



Acumen College of Business and Technology

Student Services Manual

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

Admission and Marketing Services:

- Providing information regarding current and upcoming programs
- Assisting with enrolment/registration/admission process
- Tuition Fee Submission

For Admission and Marketing support please contact **Waseem Mirza, Academic Coordinator**

Email: waseem.mirza@canadaacumen.ca Phone : 4167567227

Office Hours: Mon-Fri 9AM-5PM

Academic Support:

- Placement Test
- Timetable
- In Class Attendance
- Transcript Request
- Public Library Registration
- Tutoring Opportunities

For Academic Support please contact **Waseem Mirza, Academic Coordinator**

Email: waseem.mirza@canadaacumen.ca Phone : 4167567227

Office Hours: Mon-Fri 9AM-5PM

Student Services Support:

- Airport Pick-up
- Student Banking Assistance
- Accommodations Assistance
- City Introduction
- Transit Information – i.e.. 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 Student Services support please contact **Tracy Duo, Director**

Email: tracy.duo@canadaacumen.ca Phone: 4167567227 ext 205

Office Hours: Mon-Fri 9AP-5PM



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Orientation Services:

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

- Introduction of Acumen College of Business and Technology Program, its staff and faculty
- Student Code of Rights and Responsibilities and other college policies
- Health insurance information
- Banking information
- Gym information
- Campus safety and security procedures
- Housing arrangements
- General student supports available
- On campus activities and Volunteer Opportunities

Career Center:

For potential Acumen College graduating students, career center has been holding career workshops, helping students with resume writing, and developing students' interview skills. Acumen College 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 Centre please contact: Tracy Duo
Email: tracy.duo@canadaacumen.ca Phone : 4167567227 ext 205
Office Hours: Mon-Fri 9am-5pm



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Housing

Service	<i>Description</i>
Housing	<p>Acumen College of Business and Technology is committed to helping you find an affordable, convenient, and comfortable place to live. With the help of our housing partners, we are ready to support you during your time with us. Our student engagement officers are on campus, readily available to help you settle down in Canada.</p> <p>We encourage all students to attend their 1st semester orientation. At the orientation, our staff will be able to explain all the housing options available.</p> <p>Soft Landing</p> <p>If new students need temporary housing, Acumen College of Business and Technology has partnered with community hotels to offer 3 nights of free accommodation. We believe that this will help provide more time for students to find longer term housing. New students need to apply for this by the beginning of the semester.</p> <p>Students can apply for the 3-night temporary hotel stay HERE</p> <p>Off-Campus Housing Support</p> <p>Comprehensive housing support can begin before you arrive in Ontario and continue throughout your time studying at Acumen. Our student engagement advisors offer support in your search for off-campus housing and other housing related matters through one-to-one meetings, live virtual meeting sessions and email.</p> <p>If you have any questions or require support with housing, contact our student engagement advisors at tracy.duo@canadaacumen.ca. Please include your student ID number in the subject line and explain what you need support with.</p> <p> Places4Students.com</p> <p>We've recently partnered with Places4Students Inc. to provide an online collection of numerous housing options.</p> <p>Places4Students provides students, schools and landlords with the highest quality, off-campus housing service. This large real-time database is for student housing vacancies in our area, including photos and text, contact information and property features.</p>



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Search Rentals Here

- [PLACES4STUDENTS – BRAMPTON](#)
- [PLACES4STUDENTS – MISSISSAUGA](#)
- [PLACES4STUDENTS – TORONTO](#)



Canada Homestay Network

Canada Homestay Network (CHN) manages Homestay for Acumen College of Business and Technology.

In partnership with Acumen, CHN provides international students with warm and welcoming homestays and related custodianship services, so they feel well-supported during their program of study in Canada.

If you wish to stay with a Canadian host family, please learn more at the link below

- [CANADA HOMESTAY NETWORK](#)

Additional Resources

There is other third party housing search engines that can be used to find housing options. Check out the links below to find additional housing options.



www.realtor.ca, www.torontorentals.com, www.zumper.com



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Embassy/Consulate Contact Information:

Listed below are the contact information of various embassies and 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
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



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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
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



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Services Description:

1) Admissions and Continuing Education

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

2) Student Orientation

On the first day of the program intake, Acumen College conducts an Orientation session for all new students. The orientation session includes to discuss 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 College campus facilities and communicate with the current students.

3) Medical Insurance & Mental Health Supports

Every student who is enrolled at Acumen College of Business and Technology is entitled to health insurance coverage. Insurance documents are distributed to the new students at the beginning of each intake.

You will find various phone numbers for support to online and off-campus resources across the GTA and a few free helpful resources. We have FREE Online Resources available 24/7/365. These include the following:

- Good2Talk 1-866-925-5454 www.good2talk.ca
- Student VIP Direct2U Counseling request online www.studentvip.ca/scc
- Student VIP Well Clinic Crisis Response Center 1-877-554-6935

4) Disability Counselling

Our college is committed to helping and assisting 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 Academic Departments:

- Verification of Enrolment/ Invitation Letter
- Official Transcript

6) Fitness and Health Promotion

Acumen College provides a diverse array of fitness workshops designed to promote healthy living, along with access to LA Fitness gym memberships. Students who wish to partake in these offerings may enroll through the Student Services office for further information and registration.

7) Students' Settlement Assistance

Should new students require any help with their settlement in a new city, College 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 college staff.



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8) Immigration Guidance

Acumen College provides free immigration guidance to the students. Acumen's assistance includes student visa extension, visitor visa, working holiday, and a study permit for overseas students. Our on-site ICCRC member is available to advise our students on any of the new immigration rules coming into effect.

Note Regarding International Student Documents

Acumen College 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 L6Y4W5

To Book an appointment: 647-722-2370

4. Peel Regional Police .905-453-3311 (opens 24 Hours)

Division 12. 4600 Dixie Rd, Mississauga, ON L4W 2R1



It's OK to get help

Medical Benefits Highlights

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

Eligibility

- In bound (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 Air drugs

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

Private duty nursing (RN)

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

Professional Medical Services

- When prescribed by a physician treatment provided by a licensed chiropractor, chiropractor, osteopath, physiotherapist or podiatrist up to a maximum of \$600, provided a minimum of 183 days 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 enrollment.

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 (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.

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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