THE UNIVERSITY OF BRITISH COLUMBIA
English Language Institute
Faculty of Education

STUDENT HANDBOOK
Contact Us

ENGLISH LANGUAGE INSTITUTE, UBC EXTENDED LEARNING
2121 West Mall
Vancouver, BC
Canada V6T 1Z4

REGISTRATION AND STUDENT SERVICES
Email: eli.registration@ubc.ca
Phone: 604-822-1555
Web: eli.ubc.ca

HOW TO FIND THE ELI ON CAMPUS
Web: maps.ubc.ca (search for the English Language Institute with the “keyword” option selected)

This program handbook is current as of January 2019. Note that future editions of this program handbook may contain changes to program requirements and policies.

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<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>4</td>
</tr>
<tr>
<td>Programs Offered at the ELI</td>
<td>5</td>
</tr>
<tr>
<td>Core Program Information</td>
<td>6</td>
</tr>
<tr>
<td>Important University and ELI Policies</td>
<td>8</td>
</tr>
<tr>
<td>ELI Student Services</td>
<td>9</td>
</tr>
<tr>
<td>Health and Wellbeing</td>
<td>11</td>
</tr>
<tr>
<td>Campus Safety</td>
<td>12</td>
</tr>
<tr>
<td>Student Code of Conduct</td>
<td>13</td>
</tr>
<tr>
<td>Frequently Asked Questions</td>
<td>14</td>
</tr>
</tbody>
</table>
Welcome

WELCOME TO THE UBC ENGLISH LANGUAGE INSTITUTE!

The English Language Institute (ELI) at the University of British Columbia has provided students from around the world excellence in language training for over 50 years.

Our dedicated instructors, cultural assistants and staff look forward to having you join our international student community and helping you achieve your language learning goals. We are also here to support you in adjusting to life in Vancouver and taking full advantage of our many unique socio-cultural activities. At the ELI, you will have many opportunities to engage in dynamic and exciting teaching and learning in one of our programs. We encourage you to make the most of it.

In this handbook, you will find helpful information, expectations and advice for studying at the UBC ELI. Please read it carefully. If you have any questions, please feel free to contact us.

We hope your time at the ELI is enjoyable and successful!
The ELI offers a variety of English language training programs:

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>For more information</th>
</tr>
</thead>
<tbody>
<tr>
<td>EAP</td>
<td>The English for Academic Purposes (EAP) program is an integrated skills program for intermediate to advanced English students who want to develop their academic reading, writing, speaking and listening skills.</td>
<td><a href="http://www.eli.ubc.ca/eap">www.eli.ubc.ca/eap</a></td>
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<tr>
<td>VEEP</td>
<td>The UBC Vancouver English Experience Program is a program in which students gain real-world English language skills, and personal and professional skills that can be used for career, study and travel.</td>
<td><a href="http://www.eli.ubc.ca/programs/ubc-vancouver-english-experience-program-ubc-veep">www.eli.ubc.ca/programs/ubc-vancouver-english-experience-program-ubc-veep</a></td>
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<tr>
<td>EGC</td>
<td>English for the Global Citizen is an English language program that puts language learning and practice in the context of global themes including environment, cross-cultural communication, media and technology.</td>
<td><a href="http://www.eli.ubc.ca/egc">www.eli.ubc.ca/egc</a></td>
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<tr>
<td>BE</td>
<td>Business English (BE) is a program for students who want to improve their ability to communicate in a business environment. Students will develop and apply their language skills for everyday business contexts.</td>
<td><a href="http://www.eli.ubc.ca/business">www.eli.ubc.ca/business</a></td>
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<td>EXPLORE</td>
<td>The UBC Explore program is a 5-week immersion experience in English for domestic and international students who are at least 18 years old. The UBC Explore Program is an integrated skills program, focused primarily on speaking fluency and accuracy.</td>
<td><a href="http://www.eli.ubc.ca/programs/ubc-explore-program">www.eli.ubc.ca/programs/ubc-explore-program</a></td>
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<tr>
<td>CAP</td>
<td>Conditionally admitted UBC students are accepted into their chosen undergraduate or graduate program on the condition that they will develop their academic English to the required standard through successful completion of the English for Academic Purposes program. Students must apply directly to their department, and students must be at level 600 in order to enter the program.</td>
<td><a href="http://www.eli.ubc.ca/condadmission">www.eli.ubc.ca/condadmission</a></td>
</tr>
</tbody>
</table>
Core Program Information

EAP

**English for Academic Purposes**

Reading and Writing Course
Speaking and Listening Course

700 (Advanced)
600 (Lower Advanced)
500 (Upper Intermediate)
400 (Intermediate)

*Note: The EAP 600 Certificate of English Language (CEL) meets UBC's English Language Admission Standard.*

VEEP

**Vancouver English Experience Program**

Integrated Skills Course
Integrated Project Course

700 Advanced 1 - 2
600 Lower Advanced 1 - 2
500 Upper Intermediate 1 - 2
400 Intermediate 1 - 2
300 Lower Intermediate 1 - 2
200 Upper Elementary 1 - 2

**ASSESSMENT, CERTIFICATES AND TRANSCRIPTS**

In VEEP, a **Certificate of Participation** is awarded to all students upon completion of each course (given in class by the instructor on the last day).

In EAP, a **Certificate of Level Achievement** is awarded to all students upon completion of each course with a final score of 75% or higher (available for pickup 1 week after the program ends, except in the month of December).

A **Certificate in English Language (CEL)** is awarded to students who complete EAP level 600 with a final score of 75% or higher (students will be emailed when the certificate is available for pick up).

Transcripts for EAP and VEEP courses will be issued to students upon completion of each course (available for pickup 1 week after the program ends, except in the month of December).
## PROGRAM AND COURSE CHANGES

In both EAP and VEEP, the ELI staff will place students in either the A schedule or B schedule (see above). If you have medical or childcare issues that may interfere with your program schedule, please contact the Student Advisor immediately. Once students are placed, changes are not permitted.

## ASSESSMENT

In EAP, assessment is based on course work, standardized midsession and final exams. In VEEP, assessment is based on course work and participation.

Please remember that progression from one level to another depends on achievement.

## FRIDAY WORKSHOPS

On Fridays at the ELI, optional workshops are offered. Friday workshops have different topics such as writing, pronunciation, vocabulary, grammar or error correction. They help you to improve your English more quickly because you can:

- get extra practice with different instructors
- choose different workshops each week

To sign up, students must write their names or student numbers on the sheets in the hallway before Wednesday afternoon. Students can sign up for up to 3 workshops on Fridays.
ENGLISH ONLY POLICY

The ELI is an English Only Zone and the English Only Policy is a very important part of the ELI. English is the one, shared language in our diverse cultural community that we can all speak and understand. All staff work together to make sure that the ELI provides a positive English immersion experience, and you will always be encouraged and supported to speak English. We promote the English Only Policy in many ways at the ELI, including the English Only Lottery and a 3-step warning system.

www.eli.ubc.ca/apply/policies

ATTENDANCE, LATENESS AND PARTICIPATION POLICY

In UBC, students are responsible for attending courses, being on time and participating fully. To complete an ELI course successfully, students must come to class and participate. Students who do not do their assignments and group tasks may not be able to complete their program. Students who are absent for any reason, including illness, must tell their instructors. If students are absent, often late or do not participate fully in class, they will meet with the Head Instructor for Student Advising.

www.calendar.ubc.ca/Vancouver/index.cfm?tree=3,36,0,0

RESPECTFUL ENVIRONMENT POLICY

UBC has a very strict policy about being respectful. Everyone at UBC is expected to respect all peoples’ cultures and beliefs. This means that we do not discriminate against a person’s culture, gender, age, and sexual orientation. This helps all students to learn in a positive and supportive environment, free from harmful behaviours such as rudeness, bullying and harassment. Any student who does not follow this policy will meet with the Head Instructor for Student Advising.

www.hr.ubc.ca/respectful-environment/

UBC POLICY ON PLAGIARISM

When registering at UBC, all UBC students promise to follow the UBC Policy on Plagiarism. Plagiarism is using another person’s language, thoughts and ideas and saying that they are your own. If you use another person’s words in your writing, you must say who the author is. If you do not know how to do this, please ask your instructors.

www.calendar.ubc.ca/vancouver/?tree=3,54,111,959
REGISTRATION

The registration office is located in the lobby of the Continuing Studies Building. The registration office can help you with registering for programs, withdrawing from programs and getting transcripts. Students should remember to update their mailing addresses with the Registration Office before they leave the program.

REFUND POLICY

All application fees and program deposits are non-refundable. If you would like a refund for the rest of your fees, you must contact the Registration office (located in the lobby of the ELI building). If you want to withdraw from a program, you must make a request in writing to the ELI and explain why you want to withdraw. This policy also applies if you are asked to leave the program. www.eli.ubc.ca/application/policies

HOMESTAY

Homestay gives you the chance to live with a local family and learn more about diverse cultures while improving your English. You may choose homestay for your entire stay or for a shorter time. The Homestay staff are always happy to help you if you have any questions or concerns. You can find them in B202 in the administration office.

ADVISING

The Head Instructor for Student Advising (B204 in the administration office) provides academic, social and cultural support to students. The Student Advisor is available to speak with you and can provide information and resources that support your academic success as well as your health and well-being.

COMMUNICATION

WIRELESS INTERNET ACCESS

UBC Wi-Fi is free and covers the whole campus. To get a username and password for UBC Secure wireless network, visit the Student Service Centre (SSC) office and show the staff your UBC student card. Each month, new passwords are emailed to current students if the ELI has a record of their email address.

ELI ONLINE

Follow us on Instagram: ubceli

Find us on Facebook: www.facebook.com/TheUBCELI

Chat with us on Twitter: @UBCELI
STUDENT STUDY CENTRE (SSC) AT THE ELI

This is a place where you can work quietly in a computer-equipped room. It is open Monday to Thursday 8am to 5:00pm and Friday from 8am to 3:30pm. Please follow the rules of the SSC:

- The English Only Policy is in effect.
- No food or drinks are allowed.
- SSC will set you up with wireless access, including getting a password.
- SSC computers shut down 10 minutes before closing.
- In Labs A and B, computers are for English only.
- In the Common Use (middle) area, you may use these computers to read and send emails in languages other than English.
- Save your work on a USB or the lab network drive (see shortcut on the desktop).
- Photocopying and scanning are available in the SSC. If you have any questions or need help, please ask any of the staff in the SSC office.
- There is a free library at the ELI for students located in the SSC. If you would like to borrow a book, please sign it out.

UBC CARD

The UBC Card is the card that you will use for ID while you are studying at the ELI. Your instructors will inform you when you can pick up this card at the UBC Carding Office (in the UBC bookstore). It is important to have this card with you at all times.

UBC LIBRARY CARD

If you are interested in getting a UBC library card, the cost is $40 (for 4 months). Please ask a staff member in the administration office for more details.

MEDITATION/PRAYER SPACE AT ELI

Room B210F (for men) and Room A210F (for women) in the ELI Building are available as prayer spaces to all students Monday-Friday, between 8am and 5:00pm.

Respect for all religions and beliefs is an important rule in this area. Also, food and drink are not permitted in this area. Please note that English Only rules apply when you are not meditating.
Health and Wellbeing

MEDICAL INSURANCE

You must have UBC ELI's insurance iMED to enroll in UBC ELI programs. If you have been in Vancouver or if you will be in Canada for 6 months or longer, please ask the office about BC’s Medical Services Plan (MSP). If you do not have this card, please go to the office. You must carry your iMed card with you at all times in case of medical emergencies.

www.students.ubc.ca/livewell/health-insurance/imed

MEDICAL AND DENTAL CLINICS

In general, in Vancouver, clinics are for general health concerns, and hospital emergency rooms are for serious cases and emergencies only.

At UBC, the Student Health Service (appointment required) is located at the UBC Hospital, Koerner Pavillion, Room M334. You can also go to the University Village Medical Clinic (no appointment required). With your iMED card, you don’t have to pay for your visit if you see a doctor at these places. You can see a doctor in any other clinic or hospital in BC, but you may be required to pay in advance and then submit your receipts for reimbursement. Call 911 for life-threatening emergencies requiring immediate help.

To find a dentist near you check: www.yourdentalhealth.ca/visiting-your-dentist/find-a-dentist

CULTURE SHOCK (CULTURE TRANSITION)

Culture shock is an experience that you might have when you move to a new county and you are adjusting to the new environment, culture and language. Many students experience culture shock and may become frustrated or unhappy for a period of time. This is a normal part of living in a different environment. You are not alone!

Here are some tips for managing culture shock:

- Give yourself time to adjust, be patience and have a sense of humour when you come across new experiences.
- Get involved in activities outside of the classroom and explore Vancouver sights.
- Keep in touch with friends and family back home and spend time with new friends.
- Manage your stress by staying healthy; eat well and get enough sleep and exercise.
- Talk to staff. Remember, the Head Instructor for Student Advising is always available to help.

UBC FITNESS AND RECREATION

UBC ELI students can access the UBC student recreation centre, attend fitness classes and use the swimming pool for a small fee. For more information, please see: www.recreation.ubc.ca
SAFETY IN VANCOUVER

Vancouver is a safe city, but like in any large city, you have to be aware of your surroundings and use common sense.

BLUE PHONES

You will find blue phones at various locations around the campus. They are available 24 hours, 7 days a week and can be used for emergencies, directions and assistance.

Push the button once and you will be connected to the Campus Security dispatcher. For emergency situations, dial 911 directly if you have a phone available.

For more information: www.security.ubc.ca/campus-blue-phones

SAFEWALK

To be safe, it is important not to walk alone at night. Safewalk is a service at UBC so that people do not walk alone at night. If you call them, they will send a team of walkers to walk with you to where you need to go. You can call them at 604-822-5355. You can also use a UBC Blue Phone to call for Safewalk.

PERSONAL THEFT

It is important to remember that the ELI is a public building and is open to everyone. Therefore, you should always be careful of your personal belongings. Always keep your valuables with you. Leave valuables like passports or large amounts of money at home.

SCAMS

International students can be targets for scams where someone tries to get your money or personal information. This can happen over the phone, online or in person. Never feel that you have to give a person or an organization money right away. If you are not sure about something or need assistance, ask an instructor, a Head Instructor or your homestay family.

FIRE/EAUHTREEQUAKE SAFETY

In the case of a fire, look on your classroom wall for a map to the nearest exit. Clear the building quickly and calmly. In the case of an earthquake, follow your instructor’s instructions.

<table>
<thead>
<tr>
<th>IMPORTANT NUMBERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
</tr>
<tr>
<td>UBC Campus Security</td>
</tr>
<tr>
<td>UBC AMS Safewalk</td>
</tr>
</tbody>
</table>
CLASSROOM AND SCHOOL CULTURE

Studying in Canada will be different from studying in your country. Partner work, group work, group discussions, class presentations and outside research are very common in schools in Canada. It is important to participate in these activities in order to improve your English.

To be a good language learner, you should use every opportunity you have to practice your English even if you make mistakes. Asking many questions and speaking up in class will also be helpful. Remember that learning a language takes hard work and time, so be patient with yourself. It will take time for your English to improve.

CONCERNS ABOUT CLASSES

If you have a question or concern about your class, please speak to your instructor first. If you are not able to speak to your instructor, you are encouraged to speak to the Student Advisor.

CELLPHONE USE IN CLASS

Ask your instructor for classroom rules around cellphones.

SUBSTANCE USE (ALCOHOL/ CANNABIS/ SMOKING)

In British Columbia, you must be 19 years old to buy cigarettes, alcohol and cannabis (marijuana). If you are under 19, you must not have or use any of these substances.

On campus, smoking or vaping is not allowed within 6 meters of any entrance to any UBC building or window.

NO FRAGRANCE POLICY

Please do not use strong perfumes or aftershave. Some people are allergic to the smell.

ETIQUETTE

It is important to clean up after yourself. Keep the classroom clean and neat after each class. If you eat lunch, please clean up any spilled food or drink.

At the ELI, we are very careful about how we dispose of waste. Separate your garbage and recycle your containers in the correct boxes.

After you use the washroom, please keep it clean and neat. Wash your hands using soap and water and dry your hands and the counter and floor if you splash water on them.
1. Where can I buy my textbooks and stationery?
   - You can buy them at the UBC Bookstore at 6200 University Boulevard (www.bookstore.ubc.ca).
2. Can I sell my textbooks when the session/term is over?
   - If you want to try to sell your textbook, check at the bookstore for information. You can also use the buy-sell bulletin board at ELI (Lower Floor).
3. Where should I go if I lose something?
   - Check the Student Services Desk in the lobby of the ELI or the Student Study Centre.
4. Where can I eat?
   - There are many cafeterias, coffee shops and restaurants on campus: www.food.ubc.ca/places-to-eat/.
   - If you bring your lunch to the ELI, you can eat in empty classrooms or at the tables in the hallway. There are many tables and chairs. The student kitchens have a fridge and a microwave. Extra microwaves are available in the hallway.
5. Where can I park my car at UBC?
   - Visit the UBC parking website to find parking locations and prices: www.parking.ubc.ca.
6. Where can I lock my bike?
   - There are bike racks all around the UBC campus. Please remember to lock your bike securely, wear a helmet and use lights.
7. How can I find out about public transportation?
   - Please check the website: www.translink.ca. If you will be using public transit regularly, please buy a compass card: www.Translink.ca/en/Fares-and-Passes.
8. How can I open a bank account?
   - To open an account, you need to bring your passport, a second piece of identification and a document showing your Canadian address (e.g., BC Hydro bill or homestay confirmation letter).
   - Most banks charge a monthly fee, usually less than $10 a month, for having an account. They may also charge for other services. Show your student ID and ask if they have a special student rate.