




CONESTOGA

INTERNATIONAL 



**#1 in Ontario for
Graduate Employment -
90% average over the
past 5 years**

**International Agent Manual
2016-2017
Conestoga College**



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Welcome Message

From Alan Vaughan, Associate Vice President, International Education

Warm greetings from the International Education Office at Conestoga College! We are thrilled that you have joined the Conestoga team as our new agent in your region.

As a valued member of the Conestoga agent network, we are pleased to present you with our **International Agent Manual 2015/2016**. This manual was created with you in mind. It contains valuable information that will guide and support you in your duties as an agent.

You are joining an important worldwide network of agents who are dedicated to providing expert guidance to help our international students fulfill their dreams.

Before students arrive in Canada, we rely on your expertise and knowledge to provide important information to our potential students regarding the Canadian education system, Conestoga programs and life in Canada.

Our international students are important to us and we want them to feel welcome as they join the Conestoga community. This agent manual will help you to provide accurate information on the wide variety of services that we have in place to achieve this goal.

We appreciate your recruiting efforts and as you will be representing Conestoga in your region, we want to provide the support you may need to perform this important role. We invite you to send us any questions you may have. The staff in the Conestoga International Office will be happy to assist you and your team in any way possible.

Thank you for choosing to represent Conestoga. We look forward to working together to play a positive role in the lives of international students.

Sincerely,



Alan Vaughan
Associate Vice President,
International Education



Vision, Mission and Values

Vision

To become the preferred destination for international students for career-focused education.

Mission

- To promote, create and foster a welcoming, inclusive, supportive environment.
- To engage all students, faculty and staff.
- To attract, support and retain international students.
- To provide excellent service to applicants, students, agents and partners.

Core Values

- Respect
- Integrity
- Fairness
- Equality

In keeping with our vision, mission and core values, we strive to achieve an honest and ethical approach to recruiting international students.

Commitment to Agents

- Treating agents in a courteous, respectful and professional manner.
- Providing our agents with training as required.
- Providing timely information on new programs, changes to program availability and college policies.
- Providing a five business day turnaround on processing of full applications received for the next available program intake.
- Providing regular communication through the International Admissions Portal regarding the admission progress for each of your applicants.
- Responding to agents' inquiries in an accurate and timely manner.
- Keeping the open program list current and available through our international website <http://www.conestogac.on.ca/international/programs/open-programs.jsp>
- Efficiently processing agent commissions for any program intake, providing that the student has been in attendance on the tenth day of the first and second semester.
- Reviewing agent performance and notifying about agent agreement renewal.

Rights and Responsibilities of an Agent

Rights

As an agent of Conestoga, you have the right to:

- Be treated in a courteous, respectful and professional manner.
- Receive appropriate training and information regarding Conestoga on an ongoing basis.
- Follow up on the status (pending, partial, incomplete applications) of the students presented by your agency through (from) International Admissions Portal.
- Receive a timely (five business days) response for completed student applications and acceptance letter issuing.
- Be rewarded for your recruitment efforts.

Responsibilities

As an agent of Conestoga, you are responsible for:

- Ensuring all of your employees receive the appropriate training.
- Notifying our international admissions office of visa approvals (and rejections) for your students.
- Referring to the list of available programs on a regular basis to ensure accuracy of program choices.
- Checking the Open Programs listing on our website, on a regular basis prior to application submission.
- Representing Conestoga College with integrity and professionalism.
- Providing students with accurate information regarding College programs and processes.
- Ensuring that student applications are complete, including transcripts and proof of English proficiency as required.
- Providing the College with an invoice for commission purposes including the following:
 - Your agent information
 - Your preferred method of payment (wire transfer or cheque)
 - Student information
- Informing the College of any changes in your personal details, business details, or banking information.
- Providing students with pre-arrival and accommodation information in a timely manner.
- Forwarding to your students any communication from the College such as information about i.e.: orientation, housing, and health insurance.



Campuses

| Campus | Address | City | Postal Code | Tel. # |
|-----------------------------|-------------------------------|-----------------------|-------------|---------------------------|
| Doon (Kitchener) | 299 Doon Valley Drive | Kitchener, Ontario | N2G 4M4 | 519-748-5220 |
| Cambridge | 850 Fountain Street South | Cambridge, Ontario | N3H 0A8 | 519-748-5220 |
| Waterloo | 108 University Avenue East | Waterloo, Ontario | N2J 2W2 | 519-885-0300 |
| Brantford | 95 Darling Street | Brantford, Ontario | NT3 2K7 | 519-756-8228 ext. 5491 |
| Guelph | 460 Speedvale Avenue West | Guelph, Ontario | N1H 0A8 | 519-824-9390 |



Recruiter Information

Conestoga's recruitment team works with a vast network of agents around the world to recruit qualified international students to Conestoga. They promote Conestoga's programs, services and attend recruitment fairs to guide students to the benefits of Conestoga as an academic institution of choice.

| Recruiter | Market | Email | 519-748-5220 Ext. Number |
|---------------------------|--|---|-----------------------------|
| Bhanu Vashishth | Australia, Africa, India, Middle East | bv@conestogac.on.ca bhanuconestoga@gmail.com | 8061 |
| Jessica Wu | East Asia: China, Malaysia, Philippines, Vietnam | jwu@conestogac.on.ca | 3229 |
| Katie Lee | South Korea & Japan | bkle@conestogac.on.ca | 8055 |
| Ewerton Da Silva | The Americas & the Caribbean | edasilva@conestogac.on.ca | 3229 |
| Valeria Tyshchenko | Europe & Eastern Europe | vtyshchenko@conestogac.on.ca | |
| Christine Wach | Director, Int. Recruitment, Business Development and IELTS | cwach@conestogac.on.ca | 2380 |



- Bhanu Vashishth
- Jessica Wu
- Katie Lee
- Ewerton Da Silva
- Valeria Tyshchenko



International Education Office Staff

Conestoga's International team is here to support you in your recruitment efforts.

Admissions Staff

Anita Couto

Manager, Admissions..... ext 3698 acouto@conestogac.on.ca

Paula Lemieux

Admissions Officer..... ext 2442 plemieux@conestogac.on.ca

- Issues letters of acceptance and confirmation of tuition for 1st year students

Julie Duchaine

Admissions Officer..... ext 3225 jduchaine@conestogac.on.ca

- Issues letters of acceptance and confirmation of tuition for 1st year students

Robert Huang

International Credential Assessment Specialist..... ext 2435 rhuang@conestogac.on.ca

- Assesses international transcripts for admission purposes

Tammi Mugford

Admissions Clerk..... ext 3463 tmugford@conestogac.on.ca

- Processes applications from India and responds to general inquiries / requests

Denise Arevalo

Admissions Assistant..... ext 3312 darevalo@conestogac.on.ca

- Processes applications, and assists with the admissions process

Arpita Sengupta

Agent Liaison ext 3307 asengupta@conestogac.on.ca

- Handles agents agreements and agents commissions, general inquiries/ requests



Support Services Team

Jan Bockmaster

Manager, Support Services..... ext 2356
jbockmaster@conestogac.on.ca

Brianne Kostal

Student Advisor..... ext 3690 bkostal@conestogac.on.ca

- One-on-one advising on non-academic issues, Study Permits, Work Permits, Co-op Work Permits, Visas, Student Success Workshops

Janet Parrish

Student Support Advisor..... ext 2348 jparrish@conestogac.on.ca

- Housing (homestay, Residence, off-campus), Guard.Me mandatory student health insurance, post-secondary orientation sessions, Student Success Workshops , student advising on non-academic issues

John Fleming

International Support Officerext. 2311 jfleming@conestogac.on.ca

- One-on-one advising on non-academic issues

Julia Villemaire

Student Activities Coordinator..... ext 3781 jvillemaire@conestogac.on.ca

- Monthly activities, on campus events, English language orientation sessions, student volunteers, International Facebook page and social media

Diana Rodriguez-Rey

Services Clerk (part-time)..... ext 2558 drodriguezrey@conestogac.on.ca

- Supports all of the team, assists with post-secondary orientations, assists with Guard.Me insurance, covers front desk absences

Emily Abela

Administrative Support Clerk..... ext 2748 internationaloffice@conestogac.on.ca

- First point of contact for students, directs enquires to the appropriate person or department



Designated Learning Institution Information

Study permit applications will require Conestoga's Designated Learning Institution (DLI) number.

The Conestoga College **Designated Learning Institution (DLI) Number is: 019376158572**
(Please note that the first character is a capital O, not a zero.)

Study in Canada

To apply to study in Canada, extend a study permit, and get information about working while studying or after graduation, visit the Canadian Government's website:

<http://www.cic.gc.ca/english/study/index.asp>

Study Permit Regulations

Study Permit regulations include:

- The issuance of study permits is limited to applicants who will be studying at a designated learning institution;
- Students are required to actively pursue their studies while in Canada and must inform Citizenship and Immigration Canada [CIC] through **MyCIC** if transferring to a new institution;
- Full-time international students enrolled at designated institutions in certain programs may work part-time off campus and full-time during scheduled school breaks without a work permit.

Read the full text of the new regulations at: www.cic.gc.ca/english/helpcentre/results-by-topic.asp.
If you have any questions about these changes, please call the Citizenship and Immigration Canada Call Centre at **1-888-242-2100 (this number is only available in North America)**.



Off Campus Employment

<http://www.cic.gc.ca/english/resources/tools/temp/students/work-off-campus.asp>

Eligibility:

As of June 1, 2014, R186(v) allows certain students to work off campus without a work permit for up to 20 hours a week during a regular academic session, and full time during regularly scheduled breaks, provided they meet the eligibility criteria.

Ineligible programs of study:

Students are ineligible if any of the following apply:

- they are a visiting or exchange student;
- they are registered in a general interest program; or
- they are registered in an English or French as a second language (EAS/FSL) program

Spouses or common-law partners of students

<http://www.cic.gc.ca/english/resources/tools/temp/work/opinion/policy.asp>

Spouses or common-law partners of full time international students are eligible to apply for an open work permit.

Validity:

Work permits may be issued with a validity date to coincide with the spouse's study permit.

Postgraduation Work Permit (PGWP)

<http://www.cic.gc.ca/english/resources/tools/temp/students/post-grad.asp>

Eligibility:

- have a valid study permit when applying for the work permit;
- have continuously studied full time in Canada (i.e., studies must have taken place at a Canadian educational institution) and have completed a program of study that is at least eight months in duration;
- have completed and passed the program of study and received a written notification from the educational institution indicating that they are eligible to obtain a degree, diploma or certificate.



Postgraduation Work Permits (PGWP) continued...

Work Permit Issuance:

Postgraduation Work Permit may be valid for up to three years, depending on the duration of the program of study.

Examples include:

- If the program of study is at least eight months but less than two years, then the duration of the work permit should coincide with the duration of the program of study.
- If the program of study is at least two years, then the duration of the work permit should be three years.
- If students who obtained a one-year graduate degree or diploma from an eligible institution in Canada after having obtained, within the prior two years, another diploma or degree from an eligible institution in Canada, then the duration of the work permit may be up to 3 three years.

Co-op Work Permit

Students pursuing a program that contains a co-op component or a placement are required to apply for a co-op work permit. Students can apply for this work permit online from within Canada. There is no application fee for the co-op work permit.



Credentials

Certificate Programs

Certificate programs require the completion of two semesters (or one academic year) of study, as approved by the Ministry of Training, Colleges and University.

Diploma Programs

A diploma program requires the completion of at least four semesters (or two academic years) of study, as approved by the Ministry of Training, Colleges and Universities.

Advanced Diploma Programs

An advanced diploma usually requires at least six semesters (or three academic years) of study.

Degree Programs

Four-year college degree programs offer the best of both worlds: a solid foundation of theoretical knowledge and the practical skills to apply this knowledge in the real world.

Graduate [Postgraduate] Certificate Programs

Graduate [Postgraduate] Certificate Programs require a university degree or diploma for admission, building on knowledge and experience gained through previous post-secondary study. A graduate certificate program may also be referred to as a Graduate [Postgraduate] Certificate.



Programs of Study

Information on programs available to international students can be found under **International Program Listing** at the following link:

<http://www.conestogac.on.ca/international/programs/program-list.jsp>

English for Academic Studies (EAS)

**** Can not apply or does not apply if the language of instruction in the student's home country is English. ****

This four-semester English for Academic Studies (EAS) program is designed for international students who wish to acquire academic English language skills to enable them to successfully pursue further post-secondary education and related employment in an English-speaking environment.

Within this option, students will:

- Develop their academic English language and study skills
- Explore their personal and professional goals
- Gain confidence to study, work, and live in an English-speaking environment

Two-Hour English Language Assessment

Applicants to the program will be required to:

Write:

- The English for Academic Studies in-house examination to determine placement in the correct level in the program

OR

Submit:

- Test scores from internationally recognized English language tests for placement in the correct level in the program e.g. IELTS, TOEFL, TWE, MELAB, EIKEN.



Admission Requirements

Conestoga's Terms of Reference

- International English Language Testing System [IELTS]
- Test of English as a Foreign Language [TOEFL]
- English for Academic Studies [EAS]

Students must meet:

- The program's entry requirements for the program of their choice
- The TOEFL or IELTS language requirements and provide proof of proficiency as follows:

Minimum Entry Requirements

| | TOEFL | IELTS |
|---|------------------------|--|
| Diploma / Certificate Program | Internet Based Test 80 | 6.0 Overall with no band less than 5.5 |
| Degree / Practical Nursing /Graduate [Postgraduate] Programs | Internet Based Test 88 | 6.5 Overall with no band less than 6.0 |

Program Admissions Requirements

1. An Ontario Secondary School Diploma or equivalent (usually graduation from secondary/senior secondary school in most countries)
2. Grade 12 mathematics or equivalent (usually mathematics at the senior level in secondary school, for most programs)
3. Grade 12 English or equivalent (usually English at the senior level in secondary school, for most programs) or: Diploma programs, excluding Practical Nursing: IELTS overall band of 6.0 with no band less than 5.5 or TOEFL score 80 IBT Post-graduate/Degree programs/Practical Nursing Diploma: IELTS overall band of 6.5 with no band less than 6.0 or TOEFL score 88 IBT

Students who do not have the required English language skills can enrol in the English for Academic Studies (EAS) program offered through the Conestoga Language Institute.

<http://www.conestogac.on.ca/language>

*Other programs may have additional requirements. Check the website for individual programs.



Admission Requirements continued...

Documents Required for International Student Admission

1. Completed Conestoga College International Education Application Form available online at: www.conestogac.on.ca/international/app/appform.jsp
 - If applying to the EAS (English for Academic Studies) program, indicate students' preferred start date. If the student wishes to study in a program after EAS, please be sure to choose "EAS and a future program" on the application form.
 - If applying to post-secondary programs, indicate the student's two preferred program choices and the program start dates.
2. Supporting documents (transcripts) required (in the original language and translated to English):
 - Bachelor Degree and Diploma programs – high school transcripts and high school graduation diploma.
 - Graduate [Postgraduate] Certificate programs – transcripts from all years of study and a proof of graduation from a previous degree or diploma (final award) from an accredited college or university.
 - English for Academic Studies – no supporting documents are required.
3. Copy of TOEFL or IELTS examination results, or, request for admission to Conestoga's EAS program included with the student's application.

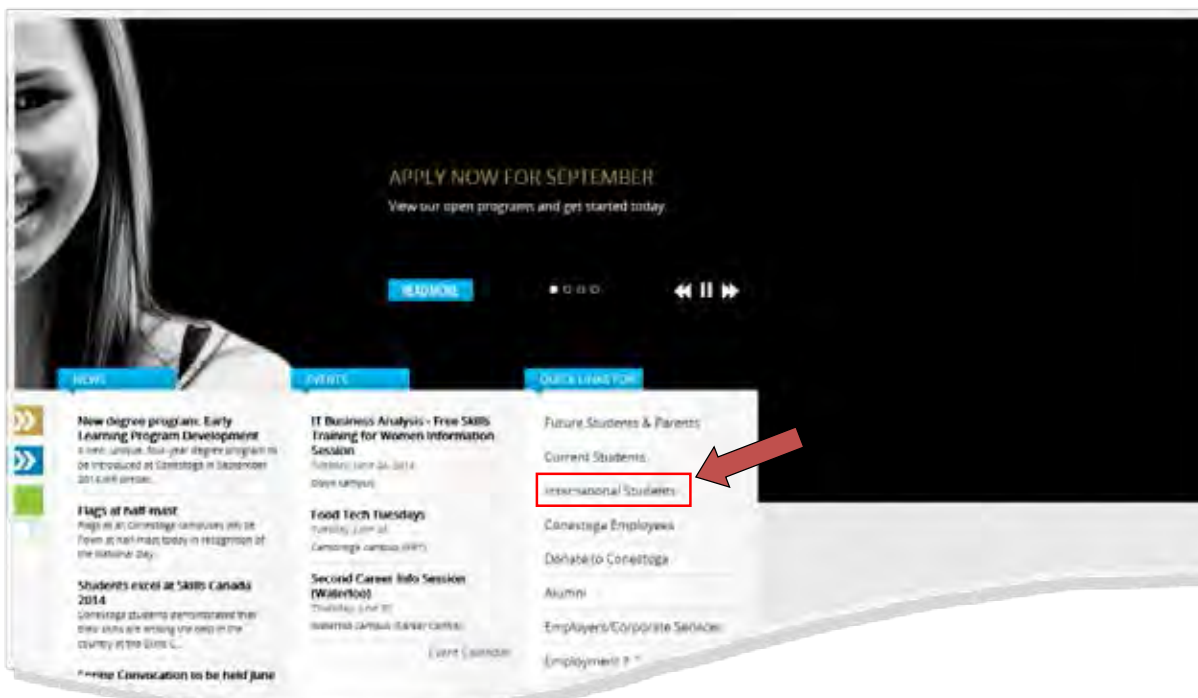


Applying Online Step-by-step

STEP 1: Using Google Chrome or Mozilla Firefox, login to Conestoga's website www.conestogac.on.ca



STEP 2: Select the International Students tab under Quick Links

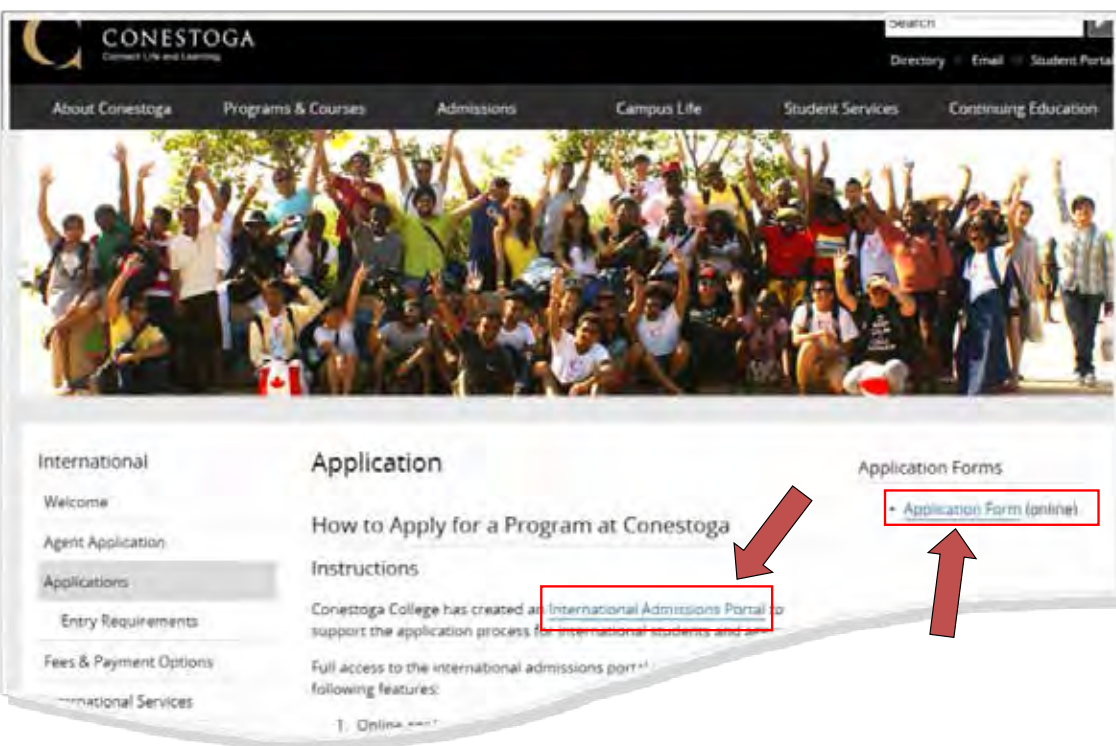


Applying Online continued...

STEP 3: Click on Applications



STEP 4: Click on International Admissions Portal or Application Form



Applying Online continued...

STEP 5: Login to the international admissions portal

Home **Add Application**

Login

User Name:

Password:

Login

[Forgot Your Password?](#)

How to log into the portal

Active agrees:
Enter the user name and password emailed to you by the College.

Students with a Conestoga Student ID number:
Enter your student number (7 digit number, example 8 100993). Enter your password (your date of birth in the following format: MM/Month/Day YYYYMMDD - do not add hyphens, spaces, slashes or underscores). You will be prompted to change your password.

Parents:
Click on the Add Application tab to submit an application. Information on how to login to the portal will be emailed to you.

INSTRUCTIONS

Conestoga is excited to launch the new International Admission Portal.

Within the portal, you will be able to:

1. Submit an application
2. Pay the application fee (credit card or debit payment)
3. Upload transcripts
4. View the status of your application(s)
5. View and print letters
6. Confirm your acceptance (students only)
7. Update your personal information

Registration for the portal is required for full access. If you have a user name and password, please enter it to access the Add Application tab to proceed.

Should you have any questions with regard to the portal, please email internationaladmissions@conestogac.on.ca

STEP 6: Change your password (use a password that will be easy to remember)

Home **Password Maintenance** **Applications** **Add Application**

Personal Info

Personal Info

This page allows you to maintain and update your password as required.

My Password

*Current Password:

*New Password:

*Confirms New Password:

Submit



Applying Online continued...

STEP 7: Add A New Application

Click Add Application and fill out the required Sections 1-4 (see *)

Add Application

Please complete the following application for consideration. Your application will not be processed until payment of the application fee is received as required. Please ensure that all required documents are uploaded as part of the application process. **Important Note:** To ensure accuracy, please complete the international application using English characters/keyboard.

Section 1 - Personal Information

*Title:

*Full Name (As it appears on your passport):
Do you have a family name? Yes No

*Family Name

*Mother's Name

*Preferred Name

Preferred name is the name you wish to use in Canada if your preferred name is the same as your first name, please leave preferred name blank.

*Date Of Birth:

*Country of Birth:

*Country of Citizenship:

*Are you a First Generation Student? Yes No

A First Generation Student is someone whose parents/guardians have NOT attended post secondary education (i.e. college, university or an apprenticeship program) in Canada or in any other country. In other words, First Generation Students are the first in their family (besides siblings) to attend post secondary education. First Generation Students can be recent high school graduates, mature students, or someone new to Canada.

Section 3 - Program Selection

Language for Academic Studies:

First Choice

*Start Date:

*Program:

Second Choice (Optional)

*Start Date:

*Program:

Third Choice (Optional)

*Start Date:

*Program:

STEP 7: continued

*Date Of Birth:

*Country of Birth:

*Country of Citizenship:

*Are you a First Generation Student? Yes No

A First Generation Student is someone whose parents/guardians have NOT attended post secondary education (i.e. college, university or an apprenticeship program) in Canada or in any other country. In other words, First Generation Students are the first in their family (besides siblings) to attend post secondary education. First Generation Students can be recent high school graduates, mature students, or someone new to Canada.

Section 2 - Student Contact Information

Note: This is the address that will appear on your letter of acceptance.

*Country:

*Address:

Address Line 2:

*City/State:

Postal/Zip Code:

Country Code: Area Code: Number:

Home Phone:

Cell Phone:

Fax:

*Default Phone: Home Phone Cell Phone Fax

Section 4 - Agent Information

*Agent Email (for admission purposes only):

*Confirm Agent Email:

Applying Online continued...

STEP 8: Choose Document Category and upload transcripts, language assessment results and any other required documentation

Home | Personal Maintenance | Applications | Add Applications

Uploaded Documents

Application Info

This screen allows you to upload documents to support your application. Documents that have been successfully uploaded will be visible under UPLOADED documents on this screen.

Student Number:
Family/Last Name: **Smith**
First Name: **John**

Upload Document

Please select the appropriate category to upload a document and submit to finalize the upload. Please continue this process until all documents you wish to provide have been uploaded. Documents that have been successfully received will be visible in the grid below.

Document Category: **Academic Documents - High School**
Document Sub-Category: **Final Year Transcript** Please select an option.
Acceptable document types include: Image Document, PDF Document

Upload Document:

Uploaded Documents:

There are currently no uploaded documents.

STEP 9: After documents have been uploaded, click Submit

Family/Last Name: **Smith**
First Name: **John**

Upload Document

Please select the appropriate category to upload a document and submit to finalize the upload. Please continue this process until all documents you wish to provide have been uploaded. Documents that have been successfully received will be visible in the grid below.

Document Category: **Academic Documents - High School**
Document Sub-Category: **Final Year Transcript** Please select an option.
Acceptable document types include: Image Document, PDF Document

Upload Document:

Uploaded Documents:

There are currently no uploaded documents.

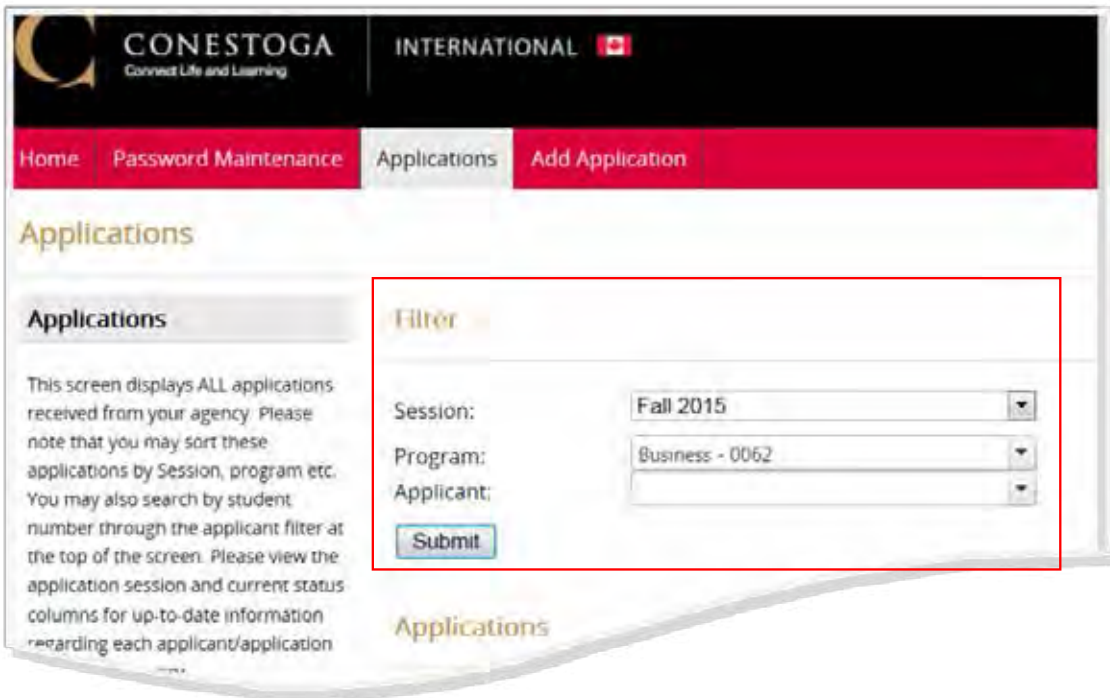
** Make sure the documents are in .pdf or .jpg format and the initials must be in lower case not capitals*
** Make sure the documents are not too big*
** Word documents cannot be uploaded*
** Make sure you are using Google Chrome or Firefox opposed to Internet Explorer*

Retrieve saved document to be uploaded



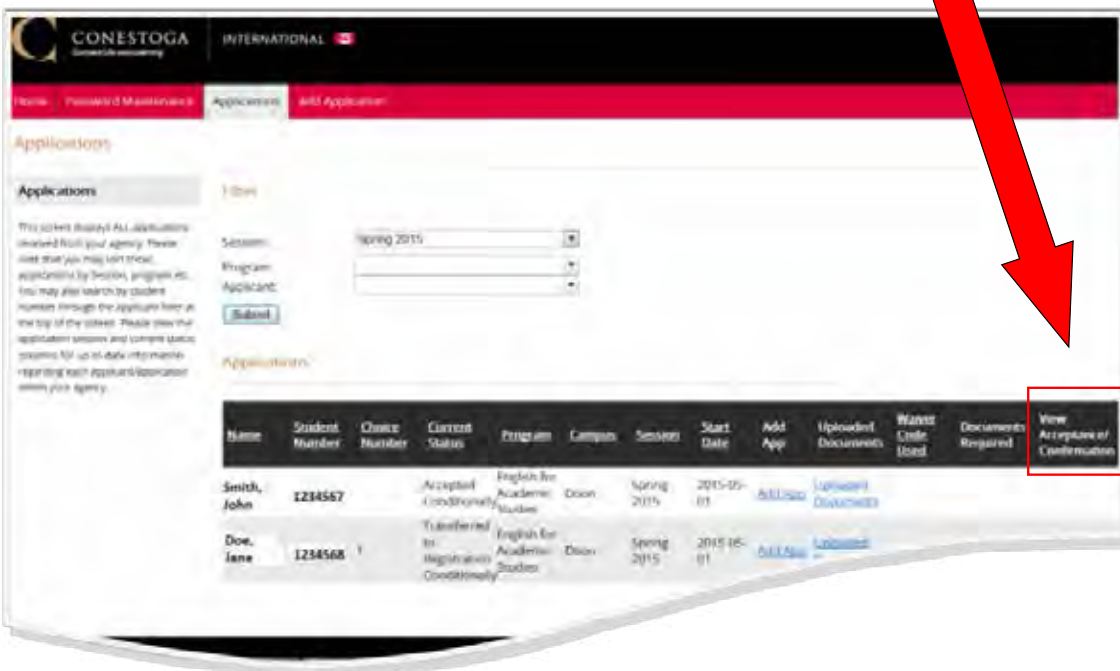
Applying Online continued...

STEP 10: To view all successful applications submitted, choose Session, Program or Applicant to review details



The screenshot shows the 'Applications' page on the Conestoga International website. The page has a navigation bar with 'Home', 'Password Maintenance', 'Applications', and 'Add Application'. Below the navigation bar, there is a section titled 'Applications' with a sub-section 'Filter'. The filter section contains three dropdown menus: 'Session' (set to 'Fall 2015'), 'Program' (set to 'Business - 0062'), and 'Applicant'. A 'Submit' button is located below the filter options. The main content area contains a paragraph explaining that the screen displays all applications received from the agency and that users can sort applications by session, program, etc. A red box highlights the filter section.

STEP 11: To view the status of all current applications, click View Acceptance/Confirmation



The screenshot shows the 'Applications' page on the Conestoga International website. The page has a navigation bar with 'Home', 'Password Maintenance', 'Applications', and 'Add Application'. Below the navigation bar, there is a section titled 'Applications' with a sub-section 'Filter'. The filter section contains three dropdown menus: 'Session' (set to 'Spring 2015'), 'Program', and 'Applicant'. A 'Submit' button is located below the filter options. The main content area contains a paragraph explaining that the screen displays all applications received from the agency and that users can sort applications by session, program, etc. Below the paragraph is a table of applications. A red arrow points to the 'View Acceptance/Confirmation' link in the table.

| Name | Student Number | Queue Number | Current Status | Program | Campus | Session | Start Date | Add App | Upload Documents | Wait List Used | Documents Required | View Acceptance/Confirmation |
|-------------|----------------|--------------|---|------------------------------|--------|-------------|------------|-------------------------|----------------------------------|----------------|--------------------|------------------------------|
| Smith, John | 1234567 | | Accepted Conditionally | English for Academic Studies | Dixon | Spring 2015 | 2015-09-01 | Add App | Upload Documents | | | |
| Doe, Jane | 1234568 | | Transferred to Registration Conditionally | English for Academic Studies | Dixon | Spring 2015 | 2015-09-01 | Add App | Upload Documents | | | |

Application Process

For the fastest processing, pay the application fee when submitting the application with visa.

1. Submit student's application online and make sure to include the agency's name from the drop down menu.
2. Pay a non-refundable application processing fee of \$100.00 CDN (as required). The application processing fee can be paid by money order, bank draft, online banking, international wire transfer or Western Union. The following link provides further information on these payment methods:
<http://www.conestogac.on.ca/international/fees/index.jsp>
3. Forward the application processing fee to: Conestoga College, International Education Office 299 Doon Valley Drive , Kitchener, Ontario, Canada N2G 4M4 Tel. 519.748.3556 Fax. 519.748.5926
4. Scan and email original required transcripts (including TOEFL or IELTS) to:
internationaladmissions@conestogac.on.ca

Please note that application processing will NOT begin until the application, application fee and supporting documents are received by the International Education Office.



Next Steps

Estimated Processing Times

- EAS-only application: Letter of Acceptance issued within 48 hours
- Post-Secondary program application: Letter of Acceptance issued for complete applications within five working days for most programs for the next available intake.

Once Letter of Acceptance HAS BEEN RECEIVED, the agent must:

- Confirm acceptance with the International Office by making the tuition deposit by the date outlined in the Letter of Acceptance

The student must:

- Contact their local Canadian Immigration office to apply for a study permit
- Within the study permit application package, include their Letter of Acceptance which contains the following information:
- Deadline to pay tuition and the amount to be paid (generally we require payment for 8 months (1 academic year) unless the student wishes to study for less than one year
- Deadline to submit a copy of your study permit (Student Visa).
- Arrival date, orientation date and start date
- Designated Learning Institution Number

Once the study permit has been granted, the agent or the student must:

- Inform the International Admissions Office by emailing a copy of the study permit to internationaladmissions@conestogac.on.ca

If the study permit application has been refused, the CIC local office will issue a letter informing the student of the reasons for refusal. Please forward a copy of this refusal letter to the International Admissions Office at internationaladmissions@conestogac.on.ca



Tuition Fees

For current information about our fees, please visit the following link:

<http://www.conestogac.on.ca/international/fees/tuitionfees.jsp>

How To Pay Tuition Fees

| | |
|---|---|
| <ul style="list-style-type: none"> • Money Order • Bank Draft • Certified Cheque | <p>Made payable to: Conestoga College</p> <p>Send it to: International Education Conestoga College 299 Doon Valley Drive, Kitchener, Ontario, N2G 4M4 Canada</p> |
| <ul style="list-style-type: none"> • Credit Card | <p>Please contact the International Office at internationaladmissions@conestogac.on.ca to request a copy of the credit card payment form. If you pay by credit card, this form will only be accepted by secure fax. Please fax to 519-895-1097</p> |
| <ul style="list-style-type: none"> • Pay on-line via web banking through most Canadian banks. | <p>Select Conestoga College as a vendor.</p> <p>Student ID number is the account number for payment purposes.</p> |
| <ul style="list-style-type: none"> • Western Union Transfer | <p>To avoid high exchange rates and banking charges related to international wire transfers, and to pay in your home currency, and ensure your funds are clearly identifiable to the college when they arrive, please use the Western Union Transfer option below:</p> <ol style="list-style-type: none"> 1. Click here or visit: http://www.conestogac.on.ca/international/fees/index.jsp 2. Enter your personal information. 3. Enter the Canadian dollar balance of fees you wish to pay. 4. Select the payment currency (what you will pay your bank) from the list. 5. Finalize the transaction by following the instructions. 6. Take the confirmation page to your local bank; your bank will transfer the appropriate amount to Western Union. <p>Western Union will then forward the correct Canadian dollar amount to Conestoga College and it will be posted to your student account. Western Union transfers generally appear as payments on your student account within approximately ten days from the time your bank initiates the transfer.</p> <p>Advantages of Western Union Transfer Convenience:</p> <ul style="list-style-type: none"> • You make payment in the currency of your choice. This amount is then converted to Canadian dollars and sent to Conestoga College. • The exchange rate quote is locked in for your payment for 72 hours after the quote is obtained. <p>Savings:</p> <ul style="list-style-type: none"> • The exchange rate is very competitive when compared to your financial institution's retail rates, and bank service fees may be reduced since the wire transfer that you initiate is a local transfer. • There are NO transaction charges from Western Union or Conestoga. <p>Efficient and Timely Posting:</p> <ul style="list-style-type: none"> • Payment reaches your Conestoga student account quickly, typically two to five business days after your bank initiates payment. <p>Should you require any assistance, please email canadaeducation@westernunion.com or call toll free at 1.800.223.9392</p> |



Withdrawal and Refund Policy

Withdrawal Policy:

- Students must apply in writing to receive a refund of fees paid
- Under no circumstances will a refund be made for withdrawals from the College after the 10th day of the commencement of classes
- Citizenship and Immigration Canada is notified of all student withdrawals

Students who withdraw from the College:

- Relinquish their admission to the College and their status as a student at Conestoga;
- Must return their Student Identification Card to the International Education Office immediately;
- **Understand that guard.me health insurance is non-refundable; and,**
- may re-apply for admission should they wish to return to Conestoga

Withdrawal Procedure:

Students must submit the following documents to the International Education Office by fax 519-748-5926 or by email to internationaladmissions@conestogac.on.ca

- An **Application for Student Withdrawal form** is available at the International Education Office. The application must be received by the College before the 10th day of the commencement of classes
- A copy of the Official Refusal Letter from the local Canadian Embassy, if their visa has been refused

Refund Policy and Procedure:

Once the Application for Student Withdrawal form has been submitted (within 10 business days of the commencement of classes), the student shall be refunded the following:

- The full tuition and ancillary fees for the semester or program, less a non-refundable fee of \$1,500 after the deposit due date
- Any tuition and ancillary fees paid in advance for subsequent semesters (with the exception of **guard.me** health insurance fee which is non-refundable)



SPP Refund Process

Condition A. Students who withdraw before the withdrawal deadline may receive a refund of their fees, provided that:

- Students have admission to another Canadian public college or university (a list of approved colleges is available at www.accc.ca; a list of approved universities is available at www.aucc.ca);
- A student who does not have admission to another college/university at the time of withdrawal may defer their fees paid until they have received a letter of admission to another college/university (within four months of arrival in Canada).
- When a copy of a Letter of Acceptance from another college or university is received and authenticated by Conestoga College, a refund of fees will be authorized.

OR

Condition B. Students who withdraw before the deadline may receive a refund of their fees, provided that:

- The student relinquishes their status as an international student in Canada and returns to India. In this case the student will be required to provide the College with proof of return to India (e.g., a copy of a one way airline ticket with confirmed travel dates). A refund will be sent after the confirmed departure of the student from Canada.

SPP Amount of Refund

- As soon as the College is provided with proof that a student meets condition (a) or (b) above, a refund may be authorized.
- All fees that the student has paid to Conestoga may be refunded except the mandatory \$1,500 non refundable fee and the application fee (if paid).
- Any costs that the College incurs in refunding the fees will also be deducted from the refund.

SPP Method of Refund

- Refunds will be paid to the student unless a letter from the student authorizing release to a third party is received by the College.
- All funds will be returned via wire transfer or cheque and students must ensure they have provided valid and accurate banking information. The College bears no responsibility for funds that go astray due to inaccurate financial information.
- Refunds normally take four to six weeks to process after the withdrawal form has been received and all required documents have been submitted.



Commission Processing Information

Agents who are entitled to commission should send the College an invoice after the tenth business day of the start of classes. Invoices must contain the following information:

1. Agency name, agency address, and other contact information (phone number, email address)
2. Agency HST or GST number (for agencies in Canada)
3. The preferred method of payment: cheque , wire transfer (outside of Canada), or electronic funds transfer (in Canada)
 - **For cheques:** provide delivery address and name of the payee.
 - **For wire transfers (for most countries):** provide bank name, bank address, payee, account number, SWIFT code, IBAN number (if applicable), ABA number (if applicable).
 - **For wire transfers (in India only):** in addition to the above information, also provide the IFSC code and type of account (current or savings).
 - **For electronic funds transfer (to Canadian banks only):** provide bank name, bank address, account number, transit number, and institution number.

Please send invoices to: agentcommissions@conestogac.on.ca. Processing of commissions may take 2-3 weeks.

Agency Name
Agency Logo
Agency Information

INVOICE

Invoice #100
Date: August 21, 2014

TO:
International Department
Conestoga College
2790 Beech Valley Drive
Yorkville, ON N2Z 4R6
www.conestogac.on.ca

FROM:
Student (institutional/agency number): _____

| Student Name | Student Number | Tuition Fees | % of Commission | AMOUNT |
|--------------|----------------|--------------|-----------------|--------|
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| | | | | |
| | | | SUB TOTAL | CAD \$ |
| | | | TAX (HST/GST) | CAD \$ |
| | | | TOTAL DUE | CAD \$ |

Please send funds to:
Bank Name:
Bank Address:
Bank Account Name:
Bank Account Number:
SWIFT Number:
IFSC Number (India Only)
Type of Account (Savings or Current (India Only))
Contact Information
Email address:

If you have any questions concerning this invoice, please contact _____ at _____

Thank you for your business!

Scholarships and Awards

Conestoga College recognizes the achievements of its outstanding international students from around the world, and we are pleased to offer the following international student scholarships to qualified students:

1. guard.me International Scholarship
2. International Degree Entrance Scholarship
3. International Diploma Entrance Scholarship
4. International Diploma to Graduate Certificate Scholarship
5. International Student Scholarship Application
6. Nahari Sharma Memorial Award

For more information, please visit

<http://www.conestogac.on.ca/international/scholarships/index.jsp>



Housing

Students are strongly encouraged to find housing before arriving in Canada. There are many housing options close to Conestoga College. Students can choose homestay, single or shared housing or the campus Residence. Our housing officer provides information to students about their housing options and supports students with any housing issues. **The officer does not find housing nor do they sign leases. It is the student's responsibility to find their own housing using the tools we provide.**

There are three types of housing available:

Homestay

Conestoga College partners with Canada Homestay Network Inc. (CHN) to provide students with the best homestay experience possible. Based on the information provided on their application form, students are carefully matched to one of our caring host families who will provide a private bedroom, food for three meals per day and Internet access. Homestay is a great way for students to immerse themselves in Canadian culture and experience Canadian life in a family setting. It offers lots of opportunity to practice English and increase language skills.

The Canada Homestay Network application form can be found here:

<http://www.canadahomestaynetwork.ca/conestoga.shtml>

Residence

Conestoga Residence & Conference Centre is located within walking distance of both the Doon (Kitchener) and Cambridge campuses. Both domestic and international students live in the Residence and it offers the opportunity to experience typical Canadian dormitory life with other students.

Students can get more information and apply for Residence at www.conestogarez.ca

Off-Campus Housing

The neighbourhoods surrounding all of our campuses offer a variety of housing types to suit most needs and budgets. Finding housing is easy by using the Internet and searching the comprehensive off-campus housing list.

More information on off-campus housing options can be found here:

www.conestogac.on.ca/international/services/housing.jsp#offcampus



Housing Information for Students New to Renting in Canada

- Single room in a student occupied home means all of the facilities are shared by the tenants
- One and two bedroom apartments in multi-unit buildings can be occupied alone or with a roommate/s
- Room and board means the landlord provides a bedroom and meals
- Fully furnished suite means all furniture and appliances are included. If the advertisement does not say fully furnished, then no furniture is included
- The landlord should confirm what is included in the rent (ie heat/hydro, Internet, appliances, etc.)
- When students are searching for local housing on a web browser (ie Google), they should use terms such as "Conestoga College student housing", "Conestoga College Doon campus area" or neighbourhood streets such as "Pinnacle Drive", "Amherst Drive", "Orchard Mill Crescent" or "Doon Valley Drive" Please note, these streets are in the neighbourhood of the main Doon Campus
- Please ensure students are selecting housing within a reasonable distance of their campus i.e. no more than 45 minutes on public transit, and that their housing is accessible by public transit.
- Students should never send money to a prospective landlord or tenant/roommate, even if they have sent a money order and requested funds be returned back to them
- Students may be required to pay the first and last month's rent upon signing a lease
- It is important for students to get a written receipt from the landlord for each month's rent paid

Please forward housing questions to internationaloffice@conestogac.on.ca For more details on all types of student housing, please go to our website here:

<http://www.conestogac.on.ca/international/services/housing.jsp>

Airport Pickup & Pearson International Airport Welcome Booth

Conestoga College partners with Airways Transit to get students from Toronto Pearson International Airport to their local destination. The cost is \$92.00 CDN, if paid directly to Airways Transit, or \$102.00 if billed to the student's Conestoga College account. Airport pick-up is arranged by the students using the easy to navigate Airways Transit Conestoga website <https://secure.airwaystransit.com/conestoga/login.php>.

It is customary in Canada to pay the driver a gratuity (tip) of about 5-10% when dropped off at your destination.



Welcome Booth at Pearson International Airport

During the last two weeks of August and the first week of September, students who arrive through Pearson International Airport Terminals 1 and 3 are encouraged to stop at the City of Toronto Airport Welcome Booth. Here students can get help with ground transportation, receive a welcome gift and get any additional assistance they may need.

Mandatory International Student Orientation

It is very important that student arrive in Canada in time for both their program and international students' orientation. We recommend arriving 48 hours in advance so students are well rested.

The International Students' Orientation is an intensive two-day session that gives students the essential tools and information they need to be successful at Conestoga College and in Canada. Interactive, information and fun, orientations are a great way for students to meet other students and get to know their new community. Campus tours, guest speakers and a trip to Niagara Falls, Ontario, are just a few of the highlights. For information on program and new student orientation, go to www.conestogac.on.ca/international/orientation

Social Activities and Academic Success Workshops

Fun, interactive activities are organized monthly and include bus trips to local attractions such as festivals, historic sites and sporting events as well as Niagara Falls, Toronto and Grand Bend beach.

Student Success Workshops such as: Being a Successful Student, Health and Wellness on Campus and Canadian Culture are also offered on a regular basis.



Life in Waterloo Region, Ontario, Canada

Waterloo Region is made up of three bustling cities: Cambridge, Kitchener and Waterloo, plus four scenic, predominantly rural townships. In total, it offers what we consider to be the best of both worlds in an area 100 kilometres west of Toronto, and is easily accessible by air, rail, car and bus.

The region has historic landmarks, a broad selection of excellent restaurants, thriving farmers' markets, art galleries, museums, antique shops, factory outlets and walking trails along the Grand River, which is a designated Canadian Heritage River.

The entertainment scene offers a wealth of live theatre, concerts by local and visiting artists, and performances by the Kitchener-Waterloo Symphony Orchestra. Special annual events include the Mennonite Relief Sale and Quilt Auction, the Elmira Maple Syrup Festival, the Wellesley Apple Butter and Cheese Festival, North America's largest Oktoberfest, the German-inspired Christkindl Market and summer jazz and blues festivals.



Communications

Canada has a comprehensive and modern communications network with first-class infrastructure that offers easy access to a wide variety of technology.

Making international calls from Canada

To call or fax an international number from Canada, you will need to dial: 011 + Country Code + Area Code + Local Number. International calling cards offer reduced rates and can be purchased at most convenience stores.

Internet services

Free Internet service is readily available throughout our campus and students will get a free college email account once they begin their studies. High-speed Internet services can be installed, for a cost including monthly fees, in all houses and apartments.

Postal services

Canada's postal rates are among the lowest in industrialized countries. Mail prices are based on size and weight. A standard letter mailed within Canada starts at C\$0.85 for up to 30 g. A standard international letter costs C\$1.80 and takes one to three weeks to deliver.



Life in Waterloo Region continued...

Cell Phones

Monthly plans start at about \$30 per month (plus tax), and there are also “pay-as-you go” options. The minimum term for most phone plans is 12 months. A new phone can be purchased for about \$100. International students’ personal mobile phones may work in Canada, however there could be additional international roaming charges, which can be expensive.

Personal Safety

Worldwide surveys show that Canada is a peaceful, safe and orderly country. Despite this, international students should follow the same common sense safety precautions in Canada as they would anywhere in the world.

Cost of Living

It is important that students have a good understanding of the costs of studying in Canada so they can budget accordingly. The Study in Canada website provides excellent information on the cost of living in Canada.

<http://www.studyincanada.com/english/canada/cost.asp?Preference=canada>

Working in Waterloo Region

Conestoga College sits in the heart of one of Canada’s busiest, most innovative areas - Canada’s Technology Triangle. Waterloo Region Ontario is home to more than 1,000 technology companies, which generate more than \$30 billion in revenues annually in a community of approximately 550,000 people.

The Region’s technology sector boasts strong research and development capacity and significant talent magnets in its leading post secondary institutions and global think tanks. The tech industry is a product of, and supported by, the strong entrepreneurial culture of the community. Highest-growth sectors include digital media, software and ICT, wireless and mobile, internet, hardware, healthcareIT and green tech.

Waterloo Region is the global headquarters for:

- Canada’s largest tech company - BlackBerry
- Canada’s largest software company - OpenText
- Canada’s largest digital display company - Christie Digital
- Canada’s largest satellite company - COM DEV
- Canada’s largest EdTech company - Desire2Learn
- World market leader in high performance digital imaging - Teledyne



Weather in Waterloo Region

Ontario is a large province. The weather depends on where you are in our province. Ontario has 4 seasons: summer, fall, winter and spring. Usually January is the coldest month of the year, and July is the warmest.

The northern part of the province has longer and colder winters than southern Ontario. Waterloo Region is located in southern Ontario.

Spring - March 20 to June 20

In the Spring the precipitation turns from snow to rain in most parts of Ontario. Make sure students have an umbrella and raincoat to stay dry. Average daytime temperatures are about 8°C in March and rise slowly through the rest of the season. The nights are cool.

Summer - June 21 to September 21

July and August can be hot and humid but are generally quite pleasant. In southern Ontario, daytime temperatures are usually above 20°C and sometimes above 30°C. In the summer students should wear a hat and sunscreen to prevent sunburn.

Fall (or Autumn) - September 22 to December 20

Autumn is a beautiful time of year in Southern Ontario. The weather gets cooler, the days get shorter, and the leaves on many trees change colour and fall to the ground. The early part of fall can be rainy in some parts of Ontario.

Winter - December 21 to March 19

In winter, it is cold and snows often. The temperature in most of the region is often below 0°C, day and night. Although it is rare, temperatures can drop below -30°C, which can be dangerous if you do not have the proper clothing. In order for students to get outside and enjoy the winter they should have a winter coat and boots, dress in layers and wear a hat and gloves to stay warm.

National Public Holidays in Canada

The following public holidays are observed nationally. Please note that in most cases businesses including the College are closed.

- New Year's Day - January 1
- Family Day (in Ontario) - third Monday in February
- Good Friday or Easter Monday (April)
- Victoria Day - (May)
- Canada Day - July 1
- Civic Holiday - first Monday in August
- Labour Day - first Monday in September
- Thanksgiving - second Monday in October
- Christmas - December 25





**Conestoga College
International Education Office**

299 Doon Valley Drive
Kitchener, Ontario
Canada N2G 4M4

Tel. 519.748.3556
Fax. 519.748.5926

internationaladmissions@conestogac.on.ca
www.conestogac.on.ca

For more information about programs that are available at our campuses please visit the following website:

www.conestogac.on.ca/programs/programs-list.jsp

For more information about Conestoga International please visit the following website:

www.conestogac.on.ca/international

Please visit our official Facebook page for recent activities and news
www.facebook.com/ConestogaCollegeInternationalEducation