Contact Us

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STUDENT SERVICES AND REGISTRATION
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Phone: 604-822-1555
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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 October 2021. Note that future editions of this program handbook may contain changes to program requirements and policies.

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WELCOME TO THE UBC ENGLISH LANGUAGE INSTITUTE!

The English Language Institute (ELI), Faculty of Education, at the University of British Columbia has welcomed and provided comprehensive language training to students from around the world for over 50 years.

Our dedicated instructors, cultural assistants, and staff are excited to have you studying with us. We look forward to helping you achieve your language learning goals and are here to provide support and encouragement. We hope you will immerse yourself in the many unique socio-cultural activities and engage in both a dynamic and exciting classroom experience.

This handbook contains useful and important information that will help you settle into your program. It outlines student expectations and provides advice for undertaking your program at the UBC ELI. Please read it carefully and do not hesitate to contact us with any questions. We hope your time at the ELI is both 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><strong>EAP-C</strong> English for Academic Purposes On Campus</td>
<td>The English for Academic Purposes On Campus (EAP-C) 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="https://eli.ubc.ca/programs/english-academic-purposes">https://eli.ubc.ca/programs/english-academic-purposes</a></td>
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<tr>
<td><strong>VEEP</strong> Vancouver English Experience Program</td>
<td>The UBC Vancouver English Experience Program is a program in which students gain real-world English language skills that can be used for career, study and travel.</td>
<td><a href="https://eli.ubc.ca/programs/vancouver-english-experience-program-veep">https://eli.ubc.ca/programs/vancouver-english-experience-program-veep</a></td>
</tr>
<tr>
<td><strong>GCE-C</strong> Global Citizenship through English On Campus</td>
<td>Global Citizenship through English On Campus (GCE-C) 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="https://eli.ubc.ca/programs/global-citizenship-english">https://eli.ubc.ca/programs/global-citizenship-english</a></td>
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<tr>
<td><strong>BE</strong> Business English</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="https://eli.ubc.ca/programs/business-english-be">https://eli.ubc.ca/programs/business-english-be</a></td>
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<tr>
<td><strong>EXPLORE</strong> UBC 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="https://eli.ubc.ca/programs/explore-english">https://eli.ubc.ca/programs/explore-english</a></td>
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<tr>
<td><strong>EAP-C-CAP</strong> Conditional Admission Program</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 be admitted by UBC into their ELI program.</td>
<td><a href="https://you.ubc.ca/applying-ubc/requirements/english-language-competency/conditional-admission-program">https://you.ubc.ca/applying-ubc/requirements/english-language-competency/conditional-admission-program</a></td>
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Program Information

EAP-C

**English for Academic Purposes On Campus**

Reading and Writing Courses
Speaking and Listening Courses

700 and 750 (Advanced)
600 and 650 (Lower Advanced)
500 and 550 (Upper Intermediate)
400 and 450 (Intermediate)

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

The English for Academic Purposes On Campus (EAP-C) program is an integrated skills program for intermediate to advanced English students who want to develop their academic reading, writing, speaking, and listening skills.

Studying in this program will give you the English language skills and the confidence you need to succeed in an academic setting and understand the North American classroom culture you’ll find in a post-secondary environment.

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

The Vancouver English Experience Program is an exciting program in which you gain real-world English language skills that you can use for your career, study, and travel.

Learn and practice English in engaging, lively classes, then head out onto the University of British Columbia campus and into Vancouver to create projects that will inspire you. Experience new challenges and themes as you progress through the program.
EAP AND VEEP ASSESSMENT, CERTIFICATES AND TRANSCRIPTS

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

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

In **EAP-C**, a **Certificate of Achievement** is awarded upon successful completion of courses and presented in class on the last day of the program. A transcript will be emailed 5-10 business days after the program end date. A hard copy of the transcript is available 5-10 business days after the program end date for a small fee.

A **Certificate in English Language (CEL)** is awarded upon successful completion of both **EAP-C 600** and **EAP-C 650** courses. It will be mailed or available for pick up 6-8 weeks after the program end date.

In **VEEP**, a **Certificate of Participation** is awarded upon successful completion of courses and presented in class on the last day of the program. A transcript will be emailed 5-10 business days after the program end date. A hard copy of the transcript is available 5-10 business days after the program end date for a small fee.

**COURSE SCHEDULE**

<table>
<thead>
<tr>
<th>Monday – Thursday</th>
<th>Friday</th>
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</thead>
<tbody>
<tr>
<td><strong>VEEP</strong></td>
<td><strong>EAP</strong></td>
</tr>
<tr>
<td><strong>Schedule A</strong></td>
<td><strong>Schedule B</strong></td>
</tr>
<tr>
<td>8:30-12:00</td>
<td>Integrated Skills</td>
</tr>
<tr>
<td>10:15-12:00</td>
<td>Integrated Skills</td>
</tr>
<tr>
<td>12:00-1:00</td>
<td><strong>LUNCH</strong></td>
</tr>
<tr>
<td>1:00-2:45</td>
<td>Project Course</td>
</tr>
<tr>
<td>3:00-4:45</td>
<td>Project Course</td>
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</table>

**PROGRAM AND COURSE CHANGES**

In both **EAP-C** 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.

**GLOBAL CITIZENSHIP THROUGH ENGLISH PROGRAM ON CAMPUS (GCE-C)**

Global Citizenship through English On Campus (GCE-C) explores what it means to be a member of the global community while at the same time developing English language skills through the *Content and Language Integrated Learning (CLIL)* approach. Students “learn to use language and use language to learn” (Coyle, 2005)

The GCE-C program is an integrated skills program (reading, writing, speaking, and listening), with a dominant component dedicated to speaking fluency and accuracy. Students learn and practice language (vocabulary, pronunciation, grammar, etc.) as they communicate about current issues relevant to people...
around the globe. Activities include English lessons, collaborative assignments, facilitated discussions, and guest speakers. It is an active program, with maximum student engagement, interaction, and individualized instructor feedback.

GCE-C classes are offered from the Upper Elementary 200 to Advanced 700 levels (CEFR A2 to C1).

ASSESSMENT

In GCE-C, assessment is based on participation and achievement in course work, activities, and in the classroom.

GCE-C CERTIFICATE

In GCE-C, a Certificate of Participation is awarded upon successful completion of the program. The certificate will be emailed 5-10 business days after program end date. A hard copy of the certificate is available 5-10 business days after the program end date for a small fee.

Important University and ELI Student Policies

ENGLISH LANGUAGE POLICY
The ELI is a place where you practice and use English. English is a shared language in our classrooms that we can all speak and understand. All staff work together to make sure that the ELI provides a positive English immersion experience. Students are always encouraged to speak English. For more information about ELI’s English Language Policy, visit:

www.eli.ubc.ca/apply/policies

ATTENDANCE, LATENESS AND PARTICIPATION POLICY
Students attending courses are expected to participate fully. 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, should email their instructors. If students are absent, regularly late or do not participate fully in class, a meeting with the Head Instructor, Advising will be arranged. For more information about attendance, lateness, and participation policy, visit:

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

RESPECTFUL ENVIRONMENT POLICY
Everyone at UBC is expected to respect different peoples’ cultures and beliefs. Discriminating against an individual’s culture, gender, age, and/or sexual orientation is unacceptable. Any student who does not follow this policy will meet with the Head Instructor, Advising. All students should feel that they are part of a positive and supportive environment, free from harmful behaviours such as rudeness, bullying and/or harassment. For more information about maintaining a respectful learning environment, visit:

www.hr.ubc.ca/respectful-environment/
UBC POLICY ON PLAGIARISM

All ELI students must 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 need help with this, please ask an instructor. For more information about UBC’s policy on plagiarism, visit:

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

ELI Student Services and Registration

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. The same refund policy 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. You can access Wi-Fi using the ubcvisitor network or ubcsecure network. The latter network is secure and closed. You will need to use your Campus-Wide Login (CWL) to log on to this network. For more information about Wi-Fi at UBC, visit https://it.ubc.ca/services/email-voice-internet/wireless-internet-access
THE ELI STUDENT STUDY CENTRE (SSC)

The ELI Student Study Centre (SSC) is a study space accessible to students. There are language resources, a photocopier, and a printer. Students will be expected to follow all UBC health guidelines when using the SSC. The SSC is open Monday to Friday from 9:00 am to 4:30 pm.

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 always important to have this card with you.

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.

ON CAMPUS PRAYER SPACE

Please visit https://msaubc.org/prayer-space for information.

Socio-Cultural Activities

Students are encouraged to join in the socio-cultural activities organized by UBC Cultural Assistants (CAs) throughout the term. A calendar of events and activities will be posted in the ELI building and can also be accessed through the Socio-Cultural Canvas page.

MEET OUR CULTURAL ASSISTANTS (CAs)

The role of the CAs is to help you practice English and to extend language learning beyond the classroom. There will be many social and cultural events for you to join, such as tours, UBC events, games and even trips to nearby popular locations. Socio-cultural activities take place in-person and online through Zoom and Instagram.

Information about CAs can be accessed by visiting https://eli.ubc.ca/student-life/cultural-assistants

For more information, or if you have questions about socio-cultural activities, email the CAs at eli.headca@ubc.ca.
WORKSHOPS

On Fridays, students can choose between several interactive and level-appropriate workshops that provide opportunities to practice English outside the regular classroom. The workshops include conversation practice and discussions about cultural and current events. There are also many fun options such as music, art and cultural celebrations. Stay around after our workshops and join the CAs in exciting socio-cultural activities on Friday afternoon!

Health and Wellness

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 Pavilion, 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

CORONAVIRUS (COVID-19) AND UBC’S RESPONSE

Information about the Coronavirus (COVID-19) and how this impacts the UBC community are subject to change at any time. Visit https://covid19.ubc.ca/ to remain up to date on the latest information impacting the UBC community.

WELLNESS

UBC has a variety of wellness activities you can join online while you are an ELI student. Visit https://students.ubc.ca/health/finding-health-support for a listing of Self-Help tools and UBC Online resources for more information. You can also visit https://students.ubc.ca/health/wellness-centre. However, note that some of the resources indicated here are not available to non-credit UBC students.
CULTURE SHOCK (CULTURE TRANSITION)

Culture shock is an experience that some may encounter when moving to a new country and when adjusting to a new environment, culture and/or language. Some of these experiences consist of frustration or a brief period of unhappiness. This is a normal part of living in a new and different environment.

Here are some tips for managing culture shock:
- Give yourself time to adjust, be patient and have a sense of humour when you come across new experiences.
- Get involved in activities outside of the classroom and explore Vancouver.
- 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. Please note that proof of vaccination is required for some activities. For more information, please see: www.recreation.ubc.ca

Campus Safety

SAFETY IN VANCOUVER

Vancouver is a safe city. However, as is the case in any large city, be aware of your surroundings and use common sense. Below is a list of safety resources you have access to while at UBC.

DOWNLOAD UBC SAFE VANCOUVER

The health and safety of the campus community is UBC's top priority. UBC Safe is a free mobile safety app for the UBC Vancouver campus. This multi-function app puts direct access to campus safety resources and security tools in your hand, while on the go. Download the free UBC Safe Vancouver mobile app, available for both iPhone and Android devices, and make use of its many features and resources. Visit https://srs.ubc.ca/health-safety/ubc-safe-vancouver-app/ detailed information.

UBC Safe Vancouver assists with:
- Easily locating important safety information, contacts, maps, and procedures in one place.
- Being up to date on important safety and support details.
- Critical services – connecting with Campus Security staff for help or first aid when needed and access to SafeWalk.
- COVID-19 health assessment
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](http://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. Safewalk also offers driving services, as well. If you call them, they will send a team of walkers or a driver who will assist you. You can call them at 604-822-5355. You can also use a UBC Blue Phone to call for Safewalk. Visit [https://www.ams.ubc.ca/student-services/safewalk/](https://www.ams.ubc.ca/student-services/safewalk/) for more information.

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 must 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/EAARTHQUAKE 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.

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<thead>
<tr>
<th>IMPORTANT NUMBERS</th>
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<tbody>
<tr>
<td>Emergency</td>
<td>911</td>
</tr>
<tr>
<td>UBC Campus Security</td>
<td>604-822-2222</td>
</tr>
<tr>
<td>UBC AMS Safewalk</td>
<td>604-822-5355</td>
</tr>
</tbody>
</table>
CLASSROOM AND SCHOOL CULTURE

Studying in Canada may 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 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.

QUESTIONS OR CONCERNS ABOUT CLASSES

If you have a question or concern about your classes, please speak to your instructor first. If you are not able to speak to your instructor, you are encouraged to speak to the Head Instructor for Student Advising or the Head Instructor for your program.

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.
Frequently Asked Questions

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.

4. **Where can I eat?**
   - There are many cafeterias, coffee shops and restaurants on campus: https://food.ubc.ca/.
   - 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.

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: https://www.translink.ca/. If you will be using public transit regularly, please buy a compass card: https://www.translink.ca/transit-fares/pricing-and-fare-zones.

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.