



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

For Academic Support please contact **Arina Utkina, Student Services Officer** at Ace Acumen Academy and ESL Program

Email: arina.utkina@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

For additional information about Career Center please contact **Arina Utkina, Student Services Officer** at Ace Acumen Academy and ESL Program  
Email: [arina.utkina@canadaacumen.ca](mailto:arina.utkina@canadaacumen.ca)  
Tell: 416-756-7227 ext.: 270  
Office Hours: Mon.-Fri. 9AM-5PM

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.

<b><u>Country</u></b>	<b><u>Embassy Address</u></b>	<b><u>Contact Number</u></b>
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
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

## 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**

Ace Acumen Academy provides free immigration guidance to those students may wish to study beyond a six-month period or go to a college program later on. Acumen's assistance includes student visa extension, visitor visa, working holiday visa, and a study permit for overseas students. Our on-site ICCRC member is available to advice our students on any of the new immigration rules coming into effect.