL premises, or during activities or events hosted by CEL, or in a CEL homestay, students:

- must comply with all CEL policies
- must treat all students, staff and homestay families with respect and must not engage in physically or verbally aggressive, threatening, harassing, discriminatory or otherwise offensive behaviour (this also pertains to social media)
- must not consume, possess or distribute alcohol, controlled or restricted substances or drugs. The only exception to this is if students are of a legal drinking or smoking age with proper identification and are consuming responsibly in an approved location.
- must not contravene any provision of the Criminal Code of Canada or any other federal, provincial, or municipal state or regulation.

Admission Policy and Procedure

- You must be 16 years of age or older to take General English classes at CEL Vancouver.
- If you wish to take Cambridge C1, you must first achieve 70% on our pre-admission test. Please see the Director of Studies to take this test.
- For the IELTS Preparation Program you must be a B1 level or higher.

Dismissal Policy and Procedures

CEL has a *Respectful and Fair Treatment policy*, which it expects all students to follow. If a student seriously or persistently misbehaves in their lessons or accommodation, CEL reserves the right to terminate their course without notice. A student's course may also be terminated without notice if the student persistently fails to attend class or fails to meet the attendance requirements of the course. The *Respectful and Fair Treatment policy* is published in full on our website. Students who do not follow the Institute's *Respectful and Fair Treatment* and *Code of Conduct* may face the following stages of disciplinary action, but CEL has the right to move to a higher or final stage depending on the seriousness of the event or situation: The following is CEL's dismissal procedure:

- You may be given a first written warning. The warning will last for up to 24 weeks;
- You may be given a second written warning, and again, this warning will last for a further 24 weeks. More serious action will be taken if you commit another act of misconduct during both time periods;
- If a very serious complaint is received by the school you may be suspended from attending the school or any activities organized by the school until the complaint has been investigated;
- If evidence of serious and/or persistent misconduct is found, you may be asked to leave the school or any accommodation arranged by CEL permanently and you will not receive a refund for the unused part of the course.
- For Under 19 students: we may inform your parents and/or your agent if you have misconducted yourself, and for adults: we may inform your agent.

Appeal Procedure

If we take disciplinary action to suspend you from school activities, or permanently expel you, you have the right to fair treatment and can ask the Centre Director to reconsider this action.

You have the right to meet with the Centre Director along with another student or supporting adult to explain your behaviour or to give your opinion on the decision. The Centre Director has a duty to investigate and check any facts on which you disagree.

The school follows a complaints procedure, which is explained separately, and you can use it if you feel that the school's disciplinary action has been unfair or unreasonable.

Dispute Resolution Policy

We do our best to make sure that you have a happy and satisfying educational experience while you're at our school and while you're in Canada but from time to time you may have a problem and you may wonder what to do about your problem. This is what to do:

If you are unhappy about any aspect of our service please tell us as soon as possible so that we can try to help you. You can speak to any member of staff that you feel comfortable with.

If you are still unhappy and wish to make a complaint, please speak to the Director of Studies (about your studies), Student Services Coordinator (about your booking) or Accommodation Coordinator (about your accommodation and welfare) or the Centre Director for any complaint. We take every complaint seriously and we will tell you within 24 hours what action will be taken to help you. Our Directors are always happy to see you. For unsolved issues please see the Dispute Resolution Policy and procedure below.

1. This policy governs complaints from students respecting CEL Vancouver and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process by which the student complaint will be handled is as follows:
 - Student complaints must be made in writing.
 - The written complaint should be addressed to the Centre Director, Laura Haseley laura@englishcollege.com. If reconsideration is required, or the Centre Director is absent or named in the complaint, the complaint should be addressed to the Director of Studies, Corinne Toffan, corinne@englishcollege.com.
 - The Centre Director and/or the Director of Studies will meet with the student within 48 hours to discuss the dispute and to find a mutually acceptable solution.
 - The Director will provide a solution and the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint, in writing.
 - The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) (www.privateinstitutions.gov.bc.ca). Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.]

CEL Vancouver is also a member of Languages Canada, an association for accredited language schools in Canada and we agree to abide by the Languages Canada Code of Ethics. Students also have recourse to Languages Canada to manage serious disputes that are considered irreconcilable. Languages Canada, 5886 - 169A Street, Surrey, BC, Canada V3S 6Z8. Phone: 604-574-1532. You can also use their online contact form available here: <http://www.languagescanada.ca/en/contact-us>.

4. The student making the complaint may be represented by an agent or a lawyer.

Withdrawal Policy and Procedures

- Students who decide to withdraw from CEL Vancouver should let the Director of Studies and/or the Centre Director know.
- Students will be eligible for any refund due according to our REFUND POLICY.

Refund Policy (Withdrawal and Dismissal) – Approved Programs

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
- No later than seven days after student signed enrolment contract, and - Before the program start date	Balance will be refunded less the following fees: - Registration Fee - Accommodation Placement Fee - Homestay Guardianship Fee
- More than seven days after student signed enrolment contract, and - Before the program start date	Institution may retain up to 10% of tuition, to a maximum of \$1000 paid or payable under contract. Students may also incur charges to third-party accommodation providers (residences, hotels, homestays). CEL will pass on any direct costs incurred. Homestay Guardianship Fee
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students)	
No later than seven days after the program start date	Institution may retain up to 10% of tuition, to a maximum of \$1000 paid or payable under contract. Students may also incur charges to third-party accommodation providers (residences, hotels, homestays). CEL will pass on any direct costs incurred. Homestay Guardianship Fee
After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 10% of tuition paid or payable under a contract. Institution must refund fees paid for course materials if not provided to the student.
After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.	Institution may retain up to 30% of tuition paid or payable under a contract. Institution must refund fees paid for course materials if not provided to the student.
After the program start date, and after more than 30% but before 50% of instruction hours have been provided.	Institution may retain up to 50% of tuition paid or payable under contract.

Circumstances when Refund Payable	Amount of Refund
After the program start date, and after more than 50% of instruction hours have been provided.	No refund due.
Student does not attend program – “no-show” (applies to all students)	
Student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition paid under contract. Students may also incur charges to third-party accommodation providers (residences, hotels, homestays). CEL will pass on any direct costs incurred. - Homestay Guardianship Fee - Express Mail Fee
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
- Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: - The program start date in the most recent Letter of Acceptance - The program start date in the enrolment contract - Student has not requested additional Letter(s) of Acceptance.	100% tuition and all related fees, other than application fee.
Student enrolled in a program without having met the admission requirements for the program	
If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.	100% tuition and all related fees, including application fees

Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

Refund Policy (Withdrawal and Dismissal) – Programs not requiring approval

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
More than 21 days before scheduled arrival date	Balance will be refunded less the following fees: - Registration Fee - Accommodation Placement Fee - Homestay Guardianship Fee
Less than 21 days before the scheduled arrival date	Balance will be refunded less the following fees: - Registration Fee - Accommodation Placement Fee - Accommodation Deposit Students may also incur charges to third-party accommodation providers (residences, hotels, homestays). CEL will pass on any direct costs incurred. - Homestay Guardianship Fee

After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students)	
After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
Student does not attend program – “no-show” (applies to all students)	
Student does not attend the first 30% of the program.	Balance will be refunded less the following fees: - Registration Fee - Accommodation Placement Fee - Accommodation Deposit Students may also incur charges to third-party accommodation providers (residences, hotels, homestays). CEL will pass on any direct costs incurred. - Homestay Guardianship Fee

Student enrolled in a program without having met the admission requirements for the program	
If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.	100% tuition and all related fees, including application fees

Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

Respectful and Fair Treatment Policy

CEL Vancouver is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

- While on CEL Vancouver premises or in the course of activities or events hosted by CEL Vancouver, the following activities are prohibited:
 - i. Violent, rude, disorderly, threatening or hurtful behaviour or language used within the school building, or in accommodation arranged by CEL, or when taking part in an activity organized by the school, or towards any member of staff or fellow student;
 - ii. Fraud, theft, or dishonesty (including cheating or plagiarism) in relation to CEL, its staff or students, or towards members of homestays providing accommodation arranged by CEL;
 - iii. Racial, sexual or other kinds of harassment of any student or member of staff, or towards those providing accommodation arranged by CEL;
 - iv. Damage to CEL property, or the property of other students or staff, or to accommodation arranged by CEL, which is caused intentionally or through lack of care;
 - v. Misuse of PCs and the use of social media to harass, offend, bully or abuse other students, members of staff, or accommodation providers of CEL;
 - vi. Behaviour which damages or could harm the reputation of CEL;
 - vii. Being too noisy, or other anti-social or indecent behaviour in the school or in accommodation organized by CEL;
 - viii. The possession, use and distribution of banned items, drugs and weapons in or outside the school building or in any accommodation organized by CEL;
 - ix. The support of extremist or terrorist organizations and actions or speech that might lead to the exploitation or radicalization of other individuals;

x. Being drunk, under the influence of illegal drugs or disruptive behaviour whilst in class, at the school or in accommodation organized by CEL.

- If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:
 1. The activity must be documented in writing, by the staff member who witnessed it.
 2. Thereafter, the policy and procedures outlined in the *Dismissal Policy* will be followed.

Sexual Misconduct Policy

1. CEL Vancouver is committed to ensuring that our students, staff and visitors can study, work and visit in a safe and welcoming environment free of sexual harassment, exploitation or assault. CEL Vancouver does not tolerate sexual misconduct, defined below, in any form.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - A person who feels they have experienced sexual misconduct and wishes to make a Complaint should speak with the Centre Director (Laura Haseley: laura@englishcollege.com) or in her absence, the Director of Studies (Corinne Toffan: corinne@englishcollege.com).
6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
The representative responding to the Complaint will:
 - Acknowledge receipt of the Complaint within 1 business day.

- Treat the victim/survivor with empathy and compassion and advise them that they may ask another person to be present for support.
 - Record any additional details regarding the Complaint.
 - Determine whether an investigation will take place or if a Report should be made and/or whether the incident should be referred immediately to the police.
 - Discuss options for counselling, medical or mental health supports.
 - Work with the victim/survivor towards a desired outcome.
7. The process for making a **Report** of sexual misconduct involving a student is as follows:
- A person may file a Report of an incident of sexual misconduct to the Centre Director (Laura Haseley: laura@englishcollege.com) or in her absence, the Director of Studies (Corinne Toffan: corinne@englishcollege.com). The Report must be received in writing.
8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
- The representative responding to the Report will
- Acknowledge receipt of the Report within 1 business day.
 - Ensure the victim/survivor receives a caring response.
 - Ensure the safety of the victim/survivor and provide information on medical, mental health counselling services.
 - Review the Report within a reasonable timeframe and keep a formal record.
 - Conduct an investigation, and, if required, protective measures such as changing classes or accommodation will be taken.
 - Give the alleged perpetrator(s) an opportunity to respond to the allegations, where it is necessary to ensure procedural fairness, taking into account the safety and circumstances of the alleged victim/survivor
 - Assist in calling/reporting to the police, including calling an officer to the school to speak with the victim/survivor
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report. Individuals who violate the Sexual Misconduct Policy are subject to disciplinary action including termination of employment (staff) or expulsion (students).
10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
- If an individual is at imminent risk of severe or life-threatening self-harm.
 - If an individual is at imminent risk of harming another.
 - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
 - Where reporting is required by law.
 - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

Related Information:

[VictimLinkBC](#)

[Sexual Violence and Misconduct Policy Act](#)

[Criminal Code of Canada](#)

[BC Human Rights Code](#)

This institution is certified by the Private Training Institutions Regulatory Unit (PTIRU). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIRU, go to www.privateinstitutions.gov.bc.ca.

Students under 19 years

CEL Vancouver accepts students from the age of 16 upwards and there are some specific arrangements for students under the age of 19 ("minors") (in BC, 19 is the age of majority or adult):

- All students under 19 years will receive a student card on the CEL student app.
- **If you are 16-18** you must be back at your host family by 23.00 Sunday to Thursday, and 00.00 on Friday and Saturday.

Privacy Policy

CEL Vancouver collects students' personal information for the following reasons:

- To maintain student records as required by Languages Canada and/or PTIRU.
- To keep students/graduates informed of activities of the school.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. You may contact us at any time to remove you from our contact list.

Medical Insurance

All international students must have health insurance for the full period of study in Canada. This is the law. We accept:

- ✓ Health Insurance from your own country
 - It must be for your entire time in Canada
- ✓ Student Health Insurance from CEL
 - GuardMe Medical Insurance costs \$4.00 per day.
 - Easy – we can do it for you online

If you are going to be in Canada with a valid study permit for 6 months or longer, you must register with Canada's Health System – Medical Services Plan of BC (MSP):

- It takes 30 days from the time of application so you need to apply as soon as you arrive in British Columbia.
- It costs \$75 per month
- This will cover your doctor visits so you won't have to pay.

Safety Policy

Outside of the school, in the event of any serious emergency, call **911**.

Police NON-EMERGENCY # **604-717-3321**

Police in Canada are very helpful. If you are the victim of ANY crime, you should report it to the police.

In the school, if there is an emergency situation, please find the Centre Director or a member of staff to help.