



CLLC Brochure -

*The Story*

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## Your Journey in Eight Simple Steps

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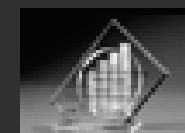
## Our Awards

### CIC Designated Learning Institution - DLI Numbers

CLLC Halifax - O19209875232  
CLLC Ottawa - O213116733767  
CLLC Toronto - O213116733767



Halifax Business Awards - Gold Winner  
Small Business of the Year



Ernst & Young  
Entrepreneur Of The Year Finalist

## Dear Friend

The Story reflects the latest CLLC innovation where our website and this catalogue combine to create one spectacular reader experience.

The innovation is not only that the website mirrors this catalogue, but that we were able to create a story in eight simple steps. These steps can benefit any traveller who would like to travel to study abroad even if CLLC and Canada is not their destination.

As you discover us through the steps of your student's journey, please remember the smiling faces of our students and staff as they reflect the true spirit of CLLC.

Please enjoy reading "The Story".

Warm Regards,

Aly Rajab  
President & CEO



## Our Innovations



## CLLC Big Event Agents



## Selecting an Agency

Congratulations on deciding to study English!

Here's a hint though, before you choose a city, or apply directly to the school, consider finding an agent or recruiter. Agents and recruiters can help you find great schools (like CLLC), connect you with an immigration consultant to explain visa processes, and tell you the important details of travelling overseas.

Here are some tips for finding a great agent:

1. Know your goals and what you're interested in.
2. Use the internet to find agencies and student reviews of their services.
3. If you've been recommended a school by a friend, contact the school to find agents in your area.
4. Ask family, friends, and teachers if they can recommend a good agent to you.
5. If you need help finding an agent go to [pabawards.com](http://pabawards.com).
6. If you haven't picked a school yet, ask your agent for options.
7. Ask the agent for testimonials from past students.
8. Get the details of all costs, fees, and refund policies.
9. Read documents carefully before you sign them.

If you need more help, just contact one of **our Directors** - see the back cover.

## Getting Ready

### Selecting your City

Great job on selecting your agency.

Now that you've decided on an agent, you need to decide where in Canada you want to study.

You might make this decision based on where you have friends, where you've been accepted to college or university, or just a new city you'd like to experience.

Luckily, CLLC has campuses in three awesome Canadian cities: **Toronto, Ottawa, and Halifax.**

- If big city life, great shopping, amazing festivals, incredible diversity, and safety are at the top of your list, **then Toronto is your town.**
- If you want to enjoy a diverse selection of galleries and museums, as well as be close to Montreal and New York, **then Ottawa is for you.**
- If you're craving the student life, need to be close to the ocean, and want to relax in a small city, **then historical Halifax is your best bet.**

Do you wish to visit more than one city during your visit to Canada?

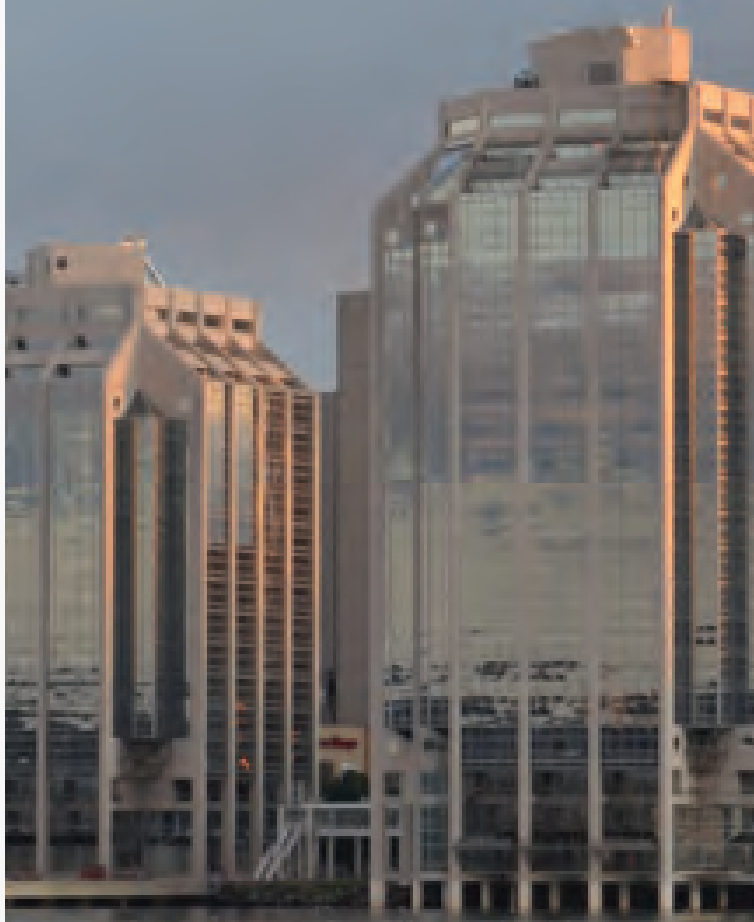
At CLLC we also have a Life-Time promotion where you can start studying at one campus and then transfer to another. During this promotion you'll benefit from:

1. Free second application fee - Free second homestay application fee.
2. No second placement test - Use the same textbooks.
3. The same fees (tuition, homestay, textbook, etc.) across all campuses.
4. Our standardized schedule (all campuses are on the same unit on any given week so you'll never miss a class or unit).

This is a great way to enjoy the full CLLC experience.

Here's a tip: Meet our management team in each city on the next four pages.

Halifax



Ottawa



Toronto





Peter

Jackie

Allison

Meredith

Julia

**CLLC Toronto Management Team**





Jaclyn

Carol

Denise

Kyle

Dale

**CLLC Ottawa Management Team**



**CLLC Halifax Duke Management Team**



Derrick

Chris

Sofi

Emily

Erin

**CLLC Halifax Citadel Management Team**

## Getting Ready

### Prices

So you've selected an agency and a city, now comes some really important information - pricing.

In the next three pages are all the CLLC prices for our different courses. However, we created an easy to use **Instant Quote** calculator to issue your quote immediately.

To get an **Instant Quote** go to the Quick Links at [CLLC.ca](http://CLLC.ca)

We know there's a lot of information in the next three pages, but chances are you're looking for either a Full-Time, Part-Time or Intensive course, so look through those charts first.

You'll also see a chart named "Other Services", which lists the prices of everything else we offer like homestay and textbooks.

If you still don't find the information you need, please just talk to your agent or contact a CLLC Director. They'll help you get everything figured out.

As a final note we want to guarantee your reservation, so please send your payment 4 weeks in advance.

Here's a tip: Always ask your agent for **CLLC's promotion** so you can enjoy a discounted price.

## Prices

### Full-Time Program

Code	Course	Course	Final 45™ class	Time/Week	(CAD)
101	<b>General English</b> Reading & Writing 2Hrs15Mins	<b>General English</b> Listening & Speaking 1Hr30Mins	<b>Final 45™</b>	<b>25Hrs</b>	<b>\$295</b>
102	<b>General English</b> Reading & Writing 2Hrs15Mins	<b>SEES *</b> 1Hr30Mins	<b>Final 45™</b>	<b>25Hrs</b>	<b>\$310</b>
103	<b>IELTS Exam Preparation</b> 2Hrs15Mins	<b>General English</b> Listening & Speaking 1Hr30Mins	<b>Final 45™</b>	<b>25Hrs</b>	<b>\$325</b>
104	<b>IELTS Exam Preparation</b> 2Hrs15Mins	<b>SEES *</b> 1Hr30Mins	<b>Final 45™</b>	<b>25Hrs</b>	<b>\$355</b>
105	<b>Business English</b> 2Hrs15Mins	<b>General English</b> Listening & Speaking 1Hr30Mins	<b>Final 45™</b>	<b>25Hrs</b>	<b>\$325</b>
109	<b>University Pathway Program 12 week Program</b>		<b>Final 45™</b>	<b>25Hrs</b>	<b>\$4,500</b>

\* SEES-Standardized English Exam Skills (TOEFL, TOEIC)

- Time/Week includes break time, lunch time, and weekly (45 min) graduation ceremony.
- Please note that a \$20.00 bank fee will be added to all invoices to cover international payment fees (wire, bank draft, etc.).  
CLLC reserves the right to change these prices.

### Other Services

Item	Price	Frequency
Application Fee	\$190	One Time
Homestay Placement Fee	\$190	One Time
Homestay Fee 19 years of age +	\$195	Per week
Homestay Fee under 19 years of age	\$205	Per week
Textbooks - General English	\$150	Per level
Medical Insurance	\$60	Per month
Student ID card	\$20	One Time
Airport Transfer	\$120	One way
Custodianship Letter (if applicable)	\$140	One Time
One on One lesson	\$45	Per hour
Wire Fees	Varies depending on country of origin	

- If I stay extra nights in homestay I will be required to pay \$35.00/night (adult) or \$40.00/night (underage).
- Please note that a \$20.00 bank fee will be added to all invoices to cover international payment fees (wire, bank draft, etc.).  
CLLC reserves the right to change these prices.

## Prices

### Part-Time Program

Code	Course	Course	Final 45™ class	Time/Week	(CAD)
301	X	<b>General English</b> Listening & Speaking 1Hr30Mins	Final 45™	13Hrs45mins	\$170
302	<b>General English</b> Reading & Writing 2Hrs15Mins	X	Final 45™	15Hrs	\$240
303	X	<b>SEES *</b> 1Hr30Mins	Final 45™	13Hrs45mins	\$185
304	IELTS 2Hrs15Mins	X	Final 45™	15Hrs	\$280
305	<b>Business English</b> 2Hrs15Mins	X	Final 45™	15Hrs	\$280

\* SEES - Standardized English Exam Skills(TOEFL, TOEIC & IELTS)

- **Time/Week for courses 301 and 303: includes break time, lunch time, and weekly (45 min) graduation ceremony.**
  - **Time/Week for courses 302, 304, 305, 306: includes a weekly (45 min) graduation party.**
- CLLC reserves the right to change these prices.

### Intensive Program

Code	Course	Course	Course	Final 45™	Time/Week	(CAD)
201	<b>General English</b> Reading & Writing 2Hrs15Mins	<b>General English</b> Listening & Speaking 1Hr30Mins	<b>Business English</b> 2Hrs15Mins	Final 45™	37Hrs45mins	\$375
202	<b>General English</b> Reading & Writing 2Hrs15Mins	<b>General English</b> Listening & Speaking 1Hr30Mins	<b>IELTS Exam Preparation</b> 2Hrs15Mins	Final 45™	37Hrs45mins	\$375
203	<b>General English</b> Reading & Writing 2Hrs15Mins	<b>General English</b> Listening & Speaking 1Hr30Mins	<b>SEES *</b> 1Hr30Mins	Final 45™	33Hrs45mins	\$355
204	<b>General English</b> 2Hrs15Mins	<b>SEES *</b> Listening & Speaking 1Hr30Mins	<b>IELTS</b> 2Hrs15Mins	Final 45™	37Hrs45mins	\$395

\* SEES-Standardized English Exam Skills(TOEFL, TOEIC)

- **Time/Week includes break time, lunch time, and weekly (45 min) graduation ceremony.**
  - **Please note that a \$20.00 bank fee will be added to all invoices to cover international payment fees (wire, bank draft, etc.).**
- CLLC reserves the right to change these prices.

## Prices

### Teen English Adventure Camp Winter

Package includes:	Package price:
25 hours of English instruction per week	1 week: \$1,214
Homestay accommodation	2 weeks: \$1,768
3 meals a day	3 weeks: \$2,321
Health Insurance	4 weeks: \$2,875
1 set of textbooks	5 weeks: \$3,429
Airport pick-up and drop-off	6 weeks: \$3,983
Registration and homestay placement fees	7 weeks: \$4,536
Activities(1 full day+1 half day per week)	8 weeks: \$5,090
	9 weeks: \$5,644
	10 weeks: \$6,198

#### HALIFAX

##### Possible Activities:

Full Day

Skiing

Sleigh Ride

Half Day

Skating

Tobogganing

Hockey game

#### OTTAWA

##### Possible Activities:

Full Day

Trip to Montreal

Skiing

Half Day

Skating

Tobogganing

Hockey game

#### TORONTO

##### Possible Activities:

Full Day

Niagara Falls

Skiing

Half Day

Skating

CN Tower

Hockey game

Extra Fees: Custodianship letter: \$140, Bus pass: \$70-120 (Varies by city)

- Time/Week includes break time, lunch time, and weekly (45 min) graduation ceremony.
  - Please note that a \$20.00 bank fee will be added to all invoices.
- CLLC reserves the right to change these prices.

### Teen English Adventure Camp Summer

Package includes:	Package price:
25 hours of English instruction per week	1 week: \$1,314
Homestay accommodation	2 weeks: \$1,988
3 meals a day	3 weeks: \$2,661
Health Insurance	4 weeks: \$3,335
1 set of textbooks	5 weeks: \$4,009
Airport pick-up and drop-off	6 weeks: \$4,683
Registration and homestay placement fees	7 weeks: \$5,356
Activities (1 full day+3 half day per week)	8 weeks: \$6,030
	9 weeks: \$6,704
	10 weeks: \$7,378

#### HALIFAX

##### Possible Activities:

Full Day

Peggy's Cove

Kayaking in Lunenburg

Half Day

Sailing

Art Gallery of Nova Scotia

Sports Days

Deep Sea fishing

Surfing

Swimming

#### OTTAWA

##### Possible Activities:

Full Day

Trip to Montreal

Calypso Waterpark

Half Day

Riverboat cruise

National Gallery of Canada

Sports Days

Kayaking

Picnics

Baseball Games

#### TORONTO

##### Possible Activities:

Full Day

Niagara Falls

Canada's Wonderland

Half Day

CN Tower

Ontario Science Centre

Blue Jays Baseball Game

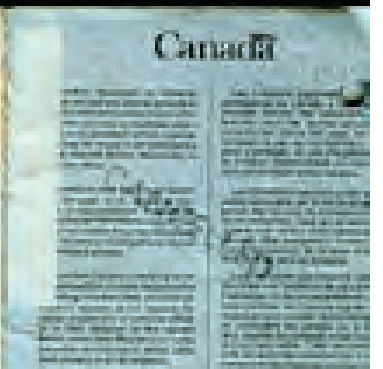
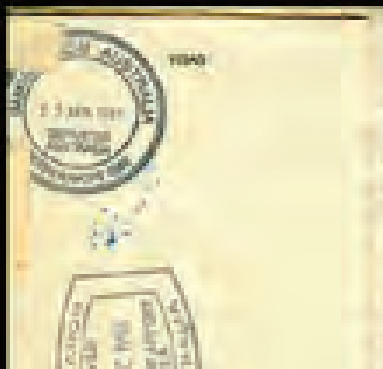
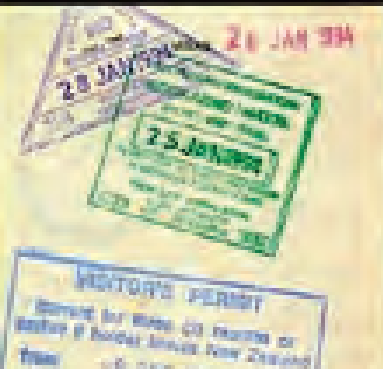
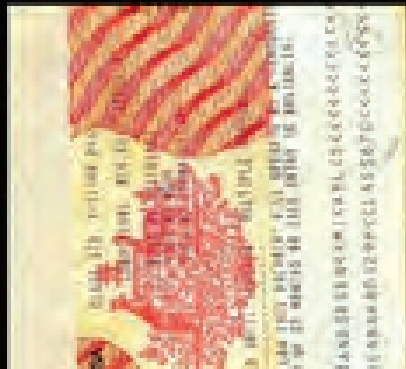
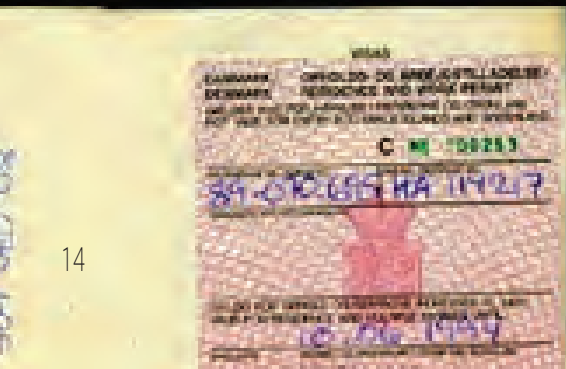
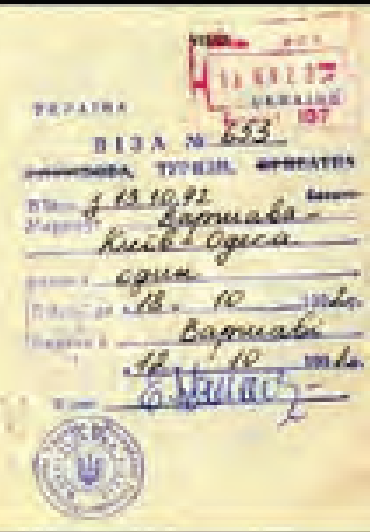
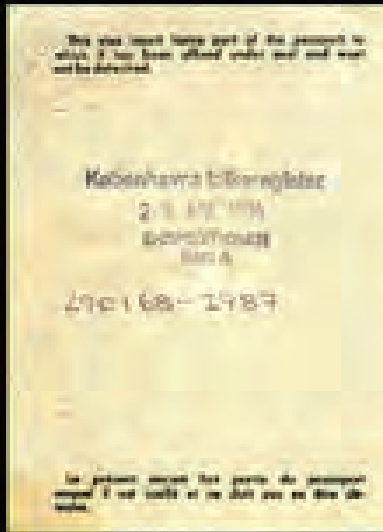
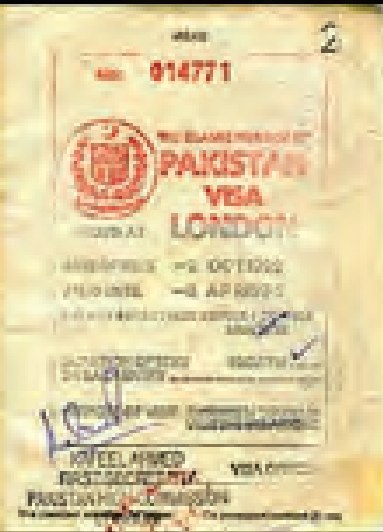
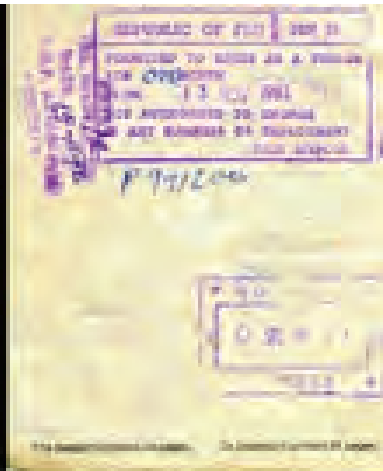
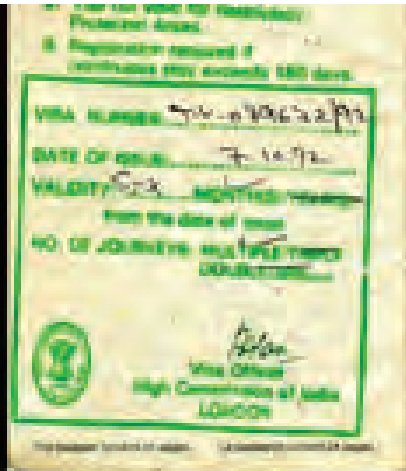
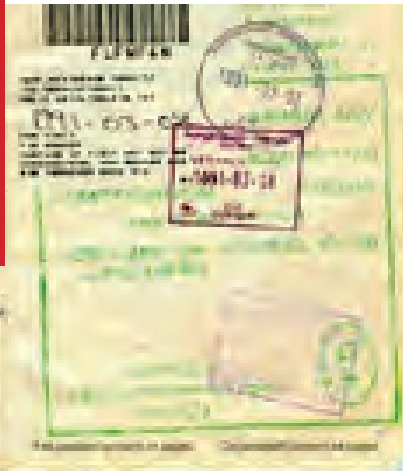
Beaches

Kayaking

Boat Cruise

Extra Fees: Custodianship letter: \$140, Bus pass: \$70-120 (Varies by city)

- Time/Week includes break time, lunch time, and weekly (45 min) graduation ceremony.
  - Please note that a \$20.00 bank fee will be added to all invoices.
- CLLC reserves the right to change these prices.





## Visa Application

Great!

You've chosen an agency, a city, and you've worked out your budget, so now you have to see if you need a visa to enter Canada.

There's nothing better than going to the Citizenship and Immigration Canada (CIC) website to check your eligibility for a Visitor Visa, Study Permit or Work Permit. The following link will lead you to an easy eligibility questionnaire: [www.cic.gc.ca/ctc-vac/getting-started.asp](http://www.cic.gc.ca/ctc-vac/getting-started.asp) Then, click on the "Check your eligibility" button. At the end of the questionnaire, if you are approved and eligible for a Visa, you will be given a personal reference code. This reference code is only applicable if you apply online. Along with this code, you will be provided with a document checklist. Once your documents are ready then you can visit CIC website to apply for your Visa.

If you'll study for **less than 6 months**, you can apply for a **Visitor Visa** online (your personal reference code is needed):

[www.cic.gc.ca/english/visa/index.asp](http://www.cic.gc.ca/english/visa/index.asp)

If you'll study for **more than 6 months**, you can apply for a **Study Permit** online (your personal reference code is needed):

[www.cic.gc.ca/english/study/index.asp](http://www.cic.gc.ca/english/study/index.asp)

It takes time to prepare your documents and send it to your nearest Visa Application Centre (VAC). It's recommended to start early as the next step in the process involves you visiting the nearest VAC with your passport, completing your biometrics, and providing any additional information.

Please note that immigration regulations are changing rapidly. You can refer to the Citizenship and Immigration Canada website for recent changes to the law. Also, please note that CLLC staff cannot provide immigration or legal advice for immigration law matters, because there are Canadian laws that don't allow schools to provide immigration advice. If you require any information you'll have to speak to your own immigration consultant or use one of the following:

**Toronto:** Roxana Caro([www.caroimmigration.ca](http://www.caroimmigration.ca)) - **Ottawa:** Julie Taub([www.julietaubimmigrationlaw.com](http://www.julietaubimmigrationlaw.com)) - **Halifax:** Caroline Lodge([www.inspiredimmigration.com](http://www.inspiredimmigration.com))

Here's a tip: You'll need CLLC's DLI numbers which can be found on the inside cover of this brochure.

## Apply Now

### Registration

Okay. Good work.

You've chosen an agency and a city, you've reviewed our prices, and you've checked for a Visa or Study Permit. Now it's finally time to apply to the school.

To receive an excellent experience, we ask that you fill out the online student application at [application.CLLC.ca](https://application.CLLC.ca). This will ensure that the application is processed quickly, accurately, and that you're able to review CLLC's Terms and Conditions.

Knowing the answers to the following questions will help you fill out the application:

1. What is your name, country of origin, first language, etc.?
2. At which CLLC city (Toronto, Ottawa or Halifax) would you like to study?
3. Do you want to study intensive, full-time, or part-time (not eligible for Study Permit)?
4. Do you want to study General English or another program?
5. When would you like to start and for how many weeks?
6. What is your English level (Beginner, Intermediate, Advanced)?
7. Will you bring medical insurance or purchase it from CLLC?
8. Do you need accommodations (CLLC homestay, hotel, etc.)?
9. Do you need CLLC's driver to pick you up from the airport (recommended if you're a beginning English learner)?
10. How will you pay the registration deposit (credit card, wire transfer, cash in person, etc.)?

Once the application is submitted, you will immediately receive a notification e-mail from the Director of the campus you chose.





Canadian Language Learning College  
Quality. Beyond Boundaries.

Jan 30, 2015

*Letter of Acceptance*

Dear \_\_\_\_\_

We are pleased to accept the below named student into CLLC - Canadian Language Learning College. Acceptance details are as shown below.

ISP Identification Number:	
CLLC Student ID:	019200875232
Name:	
Country:	
Date of Birth:	Aug 24, 1991
Program:	Course 101 - General English
Start Date:	Mar 09, 2015
End Date:	Jul 10, 2015
Length of Study:	18 weeks

We understand that there are sometimes delays due to the visa application process. CLLC programs commence weekly and students may begin their program on any Monday.

We trust that all is in order and that this letter of acceptance will assist in the processing of the Canadian entry / visa documents. If there are any questions, please do not hesitate to contact this office directly.

Mike Murray  
Director - CLLC Desk



**Important Notes for Non-Canadian Citizen Students:**

If for any reason you do not arrive on your application will be cancelled. Please bring your letter of acceptance, CLLC ID card, and passport to the immigration officials, if requested. Please bring your final...

### Letter of Acceptance (LOA)

At this point you have chosen an agency and a city, you have reviewed our prices, checked for visas, and sent your online student application to CLLC.

The LOA processing time at this point depends on providing your payment. Once payment has been received by CLLC, it will take less than two business days to receive the LOA by e-mail. If the process takes longer than two days, please contact your campus Director.

Now you have finally received the LOA! This is big news!

Once you receive your LOA it is important to verify that your name and date of birth match your passport. You also need to start your studies at CLLC on the start date shown in the LOA. If you cannot start on the initial start date, your application will be cancelled. In order to receive another LOA, you will need to contact your Director with your new start date.

Your LOA is a very important document, especially while you're travelling. Keep it safe with your passport, study permit or visa, flight tickets and homestay information. You may be asked to show your LOA when you go through Canadian customs if you're arriving from overseas.

# Flying

## Selecting Your Airline

Now that you've received your LOA, you need to select and book your flight.

This step makes your trip seem real and is very exciting.

You have a few choices when booking your flight. You can book directly with an airline agent, through a travel website, or with your agency. The choice is yours, but finances, location, and preferences will all play a part in helping you decide how you will book your flight.

Here are some guidelines to select your airline:

1. Safety
2. Price
3. Service reputation
4. Number of stops
5. Baggage allowance
6. Multi-media options

It's helpful to know the airport codes for your destination. Here are the airport codes you might need to travel to your CLLC campus:

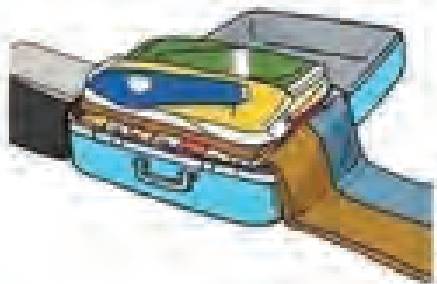
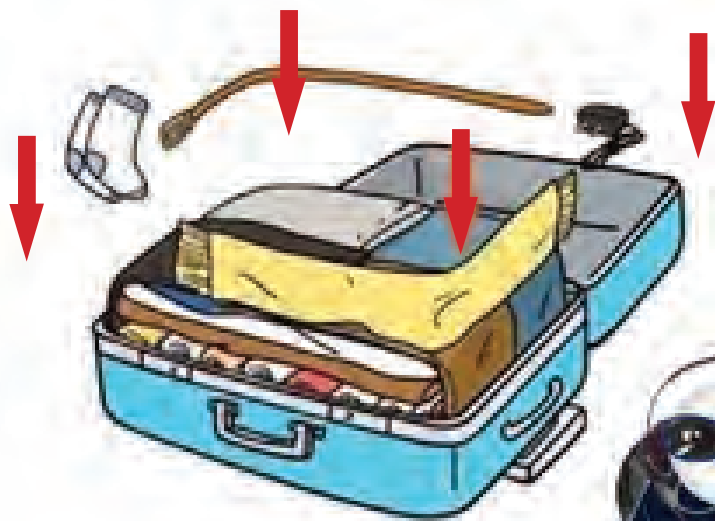
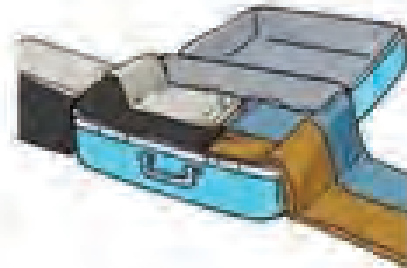
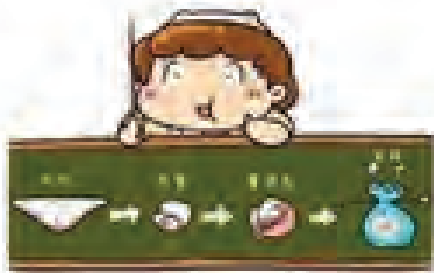
Toronto –YYZ

Ottawa –YOW

Halifax – YHZ

Here's a tip: *Air Canada*, Canada's national airline, has won several awards including Best Airline in North America for the fifth year in a row. You can conveniently book your flight online at: [www.aircanada.com](http://www.aircanada.com)





If you pack your bag right, you'll even have space for me :)



## What to Bring

Packing and organizing your items can be exciting. It can also be a little bit emotional too, especially if this is your first time away from home. Remember that your loved ones will also feel a mix of happiness and sadness with you leaving. This is a big moment for you, but also a big one for them as well.

You don't need to worry if you forget your favourite brush or jacket at home. You can easily find similar items here. If you're going to be with us during the winter months, it's suggested that you buy a proper jacket and boots while in Canada.

Here are some packing tips that will make your trip easier and more enjoyable:

1. Pack light and follow the instructions on the left.
2. Keep your valuables safe.
3. Check your bags and clothes to make sure you aren't exceeding your allowance or carrying any banned items.
4. Bring charger adapters for any electronics as Canadian plugs and voltages may be different than your home country's.
5. Make sure you have a good idea of your city's weather so you can pack the appropriate clothes.
6. Carry a mobile phone with an international calling card or roaming service.
7. Organize all your important documents; passport, tickets, CLLC and university Letters of Acceptance, Cash in CAD currency ([www.bankofcanada.ca/rates/exchange/daily-converter](http://www.bankofcanada.ca/rates/exchange/daily-converter)), Custodian letter and homestay profile in a file folder and keep them in your carry-on luggage or where you can see and access them.

If you still have more questions just talk to your campus Director and they'll be happy to help you.

Here are two tips: Weigh your luggage before going to the airport to make sure you don't exceed the limits. Also, purchase luggage with four wheels, instead of two wheels, so you can get around easily.

# Flying

## Documents

Now that you've booked your tickets and packed your bag, it's time to make sure you have all the important pieces of paper that you'll need both to enter Canada and while studying here.

First, make two photocopies of all your travel documents in case of an emergency. Leave one copy with a relative or friend at home. Carry the other copy in a separate place from the originals.

Here's what you'll need to photocopy and bring:

1. Passport ID page
2. Canadian Visa (if you have one)
3. CLLC and /or university Letter of Acceptance
4. CLLC homestay information or Hotel confirmation
5. Airline ticket
6. Driver's license (if you need one)
7. Your CLLC arrival package information including CLLC's 24/7 emergency numbers.
8. Medical Insurance (unless you're buying from CLLC)

Don't forget to bring your credit cards and cash in CAD currency ([www.bankofcanada.ca/rates/exchange/daily-converter](http://www.bankofcanada.ca/rates/exchange/daily-converter)). It's also recommended to keep your baggage receipts until you receive them upon your arrival.

Once you arrive to your homestay or hotel go through your documents to make sure everything is there. If you're going to be staying at the same place for a while be sure and store everything in a safe place.

Here's one last tip - Register with your home embassy (<http://w03.international.gc.ca/Protocol-Protocole/Heads-Chefs.aspx?lang=eng>) so they can help you if you lose your passport.



**Details instructions**

List name, first name and initials  
 Date of birth:  /  /  Citizenship:

List name, first name and initials  
 Date of birth:  /  /  Citizenship:

List name, first name and initials  
 Date of birth:  /  /  Citizenship:

List name, first name and initials  
 Date of birth:  /  /  Citizenship:

HOME ADDRESS - Number, street, apartment No. City/Town  
 13 44 N University Avenue NE  
 Province Country Postal/Zip code  
 B C C A S S Y M I D

Arriving by: Air Sea Airplane Highway Purpose of trip: Business Other country visit  
 Airline/Flight No., train No. or vessel name  
 1 2 3 4

Services are being imported into Canada: Yes No  
 Firearms or other weapons (e.g. antiques, knives or pepper spray)  
 Commercial goods, whether or not for resale (e.g. samples, tools, equipment)  
 Maximal products: Dairy products; fruits, preserves; seeds; nuts; plants and animals or their products; cut flowers; soil; woodwork products; milk; insects.  
 Currency, bonds, negotiable instruments of a value totaling CAD\$1000 or more per person.  
 We have shipped goods and are not accompanying mail.  
 We have visited a farm and will be going to a farm in Canada.

Mark (X) if it is your first visit to Canada  
 Don't fill this section if you are visiting Canada  
 Signature and date of entering Canada

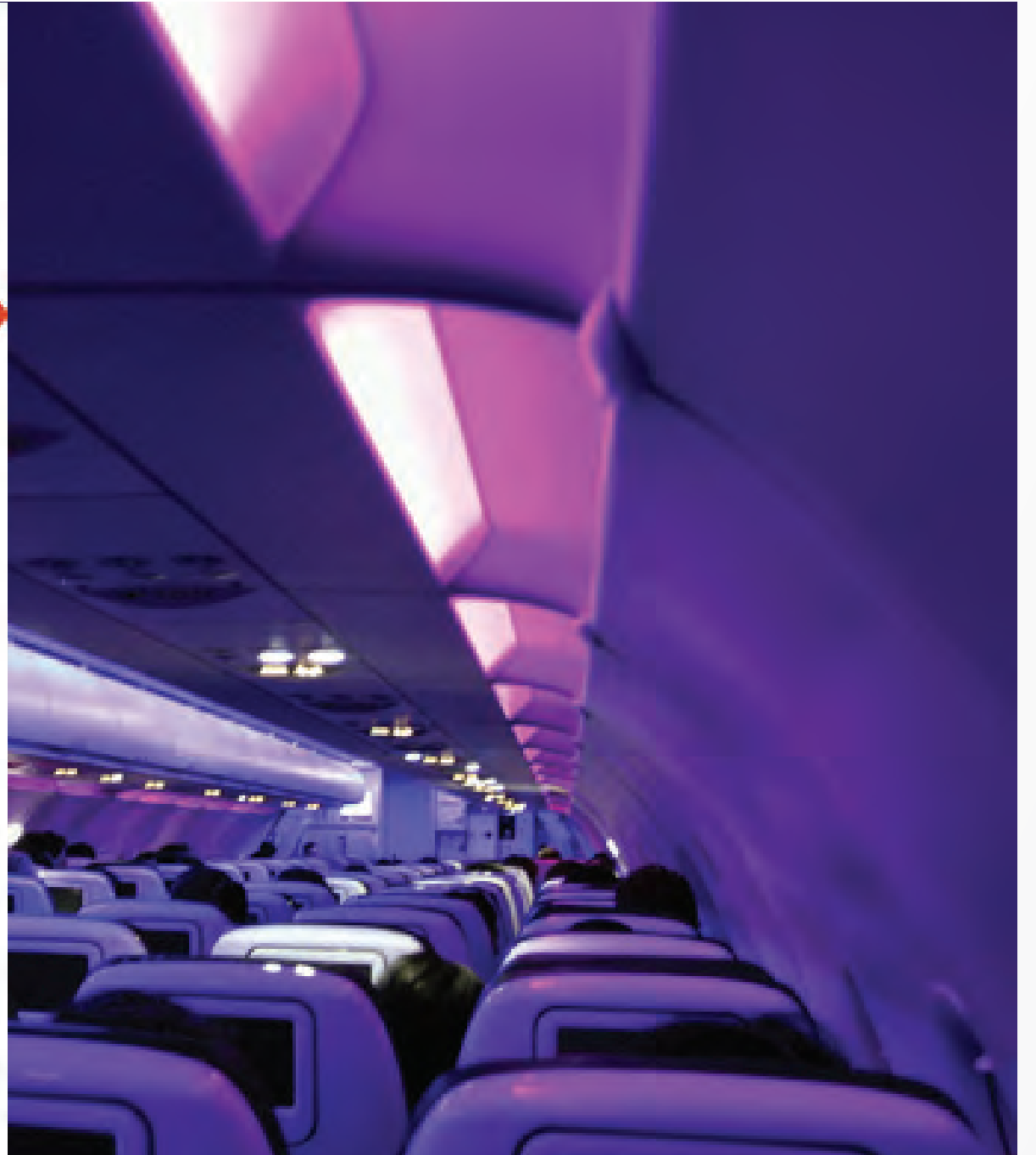
**Part B** Duration of stay in Canada  
 Do you or any person listed above exceed the duty-free allowances per person? (See instructions on the left) Yes No

**Part C** Remission of Goods  
 Do you or any person listed above exceed the remissions per person? (See instructions on the left) Yes No

**Part D** Declaration of Goods Imported or Exported  

Date left Canada YY-MM-DD	Value of goods - CAD\$ (import or export above duty-free limits)	Date left Canada YY-MM-DD	Value of goods - CAD\$ (import or export above duty-free limits)

**Part E** Declaration of Firearms  
 I declare that my destination is land and company.



## On the Plane

On the plane is where you may feel some emotion welling up. You've probably just said a tearful goodbye to your family and the reality of flying very far away is settling in. Please take a deep breath and relax. It's ok to feel nervous. It's normal.

Once you land, you'll see how easy it is to reconnect with your family through phone, Skype, social media and e-mail. We promise that you won't lose touch!

Here are some tips to make your flight more comfortable:

1. If you are entering Canada internationally be prepared to fill out a Customs Declaration Card. See the image to the left.
2. If you plan to sleep, bring a travel pillow.
3. Bring some entertainment (books, magazines, cellphone, music, etc.).
4. Bring your own headphones.
5. If possible, choose an airline with a TV screen on the seat in front of you.
6. Don't take a lot of carry-on baggage. Most airlines don't allow more than 10 kgs.
7. Bring some of your favorite food and snacks.
8. Move around and stay active as much as possible to maintain blood circulation (make sure the seatbelt sign is off).
9. Dress comfortably in casual clothing.
10. Don't leave your baggage unattended.

Here's a tip: Buy your drinks and snacks after you clear customs as most airlines don't allow outside drinks on their planes.

## Flying

### Transit

You may need to take more than one plane to get to your final destination. This is called having “connecting flights or transit”.

This could happen within Canada or outside of Canada.

“Within Canada” means, for example, if you would like to travel from Mexico to Ottawa, you’d most likely need to book your flight from Mexico to Toronto to Ottawa. Connecting your flight in Toronto is called “Transitting in Toronto”. In this case you’d need to switch planes in Toronto and declare your luggage with Canadian customs when you arrive in Toronto. Then you will need to recheck your luggage for the Ottawa flight.

“Outside Canada” means, for example, flying from Moscow to Toronto with your flight landing first in Frankfurt (your transit airport). In this case you’d need to switch planes in Frankfurt and most likely you would have informed your Russian travel agency to check your luggage directly to your final destination (Toronto). In this case, what you need to do when you land in Frankfurt is go straight to your Toronto departure gate without re-checking your luggage.

To reduce the stress of finding your way through an unfamiliar airport, book your tickets with at least four hours between flights. This gives you time to go through security and find your next departure gate with time to spare. If you can, get all your boarding passes at your original airport to save time. When you reach your gate, show a staff member your ticket so they can confirm you are in the right place.

If you miss your flight, it’s okay. Find a representative for your airline and they will help you. Don’t let travelling through an unfamiliar airport be intimidating. Be confident! Thousands of people do it successfully every day, and you can too!

Here’s a great tip: Write, “I don’t speak English. Can you please help me find my next flight (example: AC 462)”, on a piece of paper. Use this if you’re not comfortable with your level of English.







# Arrival

## Landing at Your Final Airport

Congratulations, you made it! This will be a big moment, especially if you've never before travelled overseas. Be sure and listen to the instructions given by the cabin crew before you leave the plane and make sure that you have all your important documents with you, as well as your carry on baggage. If your flight is international, you and all other passengers will have to go through customs before picking up your baggage.

By this time you might be feeling a little bit (or a lot) overwhelmed. You may even feel some culture shock setting in if things in the airport are really different than your home country. If this is the case, stop and take a deep breath. Realize that things will be different, relax and just try and enjoy all the new sights, smells, and sounds.

## Immigration & Customs

Now that you've landed in Canada it's time to go through customs. This is a step that intimidates some people, but it's really not a big deal. Just be aware that you will have to speak with a Canadian Border Services Agency (CBSA) officer. The most important thing when speaking to a CBSA officer is to have the following items ready:

1. Passport
2. Canadian Visa (if you have one)
3. CLLC Letter of Acceptance
4. CLLC homestay information or hotel confirmation
5. Airline ticket
6. Customs Declaration Card
7. If you're asked some questions just be truthful and if you don't understand a question ask the officer to repeat it. If you still don't understand just say, "I don't speak English". Don't just say "yes" or "no."

It's really important that you declare all your items on the Customs Declaration Card. If asked if you're bringing food, then declare it even if it's just a snack, gum, or even chocolate. The CBSA officer's job is to just simply make sure that you have all the proper documents to enter Canada. So be cooperative and everything will be fine. Oh, and one last important point! If you're coming on a study permit for more than 6 months, the CBSA officer might send you to a CIC officer in another office.



## Luggage

Now that you've gone through customs, you can pick up your luggage.

Baggage claim is clearly marked with your flight number, however, if you are uncertain just ask at an information desk or look at the information screen.

To make sure you can easily identify your luggage, tie a tag with your name and address on the handle. Keep it covered so not everyone can see it, and do something to make your bag recognizable, such as adding stickers, coloured ribbons, etc.

If you have more than one piece of luggage and need a cart, most Canadian airports offer carts for free. Once you get your luggage, and if this is your first international destination, the CBSA officers will take your Customs Declaration Card. If the CBSA officers want to check your luggage, they will direct you to another area where your bags will be checked.

If for some reason, your luggage doesn't arrive, go to the help desk and show the staff your luggage receipts. If you can't find the desk, don't worry, tell your homestay or tell us on your first day of school so we can help you communicate with the airline.

It is recommended to have at least three days worth of clothing in your carry-on bag, as three days is the standard to return lost luggage.

Here's a great tip: All Canadian airports offer free Wi-Fi, so as soon as you've collected your bags and gone through customs, you can contact your host family to let them know you arrived safely.

## Arrival

### How to Recognize Your Driver

You must be relieved and happy to have landed, gone through customs, and found your luggage. We know that you're tired, but now it's time to connect with your CLLC driver. You've probably been thinking about this and you might have even asked yourself the question, "What if nobody finds me in the airport?"

Well, please relax. You'll easily recognize your driver from the sign they'll be carrying with the CLLC logo and your name on it!

Don't panic if you don't see your driver right away. CLLC drivers know the airports well. The most important thing is to stay where you are. Just have a seat and eventually our driver will find you. We recommend that you choose CLLC's airport pick-up service if your English level is low.

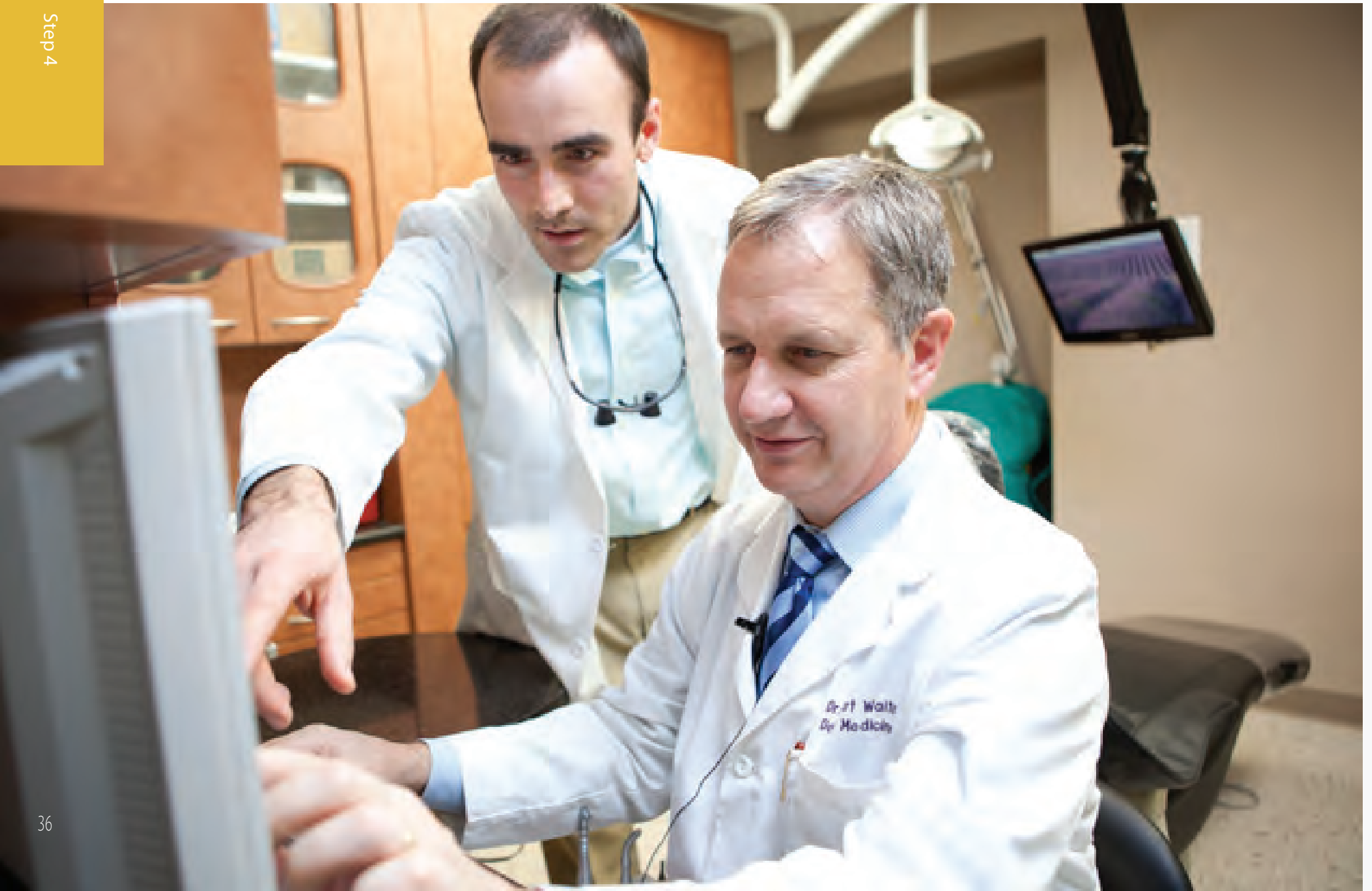
If you've been waiting for 20 minutes or more please feel free to call your campus homestay staff, campus Director, or agent. Any one of them will be able to help you. The contact information for all these people will be in the CLLC information sheet given to you by your agent. A final important point to remember is to stay in the "Arrivals" area. This is where your driver will be looking for you.

Once our driver finds you, let them take your bags. They'll put them in the car and they will invite you to sit down in the back to relax. Enjoy being treated like royalty as you'll be offered water and candy. For the trip to your homestay just sit back, relax, and take some photos if you'd like. This will be a day to remember.

CLLC's airport pick-up service will help you even if your flight is delayed, if your arrival times change or if you experience a delay coming through customs at the airport. They track all of these things, so they always know when to expect you.

Here's a tip: To avoid pick-up delays please inform CLLC immediately of any flight changes.





## Medical Insurance

Before you board a plane in your home country, find out from your health insurance company what medical services are covered while you're travelling (especially if you have a medical condition).

While studying at CLLC you need to have valid medical insurance. It's the law. You can buy it through us or bring your own, but CLLC's won't be valid until you've paid and landed in Canada. Please speak to your campus administration regarding your coverage after you graduate.

Oh, and here are a few important points if you take prescription medications:

1. Pack enough medication to last your entire trip, including some extra.
2. Carry your medications in their original labeled containers, and pack them in your carry-on bag.
3. Ask your doctor for the generic name of your prescriptions, in case you need to buy more.
4. Get a letter from your doctor, as you may be questioned about your carry-on medication.
5. Carry a list of your medications with you at all times in case you need to see a doctor.
6. Medical insurance card

Walk-in clinics and hospital emergency rooms are available if you become sick. Please carry your health insurance with you so that you can show it to the clinic staff. Please note that you will pay for your medical services. It's therefore recommended to ask your doctor to provide you with a report, which can be submitted with your receipts to the medical insurance company for reimbursement.

Here's a tip: Canadian hospitals may cost hundreds of thousands of dollars. Ensure that your payment is received by CLLC so your medical coverage is purchased to avoid any problems.

# Homestay

## Driving from the Airport to Your Homestay

You've landed, gone through customs, found your luggage, and your driver. Now it's time to enjoy the ride to your homestay. Smile! You're finally here and on your way!

The drive to your homestay is a great time to ask about your new home city and its attractions. If you have questions about Canadian living, CLLC drivers can help by answering any questions you may have, so feel free to chat with them.

## Arriving at Your Homestay

Your homestay will be as anxious to meet you as you are to meet them, so when you meet for the first time give them smile, a hug and a warm greeting. Be friendly and be yourself!

CLLC families are really experienced at hosting international students, so they're experts on how to make you feel at home and they understand how you might be feeling.

Don't be afraid to tell them what you need once you arrive too; you may be hungry, or you may want to take a shower, or you may want to take a few minutes to call your family, or just sleep. Use your body language to tell them and they'll understand.

Now, if this is your first time living in a Canadian home, please don't compare it to your own home. If you feel uncomfortable for whatever reason just come to your campus on the scheduled Monday and talk to our homestay staff. They will fix any problems you have.

Finally, CLLC controls the quality of its homestay program through the **Quality Assurance Rating System (QARS)** which relies on student survey results in 6 foundational areas regarding their homestay experiences.







## How to Get Along

Living with a host family can be awesome. You'll get to know Canadian culture, not just as a visitor, but as part of a family. Here are some tips to have the best experience possible:

**Language:** This will probably be your biggest challenge. A sense of humour, an open mind, and some patience will help things go smoothly.

**Culture:** Learn about Canadian culture before you arrive. Once you arrive, pay attention to your homestay's routine and behaviour, so that you understand what is normal and expected.

**Independence:** If you're an adult, it may be hard to give up some independence with a host family. If you communicate well, your host family will understand that you need time to yourself.

**Be thankful:** Show appreciation regularly to your host family. A simple, heart-felt "thank you" goes a long way.

Your time in Canada is limited, so be willing to let go of old habits, and embrace a new culture and a new way of living.

**Canadian laws:** Just like your home country, Canada has laws that you need to follow. Canadian laws may be really different from your own and it's very important to know what's legal and what's not. Thankfully, it is mandatory at CLLC to attend a class during the first week to learn about Canadian law and culture.

## Life in Canada

Canada is a great country in which to study and live. It's friendly, safe, peaceful, and it has a high standard of living. We love it—and you will too! While Canada is a great place to live, it's probably a bit different than your home country. Here are some things you should know about most Canadians:

1. When it comes to policies and prices, Canadians don't negotiate.
2. Canadians don't differentiate between genders or ethnicities.
3. Most Canadians are appreciative and are polite.
4. Canadians are understanding to religious differences.
5. In restaurants, you generally don't get extra food for free, such as a small salad. Servers often expect tips of 15% or more.
6. In Canada, you won't get anything for free, so don't be surprised if you pay for a plastic bag at a grocery store.
7. Respect of cultural differences is very important.

## First Day

### Finding the School

Welcome to your first day! This is the one you've been waiting for. You've been planning for months, so it must feel great to finally be with us. We're definitely happy to see you.

Don't forget to bring:

1. Your passport
2. CLLC Letter of Acceptance
3. Medical insurance (if you already have it)

One of the first questions you'll probably ask yourself is "How do I find my campus?" Don't worry, your homestay will give you guidance on how to get to your campus and get home. If you're not staying with a homestay, it's very easy to call a taxi company to pick you up from your location, and bring you to your CLLC campus.

CLLC school addresses and contact information can be found on the back cover of this brochure.

If you are travelling to Canada along with your friends or companions and you live in separate CLLC homestays, exchanging homestay addresses and phone numbers prior to your arrival, would help you meet up before your first day.

On your second day, you might want to take the bus or subway. Your city has a great transportation system which will be explained during your CLLC orientation. You'll be shown how to buy transit passes, and how to read schedules in order to make getting around very easy.

Here's a tip: Carry the addresses of your homestay and CLLC campus with you wherever you go. This way, if you ever get lost, you'll be able to show the addresses to the people helping you. Canadians are generally very happy to help people in this type of situation.





## Orientation

Now that you've found your campus, it's time to experience CLLC orientation.

So, what does orientation mean? Orientation is just a fancy way of saying that CLLC staff will introduce you to the culture, class schedules, staff, and policies of the school.

This is going to be an exciting day. Today is the day you meet new friends, your teachers and your school administrative team. Since you are so important to CLLC, your Campus Director will be spending the morning with you. You'll learn about the whole CLLC experience, and you will have your questions answered. This welcome session will be followed by a tour of the school and the surrounding area.

We have gone to great lengths to provide an educational setting that is both modern in appearance and student friendly. Our interior design team has created spaces within our schools that use the best of today's technology while maintaining a warm, youthful, and inviting atmosphere. Our design philosophy is based on transition and unity. Therefore, efforts have been made to ensure that each CLLC campus provides the same atmosphere, feel, and decor for you.

## Placement Test

Okay, you've found your campus and started to experience CLLC orientation. Now it's time for your Placement Test.

Don't worry! This test is only to find out your English level. You won't be graded. After your test, you'll also have an interview. CLLC's academic approach understands that you may be nervous or scared during this interview. That's why it's designed to seem casual.

Both the test and the interview will check your reading, writing, listening, and speaking skills. If you end up doing poorly because of jet-lag or being tired, please don't mark in your next textbooks during the first week of classes. You can be reassessed after the first week, and put in the right level. Our only goal is to make sure you're in the best level for your abilities.

Here's a tip: Meet our teachers on the next four pages to help you feel relaxed.



Alicia

Jessica

Kristen

Elena

Mike

Esther

Sandeep

**CLLC Toronto Teaching Team**





Madelaine

Nick

Denise

Jessica

Jeannette

Jen

Emily

Katherine

Dave

Mary

Michael

**CLLC Ottawa Teaching Team**



**CLLC Halifax Duke Teaching Team**



Erin

David

Crystal

Chris

Emily

Matthew

Liza

Derrick

Gillian

Agnes

Amy

Kimberlea

Alanna

Matthew

Sofi

**CLLC Halifax Citadel Teaching Team**

## School Life

### Academics

Now, for the reason you're here,—studying English!

CLLC offers you:

- 1. Full-Time, Part-Time, and Intensive General English Courses**
- 2. University Pathway Program (UPP)**
- 3. IELTS Exam Preparation**
- 4. Standardized Testing (IELTS/TOEFL)**
- 5. Final 45 (Customized Electives)**
- 6. Business English**
- 7. Group Packages**
- 8. Teen Camps**

CLLC textbooks give you the academic foundation to improve your English. You'll also be taught by up to three different teachers every level who will each create a stimulating learning environment for you and your classmates.

Every Monday CLLC welcomes new students like yourself to our campuses. We also enjoy weekly graduations and weekly move-ups. CLLC's General English programs consist of 6 levels and 95% of CLLC students move up within 10 weeks in a level. The remaining 5% receive CLLC's Academic care to help them reach the benchmarks. A "road map to success" is outlined on each academic policy chart which are displayed in each campus as shown on the next page.

For more details of CLLC's top quality Academic programs, policies, and guidelines please go to [www.CLLC.ca](http://www.CLLC.ca)



# ACADEMIC PROCESSES & POLICIES



Academic



### Activities

...and now for some fun!

At CLLC, learning takes place in the classroom and through a number of awesome daily social activities.

It's all about building your confidence, meeting new friends, and spending time with your teachers in a relaxed atmosphere. We have Activity Staff who plan 5-7 activities per week for you. We have daily activities regardless of the season. There is a fantastic mix of day, evening, and weekend trips that will keep you busy and using your English outside of the classroom.

Here are some examples:

#### **Toronto:**

Trips to Niagara Falls - Watching Toronto FC play on home turf - Medieval Times Dinner & Tournament

#### **Ottawa:**

Watching the Senators play hockey - Visiting the Museum of Civilization - Skating on the Rideau Canal

#### **Halifax:**

Evening on a Tall Ship - Trips to PEI and Cape Breton - Camping at Mersey River - Skiing at Martock

To check out the latest activities for your campus, just talk to your Activity staff, or check out:

[www.facebook.com/MyCLLCSchool](http://www.facebook.com/MyCLLCSchool)

# Graduation

## Saying Goodbye!

Can you believe it's over?

Your first day must seem like just yesterday. You knew this day was coming, and you expected it, but saying goodbye to new friends is probably the most difficult part about your time at CLLC.

The great thing is that graduations happen every week at CLLC, and they celebrate students like you who are moving on. Also, there are those students who are celebrating birthdays or who have won awards.

CLLC works hard to do the small things right all the time. From the first day you arrive at the school until graduation day, we collect pictures, videos and testimonials of your CLLC experience to create your personal graduation video.

In your graduation ceremony, the entire school will be watching your video after you receive your certificate. Everyone will also get to enjoy hearing from your teachers. Visit CLLC's Youtube channel to see past graduations and get ideas for your own speech.

While it's never easy to say goodbye, here are a couple of tips to help get you through it:

**Be active on social media** - Luckily, social media makes it so easy to keep in touch. Download an app, email, Facetime, Skype, text, or even just talk on the phone. With all these methods you can check in with your friends regularly with no reason to ever lose touch.

**Plan a reunion** - While you're still with your friends, talk about planning a reunion trip. You don't have to confirm dates, but start thinking about a small trip where you and your group of friends can get back together and catch up. Just talking about the idea of a down-the-road trip can be fun, and is also a great way to stay in touch.

Remember that goodbye doesn't have to be forever!







## Off to University

More school, more friends, more experiences.

If you're heading off to college or university after graduation, then your adventure in Canada has just begun. Post-secondary education is a chance to build on the skills you've learned at CLLC, plus it's a chance to develop even more. Ask anyone who's attended, there's no experience like college or university, so take advantage of every minute.

...and remember, your CLLC family is still here to support you. If your college or university is in one of our home cities, then stop by any time. We love hearing about your progress and we're still happy to help you any way we can.

## Travelling back Home

Wow, there is no doubt you're feeling a lot of different emotions right now: excitement, sadness, uncertainty, etc. There's probably even part of you that doesn't want to leave. The good thing is that we're not going anywhere. Please stay in touch by e-mail, phone, or text.— We'd love to hear how you're doing.

When it's time to head back home, be sure you have all your travel documents with you, such as passport and flight tickets.

When you're sitting on the plane, on the train, or in the car, you can reflect on what a great experience you have had. This may actually be the most rewarding part of your journey. You will finally get to show family and friends the result of all your hard work.

Your CLLC family wishes you all the best.

## Our Locations

### CLLC Toronto

Director - Jackie Grant

E-mail: jackie@cllc.ca

20 Eglinton Avenue East, 5th Floor,  
Toronto, ON, Canada, M4P 1A9

Phone: (416) 784-0550

### CLLC Ottawa

Director - Carol Gariepy

E-mail: carol@cllc.ca

333 Preston St, Suite 401, 4th Floor,  
Ottawa, ON, Canada, K1S 5N4

Phone: (613) 237-8000

### CLLC Halifax Duke

Executive Director - Mike Murray

E-mail: mike@cllc.ca

5251 Duke St, Suite 203, 2nd Floor,  
Halifax, NS, Canada, B3J 1P3

Phone: (902) 461-9577

### CLLC Halifax Citadel

Director - Derrick Tobin

E-mail: derrick@cllc.ca

1741 Brunswick St, 5th Floor,  
Halifax, NS, Canada, B3J 3X8

Phone: (902) 431-4666

## Our College & University Partners



For an up-to-date list of our academic partners please visit: [www.CLLC.ca](http://www.CLLC.ca)

