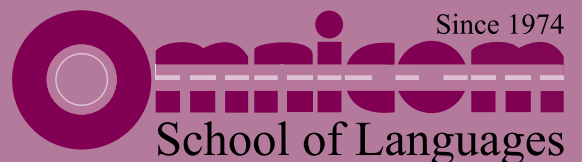


Welcome to
Omnicom

School of Languages Toronto!

Toronto/Calgary

 **Adult Student
Handbook**



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omnicomschooltoronto



Welcome to Omnicom

On behalf of Omnicom we would like to welcome you to Canada. We know that your stay here will be happy and memorable.

Omnicom creates an atmosphere that combines comfort and security with quality education. Omnicom combines excellent ESL classes, sports and cultural activities to give students an experience that will enrich all aspects of their lives. Welcome to Omnicom!





Mission Statement

Omnicom School of Languages (Calgary and Toronto locations) dedicates itself to the development of the student's language skills and professional training. We are committed to providing a quality education and meeting our students' needs.

Omnicom creates an atmosphere that combines comfort and security with the highest professional standards of education. This environment enables students to achieve real results while making lasting connections from around the world.

Our mission is to give our students the skills, the experience, the confidence to pursue their dreams and surpass their goals.

Company History

For more than 40 years Omnicom has been recognized for its excellence as a learning institution. We have helped thousands of students achieve their goals, and will continue to do so for many years to come.

Atmosphere

Omnicom maintains a comfortable atmosphere, giving students a "home away from home" experience. We place a premium on your authentic experience, getting a feel for the community and living as locals live.



Airport Reception

When arriving in Canada please ensure you have the following documents:

- Valid Passport
- Government issued identification with photo
- Entry Visa (if required)
- Original letter of acceptance from Omnicom
- Proof of financial funds
- Medical records, immunization records
- Medical insurance documents
- Homestay confirmation letter
- Letter of permission from the Canadian Consulate or Embassy (if applicable)

Pick up

Omnicom provides reception services and pick up/drop off for students arriving in Canada. After clearing customs and picking up your luggage, look for the Omnicom sign. Omnicom will drive you to your homestay. If you miss your flight or connection, please contact the emergency contact person, Sam at 416-706-7731 in Toronto and Ruby at 587-844-3760 in Calgary. Remember that people are expecting you.

Drop off

Omnicom also provides a drop off service. Omnicom staff will take you back to the airport on your departure. We will assist you with check in and take you right to your gate. Please be prepared. Make sure your luggage is not overweight and have your documents ready. Know your departure time. If possible take advantage of the on-line check that the airlines offer.



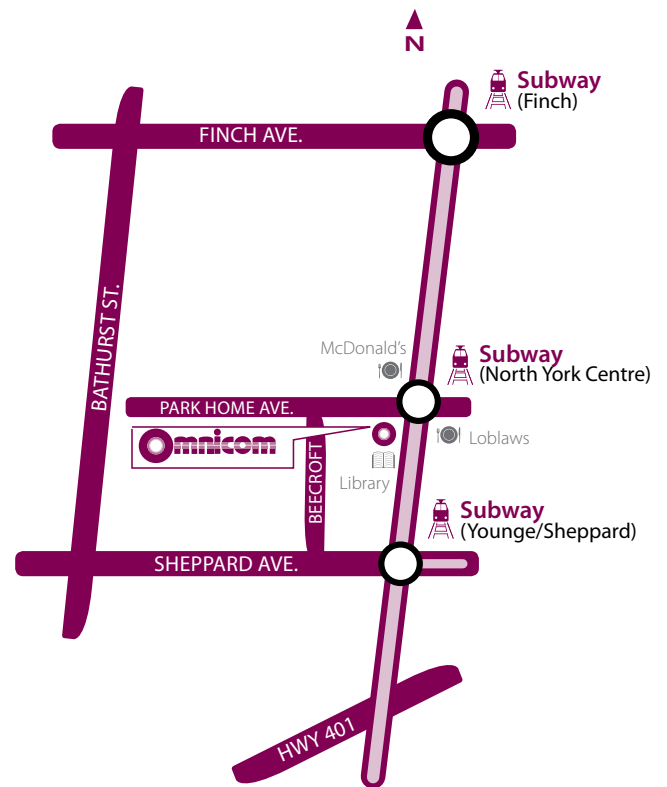
Medical authorization

Medical insurance is mandatory while studying in Omnicom. The option of medical insurance is offered during registration. If the student declines, they are required to purchase their own medical insurance. The student must provide evidence of their own medical insurance.

Study English in Toronto

Omnicom is located right on the **North York Centre subway station**, in The North York Centre, which has the North York Central Library. There are exciting and diverse restaurants, major shopping centres, one of the city's premier theatres, nearby hospitals, recreation complexes and extensive educational facilities. For the convenience of our students, there is a direct indoor connection to the North York Centre station on the Yonge subway line. There is immediate access to Highway 401 and Don Valley Parkway – providing swift transportation to all parts of Greater Toronto and The Lester B. Pearson International Airport.

From the Subway, take the North York Centre exit from the subway. Take the escalators up to the main floor. Walk to the end of the building where you will see the North York Central Library on the left side and elevators on the right. Take the elevator up to the 6th floor and you will find Omnicom School of Languages.



Study English in Calgary

Calgary is an attractive city for studying. It's easy to navigate, with a good transit system that offers free train fares downtown and bus access to many parts of the city. Calgary offers all the conveniences of a modern city with friendly people, safety and attractions. There are numerous things to see and do and yet the city is quiet enough for people not wanting to be overwhelmed. Calgary is recognized as a Canadian leader in the oil and gas industry as well as for being a leader in economic expansion. Calgary is Canada's number one economic performer and is home to a diverse array of industries, including the energy, finance, manufacturing, technology and creative industry sectors. Calgary is increasingly becoming home to Canadian corporate head offices. It has the second highest concentration of head offices in Canada, behind only Toronto. Add to that the shopping, nightlife and many natural spaces, it is easy to see why Calgary should be at the top of your list of destinations in Canada.

Calgary Downtown



First Day

Students are asked to come to the school for 8:30 a.m. with their passport, letter of acceptance and a copy of their insurance coverage. Students will complete a placement test and a speaking test that will determine their English proficiency. On the first day, students will receive an Omnicom student identification card. An orientation session will help students learn about their classes, activities, support services, and general city information etc.

Facilities

Omnicom schools provide a friendly "Family Atmosphere" where personal attention is given to each student. The school has a kitchen where students are able to eat lunch and a student lounge as well as a video room in which videos/DVDs available for students to use after classes. Omnicom computer lab is equipped with computers for students use.



Omnicom Staff

Omnicom staff are professional, qualified and dedicated to making sure each student has a successful and rewarding experience. Omnicom has a team of counselors that speak many languages.

Omnicom Support Staff

Omnicom staff are conveniently located at the front desk providing ongoing support for students. Students are encouraged to ask any questions they may have related to their studies, activities or homestay and our friendly staff will direct you to the right person.

- Support staff provides an orientation
- Provide health information and directions to the nearest medical office
- Find information regarding culture and religious organizations
- Help students find information about sporting activities, festivals and events
- Guide students to the staff member for college and university pathways , general English and course requests

Academic Leader

The Academic Leader works closely with teachers to ensure students' requests are responded to in a timely manner.

Academic Leader assists with

- Class changes
- Disputes and complaints regarding grades
- Providing academic reports and attendance records
- Withdrawals and dismissals
- Guide students to the staff member for college and university pathways , general English and course requests

Programs

Omnicom offers a comprehensive intensive English program as well as a range of specialized courses, which can develop your skills from beginner to advanced levels. Test preparation courses will include TOEFL iBT, TOEIC, and Cambridge examination preparation for the FCE and CAE exams.

Students will develop their professional skills through our multi-faceted curriculum; tourism and hospitality and Business English.

For those students who just want to interact with the local community, we recommend our focus on communication programs to sharpen their speaking and listening skills. (English Only Policy is strictly enforced)

College and University Pathway

Omnicom's Pathway Program prepares students to study at Canadian colleges and universities. Successful completion of the program allows entry into many of Omnicom's partner institutions without external test scores. (TOEFL iBT, CAEL, IELTS, etc).

Please see the Pathway department or student support services.



The World of English is Through Our Doors



General English Programs

- Full-Time or Part-Time
- Intensive English
- Power English for Life
- Focus on Communication
- Summer/Winter Language Activity
- Specialized Group Packages
- Private Instruction



College & University Pathway Programs

- **ACP (Academic / College Preparation):** allows you to enter our partnered college or university without English proficiency tests
- **Undergraduate Pathways**
 - Algoma University (*Sault Ste. Marie, Ontario*)
 - Anderson College of Health, Business and Technology (*Toronto, Ontario*)
 - Alliant University (*San Diego, USA*)
 - Cambrian College (*Sudbury, Ontario*)
 - Canadian College of Massage and Hydrotherapy (*Toronto/Cambridge, Ontario & Halifax, Nova Scotia*)
 - Canadore College (*North Bay, Ontario*)
 - Centennial College (*Toronto, Ontario*)
 - Confederation College (*Thunder Bay, Ontario*)
 - Durham College (*Oshawa, Ontario*)
 - Lakehead University (*Thunder Bay, Ontario*)
 - Lambton College (*Toronto/Sarnia, Ontario*)
 - Laurentian University (*Sudbury, Ontario*)
 - Manitoba Institute of Trades and Technology (*Winnipeg, Manitoba*)
 - Niagara College (*Niagara Falls, Ontario*)
 - Royal Roads University (*Victoria, British Columbia*)
 - RCC Institute of Technology/Yorkville University, Toronto Film School (*Toronto, Ontario*)
 - Sault College (*Sault Ste. Marie, Ontario*)
 - St Lawrence College (*Kingston, Ontario*)
 - Southern Alberta Institute of Technology (*Calgary, Alberta*)
 - University of Ontario (*Oshawa, Ontario*)
 - University of Regina (*Regina, Saskatchewan*)
 - Wilfrid Laurier University (*Waterloo/Brantford/Kitchener, Ontario*)
- **Graduate Pathways**
 - Lakehead University (*Thunder Bay, Ontario*)
 - Laurentian University (*Sudbury, Ontario*)
 - Royal Roads University (*Victoria, British Columbia*)
- **Exam Preparation Programs**

Part-Time/Evenings/Weekends also available

IELTS	TOEFL iBT	GMAT	GRE
CAEL	FCE	CAE	TOEIC
- **Specialized English Programs**
 - Business English
 - Petroleum English
 - English for Nursing
 - English for Tourism & Hospitality

Class schedule

Period	Hour	Monday	Tuesday	Wednesday	Thursday	Friday
A	09:00 – 11:00	*Language Structure	Language Structure	Language Structure	Language Structure	Language Structure
	11:00 – 11:15	Break	Break	Break	Break	Break
B	11:15 – 12:15	Vocabulary Building	Idioms	Presentations	Idioms	Presentations
	12:15 – 01:00	Lunch	Lunch	Lunch	Lunch	Lunch
C	01:00 – 03:00	Communication Skills**	Communication Skills	Communication Skills	Conversation / Pronunciation*** or Elective****	Conversation / Pronunciation or Elective
	03:00 – 03:15	Break	Break	Break	Break	Break
D	03:15– 04:15	Private Lesson	Private Lesson	Private Lesson	Private Lesson	Private Lesson
E	03:15– 05:15	Private Lesson	Private Lesson	Private Lesson	Private Lesson	Private Lesson

Student Hours:	Periods:
Intensive English Program (IES15)	A+B
Intensive English Program (IES25)	A+B+C

* Language Structure includes grammar, writing, vocabulary and spelling.

** Communication Skills includes speaking, listening, reading comprehension, pronunciation and vocabulary.

Students in level 6-8 choose from one of the following:

1. TOEFL iBT Preparation	2. TOEIC Preparation	3. Business English
4. Creative Writing	5. Canadian Culture	6. Conversation
7. Reading	8. Accent Reduction	

Students in level 9 choose from one of the following:

1. TOEFL iBT Preparation	2. TOEIC Preparation	3. Business English
4. Creative Writing	5. Canadian Culture	6. Debating
7. Reading	8. Business English - BEC	9. Focus on Vocabulary Development
10. Accent Reduction		

Please note: class hours are subject to change

Activities

Omnicom coordinates activities for students outside the class, to further language acquisition and to allow students to take full advantage of their Canadian experience. We begin locally, with walking tours of the city, and evening activities with teachers and staff.

There is something for everyone in both Calgary and Toronto. Our counsellors and staff are on hand to guide, direct and advise. With this introduction, students can explore the culture, and customs at their own pace.

Students must sign up to join activities and excursions. Some activities have limited vacancies and will be given to students on a first come first basis. Students will find a monthly calendar of events with a listing of various school activities, sporting events and cultural activities.

Daily Summer and Winter Activities include Bowling, Boat Cruise, Major League Baseball Game, Bata Shoe Museum, Paramount Canada's Wonderland, Ontario Science Centre, Soccer, High Park, BBQ, CN Tower, Toronto Island, Chinatown, Queen's Park, Hockey, Skating, Snowboarding, Skiing, NBA, Royal Ontario Museum, Art Gallery of Ontario & more.

Calgary

Banff, lake Louise, Jasper, Waterton National Park, Dinosaur Badlands, Sporting events, BBQ, Museums, Ski, snowboard and the Bow River & more.

We also offer numerous FREE English Workshops including Writing, English through Friends, Resume, Slang and many more.

Students must know where meeting points are located and must arrive 15 minutes before departure time. Students will not be refunded if they are not on time for activities and trips. Students must always respect their surroundings





Accommodations

Homestay

Homestay offers the opportunity to live with a Canadian family and to practice language skills daily. Omnicom carefully selects local host families to provide a safe and friendly environment. Homestay families are interviewed and inspected. Like all support staff at Omnicom, the homestay Coordinator is here to help students transition into Canadian life. The homestay program gives students the opportunity to experience an added dimension to language learning. Students will acquire valuable knowledge about everyday aspects of life, leisure and culture in a modern Canadian city.

Homestay hosts welcome students into their household like a member of the family. Students will have a key to the house, a private room that is comfortably equipped with a bed, desk, chest of drawers, closet and proper lighting. Host families will provide two or three proper meals per day.

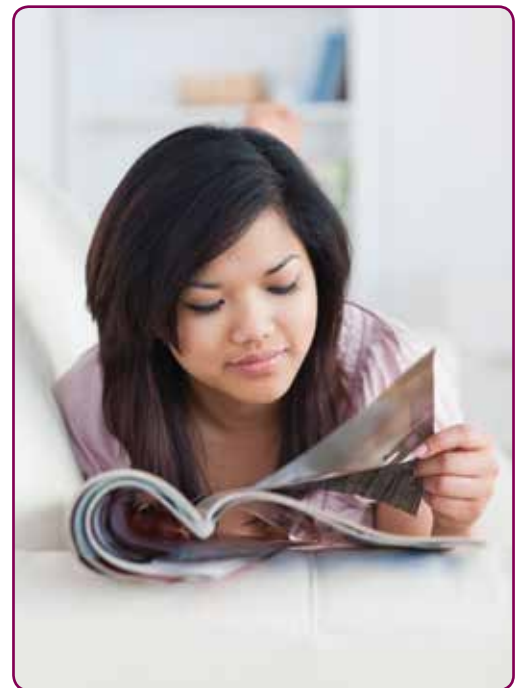
Homestay services may also be provided by

<http://homestayconnection.ca>

www.homestayplus.ca

Residence (Toronto Only)

Students have the opportunity to stay in hotel rooms, apartments or furnished suites. Residences are limited and should be booked at least 2 -3 months in advance. Youth students must be accompanied by a group leader for residences.





Student Homestay Rules

It is crucial that the student respects the ways of other nationalities and cultures, especially in their Host Family's home. It is important that the student speak only English within the home of their Host Family.

It is in the best interests of all involved to know and understand the rules of the house as they apply to the student, and to observe them. Every family has their own preferences and habits, and these vary greatly. It is the student's responsibility to learn to adapt to their Host Family's particular habits.

1. The student is expected to take part in the Host Family's daily activities and to participate in all family chores shared by the general family.
2. The student is responsible for informing his or her Homestay Family when making plans to go out on a free day, in the afternoon, or in the evening.
3. It is not guaranteed that the student will be matched with a family having children or persons in the same age-range as the student, with a one-parent family, or with a two-parent family
4. The student should inform the Host Family and the Homestay Office three weeks before the end of the homestay month if they decide to terminate the agreed homestay period, or if they want to extend the homestay period.
5. The student is responsible for his or her own meal arrangements on those days when all-day excursions or afternoon activities are planned with the Host Family.
6. The student shall show consideration and tolerance to Host Family members.
7. The student shall invite guests to the home only with the knowledge and permission of the Host Family.
8. The student shall keep his/her room clean and tidy, and must vacuum their room and empty garbage once a week.
9. If the student is doing his/her laundry, it must be done once a week
10. Students who wish to stay longer, must see the homestay department immediately to inform about your departure date.



Student Code Of Conduct

The code of student conduct is established to provide a safe and secure learning environment to protect people, properties and processes that support Omnicom and its mission. Treat all students and staff with respect and kindness and expect the same in return. All students will respect the safety and property of others.

Any breach of these rules will not be tolerated. Omnicom staff has the discretion to remove anyone endangering the safety of others.

Omnicom is committed to taking all reasonable steps to ensure students have the opportunity to successfully complete their studies. Omnicom maintains a professional environment and all students and staff are treated fairly and equitably. Students who do not support the academic and ethical standards of the school may be suspended or expelled for inadequate performance and unacceptable actions.

Omnicom will attempt to resolve situations amicably. However Omnicom will not tolerate actions that risk the integrity, safety or well being of students, staff, visitors, or guests of the school. Verbal and written warnings will be issued when deemed necessary. Further actions, including suspension and expulsion, will be applied at Omnicom's discretion.

Expulsion Policy

The following outlines the conditions under which a student may be expelled with cause

1. 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:

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



Intellectual property refers to creations of the mind: inventions, literary and artistic works, and symbols, names, images, and designs used in commerce. Intellectual property refers to any property that is created using original thought.

2. Outstanding Fees - failure to pay tuition or other fees due to the school is considered to be theft, and students may be expelled if fees are not paid after the school has provided written warning.
3. Misconduct - Omnicom expects mature and professional behaviour on the part of its students both in school and while attending school related activities off campus including respect for peers and the learning environment; keeping the school clean and the work areas tidy; not engaging in malicious actions towards the school, staff members, students or property; and not engaging in any action that is disruptive, unethical, unlawful or contrary to the best interest of the Omnicom and the training environment. The following acts of misconduct will not be tolerated:
 - a Acts of dishonesty, including but not limited to:
 - b Giving false information to any official, Instructor, or staff member
 - c Forgery, alteration, or misuse of any school document, record, or instrument of identification
 - d Computer piracies—copying software, copyright infringement, and unauthorized computer entry
 - e Disruption of teaching, administration, disciplinary proceedings, and other school activities.
 - f Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct which threatens or endangers the health or safety of any person.
 - g Attempted or actual theft of and/or damage to property of the school, a staff member, other students, or public property.
 - h Unauthorized possession, duplication, or use of keys to any school premises, or unauthorized entry to or use of school property.
 - i Use, possession, or distribution of controlled substances (e.g. drugs and alcohol), except as permitted by law.
 - j Illegal or unauthorized possession of any weapon(s) on school premises or school-sponsored activities.
 - k Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, abetting, encouraging, or inducing another person behave in such a way.
 - l The use of profane language, rowdiness, fighting, or other disturbances on school property or at College-sponsored activities.
4. Significant Omissions or Errors in Admissions Documentation - Students who knowingly or in error misrepresent their applications are subject to immediate expulsion.
5. Harassment or Discrimination - Students participating in harassing or discriminatory activities are subject to suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities.



6. Misuse of School Property - Students, who damage, misuse, steal or otherwise use the property in a way that is prohibited may be expelled and will be required to make restitution.
7. Endangerment of Staff or Students - Students who by action or neglect in any way endanger the safety of themselves or others may be expelled.

Procedure and Notification

The director will be notified. Depending on the seriousness, immediate dismissal may be warranted. Within 5 days of notification, the director will arrange to have a meeting with the individuals involved to discuss verbally the area of concern. Following a meeting with the student, the director will investigate to determine whether the concerns are substantiated.

The director will meet with the student again and give the student a written warning, set a probation period and inform them of the consequences or recommend the student be dismissed. The director of studies will document and keep a record in the student's file. If the student is issued a written warning or placed on probation, both the director and the student will sign a copy and the original document will be placed in the student's file.

If the student is dismissed, the director will meet with the student. If any tuition is owing, a cheque will be issued to the student within 60 days. Students who are expelled for any reason will be notified in writing. The notification will contain a description of the basis for expulsion and the effective date.

Appeals and Dispute Resolution Policy

Expelled students who dispute the facts of the expulsion must appeal the decision within five days of the notification. Students must provide sufficient proof to support the dispute. A review decision will be made within five business days of receipt of the appeal paperwork and the student will be notified accordingly. Students who file an appeal and are unsuccessful are considered withdrawn from the school.

The following policies and procedures will be utilized for conflict and dispute resolution and are designed for the protection and interest of both the students and Omnicom School of Languages. It is acknowledged by both parties that the contents are read and understood. Omnicom School of Languages endeavors to resolve any complaint or concern in a timely manner.

Cont.



If a student has a dispute regarding the instruction, training, course content and other related academic matters, the student is advised to:

- Discuss the issue or concern with Omnicom staff directly.
- If the student is unsatisfied with the results within 5 days, the student is required to submit a written statement to the School Director at 5 Park Home Avenue, 6th Floor, Toronto, Ontario, Canada, M2N 6L4 Email: toronto@omnicomstudy.com Tel: 416-223-7855 Fax: 416-224-1641. In Calgary 840, 6 Ave. S.W, Suite 100, Calgary, Alberta, Canada, T2P 3E5 Email: Calgary@omnicomstudy.com Tel: 403 265 6936 Fax: 403 265 6926
- A meeting at the above location between the student and School administration will be arranged within five business days of the school receiving the written statement. At this meeting the student will have an opportunity to make oral submissions and is entitled to have another person present throughout the complaint process and/or to make oral submissions on behalf of the student. After careful consideration and review, a decision will be made by the School Director.
- If the matter is not resolved, you can appeal to Languages Canada at: www.languagescanada.ca

Fees

A student who is expelled by the school will be considered withdrawn from their program on the effective date of the expulsion. The school will officially withdraw the student and the student's account will be resolved as per the refund policy.

Grade Appeal Policy

If a student has a dispute regarding the grade, the student is advised to:

- Discuss the matter with the instructor
- The instructor will review the grading and if warranted will assign a new grade within one week.
- If the student is not satisfied they should submit an appeal (written or verbal) to the director
- The Director will obtain a copy of the assignment in question and will have another instructor review the assignment.
- If the student achieves a higher grade on the reassessment, the student will be assigned the higher grade.
- If the student achieves a lower grade on the reassessment, the original grade will stand.
- Once the decision has been made, the grade cannot be appealed again
- The decision will be completed within 5 days.



Academic Policies

Examinations, Assignments and Course Assessment Policy

Omnicom Intensive English Program

Omnicom has 12 levels of Intensive English from a beginner to advanced. Each level is 4 weeks with exams in the second and fourth week. Students are also required to give a presentation in each level. Students must achieve a minimum of 75 percent in all skills including exams, presentation course work and attendance in order to advance to the next level. If students fail, they will remain in the same level for further skill development.

Omnicom Academic Preparation Program

Students must have achieved a minimum prerequisite of level 12 in order to enter the Omnicom Academic Preparation Programs. Students are also required to give presentations. Students must achieve a minimum of 80 percent in all skills including exams, presentation course work and attendance in order to advance to the next level. If students fail, they will remain in the same level for further skill development.

Late Assignments and Extensions

Students are expected to complete all assigned course work by the due date given by the instructor. Failure to complete the required course work on time may result in the student repeating the level. If an extension is required, the student must have a valid reason and must notify the instructor 3 days prior to the original due date. In some circumstances assignments submitted after the due date may have marks deducted at 5 percent per day. Any late assignments where the instructor has not given an extension will receive a zero grade.

Missed Examinations

Students are expected to be on time for all examinations and presentations. If a student misses an exam or presentation they will receive a zero grade.

Failed Levels

Students failing a level may repeat the level. A student is able to retake the level until they have successfully completed the level requirements. Applicable course fees may apply. If a student disputes a level, they can refer to the grade appeal policy.

Certificates and Academic Reports

Once students have completed their studies, they will receive a certificate of completion for their final level achieved.

Academic Preparation students receive a diploma of completion and a final transcript. For students on the pathway program, Omnicom's Academic Leader will send original transcripts to the pathway university of the students' choice.

Upon request we provide an academic report or letter of study that indicates the total number of lessons studied, starting and ending dates, results, and attendance.

Attendance Policy

Students will not be allowed to enter the class 10 minutes after classes begin. Students will have to wait until break time to enter the class. Students can not be late from break. Omnicom instructors keep a record of student attendance, regular absences will result in dismissal or deductions from your grades. If students are absent more than one week, they will fail the term. If students are sick, they are asked to call student support and advise them.

Omnicom is required to submit directly to designate Provincial or Federal agencies to confirm student attendance and or advancement in the program. Poor attendance and lack of progression may result in visa removals and a student may be asked to return to their home country.



Evaluation Grid for Presentations

Topic: _____		Total Points: _____ / 100				
Delivery (40 points) _____ /40	Poor	Fair	Good	Very Good	Excellent	
1) Effective use of body language	1	2	3	4	5	
2) Eye contact (with audience)	1	2	3	4	5	
3) Spoke (did not read)	1	2	3	4	5	
4) Clear pronunciation	1	2	3	4	5	
5) Good pace (not too fast / not too slow)	1	2	3	4	5	
6) Audible voice (not too loud / not too low)	1	2	3	4	5	
7) Fluency (appropriate amount of hesitation and/or repetition)	1	2	3	4	5	
8) Enthusiastic	1	2	3	4	5	
Content / Organization (40 points) _____ /40	Poor	Fair	Good	Very Good	Excellent	
1) Well-organized	1	2	3	4	5	
2) Clear introduction	1	2	3	4	5	
3) Well-developed body a) What they liked most b) What they found most challenging c) What they learned about themselves d) What skills/abilities they improved/developed e) How this experience compares to or differs from their work experience back home (if applicable)	1	2	3	4	5	
4) Clear conclusion and/or summary	1	2	3	4	5	
5) Good use of vocabulary	1	2	3	4	5	
6) Sound grammar (accurate use of verb tenses & subject-verb agreement)	1	2	3	4	5	
7) Accurate word order	1	2	3	4	5	
8) Stayed within time frame (10-15 minutes)	1	2	3	4	5	
Features (20 points) _____ /20	Poor	Fair	Good	Very Good	Excellent	
1) Engaged audience during the presentation	1	2	3	4	5	
2) Handled audience questions well	1	2	3	4	5	
3) Interesting and/or creative	1	2	3	4	5	
4) Appropriate use of props/visual aids	1	2	3	4	5	

Program Withdrawal and Refunds

Students who are unable to obtain the appropriate authorization from citizenship and immigration Canada to enter Canada are entitled to a refund. To apply for a refund, the student must submit a written notice of refund, and return the original letter of acceptance and a copy of the letter of rejection from Citizenship and Immigration Canada. The registration fee and homestay placement fee are non-refundable in addition, a processing fee of \$ 200 will be applied. All other refund requests are subject to the following conditions

Before the course begins

- If a student cancels 31 days or more before the start of the course, Omnicom will refund 75 percent of the tuition fees paid under the contract.
- If a student cancels 30 days or less before the start date of the course, Omnicom will refund 60 percent of the tuition fees paid under the contract.

After the course begins

- If a student withdraws or is dismissed within the first 10 percent of the course, Omnicom will refund 50 percent of the tuition fees paid under the contract.
- If a student withdraws or is dismissed after 11 percent and before 29 percent of the course, Omnicom will refund 30 percent of the tuition fees paid under the contract.
- If a student withdraws or is dismissed after 30 percent of the course, no refund will be given.
- Students must provide written notification in order to qualify for a refund of unused homestay fees.

Student Records

Omnicom School of Languages maintains student records and information about students in order to provide appropriate instructions and educational services. Omnicom ensures the proper administration of student records in accordance with legislated requirements, as well as the need for appropriate, efficient and confidential collection, disclosure and retention of student information.

Access to student records is restricted. All student records maintained by Omnicom are confidential, including individual address and telephone numbers. In keeping with legislation a student and the parents or guardians of a student are entitled on request and while accompanied by a person designated by the School Director to examine all student records kept by Omnicom pertaining to that student, and to receive a copy of any student record that they are entitled to examine. Pertinent information in these records is available to appropriate school personnel on a need-to-know basis, in keeping with their professional responsibilities. In accordance with the Freedom of Information and Protection of Privacy Act, students' records and personal information shall be maintained in a manner that meets the requirements of legislation, guards the confidentiality of information, and protects the privacy of students.



By applying for admission to Omnicom School of Languages, and by registering in programs and courses at Omnicom, students accept Omnicom's right to collect pertinent personal information. The information is needed to assess students' qualification for entry, establish a record.

Omnicom is committed to taking every reasonable step to protect the confidentiality and privacy of the information contained in the physical and electronic records of students. Unless compelled to do so by law, or authorized by the student in writing, Omnicom will not disclose the contents of student records to any party, including immediate family.

Storage and Retention Of Records

Omnicom maintains student records in physical and in electronic format. The paper file Omnicom creates is deemed to be the student's official file. Relevant documents contained in this file are kept for as long as the student is enrolled at Omnicom and for a period of three years after completion. All student records are kept in a secure, locked file cabinet. All files are stored, shredded and destroyed by a reputable company under supervision of an appointed Omnicom employee. Control of access to electronic records is kept secure by codes or passwords. Employees given access to electronic records must observe security measures, such as passwords, not sharing a computer account with another person, not leaving logged-on terminal unattended and always locking away input documents. Employees must refrain from inspecting information which is not relevant to their duties and may perform only those record transactions for which they have received authorization.

Academic Supports

Students are provided with various resources and opportunities to enhance their learning experiences. Omnicom Toronto is located within close proximity to the North York Center Library where students learn how to use the library's extensive resources and conduct research. Students are given a library card when they register with Omnicom. Omnicom's computer lab is equipped with 12 computers. The student lounge contains books, maps and guides. Students are able to go on field trips where they can practice their language skills and improve their fluency. Instructors are available to students after class for extra assistance or private lessons. Instructors will review material, help with presentations or answer any questions regarding the day's lessons.

Information Sessions are offered by Omnicom's University Pathway Partners regularly. Omnicom provides campus tours of our University Partners. Omnicom's University Pathway Coordinator will assist students with their university applications.



General Safety Tips

Omnicom staff is professional, qualified and dedicated to making sure each student has a safe, successful and rewarding experience. Toronto is a safe city and has a reputation for being one of the safest cities in the world. However, you should still follow simple safety rules. Get to know your neighbor classmates, and the staff at the school. Keep an eye on your belongings in public places. Carry a little cash , not a lot. Keep your passport and valuables at your residence or at a safety deposit box in a bank. When you go out, know where you are going and how to get there. Always carry a map of the city.

Emergencies

The telephone number for emergencies is 911. You call this number for police, ambulance, or fire.

Telephone Calls

Student can make International phone call from a pay phone or home telephone using a calling card. If you are staying in a homestay please be sure to always use a calling card when calling long distance.

How to use a calling card from a pay phone:

Insert 50 cents into the payphone (0.50 cents gives you unlimited speaking time in the 416 and some 905 area codes.

Dial the telephone number in Toronto (It is on the card)

Select the language of instruction

Enter your pin number (shown on the card)

Dial your destination number (The number you want to call)

Remember To Dial: 011 + Country Code + City Code + the number

Where Can I Buy An International Phone Card To Call Home?

There are many international phone card available. Different cards are good for different countries, just look on the information sheet where these cards are sold to find out which one is the best for you. Try to find a card with no connection fee. You can also use these cards for long-distance calls within Canada. They can generally be found at convenience stores, subway stations, malls etc.

Public Transportation Toronto

TTC (Toronto Transit Commission) provides a safe, cheap, fast and efficient way to get around the city.

You cannot buy tickets or tokens on TTC vehicles- you must buy them at the TTC subway or at selected convenience stores.

www.ttc.ca or 416-393-INFO

If you are paying cash to ride the TTC, have the exact change.

Drivers do NOT sell fares or make change.

Public Transportation Toronto

The school is easily accessible by train and bus. Students can obtain a weekly or monthly transportation pass at any transit office or major convenience store/supermarket. For the easiest and fastest transportation route please call Calgary Transit at (403) 262-1000 or visit their website www.calgarytransit.com

Taxis - Toronto

A number of taxicab companies service each areas. The price of a taxi is determined by a meter and not by the driver. You can signal to a taxi in the street or make arrangements to be picked up at a specific time and place by phoning a taxi company.

Co-op Cabs 416-504-2667

Diamond Taxicab 416-366-6886

Beck Taxi 416-751-5555

Taxis - Calgary

Associated Cabs Limited

(403) 798-9707

Mayfair Taxi

(403) 255- 6555

Checkers

(403) 299- 9999

Train

Canada has an extensive rail network, especially in Ontario where trains provide downtown-to downtown travel to and from Toronto, Ottawa, Niagara Falls, Windsor, London, Kingston, Sarnia and Montreal. Toronto is also the departure point for a train that crosses the entire Canadian west, traveling via Jasper and the magnificent Rocky Mountains to Vancouver on the Pacific coast. You can also travel from Toronto by train to many points in the U.S.

Toronto Pearson International Airport:

It takes approximately 30 minutes to travel between the airport and city by taxi. The cost is approximately \$ 60. You can also take the ttc from kipling subway. It is bus 192 Airport Rocket.

Good to Know...

Alcohol and smoking

In Ontario the legal drinking age is 19 and 18 in Calgary. When you go to the bar, or liquor store, take your ID with you.

Last call for alcohol is 2 am.

You have to be 19 years of age to buy cigarettes.

Tipping:

It is Customary to leave a tip of 15% when dining out. Some Restaurants automatically add this gratuity so check your bill.

Statutory Holidays

Family Day, Good Friday, Victoria Day
Canada Day, Civic Holiday, Labour Day
Thanksgiving Day
Remembrance Day (Calgary Campus Only)
Boxing Day (Toronto Campus Only)
Christmas Day
New Year

Season Dates:
December 21- First day of winter
March 20 – First day of spring
June 20 – First day of Summer
September 22-- First day of fall.

Toronto

Toronto is considered one of the safest cities in the world. The Greater Toronto Area (GTA) has over 6 million people making it the largest city in Canada. You can visit various areas in the city and experience cultures from around the world. Toronto is less than 2 hours driving to Niagara Falls, one of the 8 wonders of the world.

To discover more about Toronto, visit these websites:

Embassy Information: www.toronto.worldweb.com/SightsAttractions/ConsulatesEmbassies

City of Toronto: www.toronto.on.ca

Attractions & Entertainment: www.toronto.com

Sports: www.tsn.ca

Weather: www.theweathernetwork.ca

Public Transportation: www.ttc.ca

Omnicom Support Staff

Omnicom staff are conveniently located at the front desk providing ongoing support for students. Students are encouraged to ask any questions they may have related to their studies, activities or homestay and our friendly staff will direct you to the right person.

- Support staff provides an orientation
- Provide health information and directions to the nearest medical office
- Find information regarding culture and religious organizations
- Help students find information about sporting activities, festivals and events
- Guide students to the staff member for college and university pathways, general English and course requests

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