

# General and Program Related Student Services and Assistance

## General Support and Information

### **Housing and Residence Options:**

Finding the right place to live while studying in Greater Vancouver Area (GVA) is an important decision that can greatly influence your experience in Canada. Whether you choose the lively atmosphere of urban environment of the area or sub--urban, GVA offers diverse options that cater to different needs and preferences. Think carefully about what will enhance your study experience and overall well-being as you make this choice according to your circumstances and preferences.

### **Assistance Through Student Agents.**

Student applying directly in a program at the AOLCC Richmond BC, should go through information and links provided in this document and make their well-informed decision.

Further, Front Desk is always available to help and assist if you have any questions or queries regarding housing and residence. You may contact using following communication options.

Call: +1-604-270-3907 or

Email: [assistant.aolcc@telus.net](mailto:assistant.aolcc@telus.net)

Student applying through Student Agents may ask their agent regarding housing and residence options with approximate cost of living. AOLCC has a provision in their Agreement with the Agent that they will provide housing and residence information to the students they represent. Agent should be providing if a student needs assistance to find a suitable housing for them. Student may search on internet by themselves as well. There are a number of sources on internet which provide information on housing and residence. However, student also should be familiar with information provided on government sources links given below. This information is more reliable, relevant and updated in timely manner.

Additional housing information can be found at the following link.

<https://www.cmhc-schl.gc.ca/consumers/home-buying/newcomers>

### **Housing assistance, and residence**

Front Desk will provide information on short-term housing resources in Richmond (Airbnb etc.) that student can make a well-informed decision afterwards once they get familiar with the area, communities and facilities of their interest. Further, AOLC will make sure by having section in the agreement with the agents that agents make housing arrangements for the student referred by them. If students have more questions about housing, they may contact the Front Desk of the college.

### **Students facing hardship.**

Students facing hardship may visit following and explore following resources to find eligibility to have access to the resources.

<https://www.richmond.ca/culture/social/affordable-housing/FindingAffordableHousing.htm>

### **Cost of living expenses:**

Cost of living may vary in Greater Vancouver Area based on one's own living style and time of access to information. However, following information link can provide reliable, relevant and timely information in accordance with Canadian living standards.

Please visit BC Government website to calculate according to your life style, income and expenditure requirements.

<https://www.costofliving.workbc.ca/>

If students have more questions about housing, they may contact the Front Desk of the college.

### **Information on BC tenancy rights**

#### ***Basic Tenancy Rights in BC***

##### **1. Right to a Written Agreement**

- Tenants and landlords must have a written Residential Tenancy Agreement.
- If no agreement is signed, the standard terms from the Residential Tenancy Act still apply.

##### **2. Right to Quiet Enjoyment**

Tenants have the right to:

- Reasonable privacy
- Freedom from unreasonable disturbances
- Exclusive use of the rental unit

Landlords must give 24 hours' written notice before entering the unit (except in emergencies).

##### **3. Right to a Safe and Habitable Home**

Landlords are responsible for:

- Keeping the rental property in good repair
- Ensuring it complies with health, safety, and housing standards

##### **4. Security Deposits**

- A landlord may request a security deposit (maximum half a month's rent) and/or a pet damage deposit (also maximum half a month's rent).
- Deposits must be returned within 15 days after the tenancy ends unless the tenant agrees in writing to deductions or a dispute resolution is in progress.

##### **5. Rent Increases**

- Can only occur once every 12 months
- Must follow the annual rent increase limit set by the government
- Landlords must provide 3 full months' written notice

##### **6. Ending a Tenancy**

By Tenant:

- Month-to-month tenants must give at least 1 full month's written notice
- Fixed-term tenants may not end early unless:

- ☐ With landlord agreement
- ☐ Under special circumstances (e.g., fleeing domestic violence, needing long-term care)

By Landlord:

- Requires valid reasons under the Act (e.g., landlord or close family moving in, major renovations, unpaid rent)
- Must provide notice in writing, and in many cases, compensation or relocation assistance
- Tenant can dispute the notice within 15 days

#### 7. Evictions for Cause

- Reasons may include:
  - ☐ Unpaid rent
  - ☐ Repeated late payment
  - ☐ Causing damage
  - ☐ Illegal activities
- A 10-Day Notice to End Tenancy can be issued, and tenants have 5 days to dispute it.

#### 8. Dispute Resolution

- Disagreements can be resolved through the Residential Tenancy Branch's Dispute Resolution process
- Similar to a tribunal or small claims hearing (held by phone or in writing)

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### Resources and Contacts

- Residential Tenancy Branch (RTB):
  - o Website: <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>
  - o Toll-free: 1-800-665-8779
- Tenant Resource & Advisory Centre (TRAC):
  - o Website: <https://tenants.bc.ca>
  - o Offers tenant education and legal information

### **Health, safety, mental health services, and addiction and overdose supports.**

AOLC Richmond will make sure that international students enrolled in program of 15-weeks or more duration, have sufficient health insurance for their stay.

Post-secondary education is generally being considered a time of mixed emotions as they learn to navigate a new routine, gain more independence, and balance competing social and academic priorities. Students coming to Canada have access to resources where they can get help and assistance for free.

Private Training Institutions Regulatory Unit (PTIRU) provides following link for information regarding mental health support.

<https://here2talk.ca/main>

Here2Talk connects students with mental health support when they need it. Through this program, all students – domestic or international – currently registered in a B.C. post-secondary institution have access to free, confidential counselling and community referral services, conveniently available 24/7 via app, phone and web.

For students' convenience, Here2Talk provides counselling and support services in various languages upon request. They will try their best to match people to support in student's preferred language. However, please note that language-specific counsellors, and third-party translation services are limited and therefore, subject to availability and/or a waiting time.

[www.here2talk.ca](http://www.here2talk.ca)

Canada-wide toll free, dial: 1-877-857-3397

Canada-wide direct, dial: 604-642-5212

If you are accessing from outside Canada. International calling charges may apply, dial: +1-604-642-5212

### **Local community integration supports;**

AOLCC will provide information to student in accordance with their needs and preferences. Student may explore resources of their interest on the following City of Richmond links.

<https://www.richmond.ca/culture/social/accessibility/resources.htm>

<https://www.yourlibrary.ca/community-resources/>

*Access to Richmond: A Guide to Community Resources;* can be downloaded from the following link. This guide provides information on variety of areas including living with disability, newcomers, children, youth, women services, housing, emergency food and shelter and mental health and addiction;

[https://www.richmond.ca/\\_shared/assets/accessrmdenglish66386.pdf](https://www.richmond.ca/_shared/assets/accessrmdenglish66386.pdf)

[https://www.yourlibrary.ca/wp-content/uploads/2022/09/Richmond-Resource-Guide\\_Fall-2021.pdf](https://www.yourlibrary.ca/wp-content/uploads/2022/09/Richmond-Resource-Guide_Fall-2021.pdf)

### **Daily life information (e.g., transportation services, childcare, communications, and banking).**

Response: AOLC Richmond is conveniently located at the intersection of No. 3 Road and Aberdeen Metro Station making it ideal for commute to any direction in the area. In case a student needs help, Front Desk will provide needed help with respect to transportation, childcare info, cell phone services and banking.

Moving to a new country can be hard. You might have a lot of questions. The B.C. Newcomers' Guide will help you settle into B.C. quickly and easily. You'll find information about:

- finding a place to live

- driving in B.C.
- finding a doctor and other medical services
- getting your BC Services card
- registering your child in school
- working in B.C (if eligible).
- opening a bank account
- getting help for those needing extra support

Click on link to download New Commers Guides in English. It has option for other languages as well:

<https://www.welcomebc.ca/start-your-life-in-b-c/newcomers-guides>

Additional housing information can be found at the following link.

<https://www.cmhc-schl.gc.ca/consumers/home-buying/newcomers>

### **Childcare facilities.**

Students may explore following link to find a suitable childcare in Richmond, if they need.

<https://www.richmond.ca/culture/social/child-care/FindingChildCareinRichmond.htm>

### **Supports for student safety, health, well-being, mental health, addiction and overdose training and supports (e.g. access to free Naloxone);**

Access to Richmond: A Guide to Community Resources; can be downloaded from the following link. This guide provides information on variety of areas including living with disability, newcomers, children, youth, women services, housing, emergency food and shelter and mental health and addiction;

[https://www.richmond.ca/\\_shared/assets/accessrmdenglish66386.pdf](https://www.richmond.ca/_shared/assets/accessrmdenglish66386.pdf)

## **Programs related support and information**

### **Program offerings**

Academy of Learning's teaching model allows flexible program offerings to potential students. AOLCC is using Integrated Learning System (ILS) across the country for all campuses located in different provinces of Canada. ILS is a computer-based in-class learning system providing assistance to student individually and collectively. Therefore, AOLCC manages to offer program(s) on first business day of each month.

### **Education/program progression assistance;**

**AOLC-RICH** is committed to providing transparent, timely, and accessible information to all students before application, after arrival, and throughout their studies regarding the institutional services and resources that support academic success and program progression as per following guidelines.

## **1. Before Application:**

Prospective students will be advised about:

- o Academic advising and program pathway information
- o Learning supports, campus and online facilities, library, labs, IT services.
- o Student services, counseling, language support, accessibility services.
- o College expects that student has read all requirements to achieve satisfactory program progression available on Program Outline, and policies including attendance policy, and options available if student could not perform to the satisfactory level.

This information will be made available through the institution's website, admissions materials, and pre-enrollment consultations.

## **2. After Arrival:**

Upon enrollment, students will receive:

- o Orientation on academic expectations and available support services
- o Access to academic advisors and learning support staff
- o Clear guidelines for program progression and graduation requirements
- o Supported through regular advising, academic check-ins, and communication via student portals or email
- o During the course of learning, college will regularly keep student updated about their performance for progression purposes.

## **Language proficiency requirements**

Private Training Regulatory Unit (PTIRU), government regulatory authority, has set a language proficiency requirements for domestic and international students. All students are required to meet the language proficiency standards prescribed by the PTIRU.

AOLC Richmond's all programs are offered in English language; all students are required to meet minimum English language proficiency standards set by the AOLC Richmond and approved by the PTIRU. For English language proficiency standard for your program of interest, please see admission requirements of the program on AOLC Richmond website or contact college through email or phone at following contacts.

Call: +1-604-270-3907 or

Email: [admissionsrichmond@telus.net](mailto:admissionsrichmond@telus.net)

For general information on language proficiency standards set by the PTIRU, click on following link. Go to the bottom of the page to find "Program-Related Resources" and click on "Language proficiency requirement guide" to download.

<https://www.privatetraininginstitutions.gov.bc.ca/form-library>

## **Eligibility requirements for, and availability of, institutional financial assistance, scholarships, bursaries and awards.**

Depending upon ongoing situation, AOLC Richmond offers fee discount or referrals discounts to students. AOLC does not offer any regular financial assistance or scholarship program.

However, AOLC Richmond is StudentAid BC designated institution. Canadian students, citizen or permanent residents, are eligible to apply for Student Loan schemes offered by the provincial and/or federal government. Further, AOLC staff can help connect students with local financial institutions offering loans for students.

### **PGWP eligibility**

AOLC Richmond is private educational institution offering skill-based diploma and certificate programs to prepare students for the labor market. Programs offered at the AOLC Richmond are not eligible for Post-Graduate Work Permit.

### **Orientation to new students**

Before admission and enrolment, admission staff interacting with the student will provide relevant information regarding offered program and general information about living in Canada. On arrival at the campus, with an orientation package, a detailed orientation by admission staff will be given to students regarding campus facilities, classrooms, eating area, learning material available for students, IT resources available for students, transportation options, cost of living, childcare (if needed), community resources and shopping locations. They are also introduced with teaching and support staff of the college.

### **College Leadership and Operations:**

#### ***Leadership:***

For any further information or inquiry, students can also contact college leadership.

Following are names and email contacts of the institution's leadership and administrators,

Abdul Vance, Campus Director/SEA      Email: [cdr@telus.net](mailto:cdr@telus.net)

Peter Chen, Admissions Director      Email: [admissionsrichmond@telus.net](mailto:admissionsrichmond@telus.net)

#### ***Operations and schedules:***

College opens from 9.00 am to 5.00 pm. It provides free Wi-Fi, computer lab for on-campus work, photocopier, textbooks, eating area etc.

AOLC is using Integrated Learning System (ILS) that makes possible for the student and the college to start your study any 1<sup>st</sup> business day of month. It is continuous offering of courses without terms or semesters. ILS provides flexibility of class schedule to student but within a time window of 9.00am to 5.00pm.

#### ***Breaks;***

College is open round the year with only two weeks break at the end of each calendar year.