



UNIVERSITY OF
TORONTO

NEW COLLEGE
INTERNATIONAL PROGRAMS



IEP

INTERNATIONAL
ENGLISH
PROGRAMS

IEP PRE-ARRIVAL GUIDE 2019

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PRINTER-FRIENDLY VERSION

If you would like to print a copy
of this Pre-Arrival Guide, you can
find a printer-friendly copy here:





WELCOME

Dear Students,

We are so excited that you have made the decision to come to Toronto this summer! The International English Program has always offered a vibrant English language learning community. We are looking forward to having you join us.

We understand that you will have many questions before you arrive. Everything you need is right here. This package will tell you all about the incredible city you're about to visit, the diverse group of students you'll meet, and provide you with everything you need to have the best experience possible.

Our highly experienced team of instructors have taught in colleges and universities around the world. We hope that your classes will inspire you, challenge you, and above all help you to achieve your English learning goals.

If you have any questions or concerns, please let us know at study.english@utoronto.ca or at +1.416.946.3853. We're always happy to help!

Bruce Russell
Academic Director

Hong Si
Director of Administration

UNIVERSITY OF TORONTO

Throughout the IEP, you will be living on the St. George Campus, located in the heart of downtown Toronto. This beautiful campus is close to everything that the city has to offer. Whether it's premier shopping experiences at the Eaton Centre or Yorkville, delicious international foods and culture, or incredible photos at the CN Tower, U of T is the place to be.

With a yearly enrollment of over 17,000 international students, UofT is one of the most international universities in North America. We are dedicated to ensuring that our international students feel supported throughout their time at U of T. There are so many support systems in place, and we will be happy to show you around. Be sure to use your time here to explore your potential future!

TORONTO

Toronto is widely considered one of the best cities in the world in which to live and work. During your stay, you'll see many of its attractions, visit premier shopping centres, and experience its international neighbourhoods. We are sure that after spending your summer with us, Toronto will feel like a place that you can call home.



► PAYMENT, REFUNDS & CANCELLATIONS

COMPLETING THE FINAL FORMS

It's important that you complete and submit the Final Forms as soon as possible. Please complete all areas and submit all pages.

Please note that your registration in the program cannot be finalized until we receive both the Final Forms and Final Payment.

PAYMENT & REFUND POLICY

An invoice for your outstanding balance has been sent to you with your acceptance package. The \$150 registration fee will hold your spot in the program until you complete your payments. Please see the table below for the deadline for final payments. You'll get a final receipt once you've made this payment.

The final payment can be made by credit card (VISA, American Express, Mastercard) or by International Wire Transfer made payable to the University of Toronto. Please refer to the last page of the Final Forms for further payment instructions.

Program Start Date	Session 1 (July) July 1, 2019	Session 2 (August) July 29, 2019
Final Payment Deadline	May 20, 2019	June 10, 2019
Full Refund Deadline* (Less the non-refundable fees)	May 20, 2019	June 10, 2019
50% Refund* Deadline (no refunds after this date)	June 10, 2019	June 24, 2019

* Not including the non-refundable \$150 registration fee and/or the \$150 residence deposit

CANCELLATIONS

If you decide to cancel your registration, please refer to the refund deadlines below. The \$150 registration fee and the \$150 residence deposit fee (if applicable) are non-refundable. After the 50% refund deadline, all program fees are non-refundable.

All refund requests must be submitted by email by September 1, 2019 to be processed.

VISA REFUSALS

In the case of a visa refusal, we can provide a full refund (including the \$150 registration fee and residence deposit) regardless of the deadlines upon receiving a copy of the official visa refusal letter from the Canadian immigration office (IRCC).

All refund requests must be submitted by email by September 1, 2019 to be processed.

VISAS

Please visit the Canadian Immigration website to find updated information about getting your visa: Canada.ca/Visit

Or find out here if you need a visa or an Electronic Travel Authorization (eTA) to travel to Canada at Canada.ca/eTA

For emergencies on your arrival days, please contact +1.416.946.3853





▶ ARRIVING AT U OF T



ARRIVING BY PLANE

Arrange your flight into Toronto via Toronto Pearson International Airport with the airline of your choice. The airport code for Toronto Pearson International Airport is YYZ. We have listed some options on how to get to the University of Toronto from the airport.

AIRPORT SERVICE

Our Airport Pick-Up & Drop-Off Service makes it safe and easy to arrive and depart from the University of Toronto. Our counsellors will meet you at the airport and bring you to the campus. They will be wearing a navy blue University of Toronto t-shirt and holding a large “University of Toronto” sign, just like the image on the right.

Please indicate in your Final Forms if you will require Airport Service. Additional fees will apply.

After you have booked your flight, please fill out **Part 4: Travel Information** of the Final Forms and submit it by email to study.english@utoronto.ca at least 2 weeks prior to your arrival.



UNION-PEARSON EXPRESS

The Union Pearson Express (UP Express) is an express train that connects Toronto Pearson International Airport with downtown's Union Station. One-way tickets are CAD \$12.35 and Return tickets are CAD \$24.70. For more information about the UP Express, please visit their website at: www.upexpress.com

After boarding the train at Terminal 1, you'll arrive at Union Station. From there, you can either take a taxi (for a fare of about CAD \$20) or ride the subway up to campus (See next section).

TAXI/LIMOUSINE

Follow the signs in the airport to the Taxi Stand, just outside either terminal. An attendant will help you get a taxi. Tell the driver that you are going to New College, University of Toronto St George Campus (downtown). The taxi fare will be around CAD \$60. Limousine service is also available for a higher fare.

TTC (BUS, SUBWAY & STREETCAR*)

The TTC (Toronto Transit Commission) is the main public transportation system in Toronto. Fares are \$3.25 cash one way. Follow the signs in the airport to the TTC 900 Airport Express bus stop.

1. Go to the TTC bus stop to catch the 900 Airport Express. Remember to take a transfer as that is your proof of payment (P.O.P.).
2. Get off at Kipling Station and board the subway.
3. Take the eastbound train, and get off at Spadina Station.
4. Take the 510 Streetcar* southbound. The streetcar stop is located inside the station and doesn't need another fare.
5. Get off at Willcocks Street, three stops from Spadina Station. The residence is across the street from the stop.

If you intend to ride the subway from Union Station after taking the UP Express, follow these instructions:

1. Board the University Line (the left side of Line 1 on the subway map) going northbound (its first stop is St. Andrew Station). Remember to take a transfer as that is your proof of payment (P.O.P.).
2. Get off at Spadina Station.
3. Take the 510 Streetcar* southbound. The streetcar stop is located inside the station and doesn't need another fare.
4. Get off at Willcocks Street, three stops from Spadina Station. The residence is across the street from the stop.

OUR RESIDENCE ADDRESS

New College Residence

40 Willcocks Street, Toronto, ON, M5S 1C6

Feel free to contact us for more information regarding transportation and other methods of arrival. We will be more than happy to help you!

**Streetcars are similar to trams, cable cars, etc. You will often see them around downtown Toronto. They are very convenient and easy to ride!*

PRESTO CARDS

Presto Cards allow you to load money onto a single card and use it to pay for TTC, GO Train, and other local transit options. You can find more information about Presto, including where you can purchase the card, [HERE](http://www.prestocard.ca/en/find-an-outlet/customer-service-outlets) and this link: www.prestocard.ca/en/find-an-outlet/customer-service-outlets



► ENGLISH CLASSES

IEP students can choose from a range of courses, including the General English Course, Academic English Course, English for Global Business Courses, IELTS or TOEFL Preparation Courses, Speaking and Pronunciation Course, and the University Seminar. You should think about your course selections carefully. Classes fill up, and we are not always able to accommodate requests for course changes after your arrival.

Classes meet every weekday, Monday to Friday. Morning classes run from 9:00am – 12:00pm. SPC classes run in the afternoon from 1:00pm – 3:00pm, and TOEFL and IELTS Preparation classes run from 1:00pm – 4:00pm. University Seminar runs only twice a week, and will meet from 1:00pm – 4:00pm.

On the first day of class, you will take a written test and talk with a teacher for a few minutes. The information that you provide here will help us find the best class, and the best teacher, for you.

► CERTIFICATE & EVALUATION

If you successfully complete your classes, you will receive a certificate of course completion from New College, University of Toronto, and a personalized evaluation from your teacher. To get your certificate, you have to:

- Participate in class activities and talk with the other students in the class
- Complete all classwork and homework
- Go to class on time, every day. If you miss 4 or more classes without a good reason, or if you are often late for class, you will be at risk of not receiving your certificate.

Our classes give you the opportunity to meet people from all around the world. Be ready to learn from each other, not just the teacher. This is your chance to learn about a wide variety of opinions and experiences. Your classmates might be older or younger than you; they might speak with a different accent, or more quickly or slowly. It is your responsibility to discover how diversity makes our program special.



▶ NEW COLLEGE RESIDENCE

You have the option of living in the New College Residence while attending the International English Program. This is a unique opportunity to live with your classmates from all around the world, practice your English, and really become part of the community!


The New College Residence is a dormitory-style accommodation, located at the University of Toronto's St. George Campus, in the middle of downtown. You'll be in walking distance of many great places, and you will have convenient access to local transit that can take you to any part of the city.

All IEP students will be assigned a single room in residence. Please note that residence accommodation is limited and cannot be guaranteed. If you are interested in adding accommodation to your registration but have not yet already, please contact the International Programs Office at study.english@utoronto.ca.


YOUR ROOM


- 

Bed + Linens
- 

Desk + Chair
- 

Wardrobe with Mirror
- 

Bookshelf + Reading Light
- 

Wi-Fi Access
- 

Large Window

YOUR RESIDENCE

- 24/7 Front Desk Staff
- Night Security Guard
- Common Rooms with Televisions
- Common Kitchens with Fridge, Microwave, Stove and Oven
- Air-Conditioned Rooms
- Key Access into Residence Building
- High Speed Internet (Wi-Fi)
- Shared Bathroom with Private Showers
- Coin-Operated Laundry Facilities
 - \$1 to wash
 - \$1 to dry
 - Free Laundry Soap

BATHROOMS & SHOWERS

There are several, shared, gender-specific bathrooms on each residence floor. They have private showers and bathtubs, so you can use whichever you prefer. The water used in the bathrooms is perfectly clean and safe to drink, so it's easy to keep your water bottle filled too!

COMPUTER AND WI-FI ACCESS

You'll have access to New College's Computer Lab, in case you didn't bring a device of your own. You'll also have Wi-Fi in the residence building. The internet service on campus is fast, reliable, and can be found in most university buildings.

By using the University of Toronto's Wi-Fi Network, you agree to abide by the University of Toronto's rules and guidelines as outlined in the Appropriate Use of Information and Communication Technology. For the full policy, please see [HERE](#).

AUDREY TAYLOR DINING HALL

The Audrey Taylor Dining Hall is a central place to enjoy all of your meals. This residence dining hall will provide daily all-you-can-eat meals such as roast chicken, vegetable stir-fry, and many other delicious items from a variety of stations.

The Dining Hall will also provide a wide variety of fresh fruits and vegetables, a salad bar, drinks, daily soup selections, and a dessert and ice cream bar. Vegetarian and vegan options will always be available.

We offer the following meal plans:

- Breakfast Only
- Breakfast and Lunch
- Breakfast, Lunch and Dinner

If you would like to add a meal plan to your registration, but have not included it in your application, please email the International Programs Office at study.english@utoronto.ca. We would be happy to assist in providing a meal plan. Please note that meal plans are non-refundable upon your arrival at the program.



▶ CULTURAL ACTIVITIES

Our counsellor staff will organize a variety of evening events and weekend trips in order to introduce students to Toronto. From Toronto's many distinguished art galleries and museums to its fashionable shopping districts and vibrant nightlife, Toronto is a perfect destination for international visitors.

Our trips include all of Toronto's must-sees, including the iconic CN Tower, a Toronto Blue Jays baseball game, and the beautiful Ripley's Aquarium of Canada. These trips are a fantastic way to meet your fellow students as well as the counsellors.

Our weekend trips include an unforgettable trip to Niagara Falls, as well as a chance to try world famous ice wine. Our program also offers a three-day excursion to French Canada to explore the Canadian history and Montreal's vibrant nightlife.

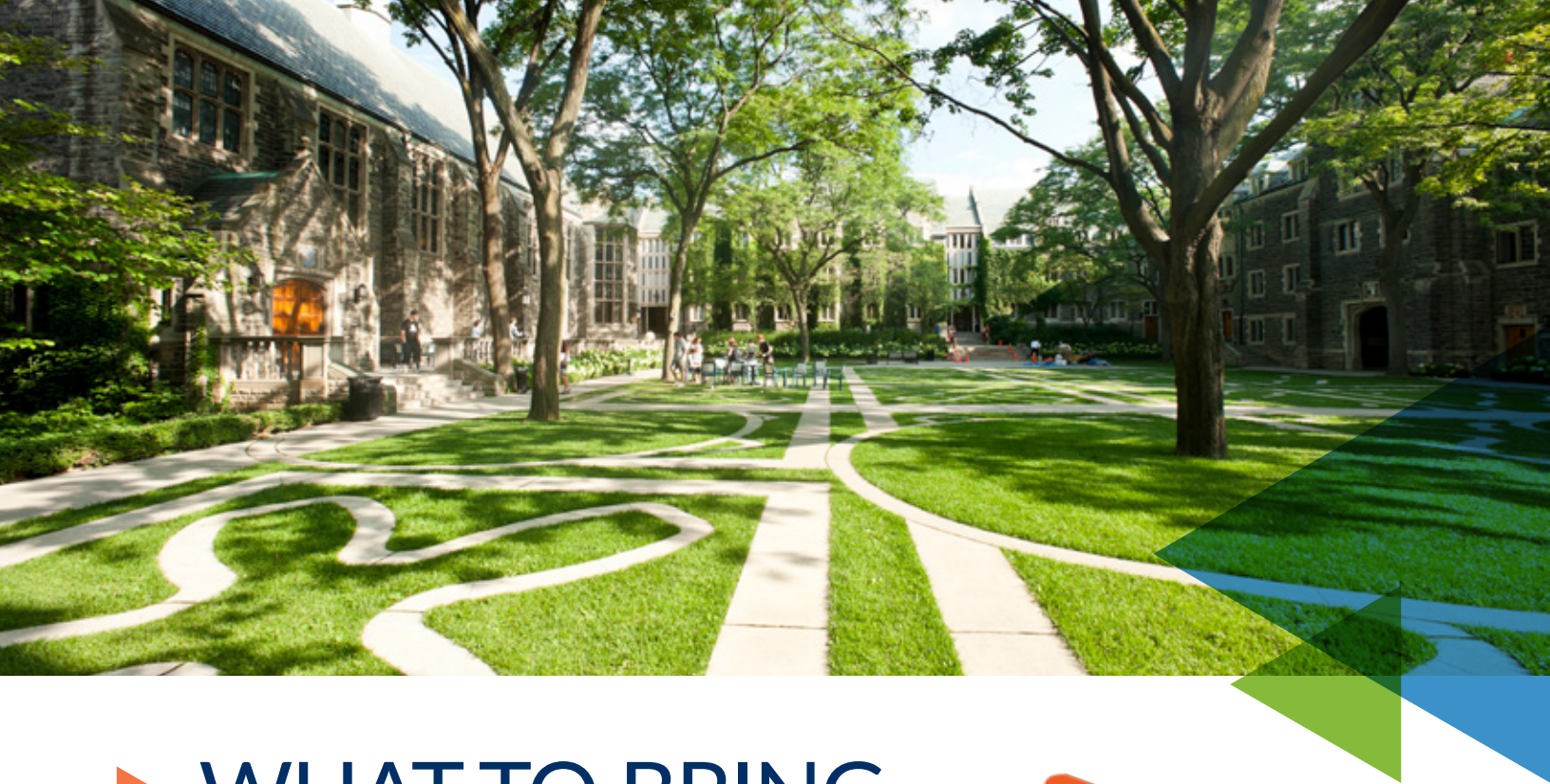
Upon your arrival, you will receive an Activities Package to sign up for the events of your choice. Activities with a cost are pay-as-you-go, and there are several free activities that you can attend as well (though you may spend money on your own while attending).

All activities schedules are subject to change.

▶ COUNSELLORS

Counsellors are program staff that live in the residence and will facilitate the cultural activities of the IEP. These counsellors will always be a friendly face in the summer, and will always be identifiable by their blue staff shirts.

The counsellors will be your resource for anything you might like out of your experience here in Toronto. They'll know great places to visit, how to get around, and can answer many questions that you might have about Canada.



▶ WHAT TO BRING

Make sure you come packed with everything you need!
Here is a list of suggested items to bring to get you started.

STUFF TO BRING

- Summer clothes
- Comfortable walking shoes and/or sandals
- Swimsuit
- Sweater and/or pyjamas (for sleeping in air conditioned rooms)
- Light jacket/raincoat
- Semi-formal Outfit (there will be dress-up events!)
- Backpack
- Water bottle
- Phone & Charger (Canada has 120V power using Plug Type B)
- Toiletries & Medication (Soap, Shampoo, Deodorant, Toothpaste, etc)
- Umbrella/Rain Jacket
- Towel (The residence gives you a towel, but it's small)
- Sunscreen



STUFF TO LEAVE AT HOME

- Video Game Consoles
- Speakers
- Winter jackets
- Family heirlooms
- Precious jewelry
- Your pets
- Maple Syrup (we already have a lot)

Students are responsible for their own belongings and valuables. The University of Toronto International Programs office is not responsible for any lost, stolen, or damaged property.

▶ ADDITIONAL INFORMATION

HEALTH INSURANCE

The cost of health insurance is \$100 per session. Health Insurance is a mandatory fee. There will be no additional costs for medical visits. For detailed information on what medical coverage is provided, please contact the International English Program Office or visit www.guard.me.

Please note that our health insurance does not cover pre-existing conditions. If you need specific medications that you take regularly, please bring them with you.

WEATHER

Toronto weather can be unpredictable. From a daytime high of 25-35°C to an evening low of 12-18°C, you'll need a range of clothes to be comfortable. We often experience heat waves where the temperature reaches as high as 38-40°C. Please ensure to pack clothes that can adapt to these temperatures.

MONEY & VALUABLES

It is best to bring a bank card that works with Canadian bank machines (ATMs). These bank cards are widely accepted in Toronto, but please confirm with your bank that they will work in Canada.



We suggest that you bring Canadian dollars with you. If necessary, US cash can be exchanged at any bank. Most retailers in Canada will not accept US cash for payment.

MAILING ADDRESS

Please note that delivery to the residence will take longer than usual shipping times. We recommend using priority courier services. **The Program is not responsible for any lost or delayed delivery items.**

If you choose to mail a package to the New College Residence, the address is as follows:

Your Full Name (as registered in the program)
C/O International Programs
University of Toronto, New College
40 Willcocks Street
Toronto, ON, M5S 1C6, Canada

It is very important to include "C/O International Programs" to ensure the package reaches our office. Once the package has arrived, we will hold it in our office and let you know it has arrived.

▶ PROGRAM LOCATION



RESIDENCE ADDRESS

University of Toronto, New College
40 Willcocks Street, Toronto, ON, M5S 1C6

OFFICE ADDRESS

University of Toronto, New College
Room 136, 21 Classic Ave, Toronto, ON, M5S 2Z3



▶ FIRST DAY OF THE PROGRAM

On the morning of the first day of your program, you'll meet your teachers and the Academic Director before your placement test. In the afternoon, you'll have a welcome orientation with the counsellors. Please make sure you attend the welcome orientation.

WELCOME DAY SCHEDULE

8:30AM: Meeting Time

Wilson Lounge - 2nd Floor, Wilson Hall Building, New College
40 Willcocks Street, Toronto, ON, M5S 1C6

9:00AM: Placement Test

3:00PM: Welcome Orientation

IF YOU'RE LIVING IN NEW COLLEGE RESIDENCE

If you're staying in residence, there will be a Welcome Desk set up from 3:00pm to 6:00pm on the Sunday before the first day of classes. Please come and sign-in to the program during this time. You can also pick up information on your meal plan, if you purchased one.

IF YOU'RE LIVING OFF CAMPUS

If you're not staying in residence, there will be a Welcome Desk set up at 8:30am on Monday, the first day of your classes. Please sign in before your test. Along with meal plan information, you can ask any questions you may have.

GENERAL RULES AND CODE OF CONDUCT

The University of Toronto's International English Programs follow all Canadian laws and policies. Students participating in the program will be responsible for doing so as well. Please note that, should any student violate any rules that result in expulsion, it is their responsibility to arrange their transit home. Students will be given an extensive presentation on these rules when they arrive.

All students are expected to adhere to the University of Toronto Code of Conduct. A shortened version is available below. For the full Code of Conduct, please see [HERE](#).

DISCIPLINE/PROGRAM RESPONSE

Disruption of our program environment or any of the policies listed below will result in any or all of the following action:

- Meeting with program staff
- Reprimand/Warning
- Immediate suspension from the program
- Immediate expulsion from the program

PROGRAM ENVIRONMENT

Our program maintains a space where everyone can feel safe, have fun, and enjoy a positive academic experience. Including others and respect are important parts of our program. Any form of bullying, malicious, or harmful behavior will not be tolerated.

CLASSROOM ENVIRONMENT

Learning happens best when our instructors can create respectful and engaging opportunities for students. Our instructors have their own individual classroom policies. Students disrupting or harming the classroom learning environment will be expelled from the program.

ALCOHOL

Under Canadian law, it's illegal for those younger than 19 to purchase or consume alcohol. Purchasing alcohol on behalf of someone under 19 is also illegal. Failure to follow these laws will result in large monetary fines and expulsion from the program.

SMOKING

The University of Toronto strongly discourages smoking. In Toronto, it is illegal to smoke inside any building or within 9 metres of an entrance or exit of any building that is used by the public. It is also illegal for those younger than 19 to purchase any smoking products or to purchase smoking products for someone under 19. All of the above also apply to all substances, including, but not limited to, e-cigarettes and vaporizers. Failure to follow these laws will result in large monetary fines and expulsion from the program.

GENERAL RULES AND CODE OF CONDUCT

DRUGS

No illegal drugs are permitted. If students are caught using, under the influence of, in possession of, or distributing drugs, the police will be notified. This will result in expulsion from the program, and the student will suffer legal consequences.

FIRE ALARMS

Do NOT pull the fire alarm unless there is a fire. You can be fined up to CAD \$500.00 per fire truck that responds, typically 3. Should there be an actual fire, please go ahead and use the alarm.

RESIDENCE ROOMS (IF APPLICABLE)

You are responsible for keeping your room clean. You are responsible for closing your doors and ensuring they are locked. You should keep your keys with you at all times. **The Program is not responsible for lost or stolen items.** If your room key is lost or damaged, it will be replaced at your expense.

COMMON AREAS

Clean up after yourself in common areas. Any damage to or removal of property within the residence is forbidden. You'll have to pay for any damages to residence property.

ACTIVITIES

You are responsible for showing up to activities on time. Failure to arrive on time may result in missing the day's activities with no refunds. It's your job to know when and where to be. Counsellors are always there to help, of course! Always be respectful of places we visit.

OUR COMMUNITY

The International English Programs are situated within a vibrant campus and city community, complaints or concerns of staff, administrators, and community members will be taken seriously. Multiple sessions are hosted on our sites including youth and adult programs. Adult students are not allowed within the youth spaces and may not engage in inappropriate contact with youth students.

INAPPROPRIATE DRESS

Inappropriate dress is clothing that does not meet our community standards of decency and includes language and/or images related to violence, profanity, discrimination of any kind, or is demeaning to an individual or group.

FREQUENTLY ASKED QUESTIONS

I'm 18! Will I have fun?

Of course you will! The first priority of our counsellor team is to make sure everyone in the program is enjoying themselves and feeling included. All events in the program itinerary are open to all ages, and you'll have plenty of freedom to explore the city in a way that suits you.

By the way, our French Canada trip brings you to a province where the legal drinking age is 18, just in case you're curious.

I'm 55! Will I have fun?

Of course you will! Like with our 18-year olds, we understand that our programing needs to suit a variety of interests. Our counsellors will make it a priority to ensure that everyone—18 or 80—will have something to do that they enjoy. If at any point you want to talk to our staff about something you'd like to do, you need only ask!

What happens if I need to go to the doctor?

If you're feeling sick, please speak to a counsellor or go directly to the program office. We can arrange a doctor's visit as soon as possible. If it is an emergency, please do not hesitate to contact the emergency contact number you were provided with.

I have a pre-existing condition that needs treatment. Will my health insurance from the program cover it?

The Health Insurance provided by our program does not cover pre-existing conditions. If you need something checked that is pre-existing, you will need to pay, as it is not covered by the health insurance. For a list of what the health insurance covers, please visit: www.guard.me. If you have any concerns, please do not hesitate to contact our office.

How do I get placed in a class?

On the first day of the program, you will write an English placement test. Based on these results, you will be placed in a classroom with other students at a similar English level within your registered course.

I requested Airport Pick-Up Service but can't find the counsellor at the airport. What do I do?

Our counsellor should be the first person you see after you exit the luggage claim and pass through customs. They'll be holding a large 'University of Toronto' sign and wearing a blue t-shirt. If you can't find a counsellor, please call us at +1.416.946.3853. We'll contact our counsellors and make sure they reach you as soon as possible!

If you have any questions about the program,
please do not hesitate to contact us!



CONNECT WITH US

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