

# Quest

Language Studies

# Student Booklet



# A c a d e m i c s



## Welcome To Quest

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

### Placement and Orientation

On your first day, both your oral and grammar skills will be tested for placement in one of our 11 levels for both oral and grammar and for determining entry into programs such as TOEFL or IELTS.

#### First day Schedule

##### What to bring with you:

- Copy of Letter of Acceptance
- Proof of Medical Insurance
- Address in Canada
- Passport (with entry stamp) and proof of Canadian visa, if applicable.

**NOTE:** Quest will not, under any circumstance, retain or withhold a student's passport or visa documentation.

**8:30 Arrival.** Report to the front desk, help yourself to free coffee/tea and treats.

**8:40 - 9:10 Oral Test.** Interview with an instructor. You will be provided a topic and asked general questions to assess your level of English.

**9:10 - 10:25 Grammar Test.** A three part computer based grammar and listening test. Passing each section allows you to continue.

**10:25 - 12:20 Tour.** Tour of the school vicinity and photos taken for student IDs and certificates.

**12:20-13:00** - Lunch Break

**13:00 - 14:15 Orientation.** Detailed explanation of the student booklet and an important opportunity for you to ask questions and report any issues with your course or accommodation.

### Changing Levels / Program

Testing for placement is not perfect and some students may advance more quickly than others. If you feel your level is not appropriate, you may request to change your level by filling out a "Class

Change" form at the Student Area on our website. Your request depends on factors such as your level of English, class /program availability and your progress evaluation - see "Testing and Progress Evaluations" for details. Similarly, you may decide to change your program (for example from Core English to TOEFL or from 28 to 32 lessons per week). There is an administrative charge for all program changes - consult Quest's fee sheet.

### Materials

On your second day of classes, you will receive your textbooks/e-texts. Payment for materials is due prior to starting classes. Please consult our fee sheet and your invoice for material fees. There is an additional charge for textbooks (see fee sheet) in courses for which e-texts are available. Moving to a higher level may require you to purchase new textbooks.

### Testing and Progress Evaluations

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

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

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

# A c a d e m i c s

## Student IDs and Pictures

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

## Certificates - Successful Completion

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

## Program Evaluation and Quality

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

## Vacation Time

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

## Academic Counselling

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

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

## Workshops

In periods 5-6 and period 7 we offer elective workshops which change weekly by topic and level. If your program allows for workshops, you must make your workshop selection(s) each week. As a new student you will make your first selection(s) on Tuesday morning, prior to starting class. Thereafter, you can make your selection(s) starting every Thursday, 6:00 pm onwards. Space is limited, so the sooner you do it, the more choice you will have. You select workshops through the "Workshops" link at [www.studyquest.net/student](http://www.studyquest.net/student).

## Focussed Courses

Focussed courses are offered in periods 5 to 7 and require preregistration with a minimum study period of 2 weeks.

## Course Changes

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

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

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

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

Students must ensure that any changes to their course does not violate their visa terms/conditions.



## Academic Policies

### Attendance

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

### On-Time

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

### English Only Rule

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

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

### Academic Dishonesty

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

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

- Preparing answers or notes before a test.
- Allowing others to research and write assigned papers for you.

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

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

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

## Student Rights and Responsibilities

**Students have the right to:**

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

**Students have a responsibility to:**

- Exercise their rights and freedoms with respect for the rights of others, and be accountable ...

# A c a d e m i c s

... for their words and actions whether acting individually or as a member of a group.

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

## Intellectual Property (IP)

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

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

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

Copyright IP is the most relevant to Quest students and staff. Most uses (copying, rebroadcasting, etc.) of copyrighted materials require written permission and or a fee. It should never be assumed that because something is found on the

internet it is free to use nor does simple attribution make it free to use. Diligence in checking copyright should always be practiced when using or referring to the works of others be they ideas, artistic works, tangible (books, magazines, etc.) or intangibles (music, electronic media, etc.).

## Health and Safety

### Health - Think Ahead

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

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

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

### Safety - Be Secure

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

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

## General Policies

### General Code of Conduct

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

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

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

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

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

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

### Privacy Policy

Quest is committed to protecting privacy, and recognizes the significance of maintaining confidentiality, accuracy and security of personal information. Our privacy policy outlines, among other things, the type of personal information that is subject to collection, how the information is maintained, and instances when the disclosure of personal information is permissible. To view the policy, please go to: [www.studyquest.net/policies](http://www.studyquest.net/policies) or ask for a copy at reception. Quest will not, under any circumstance, retain or withhold a student's passport or visa documentation.

## Fees and Refund Policy

To register and obtain a letter of acceptance a deposit is required:

- **Non-visa students:** \$300 non-refundable deposit
- **Visa students:** 8 weeks or less: full-tuition. More than 8 weeks: 50% of tuition. Non-refundable deposit: \$300.00. No refunds given for cancellations and or program shortening once visa is obtained.
- Accommodation booking requires additional \$200 deposit which becomes non-refundable 14 days prior to arrival.

Balance of fees is due by or on start date. Credit cards accepted with 4% processing fee for charges over \$500.00.

Fees paid by wire transfer should be sent to:  
Name of Account: Quest Language Studies Corp.  
Bank Address: TD Canada Trust  
777 Bay Street, Toronto, Ontario, M5G 2C8, Canada  
Trust Account Number: 1224 - 004 - 5008664  
Swift Code: TDOMCATTOR

**Tuition Refund** - subject to stated policy  
No refunds given for cancellations and or program shortening once visa is obtained.

% of Program Completed	% Refunded
0%	100% except deposits
up to 10%	50% excluding deposits
10% up to 20%	30% excluding deposits
20 % or more	0%

**Cancellations** must be provided in **writing** and addressed to **registration@studyquest.net**. Fees referred to as deposit, administration, placement, registration, materials and other are non-refundable. This is excepted when travel is not possible due to government restrictions, doctor sanctioned health conditions and death in immediate family . All bank charges are deducted from refunds.

Shortening duration (weeks) or intensity (lessons) of program after start date requires cancellation and re-registration.

Changing program start date is subject to \$25 fee after 2 free changes.

**Accommodation Refund:** An advance cancellation notification of 4 full weeks is required to obtain a refund of unused accommodation fees.

**Visa Refusal:** Should students fail to obtain a Canadian visa they will receive a complete refund minus a \$300 administration fee and associated bank charges. Students must first provide a copy of the letter of rejection from the Canadian embassy / consulate.

**Restrictions:** Should government mandated restrictions make in-person classes not possible, no refunds will be provided. Students may transfer to on-line classes or postpone their studies for up to one year following the lifting of restrictions.

# S u p p o r t

## Fees and Refund Policy - continued

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

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

# Student Supports

## School Contacts and Problem Resolution

### General Problems/Questions

We are all here to help you in any way we can. If you have any problems or questions or just need information on something, whether personal or related to your studies or visa, please feel free to talk to someone in the office or your teacher at any time. You may also file a problem report online - go to [www.studyquest.net/student](http://www.studyquest.net/student) and click on the "Problem Resolution" link.

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

- General Academic Issues: Your teacher or the Program Manager ([charmaine@studyquest.net](mailto:charmaine@studyquest.net))
- Higher Academics / Pathway Program: Director of Studies ([luka@studyquest.net](mailto:luka@studyquest.net))
- Accommodation Issues: Accommodations Coordinator ([accommodation@studyquest.net](mailto:accommodation@studyquest.net))
- Visa Issues - change / extensions: Registrar ([registration@studyquest.net](mailto:registration@studyquest.net))
- Activity bookings, information: Activity / Student Services Coordinator ([activity@studyquest.net](mailto:activity@studyquest.net))
- Administrative/Counselling Issues: Administrative Director / Counsellors ([jongmi@studyquest.net](mailto:jongmi@studyquest.net))
- Major Unresolved Issues: Managing Director ([mt@studyquest.net](mailto:mt@studyquest.net))

### Problem Resolution Policy

If you have a problem that remains unresolved and you are not satisfied with the discussions you have had with the staff member who has been helping you, we encourage you to bring the problem to the attention of the school Director using the website link below. The Director and / or Assistant Director will meet with you personally to assess the problem. If this meeting does not resolve your problem you may request another meeting with an unbiased, outside arbitrator at Quest's expense and or contact Languages Canada\*. All decisions are subject to applicable laws, school policies and guidelines at the time the decision was taken. Quest will communicate the mechanism of any decision to the student or his/her representative in writing. The guaranteed time to resolve any disputes is 180 days from the date it was first reported via the problem resolution link given below. At any stage of the problem resolution procedure you may invite a person of your choosing (friend, fellow student, etc) to be with you.

**Problems? Go On-line:** [www.studyquest.net/student](http://www.studyquest.net/student),  
click on Problems link on page, complete and send form.

\* Languages Canada is the accrediting body for language programs in Canada. As a condition of our membership, Quest is committed to the code of ethics established by Languages Canada. Languages Canada can be contacted at [info@langugescanada.ca](mailto:info@langugescanada.ca).

# S u p p o r t

## Student Area

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

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

### Student Area

[www.studyquest.net/student](http://www.studyquest.net/student)

user: your First name Last name  
(eg. Anne Kwon)

password: your student id number

## Outside School Contacts and Supports

### Non-School Related Problems

We understand that adjusting to life in a new country can be difficult. If you have any questions or concerns, let us know and we'll do our best to help you adjust and get the most from your experience. If we cannot resolve your problem, we can hopefully point you in the right direction to find the resources you need. Below you will find information on external contacts that can be helpful during your stay in Toronto.

### Embassy Contacts - Ottawa

For a list of foreign embassies and their contact information please click on or go to the link below. Please note that all embassies are located in Capital of Canada, Ottawa, 4.5 hour drive from Toronto.

<https://w05.international.gc.ca/Protocol-Protocole/Missions.aspx>

### Consular Contacts - Toronto

As Canada's largest city, Toronto is fortunate to have many foreign consular missions in the city which may be able to assist you. Please click on or go to the link below for the list of all countries which maintain consular missions in Toronto:

<https://www.embassypages.com/city/toronto>

## Emergency Contacts

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

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



# S u p p o r t

## Health Supports

Health care is not free for international students in Canada which is why it is important that you keep your health insurance up to date and keep your health insurance information on your person at all times.

Depending on the type of health insurance coverage that you have, you may or may not need to pay for health care up front. It is important that you know in advance what type of coverage your health insurance provides and that you are ready to deal with a real emergency.

If you need to pay up-front, you will normally file an insurance claim with your health insurance provider in order to be reimbursed. If you bought your health insurance through Quest, we can direct you to specific clinics where you will not need to pay any money up-front for treatment. Please speak to any reception staff for a list of non-emergency clinics, especially clinics where your insurance is accepted without any up-front payment required.

### **List - Toronto walk-in medical clinics:**

<https://www.torontocentralhealthline.ca/listServices.aspx?id=10072>

### **List - Toronto Hospitals:**

<https://www.health.gov.on.ca/en/common/system/services/hosp/toronto.aspx>

**Emergency** If you have a medical emergency, dial 911. 911 emergency service provides assistance in up to 240 languages. You can also go to any hospital emergency room. To find the one closest to you it's best to search for "emergency room" in google maps. Emergency services are not free.

## Mental Health Supports

### **Mental Health and Wellbeing**

Encouraging Mental Health and wellbeing is crucial in creating a supportive and inclusive environment in which students can thrive. The community resources below will help you to access the help you need. Specific resources and assistance for women and LGBTQ are listed. In many cases, assistance is provided in numerous languages.

- Canadian Mental Health Association (CMHA)
  - CMHA website: <https://toronto.cmha.ca/>
  - CHMA exhaustive handbook of mental health resources:  
[https://toronto.cmha.ca/wp-content/uploads/2018/02/Mental\\_Health\\_Quick\\_Guide\\_2018.pdf](https://toronto.cmha.ca/wp-content/uploads/2018/02/Mental_Health_Quick_Guide_2018.pdf)
- Covid 19 Mental Health Resources: Many people may feel sad, stressed or confused as a result of the pandemic. Help is available:
  - <https://www.toronto.ca/community-people/health-wellness-care/covid-19-wellness-during-the-pandemic/covid-19-mental-health-resources/>
- Central Toronto mental health programs and resources
  - <https://www.torontocentralhealthline.ca/listservices.aspx?id=10237>
- [Faith based resources or services](#)
  - <https://helpseeker.org/ontario/toronto/community-belonging/faith-based/>
- **Suicide** prevention, in distress, emotional support - 24/7/365 support
  - **Call:** 416-408-HELP (4537)
  - **Text:** 45645

## Program Timetable - Topics by Period

Morning			English Foundation Programs		
	Core English Level: 1 ↑			Focus on Communication (FOC) Level: 1 ↑	
<b>P. 01</b> 8:40 - 9:30	Grammar Foundation ▶ Language Structure, Tenses, etc.			▶ NA	
Break - 5 min.					
<b>P. 02</b> 9:35 - 10:25			Oral Communication ▶ Discussion, Vocabulary Building and Word Forms and combinations		
Break - 10 min.					
<b>P. 03</b> 10:35 - 11:25			Oral Communication ▶ Listening Practice for Main Ideas and Details, Expressing Opinions and Reactions		
Break - 5 min.					
<b>P. 04</b> 11:30 - 12:20			Oral Communication ▶ Speaking exercises, Language use, pronunciation and delivery		
Break - 40 min.					
Student may choose Workshops or Focussed Course					
Afternoon		Workshops		Focussed Courses > Page 9	
		Workshop <u>1</u> is two lessons		Each course listed = 3 lessons	
<b>P. 05</b> 13:00 - 13:50	Workshops <u>1</u> Level: 2 ↑ See Workshops on page 9 for topics. Includes FOC Workshops specifically designed for FOC students.			Focussed courses require minimum level 6 or 7 for entry. ▶ Academic Writing ▶ TOEFL ▶ IELTS ▶ TOEIC ▶ APP Preparation ▶ Hospitality English ▶ International Business Communication ▶ English for Professions (Aviation, Medicine, etc.)	
Break - 10 min.					
<b>P. 06</b> 14:00 - 14:50					
Break - 10 min.					
<b>P. 07</b> 15:00 - 15:50	Workshops <u>2</u> Level: 2 ↑ See Workshops on page 9 for topics				

## Hours of Study and Program Options

Periods 1 to 7 Monday through Thursday. Friday periods 1 to 4 followed by English MAX option in periods 5 to 7. ELT programs are Monday through Friday in Periods 1-6 (30 Lessons).

Lessons	Core English	Focus on Communication	APP EPP	ELT TESOL	English Clinic - Free Fridays 13:00 up to 14:30	English in Action Fridays 13:00 - 13:50 FOC students only
<b>20</b>	Period 1-4	NA	NA	NA	<b>13:00 up to 14:30 every Friday. The clinic provides free drop-in language support. Teachers will be happy to answer any questions you may have concerning grammar, verbs, idioms, pronunciation, etc.</b>	<b>Develop your English skills effectively through interactive games, activities and real life simulations such as: interviews, presentations, phone conversations, email correspondence, etc. Period 5 on Fridays only.</b>
<b>24</b>	NA	Period 2-6 Plus English in Action	NA	NA		
<b>28</b>	Period 1-6	Period 2-7 Plus English in Action	APP Period 1-6	Period 1-6 30 Lessons		
<b>32</b>	Period 1-7	NA	EPP Period 1-7	NA		

## Academic Foundation Programs

Exam Power Preparation TOEFL, IELTS Level: 7 ↑	Academic Pathway Program Level: 7 ↑	ELT Programs Level: 9 ↑
	<ul style="list-style-type: none"> <li>▶ Academic Reading Patterns</li> <li>▶ Strategic Reading Methods and Reading Practice</li> </ul>	▶ Language Acquisition and History
	<ul style="list-style-type: none"> <li>▶ Applied Reading Methods</li> <li>▶ Academic Vocabulary and Note Taking Techniques</li> </ul>	▶ Teaching Methods and Learning Principles
	<ul style="list-style-type: none"> <li>▶ Reading Comprehension Practice Vocabulary in Context</li> </ul>	▶ Lesson Planning and Material Selection
	<ul style="list-style-type: none"> <li>▶ Presentations: Planning, Preparation and Delivery</li> </ul>	▶ Linguistics and Discourse Analysis

### EPP / APP Focused Courses

EPP Focused Courses TOEFL and IELTS	APP Focused Course	
<ul style="list-style-type: none"> <li>▶ Reading Strategies</li> <li>▶ Vocabulary Building</li> <li>▶ Full Practice Test Simulations</li> </ul>	<ul style="list-style-type: none"> <li>▶ Grammar Foundations</li> <li>▶ Sentence Construction</li> <li>▶ Vocabulary Forms</li> </ul>	▶ Teaching Techniques
<ul style="list-style-type: none"> <li>▶ Listening Tactics</li> <li>▶ Note Taking Techniques</li> <li>▶ Speaking Patterns and Delivery</li> </ul>	<ul style="list-style-type: none"> <li>▶ Paragraph Development</li> <li>▶ Logical Constriction</li> <li>▶ Coherence of Writing</li> </ul>	▶ Classroom Management and Learner Assessment
<ul style="list-style-type: none"> <li>▶ Writing Models</li> <li>▶ Writing Composition</li> <li>▶ Applied Grammar</li> </ul>	<ul style="list-style-type: none"> <li>▶ Essay Writing and Construction</li> <li>▶ Citation Standards (MLA, APA, etc...)</li> </ul>	<b>English in Action</b> Fridays 13:00 to 13:50 FOC only <b>Free English Clinic</b> 13:00 up to 14:30 every Friday

## Quest Equivalency Table - Compare Quest Levels

If you are considering pursuing higher education in Canada (college or university) the majority of programs require a minimum APP exit test score of 70-74 or its equivalent (see red row below) for entry.					
TOEIC	TOEFL IBT	IELTS	CEFR <sup>1</sup>	Quest Level	APP <sup>2</sup> Exit Test
10 - 215	0 - 8	0 - 1	A1	Level 1 - Beginner 1	0-3
	9 - 18	1 - 1.5	A1	2 - Beginner 2	4-23
225 - 545	19 - 29	2 - 2.5	A1-A2	3 - Beginner 3	14-24
	30 - 40	3 - 3.5	A2-B1	4 - Intermediate 1	25-35
550 - 780	41 - 52	4	B1	5 - Intermediate 2	36-47
	53 - 64	4.5 - 5	B1-B2	6 Intermediate 3	48-59
785 - 935	65 - 79	5.5	B2	7 - Intermediate 4	60-69
<b>940 - 990</b>	<b>80 - 89</b>	<b>6</b>	<b>C1</b>	<b>8 - Advanced 1</b>	<b>70-74</b>
	90 - 101	6.5 - 7	C1	9 - Advanced 2	75-87
	102 - 120	7.5 - 9	C2	10, 11 - Advanced 3 & 4	88-100

<sup>1</sup>CEFR: Common European Framework | <sup>2</sup>APP: Quest's Academic Pathway Program

# F a c i l i t i e s

## Your School

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

### Coffee-Snack Bar

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



### Equipment Use

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

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

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

### Internet Access

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

### Printer/Copier Use

All prints are delivered to the printer behind the reception counter. Reasonable printer use for class work is free. For personal use the charge is 5 cents per page for printing or photocopying. Colour prints are 75 cents per page. If you encounter any problems printing directly, send your prints by email to [print@studyquest.net](mailto:print@studyquest.net) for printing.

### Telephone Use

There is a pay telephone (25 cents) available for your use on the first floor. Please be respectful of the need of others to use the telephone. If you have a problem using the phone please ask at reception.

### General Cleanliness

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

### Washrooms

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

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

### Personal Belongings

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

### Lockers

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

# Student Life

## Activities

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

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

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

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

such as: Niagara Falls, French Canada or New York.

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

## Planning Your Own Activities

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

## ID - Identify Yourself

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

## Be Social

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

 [www.studyquest.net](http://www.studyquest.net)

 [info@studyquest.net](mailto:info@studyquest.net)

 [facebook.com/studyquest](https://facebook.com/studyquest)

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

 <http://gplus.to/studyquest>

 [youtube.com/studyquest](https://youtube.com/studyquest)



facebook <http://www.facebook.com/queststudy> Jin-hyoung Kim

**Quest Language Studies**  
English . TOEFL . IELTS

433

**Quest Language Studies, Toronto, Canada**

Like Message

# Student Life

## Student Awards

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

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

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



## Holidays - School Closures

### Holiday Calendar 2022 to 2025

Holiday	2022	2023	2024
New Years Day	January 01	January 01/02	January 01
Family Day	February 21	February 20	February 19
Easter- Good Friday	April 15	April 07	March 29
Staff Development Day	April 18+	April 10+	April 02+
Victoria Day	May 23	May 22	May 20
Canada Day	July 01	July 1	July 1
Civic Day	August 01	August 07	August 05
Labour Day	September 06	September 04	September 02
Staff Development Day	October 7+	October 06+	October 11+
Thanksgiving	October 10+	October 09	October 14
Christmas / New Year (dates are inclusive) Dec. 23/24 is a half day	December 25, 2022 to January 02, 2023* Classes Begin January 3	December 25, 2023 to January 1, 2024* Classes Begin January 2	December 23 to 27, 2024 and January 01, 2025*
Notes	*Outside school activities will continue	*Outside school activities will continue	*Outside school activities will continue

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

## Homestay Accommodation

### Host Family

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

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

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



### Your Bedroom

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

cause unpleasant, lingering odours. You will have access to the common living areas in the house.

### The Bathroom

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

### Laundry

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

### House Guests and Security

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

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

### Telephone Use

Many families no longer have landlines and use only mobile phones. If they do have a landline you should limit your call's duration and timing to that allowed by the family.

It is highly recommended that you have a mobile phone during your stay in Canada. You can find a list of mobile carriers and plans at:

<https://www.whistleout.ca/CellPhones/Canada/Ontario/Toronto>

### Internet Access

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

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

If you download large amounts of data (eg. movies), you may be held responsible for additional internet charges as most host families have limits on their internet accounts for downloads. Please check the Quest fee sheet for applicable internet access fees.

## Smoking / Alcohol

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

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

## Communication, Respect and Rules

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

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

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

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

## Homestay Questions or Concerns

Please speak to the Accommodations Coordinator if you have any questions which your host family cannot answer. Please report

any difficulty that arises between you and your host family as soon as possible. You may speak to the Student Services Coordinator at reception or to the Accommodations Coordinator at anytime. Your comfort and happiness are important to us.

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

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

## Homestay Evaluations

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



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

## Residence Accommodation

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

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

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

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

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

### The Bathroom

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

### Laundry

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

### Guests

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

### Internet Access

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

### Telephone Use

Telephones may be located either in your room or in a common area. You are responsible for all long-distance charges. It is best that you



### Standard Residences

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

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

### Your Room

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

purchase an international calling card to avoid excessive charges.

### Smoking / Alcohol

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

### Damages

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

### Other Rules

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

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

## TIPS

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

### Transit Tips

- Get yourselves a Presto Card. Load it with it funds or a monthly transit pass.
- Don't waste time waiting. If you have a smartphone, there are apps that can tell when the next bus or streetcar is arriving.
- Get some exercise and ride a bike. Toronto is one of the top biking cities in the world and there are umerous BikeShare Toronto locations around the city.
- Sleep in on Sundays. Buses and streetcars start early but the subway does not open till ~ 8:00 am.

### General Tips:

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



**Our goal is simple - to help you achieve yours.**

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

If you have a problem - Tell us.

If you need help - Ask.

On behalf of everybody at Quest, welcome.

Marc M Taslimi, Managing Director

Accredited by Languages Canada  
Government Designated Learning Institution