



TAMWOOD

Orientation

WELCOME TO TAMWOOD!





VANCOUVER TEAM OVERVIEW

Operations

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Academic

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Co-op Placement Specialist

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Namuri Namuri

Co-op Placement Specialist

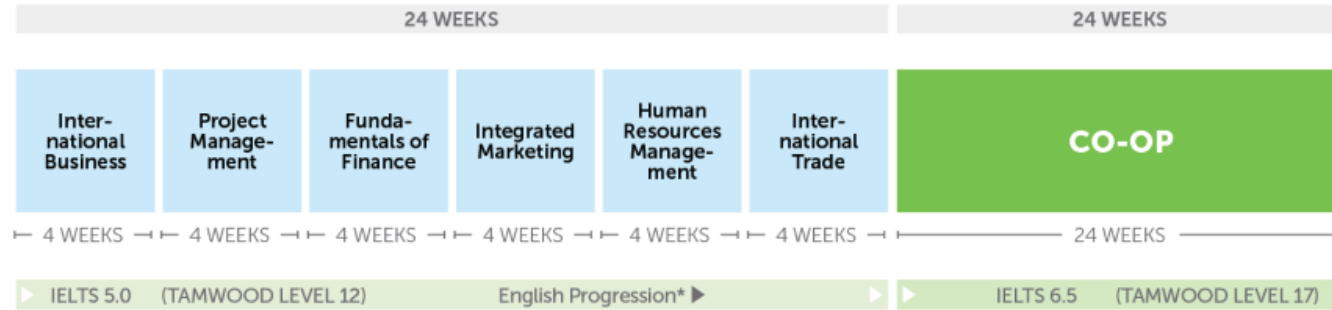
Namuri.Namuri@ilac.com



PROGRAM OVERVIEW

International Business & Management





International Business & Management

Class Schedule: 8:45am until 2:15pm

Monday	Tuesday	Wednesday	Thursday	Friday
Project Management	Project Management	Project Management	Project Management	No Class

Class Schedule:

- Monday to Thursday

International Business & Management Programs	Length	English Requirement
International Business & Management 1-year Diploma Program	48 Weeks	PW 2.2 (IELTS 5.5)
International Business & Management 7-months Certificate Program	27 Weeks	PW 2.2 (IELTS 5.5)

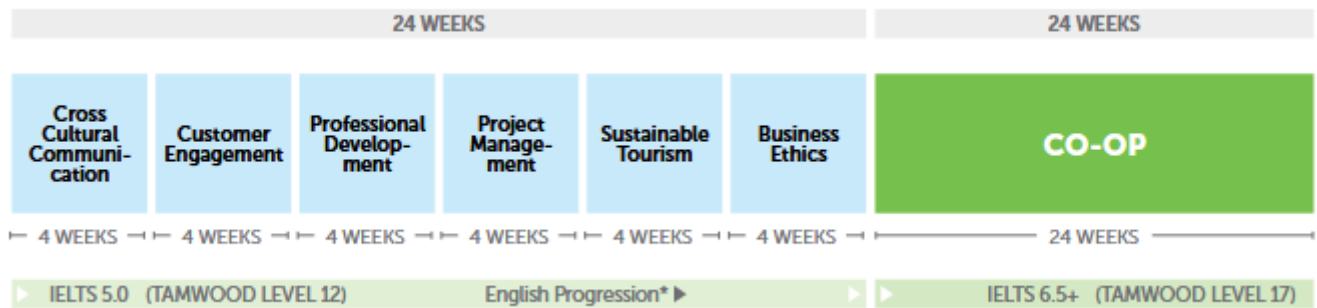




PROGRAM OVERVIEW

A photograph of a restaurant table setting. In the foreground, two wine glasses filled with red wine are on a wooden table. A bottle of wine and a cork are also visible. The background is blurred, showing other diners and warm interior lighting.

Hospitality & Tourism



Hospitality & Tourism

Class Schedule: 8:45am until 2:15pm

Monday	Tuesday	Wednesday	Thursday	Friday
Sustainable Tourism	Sustainable Tourism	Sustainable Tourism	Sustainable Tourism	No Class

Class Schedules:

- Monday to Thursday

Hospitality & Tourism Programs	Length	English Requirement
Hospitality & Tourism 1-year Diploma Program	48 Weeks	PW 2.2 (IELTS 5.5)
Hospitality & Tourism 7-months Certificate Program	27 Weeks	PW 2.2 (IELTS 5.5)





PROGRAM OVERVIEW

Digital Marketing



Digital Marketing

Class Schedule: 4:00pm until 9:00pm

Monday	Tuesday	Wednesday	Thursday	Friday
Introduction to Digital Marketing	Introduction to Digital Marketing	Introduction to Digital Marketing	Introduction to Digital Marketing	No Class

Class Schedules:

- Monday to Thursday

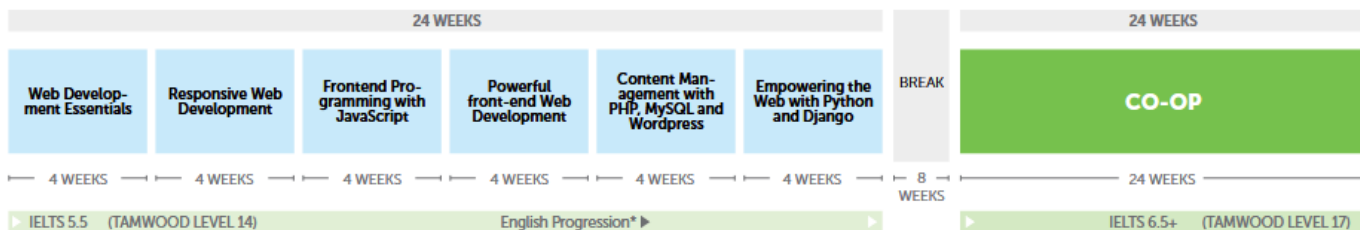
Digital Marketing Programs	Length	English Requirement
Digital Marketing 1-year Diploma Program	48 Weeks	PW 2.2 (IELTS 5.5)
Digital Marketing 7-months Certificate Program	27 Weeks	PW 2.2 (IELTS 5.5)





PROGRAM OVERVIEW

Web Developer



Web Developer

Class Schedule: 4:00pm until 9:00pm

Monday	Tuesday	Wednesday	Thursday	Friday
Web Development Essentials	Web Development Essentials	Web Development Essentials	Web Development Essentials	No Class

Class Schedules:

- Monday to Thursday

School of Technology Programs	Length	English Requirement
Web Developer 1-year Diploma Program	56 Weeks	PW 2.2 (IELTS 5.5)
Web Developer 7-months Certificate Program	27 Weeks	PW 2.2 (IELTS 5.5)



Class Schedule



Class Schedule	
Hospitality & Tourism International Business & Management	8:45am until 2:15pm (Monday to Thursday) (Lunch break 11:45am – 12:15pm)
Digital Marketing Web Developer	4:00pm until 9:00pm (Monday to Thursday) (Meal break 6:15pm – 6:45pm)

Campus Information

Campus Location:

- Pender Building: 889 W. Pender – 2nd and 3rd Floors

Operating Hours:

- Monday to Thursday: 8:30am – 9pm
- Fridays: 8:30am – 5:00pm

* Please note that Tamwood is closed on weekends and Statutory Holidays



Class Information

- Class information is shared on Thursdays prior to a start date.
- Please check your **class information** to ensure you know where your class is located.

Instructor Name	Instructor Email	Course Name	Course Schedule	Classroom Location
Alireza Khorshidi	A.Khorshidi@tamwood.com	Integrated Marketing	Monday to Thursday	Silverstar
Class Schedule: <ul style="list-style-type: none">• 8:45am until 2:15pm PST – Monday to Thursday• Lunch Break from 11:45am until 12:15pm				

- Along with the classroom information, students have also received **Moodle Guideline**.
- Please have your class information handy once you arrive on campus.

What is Moodle?



What is Moodle?

Moodle is our **Learning Management System**. Through Moodle you will have access to the courses you are taking.



Canadian Workplace Essentials



Welcome!

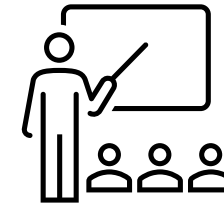
This course establishes a foundation for the development and practice of the values, attitudes, and skills necessary for entry-level employees, new Canadians, and immigrants to transition into Canadian workplace culture. Students will create resumes, learn interviewing skills, and practice skills essential for effective business communication. By exploring their aptitudes, students will learn how transferable skills lead to success in their chosen profession.

Class Schedule:	Mondays, Wednesdays and alternate Fridays
Alternating Fridays Dates:	February 16th, March 1st and March 15th
Stat Holiday	Family Day - Monday, February 19
Time:	3 pm-6 pm (PST) Vancouver
Room:	HB 205
Instructor's Name:	Isabel Angel
ILAC Instructor's Email:	I.Angel@ilac.com
Zoom Link	https://ilac.zoom.us/my/isabelangel



Course Materials – Moodle

- PowerPoint presentations
- Course Outline
- Assignments Guide
- Class Materials
- Instructor / Student Communication
- Grades
- Calendars
- Attendance
- Textbook



Textbook

You will receive either a physical copy or a code to access an e-book from your teacher on the first week of class.

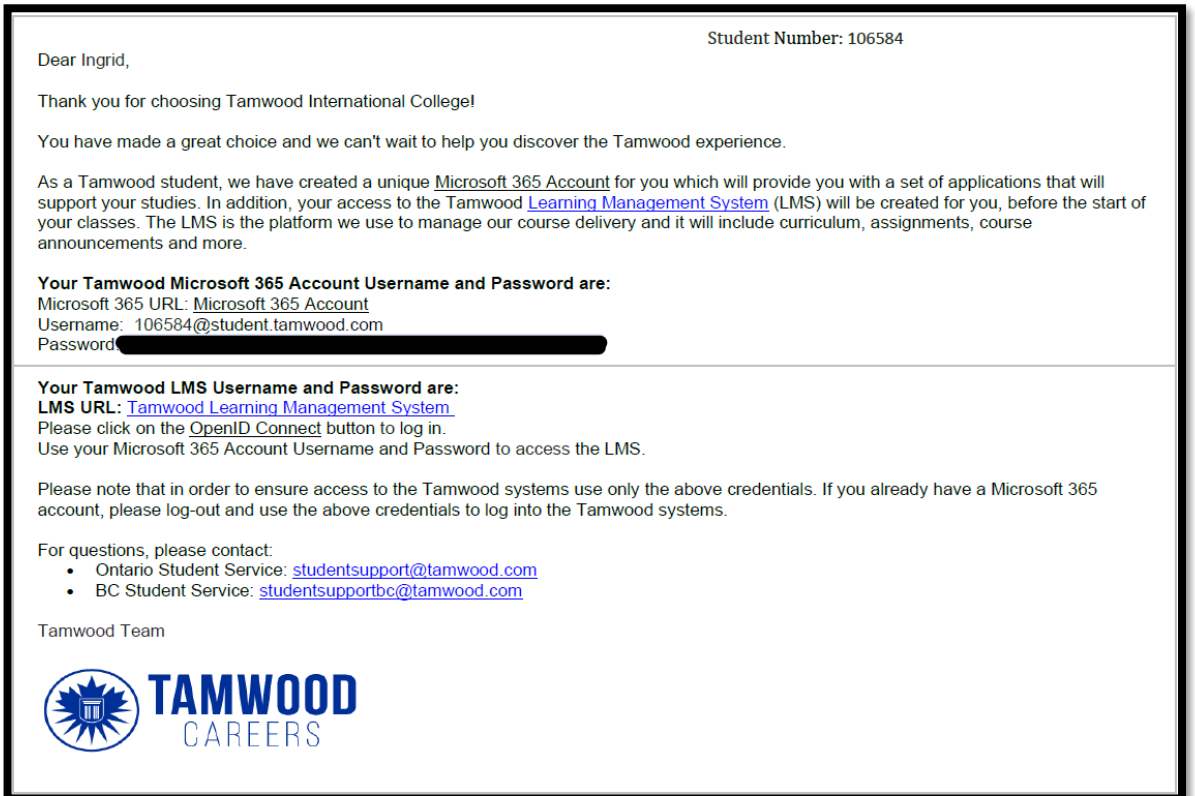


Note: *Students have received a separate email with their Microsoft 365 account information.*

How can I log into Moodle?



- 1- You will receive an email with your Microsoft 365 account information.
- 2- Please create a unique Microsoft 365 account with the credentials provided
- 3- Email: 1234567@student.tamwood.com



Please ensure to check your **Tamwood mailbox** frequently as school communication will be done through this email.

Microsoft Multifactor Authenticator



1. You will be prompted to change your temporary password.
 - Password must be 8 digits long (upper case, lower case, number and symbol).
2. You will be prompted to set up the MFA.
3. Please download the Microsoft Authenticator App on your phone

teststudent1@student.tamwood.com

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

teststudent1@student.tamwood.com

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

Keep your account secure

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[I want to set up a different method](#)

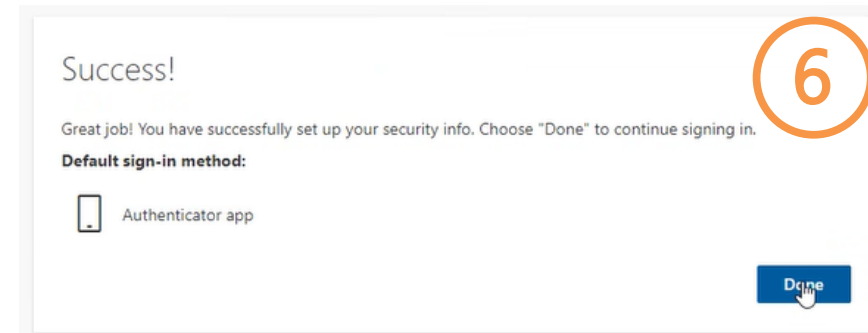
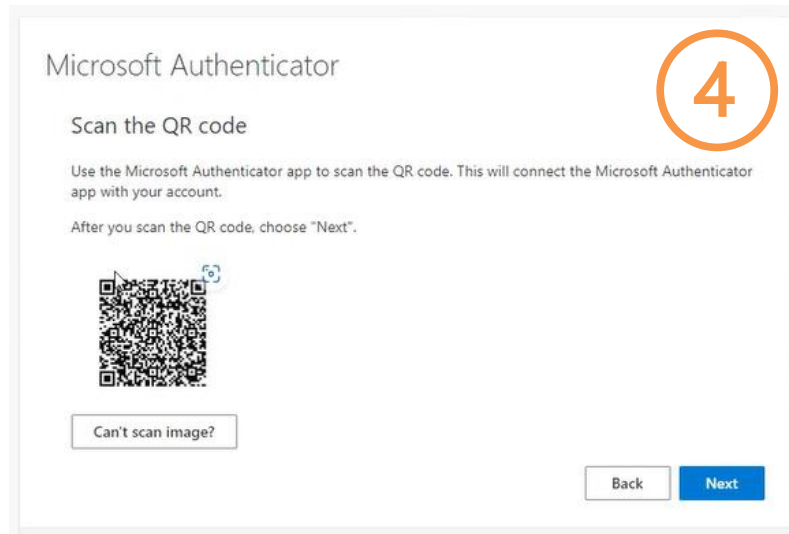
Next

Skip setup

Microsoft Multifactor Authenticator



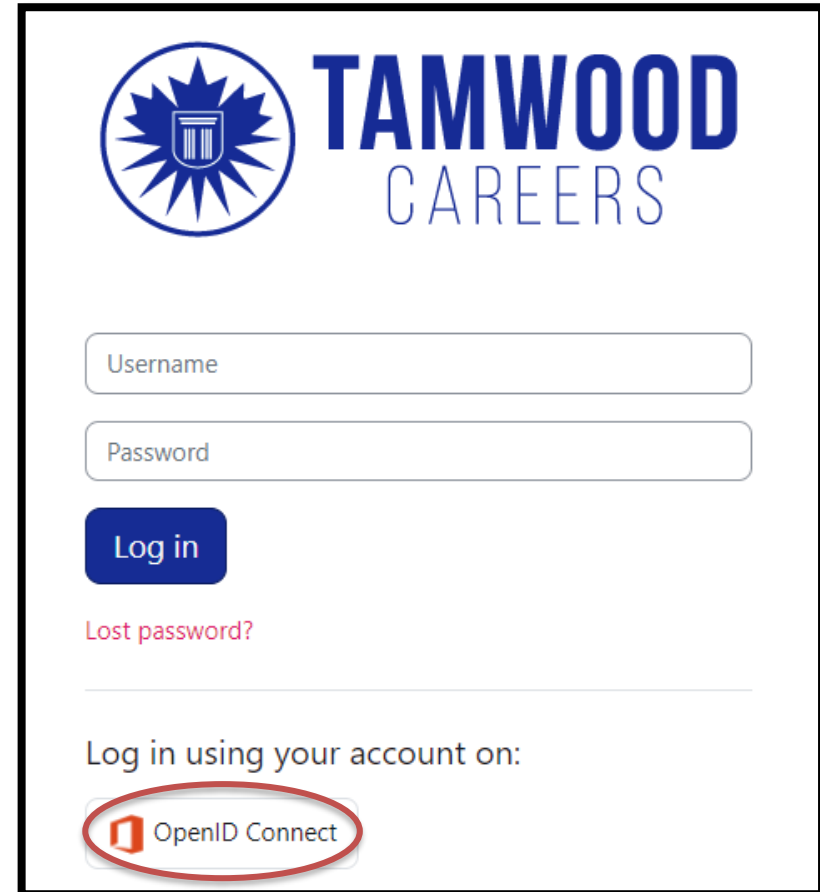
4. Please use the Microsoft Authenticator App on your phone to scan the QR code
5. Enter the 6-digit code shown in the Microsoft Authenticator App
6. Success! 😊



How can I log into Moodle?



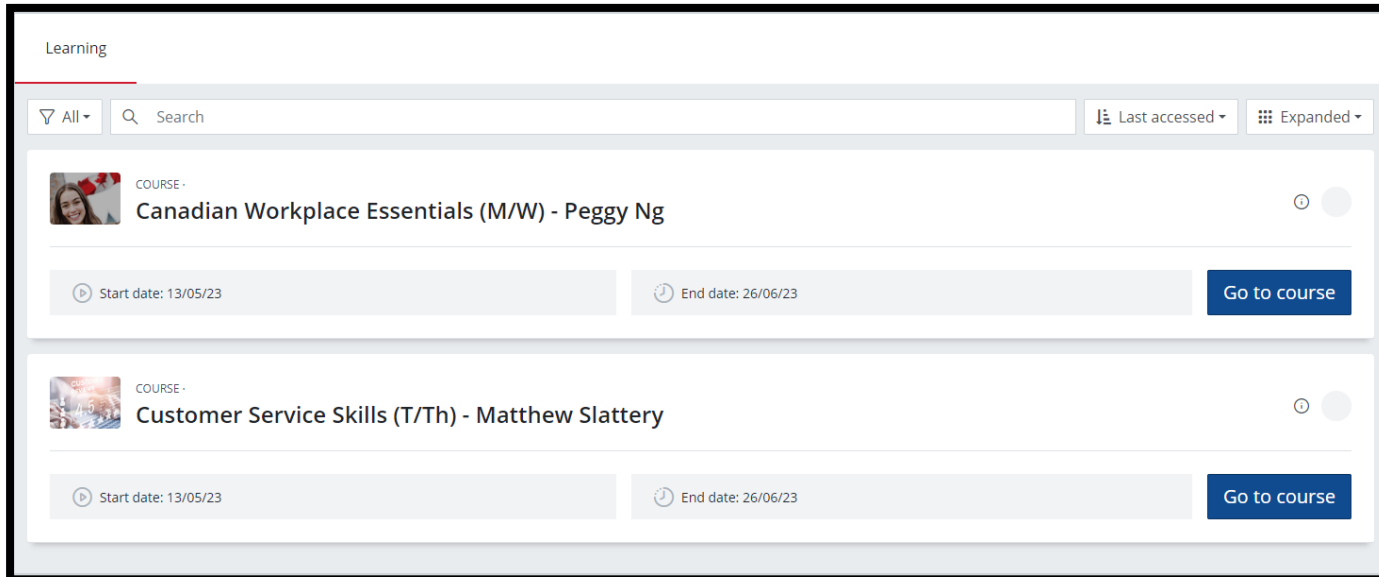
1. After setting up your Tamwood Microsoft 365, please log into your account.
2. Go to: <https://learn.tamwood.com/>
3. Click on **OpenID Connect**

A screenshot of the Tamwood Careers login page. At the top left is a circular logo with a sunburst design and a building icon. To its right, the text "TAMWOOD" is in large, bold, blue capital letters, and "CAREERS" is in smaller, blue capital letters below it. Below the logo and text are two input fields: "Username" and "Password". Under the "Password" field is a blue "Log in" button. Below the button is a link that says "Lost password?". At the bottom, there is a section titled "Log in using your account on:" followed by a button for "OpenID Connect" which has a red icon and is circled in red.

Course Materials – Moodle



Log in into your Moodle account and click on **Go to course**



Textbook

You will receive either a physical copy or a code to access an e-book from your teacher on the first week of class.



Co-Op Info Hub in Moodle

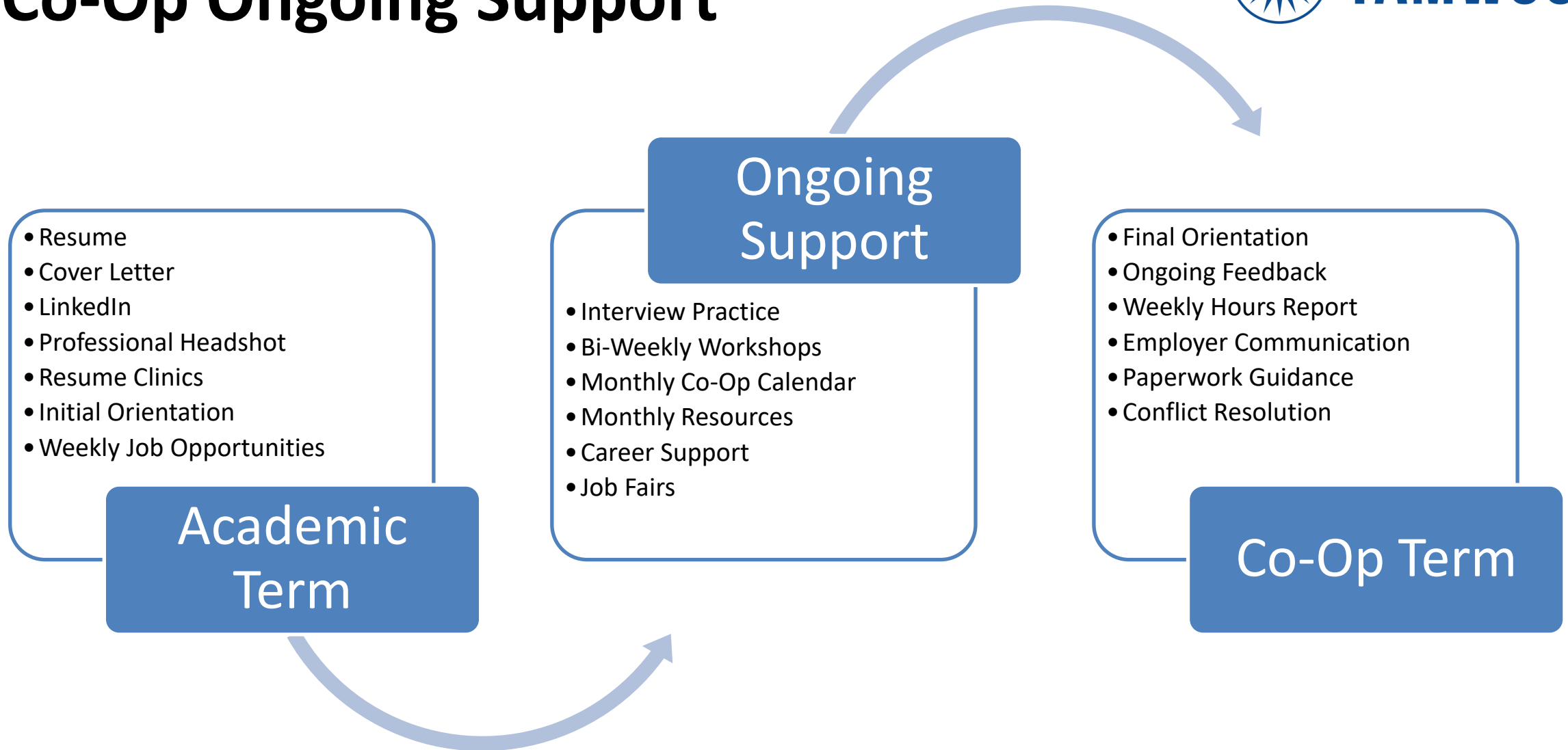


Please explore the Co-op class in your Moodle portal!

- Overview of the Co-Op component
- Co-Op orientations
- Resume resources
- Cover letter resources
- Career coaching resources
- Job interview tips
- How to start the Co-Op
- Frequently asked questions



Co-Op Ongoing Support



The Co-op Office is located at 889 West Pender Street, on the 2nd floor—on the left side of the front desk.

Class Rules

Lateness: Students should be **on time** for all classes. Being late 2 times = 1 absence.

Attendance: You must maintain 80% to graduate. Consistent absences/lates will be reported to the Student Services Manager.

Laptops/Tablets: You are required to bring a laptop or tablet to class every day to access Moodle and eBooks.

Cell Phones: Please turn them off during class so you can fully participate. Do not let your phone distract you!

Eating and drinking: Our classrooms are all shared spaces so please make sure you throw all your garbage away before you finish class. Please bring your own reusable water bottles and cutlery.

How can I Graduate?

Diploma and Certificate Program requirements:

- Tamwood Careers students are required to maintain a **70% course average** and an **80% attendance average** in order to successfully complete their study term and move on to their Co-Op term (Diploma Program) or Capstone Project (Certificate Program).
- Failure to meet the requirements will result in dismissal from Tamwood Careers. You will not receive a diploma/certificate and as a result your permits will be revoked.

Tips:

1. If you need help with something, please ensure to reach out! Talk to your teacher, your classmates or the Student Services Team.
2. Be proactive! Please ensure to check your marks and attendance regularly in Moodle to make sure you're on track. You are also welcome to talk to the SS Team to check your average.



Communication with the School

If help or support needed, please contact the following:

- For **student-related inquiries**, please contact the Student Services Team:
studentsupportbc@tamwood.com
- For **work-related inquiries**, please contact the Co-Op and Career Services Team:
CoopVAN@tamwood.com The Co-Op office is located on the 2nd floor.
- For **class-related inquiries**, please contact your instructor.



Make sure to check your email regularly for an **@tamwood.com** email. You will receive important emails from the Tamwood staff.

Policies and Procedures

- Admissions Policy
- Language Proficiency Assessment Policy
- Student Attendance Policy
- Student Dismissal Policy
- Academic Dishonesty Policy
- Dispute Resolution/Grade Appeal Policy
- Refund Policy
- Student Withdrawal Policy
- Sexual Harassment Policy

Policies and Procedures Website: <https://tamwood.com/policies-procedures/>

Policies and Procedures

Please take some time to review our policies and procedures available on our website:

<https://tamwood.com/policies-procedures/>



Follow us on Instagram for the latest news & updates!



RESPECT
EACH OTHER



BE ON TIME



ENGLISH ONLY
PLEASE



FOLLOW ALL SCHOOL
POLICIES

Instagram



Safety Rules



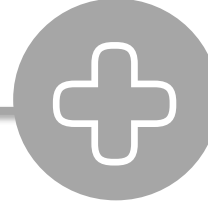
Here are Tamwood's core health and safety principles:

- If you are sick, please stay home. If you have a fever, cough, sore throat, etc. then stay home and come back to school when you feel better. You can access your class materials in Moodle (please note we do not offer online classes).
- If you need to miss multiple classes, please contact a member of our Student Services Team. A dated doctor's note will be needed for non-COVID illnesses that lasts more than 3 days.
- There are masks available at the front desk if you aren't feeling well and want to wear a mask.
- Wash and sanitize your hands often.

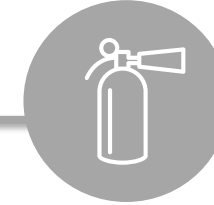
Emergency Information



POLICE



AMBULANCE



FIREFIGHTER

For **non-emergency medical advice**, Health Link BC is available 24 hours a day, 7 days a week at: **811**

For **medical or other emergencies**, call **911** immediately or visit the closest hospital emergency room.

Health Link BC: <https://www.healthlinkbc.ca/contact-us>

[Mental Help](#) Support in BC

[Crisis Center](#) Support

Safety Tips

Don't leave your **cell phone** or other **valuables** unattended.

Don't carry much **cash** on you.

Be careful when looking for **accommodation and a job**.

Keep your passport in a safe place at home. Carry a **copy** of your **passport** and another ID.



Health Care Information

At Tamwood's/ILAC's Health Care Team, we understand that being an international student comes with its unique challenges.

Please reach out to healthcare@ilac.com if you need help with:

- Referrals to Specialists when needed
- Support with personal and academic development
- Issues that might affect your academic performance
- Social and behavioral problems
- Counseling
- Educational Workshops



ILAC Health Care

Services we offer:

- Attending to student emergencies - this can be critical incident case management
- Referrals to specialist, relevant clinic, hospital or laboratories when necessary
- Supporting personal, social, academic, and career development of students and staff
- Identifying issues affecting school performance
- Addressing social or behavioral problems
- Helping students develop skills needed for academic success
- Counseling individuals and groups
- Educational workshops for both students and staff
- Onsite services- 24/7 nursing support, personal healthcare and mental health supports
- Providing a safe and comfortable space for anyone to share their concerns in a private and confidential manner

healthcare@ilac.com **1-888-230-8148**

Monthly Activities

We hope to see you in many of the activities that are offered each month!

If you would like to join an activity, here is how you can sign up:

1- Online at <https://tamwood.com/student-events/>

2- In-person with the Activities Department Team

- **HB Building** (688 W. Hastings Street - 3rd floor) from 10am until 6pm
- **CB Building** (1168 W. Cordova Street) from 10am until 2pm



Have questions? Contact: myexperience@ilac.com

Important Documents

Please ensure to upload to the **Student Portal** the following:

- 1- **Work and Study permits** (including extensions).
- 2- Copy of your **Passport**.
- 3- Valid **Health Insurance** for the entire duration of the program. Please upload your health insurance information, including the policy number.

Before you **start class next week** we need to have:

- Your signed and dated student **enrolment contract** with the correct study dates prior to your start date.

Students Portal



What is the Students' Portal?

This is an online portal where students can access their grades, attendance, class schedules, and update their student profile.

How to access the Students' Portal?

Student Portal Site: student.tamwood.com

1. Click on *sign up* to create an account
2. Provide your student ID and email address
3. All set!
4. Once you have access to the students' portal:
 - Please upload your documents under "*documents*"
 - Please update your student profile, under "*profile*"

ILAC INTERNATIONAL LANGUAGE ACADEMY OF CANADA ILAC INTERNATIONAL COLLEGE TAMWOOD

Login to the Student Portal

Student Number

Password

☐ Remember me

[Forgot your password?](#)

[Don't have a student portal account? Sign up](#)

SIN Number



To obtain a **SIN (Social Insurance Number)**, you can apply **online**, by **mail** or **in-person**.

1- If you are applying **online**, please find instructions on how to apply here:

<https://www.canada.ca/en/employment-social-development/services/sin/apply.html#online>

2- If you are applying by **mail**, please send your complete application and original documents (photocopies are not accepted) to **Service Canada**.

Service Canada
Social Insurance Registration Office
PO Box 7000
Bathurst NB E2A 4T1

3- If you are applying **in-person**, please visit a **Service Canada** location

Sinclair Center, Office 125
757 West Hastings Street
Monday to Friday from 8:30am until 4:00pm

For more information:

www.servicecanada.gc.ca

You need to have:

- **Your passport**
- **Your study permit and work permit**
- **Letter of Acceptance (LOA) from Tamwood**

Employment Rights

The law in British Columbia sets standards for payment, compensation and working conditions in most workplaces. The standards promote open communication, fair treatment, and work-life balance for employees.

- Effective June 1st, 2024, **minimum wage** is **CAD \$17.40** per hour.
- Employees must be paid **twice per month** (pay periods cannot be longer than 16 days). Wages must be paid in Canadian currency.
- An employee that reports to work must be paid at least **2 hours** (even if they worked less than 2 hours).
- Effective Jan 1st, 2022, eligible employees can take up to **5 paid days** and **3 unpaid days** of illness or injury leave (sick leave).
- Employees can **quit their job** at any time. If an employee quits their jobs, they are not paid for length of employment.
- Employers can end an employee's job by giving **written working notice or pay** (called compensation for length of service). They can also choose to give a combination of both notice and pay.
- To contact the Employment Standards Branch, please click [here](#)

For more information:

While You are Studying in British Columbia - Work while you study <https://www.welcomebc.ca/study-in-b-c/while-you-are-studying-in-b-c>

Employment Standards and workplace safety <https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice>

How to apply for MSP Health Insurance



Please apply as soon as you arrive in Canada. It may take 3 months to get coverage.

You will receive a Card as proof of your coverage. The card will have your Personal Health Number (PHN)

Check your orientation email. A document with detailed information on how to apply for MSP has been attached.

1. Applications for your MSP card can be done **online**: <https://my.gov.bc.ca/msp/enrolment/check-eligibility>
2. Application can also be done through **mail** using a paper application form.
<https://www2.gov.bc.ca/assets/gov/health/forms/102fil.pdf>

Applicants should mail the completed application form to:

Health Insurance BC
Medical Services Plan
PO Box 9678 Stn Prov Govt
Victoria - BC
V8W 9P7
Canada



Tamwood Homestay and Residence



Tamwood's Accommodation Department will provide you with several housing options that fit your profile and lifestyle and support you before and during your stay at one of our homestays or residences.

If you are in an **Tamwood Homestay or residence** and would like to request further support, please contact our Homestay Department:

- By submitting this form: <https://forms.office.com/r/V5vtE7n2iA>
- By visiting their office in-person
 - 950 - 1111 Melville Street – Monday to Friday (except Wednesdays) from 10am until 4pm
 - 688 West Hastings Street on the 3rd floor – Wednesdays from 10am until 4pm

More information on Tamwood's Homestay is available at www.ilac.com/homestay

Independent Accommodation

Living on your own in a new country can be an overwhelming experience, with many new rules, responsibilities and terminology involved. Make sure you know your rights!

Review information on renting in Canada, tenancy agreements, tenants' rights, and dealing with landlords:

- [Residential Tenancy Act](#): These are the rules for landlords and tenants in residential tenancies.
- Know your rights and responsibilities when [Starting a Tenancy](#), [During a Tenancy](#) and [Ending a Tenancy](#).
- Solving problems: Sometimes problems can occur when renting a home. Explore your options to [resolving problems](#).
- Avoid [Scams](#)



Independent Accommodation

Finding a place

The following sites are provided as a resource for students. Tamwood Careers does not endorse them or their rental listings.

- [Liv.rent](#)
- [Global Education City](#)
- [Rentsline](#)
- [Craigslist](#)
- [Apartment Love](#)
- [PadMapper](#)
- [Rentseeker.ca](#)
- [Sparrow](#)
- [RentRadar](#)

Older buildings can often have bed bugs. Check to see if there are bed bugs in your neighborhood of interest by reviewing the [bed bug registry map](#).

Independent Accommodation

After you find a place

Inspection

- Before signing a tenancy agreement, inspect the unit (or have someone you trust inspect it for you). Make sure appliances and taps work and that there are locks on all the doors.

Deposit and Documentation

- Get details of your **tenancy agreement** (also called a *lease* or *rental agreement*) in writing.
- **Take photos** to document any existing damage or repairs needed before you move in. If the landlord says something will be repaired or cleaned before you move in, write this down in the agreement.
- Make sure both you and your landlord have a **copy of all the agreements** you have signed. If you make any changes to the documents, both you and your landlord should initial next to each change.
- **Prove that you paid.** Pay by cheque or money order or get a receipt if you pay in cash.
- A tenancy agreement should always outline **the terms, conditions, and duration** of the rental agreement. It is important to review all 3 before signing.
- Tenancy agreements are typically one year or two years. Some short-term tenancy agreements are usually three-months or six-months terms. Typically, when a fixed-term tenancy agreement in BC ends, it automatically turns into a month-to-month tenancy agreement that has no end date.

Living Costs

Although the current average asking price for rental housing is challenging to determine, several rental listing websites offer rent reports for the Vancouver market based on active listings on their websites. Rents vary for furnished and unfurnished apartments.

- [Liv.rent Vancouver rent report](#)
- [Rentals.ca Vancouver rent report](#)
- [Zumper.com Vancouver rent report](#)

Additional costs

Additional costs of renting an apartment can include:

- Utilities (e.g., heat, water, electricity)
- Internet
- Cable TV
- Security deposit (one-time cost)
- Pet deposit (one-time cost)
- Apartment furnishings
- Laundry
- Parking
- [Renter's insurance](#)

For more information: <https://www.costofliving.workbc.ca/>

Using Public Transportation in Vancouver



Compass Card

Compass Card is a convenient, reloadable fare card that can be used when taking transit within **Metro Vancouver**. It is easy-to-use and secure. Load fare products onto one card and tap in and out across the entire system.

Compass Cards are widely available for a **\$6 refundable deposit**. Click [here](#) to know where to buy it.

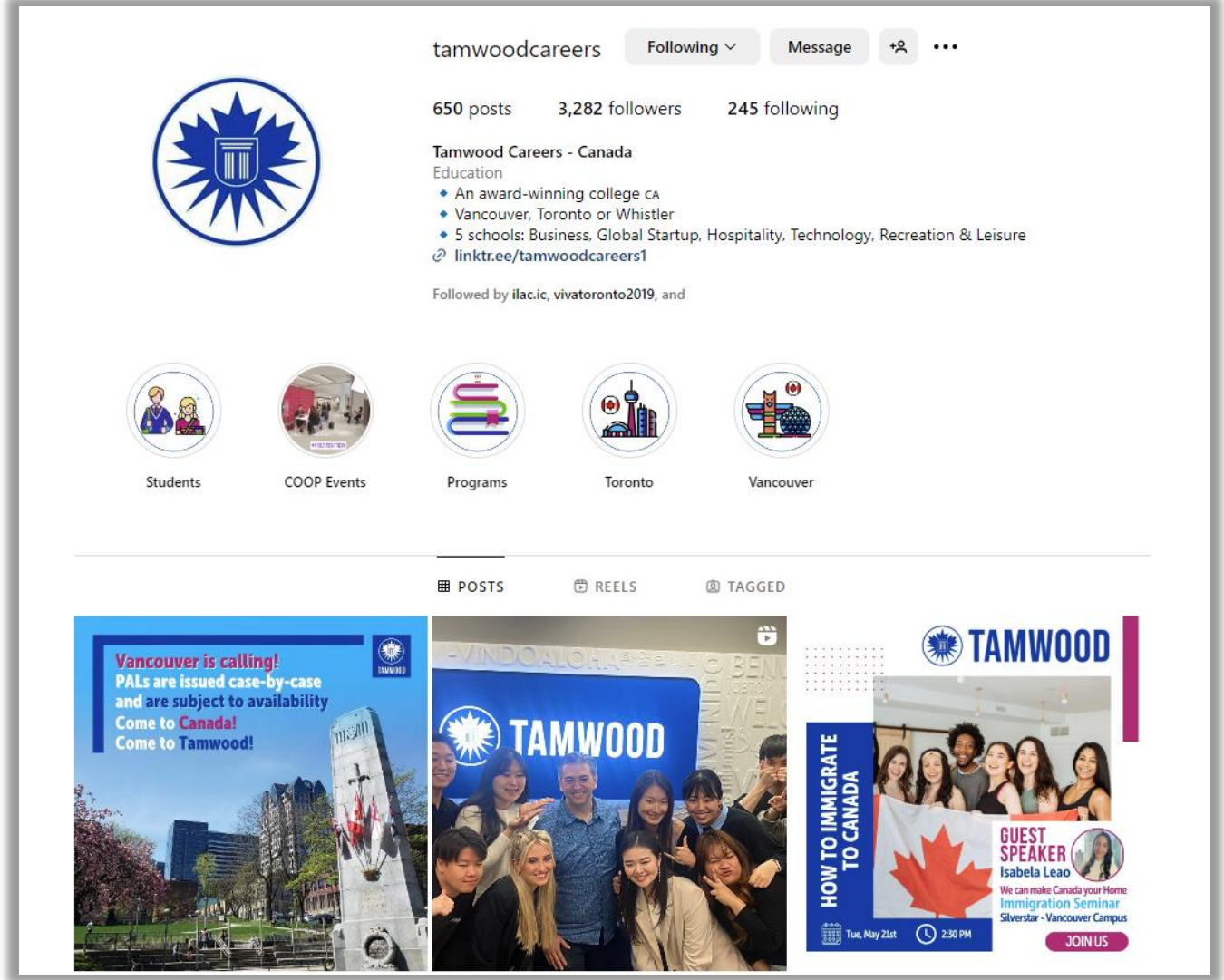
The price of your trip depends on when, where, and how you are travelling, please check the pricing and fare zones [here](#).



Check out our website
&
follow us on Instagram!

tamwood.
com

@tamwood
careers





TAMWOOD

**Any
Questions?**

