



ACE Acumen Academy

Ace Acumen Academy Student Services Manual

In order to assist international students with their transition to life in Canada, Student Services Officers from Acumen assist students with various aspects of their settlement including:

Admission and Marketing Services:

- Providing information regarding current and upcoming programs
- Assisting with registration/admission process and providing payment plans
- Tuition Fee Submission
- Program Registration guidance

For Admission and Marketing support please contact **Nicole Jin, Marketing Manager** at Ace Acumen Academy and ESL Program

Email: nicole.jin@canadaacumen.ca

Tell: 416-756-7227 ext.: 116

Office Hours: Mon-Fri 9AM-5PM

Academic Support:

- Placement Test
- Timetable/Section Change
- Exam Schedule
- In Class Attendance
- Tutoring Opportunities
- Transcript/Report Card Request
- Library Registration

For Academic Support please contact **Tracy Duo, Director** of Ace Acumen

Academy and ESL Program Email: tracy.duo@canadaacumen.ca

Tell: 416-756-7227 ext.: 203

Office Hours: Mon.-Fri. 9AM-5PM

Student Services Support:

- Airport Pick-up
- Student Banking Assistance
- Accommodations Assistance
- City Introduction/Tour
- Transit Information – ie. Public Transportation
- Mobile Phone Plans Help
- Medical Insurance (Claims Submission Support)
- On Campus Activities and Volunteer Opportunities
- Hobby Clubs Organizations
- Fitness Membership
- Enrollment Verification Letter/ Family Invitation Letters for Visa Purposes



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For Service Support please contact **Genesis Beltran, Student Services Officer** at Ace Acumen Academy and ESL Program

Email: Genesis.Beltran@canadaacumen.ca

Tell 416-756-7227 ext.: 270

Office Hours: Mon-Fri 9Am-5pm

Orientation Services:

Every semester Ace Acumen Academy provides orientation to its new students prior to the start of their new semester. During orientation, presentations are made regarding the following:

- Introduction of Ace Acumen Academy ESL Program and its staff and faculty
- Student Code of Rights and Responsibilities and other school policies
- Health insurance information (by Allianz Insurance Representative)
- Banking information (by TD Bank Representative)
- Gym information (by LA Fitness Representative)
- Campus safety and security procedures
- Homestay arrangements
- General student supports available
- On campus activities and Volunteer Opportunities

Career center:

For potential Ace Acumen Academy graduating students, career center has been holding career workshops, helping students with resume writing, and developing students' interview skills. Acumen is committed to providing the resources our students need to succeed in their future careers.

- Assistance with résumé writing and cover letters
- Assistance with interview
- Preparation, including mock interview
- An on-campus work program
- Access to employment postings for full-time, part-time, co-op and summer positions
- Year-round job posting services for employers
- Facilities for employers to interview on campus
- Direct referral services to employers

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Housing

Ace Acumen Academy is happy to provide support to students who need assistance in finding living accommodation lease options before making a final decision on where to live while studying. The Homestay request form can be filled out by new students before they arrive in Canada or current students who are in Canada and may want to see what other options are available for them. See the application form [HERE](#).

Ace Acumen Academy will provide students with a list of accommodation search engines. Students are responsible to contact the listing agent and follow all appropriate leasing procedures and requirements to secure the lease. Students are solely responsible to stay up to date with agreed upon payments and any requirements in the lease agreement between the landlord and the student. Ace Acumen Academy is not responsible for any part of the lease agreement or any payments.

There are many off campus housing options in the GTA. Some popular search engines are:

[Rentals.ca](#)

[Kijiji Toronto](#)

Embassy/Consulate Contact Information:

Listed below are the contact information of various embassies or consulates which you can contact if you need assistance. If your embassy or consulate contact information is not listed below, please contact Student Services for assistance in finding the contact information.

<u>Country</u>	<u>Embassy Address</u>	<u>Contact Number</u>
China	515 St. Patrick Street, Ottawa, ON K1N 5H3	(613) 7893434
China Consulate	240 St. George Street, Toronto, Ontario, M5R 2N5	(416) 964-8861
India	10 Springfield Rd, Ottawa, ON K1M 1C9	(613) 744 3751
India Consulate	365 Bloor St E #700, Toronto, ON M4W 3L4	(416) 960-0751
Philippines	130 Albert St #900, Ottawa, ON K1P 5G4	(613) 233-1121
Philippines Consulate	161 Eglinton Ave E #800, Toronto, ON M4P 1J5	(416) 922-7181
Saudi Arabia	201 Sussex Dr, Ottawa, ON K1N 1K6	(613) 237-4100
Pakistan	10 Range Rd, Ottawa, ON K1N 8J3	(613) 238-7881



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Pakistan Consulate	7880 Keele Street, Unit 14, Vaughan, ON L4K 4G7,	(905) 532-0042
Iran	245 Metcalfe St., Ottawa ON K2P 2K2	(613) 235.4726
Japan	255 Sussex Dr, Ottawa, ON K1N 9E6	(613) 241-8541
Japan Consulate	Suite 3300,77 King Street West, Toronto, ON M5K 1A1	(416) 363-7038
South Korea	150 Boteler Street, Ottawa, Ontario, Canada	(613) 244-5010
South Korea Consulate	555 Avenue Road, Toronto ON, M4V 2J7	(416) 920-3809
Russia Consulate	60 St Clair Ave E, Toronto, ON M4T 1N5	(416) 962-9911

Cultural and Religious Organizations

Listed below are the contact information of various cultural and religious organizations which are available in the Toronto Community. For additional assistance finding or contacting other cultural or religious organizations please contact Student Services.

Country	Address	Contact Number
Chinese Gospel Church Scarborough (Church)	2610 Birchmount Rd, Toronto, Ontario	(416) 498-0196
Church of Our Lady of Mount Carmel (Church)	202 St. Patrick St, Toronto, Ontario	(416) 598-3920
Gur Sikh Sabha Canada (Sikh Temple)	905 Middlefield Rd, Scarborough, Ontario	(416) 299-4800
Sikh Spiritual Centre (Sikh Temple)	9 Carrier Dr, Toronto, Ontario	(416) 746-6666
North York Sikh Temple (Sikh Temple)	2400 Finch W, North York, Ontario	(416) 741-5029
Madina Masjid (Mosque)	1015 Danforth Ave, Toronto, Ontario	(416) 465-7833
Islamic Information & Dawah Centre (Mosque)	1168 Bloor St W, Toronto, Ontario	(416) 536-8433
Muslim Association of Canada (Mosque)	168 Dundas St W, Toronto, Ontario	(416) 596-0507



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Shri Hindu Vitthal Mandir (Hindu Temple)	5359 Timberlea Blvd, Unit #10, Mississauga Ontario	(905) 290-8321
Vishnu Mandir (Hindu Temple)	8460 Yonge St, Richmond Hill, Ontario	(416) 827-8488
Ganesh Temple (Hindu Temple)	10865 Bayview Ave, Richmond Hill, Ontario	(905) 883-9109
Punjabi Arts Association of Toronto	7050-A Bramalea Road, Unit #11 Mississauga, Ontario	(416) 677-1555
Prabasi Bengali Cultural Association	140 Millwick Dr, North York, Ontario	(416) 691-8058



ACE Acumen Academy

Services Description:

1) Admissions and Continuing Education

Acumen's Student Services staff can provide professional advice on program admission requirements, assist students after a successful completion of ESL program as well as help them with continuing education.

2) Student Orientation

On the first day of each semester, Ace Acumen Academy conducts an Orientation Day for all new students. The orientation session includes placement interview and testing as well as academic policies, student rights and responsibilities, staff introduction, insurance coverage, banking, emergency response procedures, gym membership and more. Students also get a chance to explore Acumen's campus facilities and communicate with the current students.

3) Medical Insurance

Every student who is enrolled at Ace Acumen Academy is entitled to health insurance coverage. Insurance packages are distributed to students at the beginning of each semester.

4) Disability Counselling

Our school is committed to help and assist students with any type of disability. Should the students be aware of such, they ought to contact Student Services in order to make special arrangements.

5) Letter Requests

The following letters can be requested from Student Services and Academic Departments:

- Verification of Enrolment/ Invitation Letter
- Official Transcript
- Report Cards

6) Fitness and Health Promotion

Ace Acumen Academy provides an optional discounted membership to LA Fitness for \$80 per four months. Should the students be interested in exploring this opportunity, they may sign up at Student Services.

7) Students' Settlement Assistance

Should new students require any help with their settlement in a new city, Ace Acumen Academy can always assist them with airport pick-up, housing arrangement as well as banking and much more. Students are also given an opportunity to apply for a Homestay, which can be arranged by Ace Acumen Academy staff.

8) Immigration Guidance

Please refer to CIC official website. <https://www.canada.ca/en/services/immigration-citizenship.html>

Note Regarding International Student Documents

Ace Acumen Academy does not, and will not retain or withhold an International Student's passport, Study Permit, or any similar document under any circumstances.



Support Services for International Students

1. Student LifeLine: 24/7 Support

Phone number: 1-877-418-1537

Supports with: Life, Health, Family, Money, Work

2. AMARS

Supports with: Addictions, Mental Health, Anger, Rehabilitation Services

Satvinder K. Khurme (MSW, RSW) – Psychotherapist, Social Worker

1325 Derry Rd. East, Unit 7, Mississauga, ON L5T 1B6

Phone number: 647-618-2763

3. Appletree Medical Group Inc. – Walk-Ins & Appointments

#1 Location: 2035 Sheppard Avenue East, North York, ON M2J 0A8

#2 Location: 545 Steeles Avenue West, Brampton, ON L6Y 4W5

To Book an appointment: 647-722-2370

4. Police Non-Emergency: 416-808-3300

Division 33: Upjohn Road, Toronto, ON M3B 2W1



It's OK to get help



Psychotherapy and Counselling Services

Mental Health Counselling and Rehabilitation Clinic

Assessment and Treatment Provided for:

- Anxiety & Stress
- Depression
- Trauma
- Grief & Loss
- Domestic Abuse/Violence
- School Issues
- Parenting
- Cultural Differences
- Marital Conflicts
- Family Conflicts
- Anger Management

- DIU
 - Threat
 - Addictions:
 - Drugs - Alcohol
 - Gambling
- Drug and Alcohol Testing**

Treatment In:
ENGLISH, HINDI, PUNJABI,
MARATHI AND URDU

Think about help...
think about
The Thoughts

(905) 230 - 0629
www.thethoughts.ca

Medical Benefits Highlights

\$5,000,000 Coverage per person per year

Eligibility

- Inbound (Foreign) students, spouse and dependent children
- Age 69 & under

Pre-existing condition coverage

- Yes, if stable 90 days prior to the effective date of the policy

Travel Worldwide

- Trips outside Canada during the coverage period are valid as long as at least 51% of the coverage period is spent in Canada.
- Does not cover any expenses incurred during Home Country visits unless as part of a school organized event

Eligible Medical Expenses

- Emergency medical treatment for sickness or injury whether in-patient or out-patient
- Physician/Surgeon/Anesthetic
- X-Ray and diagnostic laboratory procedures
- Rental of essential appliances

Hospital accommodation

- Semi-private accommodation

Ambulance Services

- Ground Transportation: When medically necessary, licensed ground ambulance service (also covers taxi fare in lieu of ground ambulance) to the nearest hospital.

Prescription Medicines and /or drugs

- Up to maximum \$10,000 to a limit of a 30-day supply.

Private duty nursing (R.N.)

- Yes, up to maximum of \$12,000.

Professional Medical Services

- When prescribed by a physician treatment provided by a licenced chiropodist, chiropractor, osteopath, physiotherapist or podiatrist up to a maximum of \$600, provided a minimum of 183days of coverage has been purchased.

Vaccination and TB testing

- Up to maximum of \$100 for tuberculosis testing and vaccination or immunization during a 12 consecutive month period, provided the minimum term of insurance purchased is 180 days. Coverage for tuberculosis testing is not payable if testing is mandated by the school board or school as a requirement for program enrolment.

Emergency Air Transportation (must be pre-approved and arranged by Ontime Care)

- Up to maximum of \$1,000,000 per occurrence if you or your eligible insured dependents medical condition requires air transportation to the nearest hospital or to return you to your Home Country.

Annual Physician visit

- Up to \$150 over a 12 consecutive month period for a general check -up. (a minimum 365-day policy must be purchased).

Non-Emergency Treatment (Follow-up)

- When approved in advance by Ontime Care, up to \$3,000 for non-emergency care, provided it is directly related to your emergency

Maternity Benefits

- Up to \$25,000 for pre-natal care and involuntary termination or resulting complications provided the pregnancy commenced during the coverage period.

Impacted Wisdom Teeth

- Up to maximum \$150 per tooth for the extraction of impacted wisdom teeth when medically necessary and performed in a dental or oral surgeon's office.

Dental (services of a licensed dentist or dental surgeon for emergency dental treatment)

- Emergency dental treatment to repair or replace sound natural teeth (capped or crowned teeth are considered natural teeth) as the result of an accidental injury that requires treatment within 30 days of the date of the accident by a legally qualified dentist or oral surgeon not to exceed \$4,000 per accident.
- Up to maximum \$600 for dental expenses you incur for dental pain relief other than pain caused by an accident.

Preparation and Return of Remains

- Up to \$15,000 (exclude cost of as burial coffin or urn).
- Burial/Cremation - up to \$5,000 at place of death (exclude cost of as burial coffin or urn).

Psychiatric / Psychological (Emergency Only)

- Up to maximum \$1,000 for out-patient psychological therapy
- Up to \$25,000 for in-patient hospitalization due to psychiatric, psychological, mental or emotional disorders.

Transportation to Bedside:

- When approved in advance by Ontime Care up to a maximum of \$5,000 for transportation costs for one person of your choice to:
 - a) be with you if you are hospitalized as the result of a covered emergency and the attending physician provides written certification that the situation was serious enough to warrant the visit; or
 - b) identify the deceased insured person prior to the release of the body, where necessary.

Eye Examination

- Up to \$100 for one examination (a minimum 365-day policy must be purchased).

Prescription glasses, contact lenses and hearing aids

- Up to maximum of \$200 as a result of an accident.

Tutorial expenses

- Up to \$20/hour to a maximum of \$400 for the costs of a qualified private tutorial service in the event you are hospitalized for 30 consecutive days or more.

Automobile return

- Up to a maximum of \$1,000.

Accidental Death & Dismemberment

- Up to \$100,000 as a result of an accident.