



**Bow Valley
College**

AUTHORIZED
AGENT
MANUAL

APRIL 2021

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Open Doors Open Minds

Welcome to Bow Valley College! We are happy to have you as an Authorized International Educational Agent of our institution. We invite you to use this manual as a reference when promoting the enrolment of international students in our programs. It includes detailed information about our international student application and enrolment processes, as well as important considerations when helping students select their program of study. We look forward to working with you to promote Bow Valley College as a choice destination for international students.

THE INTERNATIONAL EDUCATION DEPARTMENT

The International Education Department is your **primary point of contact** at Bow Valley College. The recruitment and support of international students is one of our core responsibilities and top priorities. We provide international students with pre-intake and on-campus support including New Student Orientation (NSO), International Learner Preparation Day (ILPD), academic advising, limited immigration guidance, cultural counselling and health insurance information, as well as various social and recreational events.

BOW VALLEY COLLEGE

- We are Calgary's only public post-secondary college with over 4,000 full-time and 11,000 part-time students.
- Our campuses are located in the vibrant downtown core of Calgary, near the beautiful Bow River.
- The recently completed \$290 million North Campus Renovation and South Campus Expansion has produced two beautiful, modern, and state-of-the-art facilities.
- We are a government accredited Designated Learning Institute. To view the list, visit: <http://www.cic.gc.ca/english/study/study-institutions-list.asp>
- The international English Language Learning program is accredited by Languages Canada and welcomes 400 full-time students per year.
- We offer career-focused, undergraduate and post-diploma programs, most of which include practical work experience.
- Graduates are work-ready with the knowledge, skills, and experience required for career success in a global knowledge-based economy, locally or internationally.

For more information about our institution, please visit: bowvalleycollege.ca/bvcfacts

The International Education Website – A Key Resource

Our website international.bowvalleycollege.ca is focused on supporting our international student clients and their representatives. To ensure access to the most up-to-date information, we recommend that our website international.bowvalleycollege.ca be a focal point of reference in your promotional activities.

PROGRAMS

At Bow Valley College, international learners obtain career focused, industry-responsive training in the fields of Business and Administration, Health and Wellness, Community Services, Creative Technologies, and English Language Learning. Whether a student's goals are focused on short term job market entry or further education pathways, Bow Valley College can help get there faster.

SELECTING THE RIGHT PROGRAM

Applicants should:

- Ensure an appropriate match with their interests and skills. This is a key factor for success in the academic and practical (work-placement) components of their program, in securing quality post-graduation employment and in the overall personal fulfillment of the learner.
- Consider program length, start date, and delivery mode (full-time, part-time, on-line or blended) as these are related to Immigration, Refugees and Citizenship Canada (IRCC)'s International Student Program terms and eligibility requirements. More information available at www.cic.gc.ca
- Admission requirements
- English language proficiency requirements. Review at bowvalleycollege.ca/elp*

NOTE:

*IELTS and TOEFL results are valid for two years from the day of testing. Validity of assessment results must be in effect as of the program start date

*CLB is a Canadian-based examination, only available in Canada

English Language Learning Program (International ELL)

The International ELL Program, is accredited by **Languages Canada**, offers an intensive language learning experience, providing learners with the opportunity to acquire the language they need to live and study in Canada. Class activities focus on developing and refining listening, speaking, reading, and writing skills in communicative Canadian social and academic contexts.

The program also offers:

- An ELL Tutorial Centre for individual or small group help with language skills challenges
- Computerized language labs to practice a variety of listening tasks
- Computer labs to practice reading, writing, listening, grammar, software, and internet skills
- The Library and Learning Commons (LLC), where students can join ELL Conversation, Reading and Writing club for more practice

For more information about our ELL program, visit our website at

<https://bowvalleycollege.ca/schools/international-education/prospective-international-learners/international-english-language-learning>

ELL PARTNERSHIPS

This does not apply to programs with a proficiency requirement that is higher than IELTS 6.0 or is more restrictive than the general English language proficiency requirement at the college.

For updated information please visit: <https://bowvalleycollege.ca/schools/international-education/prospective-international-learners/ell-pathways>

Post-Secondary Programs

Our certificate and diploma programs provide students with industry relevant skills, expertise, and practical experience, producing work-ready, competitive graduates.

Certificate programs are 1 year or less. Diploma programs are 2 years in length. Our semester terms are 4 months in duration. We have intakes every term: Winter (January), Spring (May) and Fall (August) but not every program is offered each intake. Intake information can be confirmed on the website, in the program and admission requirement page for each program but the most accurate resource if information is the **Program Availability Report** that is available in the Agent Portal.

We offer different levels of certificate programs:

- Post-secondary Certificates (in other countries this is the equivalent to a 1 year technical course)
- Post-diploma Certificates (in other countries this is the equivalent to a 1 year specialization)
- Advanced Certificate/Post-Baccalaureate Certificate (Post-graduate) (in other countries this is the equivalent to a 1 year post-graduate specialization)

When selecting a program of study, students should consider the academic program length and delivery mode.

- Part-time programs and Continuing Education programs do not meet the eligibility requirements for Immigration, Refugees and Citizenship Canada's international student work permit programs
- Online programs do not require coming to Canada and are not eligible to obtain a study permit. These programs can be studied online from another country
- Course registration in on-line delivery is acceptable provided that the amount of credits taken through on-line complies with Immigration, Refugees and Citizenship Canada requirements for international learners.
- A study permit may not be required for programs of 6 months or less
- Part-time study, online programs and programs less than 8 months do not qualify for either of Citizenship and Immigration Canada's Off-Campus or Post-Graduation Work Permit programs
- For the post-diploma and advanced certificates it is expected that the learner has experience and/or knowledge in the field
- The workload in the post-diploma and advanced certificates are very time demanding and require a greater time commitment than post-secondary certificates and diplomas.

UNSUITABLE PROGRAMS FOR INTERNATIONAL STUDENTS

Program	Notes
Interior Decorating Certificate	Delivery: Only offered online
Nutrition Manager Certificate	Course Pace: Only offered part-time
Practical Nurse Diploma	Availability: not available for international learners
Practical Nurse Diploma for Internationally Educated Nurses	Course Pace: Undefined start and end dates. Designed for Canadian residents who were educated internationally
Early Childhood Education and Development Certificate	Only the diploma is available to international applicants
Health Care Aide for English Language Learners	The stream for English language learners is specifically for domestic students. International applicants can apply to Health Care Aide Certificate

Please visit our website to obtain a detailed list of requirements for our programs: bowvalleycollege.ca

Before Applying

Before submitting an application, our agents should have full comprehension of our [Learner Account Policy](#) as well of our admission process. The Learner Account Policy dictates the guidelines related to deadlines, refunds, and cancellations. You can find the latest version here: <https://bowvalleycollege.ca/schools/international-education/documents>

HIGHLIGHTS OF THE LEARNER ACCOUNT POLICY

Please ensure the following points are discussed with the applicant prior applying:

1. Study Permit Deadline and loss of confirmation fee.
2. The confirmation fee is non-refundable and non-transferable.
3. The International Learner Preparation Day is mandatory.
4. Arriving on-time for start of term means attending the New Student Orientation and International Learner Preparation Day.
5. No course registration results in an automatic closure prior to start of term.
6. Change of start dates is not offered.

STEP 1. PREPARE A PLAN CONSIDERING THE DEADLINES AND PROCESSING TIMELINES

The agent is expected to create a plan for our applicants to ensure timelines are taken in consideration to ensure a successful application and prevent unwanted fee charges.

The timelines to consider are –and are not limited to:

- **Bow Valley College Study Permit Submission Deadline:** last day to provide proof of study permit approval in order to keep the seat in the program or proof of study permit rejection to qualify for a confirmation fee refund. Failure to meet the deadline will result in the loss of the confirmation fee. Important Dates and Deadlines for International Learners: <https://bowvalleycollege.ca/schools/international-education/prospective-international-learners/important-dates-for-international-learners>
- **Immigration, Refugees and Citizenship Canada Study Permit Processing Timelines:** the timelines vary depending the location of the visa office and volume of applications during peak periods. It is

recommended to plan with sufficient time considering possible delays and transit time. You can verify them here: <http://www.cic.gc.ca/english/information/times/temp/students.asp>

- **Processing Confirmation Fee and/or Tuition for your program at Bow Valley College:** A confirmation fee is required to receive a Letter of Acceptance. Once the confirmation fee is required, applicants must submit their payment before the given deadline. Those who choose to pay via wire transfer should allow at least two weeks for the funds to be processed AND proof of wire transfer payment should be emailed immediately to us.

- **Bow Valley College Application Processing Timelines:**

Applications for Career Programs	4 – 6 weeks after all admission documents are received
Applications for ELL program and career program	4 – 6 weeks after all admission documents are received
Applications for ELL program only (no career program)	3-5 business days

- **Gathering Documents to Apply for Visa and Study Permit:** Time required for the applicant to compile documentation to apply to come to Canada with a permit. Please refer to IRCC requirements to apply for a study permit. In some cases applicants will also need to request a Co-op Work Permit if the program includes a practicum, internship or work experience component.
- We recommend that all learners who require a Co-op Work permit for their program apply at the time of obtaining their study permit or prior to the start of their program if they already have a study permit.
- It is very important that learners in the following programs obtain their Co-op Work Permit before the start of their program as their practical components are scheduled to commence the first week of the program or during the first term:
 - **Early Learning and Child Care Certificate and Diploma programs**
 - **Education Assistant Certificate program**
 - **Aboriginal Addictions Services Counselling Certificate and Diploma programs**
 For those programs that offer the practicum in the first semester the learner should apply for the co-op work permit at the same time they apply for the study permit . For information on applying for a Co-op Work Permit with a study permit please visit: <http://www.cic.gc.ca/english/study/work-coop.asp>
- **Gathering Documents for Admission into the College:** Time required for the applicant to compile documentation to apply to Bow Valley College.

STEP 2. CHOOSE THE PROGRAM AND START DATE

- When choosing a program, the applicant and agent should discuss the long-term goals of the applicant. **All our 1 year certificate and 2 year diplomas are Designated Learning programs that qualify** our graduates for the Canadian Post-Graduate Work Permit Program (as long as the graduate meets the rest of the requirements of the PGWP program). For the applicants who are interested in qualifying for the Alberta Immigrant Nominee Program (AINP) it is recommended that they learn which programs and occupations are accepted under the AINP and which are not. Additional information regarding the AINP requirements can be found here: <http://www.albertacanada.com/opportunity/programs-and-forms/ainp-aos-alberta-opportunity-stream.aspx>
- **Program availability** is published in the Agent Portal and updated weekly. It is important to check program availability before submitting an application as programs fill up quickly. Applicants who are waitlisted are not eligible to receive a Letter of Acceptance until the College is able to offer a seat.

Application Opening Date	Intake
December 1st (or first Monday of the month)	Winter
April 1st (or first Monday of the month)	Spring
August 1st (or first Monday of the month)	Fall

STEP 3. ALBERTA STUDENT NUMBER (ASN)

Students who have not previously studied in Alberta will need to apply for an ASN through the online portal My Alberta Digital ID (MADI): <https://account.alberta.ca/>

- If applicant has applied or attended a school or post-secondary institution in Alberta, they will already have an ASN. To find their ASN you can use [the ASN Lookup service](#). As creating a second ID for an applicant will cause delays in the processing of the application, we recommend using the look up service to first check if an ID already exists. If they do not have an ASN, you can also use this service to request one.
- The MADI account (user name and password) belongs to the applicant (learner) and not the representative. When the Agent Representative creates the account on behalf of the learner, it is expected that the Representative provides the access information to the learner in a timely manner.

Ready to Apply

STEP 1. SUBMIT THE ONLINE APPLICATION

Refer to:

- Guidelines to submit applications for Fall 2021 and Winter 2022
- Guidelines to submit application for Spring 2022

STEP 2. OFFER OF ADMISSION

If the applicant meets all the requirements and we have seats to offer, an offer of admission will be issued. To accept the offer and reserve your seat in the program, you must complete the payment of a non-refundable, non-transferable confirmation fee of \$1,500 before the deadline indicated in the Offer of Admission e-mail. By paying the confirmation fee the applicant is confirming the seat for that program for that specific start date and is accepting the terms and conditions as outlined in the Learner Accounts Policy of not meeting the college deadlines.

Conditional Offer of Admission

Conditional Offers are extended on a case-by-case basis, at the discretion of the Admissions Officer, when a student meets all but one of the Academic or English proficiency admissions requirements for a Certificate or Diploma program and is already registered in the required course.

RECOMMENDATIONS. Before submitting the confirmation fee:

- Make sure that there is sufficient time to submit and process the study permit application and submit proof of approval or rejection before the Study Permit Deadline. Please contact the International Education Department of Bow Valley College prior to paying the confirmation fee if you do not feel you have sufficient time to obtain your study permit before the deadline.
- Review and explain the Learner Account Policy to your client to ensure they have complete understanding of terms of the non-refundable and non-transferable confirmation fee.
- Deferrals and start date adjustments are not eligible. If an applicant decides to start a different program or change the start date, a new application form and fees must be submitted and paid.

Student with multiple applications should take in considerations that:

We Can:

- We can switch confirmation fees from a future intake to an earlier one.
Example: the student had confirmed a Winter 2020 program and later gets admission into a Fall 2019 program, the learner can choose to move the confirmation fee to the Fall 2019 program.
- We can switch the confirmation fees between programs in the same intake.
Example: the student had confirmed Business - Winter 2020 and later gets admission to Software Development - Winter 2020, the learner can choose to move the confirmation fee to Software Development.

We Can't:

- We cannot switch back after the change has been applied.
- We cannot switch the confirmation fee from an earlier intake to a future intake.
Example: the student confirmed Fall 2019 and later gets admission into a Winter 2020 program, if the learner prefers to attend the later intake, they will have to pay a confirmation fee for the Winter 2020 and the confirmation for the Fall 2019 program will be forfeited.

To make a payment, review our payment options at <https://bowvalleycollege.ca/schools/international-education/documents>.

Waitlist Notification

Students are waitlisted when they have met all admission requirements for a program but there are no available seats for their chosen start date. Students can remain waitlisted until a seat opens up or until the study permit submission deadline for applicants on a waitlist, however, we are unable to provide an Offer of Admission or a Letter of Acceptance until a seat becomes available. We cannot predict when or if a student will be offered a seat and generally advise students to submit a new application and fee to apply for a following intake.

Missing Requirements Notification

After the documents' assessment the applicant does not meet the minimum requirements for the program. At this point we will contact the applicant/agent with a "Missing Requirements" email note providing the results of the assessment and the pending requirements. We cannot provide an Offer of Admission until the applicant meets all the program requirements and seats are available to offer.

STEP 3. MYBVC ACCOUNT LOGIN AND MYBVC STUDENT EMAIL

All accepted applications receive an e-mail with MyBVC account information. It is IMPORTANT that applicants (not representatives) log in to this account immediately as the temporary password is only valid for a limited time period. It is expected that the agent reminds the applicants to set up their student email immediately as this will be the official method of ALL FUTURE communication between the college and the student.

Course registration for our Certificate, Diploma and Post-Diploma programs is done through the MyBVC account. Students will receive communication to their MyBVC with information on how to register for courses. Agent or other representatives of the learners are **not permitted** to register learners for their courses, this must be done directly by the learner.

If students requires additional support to access their MyBVC student portal, please have them contact the International Education Department.

STEP 4. LETTER OF ACCEPTANCE

Upon payment of the Confirmation Fee, within 3 business days an electronic letter is issued.

Conditional Letter of Acceptance

The Conditional Letter of Acceptance is issued with an expiry date to complete the condition established by the Registrar's Office.

STEP 5. APPLY FOR THE CITIZENSHIP AND IMMIGRATION CANADA STUDY PERMIT

Apply for the Canadian Study Permit as soon as possible as there can be significant delays during peak processing times. Some programs include a work experience component or a co-op internship. For these programs, international learners need to apply for a co-op work permit as well as a study permit. Information to apply for a co-op work permit is included with the Letter of Acceptance.

Once your client has obtained the Study Permit Approval Letter from IRCC please e-mail a copy to the International Education Department at Bow Valley College. We also require a copy of the Study Permit once the student arrives to Canada.

***IMPORTANT: ALL LEARNERS MUST SUBMIT A COPY OF THE STUDY PERMIT APPROVAL LETTER/VALID STUDY PERMIT BY THE REQUIRED DEADLINES.** Failure to do so may result in an automatic loss of registration and confirmation fee. Important Dates and Deadlines for International Learners:

<https://bowvalleycollege.ca/schools/international-education/prospective-international-learners/important-dates-for-international-learners>

STEP 6. ATTEND THE NEW INTERNATIONAL STUDENT ORIENTATION (ISO)

Students will receive information through their MyBVC e-mail account to register for the event. Attendance is mandatory. Key information related to academic success, student life and the rights and responsibilities as an international student will be discussed during the session. The themes presented during the day are based on the most serious and common challenges that our International Learners face and support in avoiding situations that will impact their success.

In addition to the [International Student Orientation](#), the student is expected to attend the General [New Student Orientation](#).

The International Education Team looks forward to meeting all new international students when they arrive to start classes!

ADDITIONAL PRE-INTAKE PREPARATION

Right after moving to Canada, international learners start a process of adaptation to a new country, a new language, a new culture and also to a new academic system. In addition to that, many of our learners are returning to study after an extended period of time and with additional responsibilities (such as work and family). Very often, the transition to a new environment can create challenges for international learners and when the right steps are not taken, the learners can end up out of track of their academic and personal goals.

Having our learners' needs on top of mind, the college services include the Learner Success Services Department (LSS) to support our learners in adjusting to the academic system and a new life in Canada. Among their many units of service they hold the Academic Success Centre, dedicated to support the learners with their studies and help them reach their goal. Here is where learners can meet with learner coaches and tutors.

In preparation to become a learner at Bow Valley College, please have your clients familiarize with these services so they can reach out to them in a timely manner. To start, remind them to register and attend **NSO, ILPD** (please refer to the previous section) and also invite them to participate in these complementary workshops:

- **Learning Boot Camp.** This workshop will sharpen the learner's study, learning, and organizational skills. It is an aide to plan how to balance work, life, and school while connecting with students, staff, and campus services. More information: <https://bowvalleycollege.ca/about/events/2017/lss-events/learning-boot-camp>
- **Technology Boot Camp.** This workshop introduces the learner to college technology tools like D2L (study platform) and MyBVC (student portal). Participants learn how to be a successful student in an online/blended learning environment and sharpen your online learning and organizational skills while connecting with students, staff, and campus services. More information: <https://bowvalleycollege.ca/about/events/2017/lss-events/technology-boot-camp>
- **Leveling the Learning Field.** A four-part workshop studies how culture and language affect internationally educated learners' success in a Canadian post-secondary schools. More information: <https://bowvalleycollege.ca/student-resources/student-life/intercultural-centre>

Another unit of LSS is the RGO Library and Learning Commons is our in-house library. They also provide academic support to our learners. We recommend their workshops as many international learners are not familiarized with the academic style and rules of the Canadian academic system and struggle in class, affecting their academic performance. Among their most relevant workshops for international learners are:

- **Plagiarism and Academic Honesty at Bow Valley College** – understanding intellectual property, academic honesty and plagiarism and Bow Valley College's policies and consequences for misconduct: <http://bowvalleycollege.libguides.com/academic-honesty>

- **APA Style – making citations and references:** <http://bowvalleycollege.libguides.com/apa-style/>

For additional information please visit:

- **Learner Success Services:** <https://bowvalleycollege.ca/student-resources/learner-success-services>
- **Academic Success Centre:** <https://bowvalleycollege.ca/student-resources/academic-services/academic-success-centre>
- **RGO Library and Learning Commons:** <https://bowvalleycollege.ca/student-resources/rgo-library-learning-commons>
- **Intercultural Centre:** <https://bowvalleycollege.ca/student-resources/student-life/intercultural-centre>

OTHER INFORMATION

Police Information Check (PIC) + Vulnerable section search (VSS)

Some programs include non-paid clinical placements or work experience in agencies where employers require a mandatory PIC + VSS. For these programs, applicants receive conditional acceptance. Students living outside of Canada must submit an original copy of their International PIC and a Freedom of Information and Protection of Privacy (FOIP) form as part of the admission process. Please contact the International Education Department for further details or PIC requirements for specific programs.

FOIP

Students must complete this form and send the original along with their Police Information Check.

How to Apply Chart



Learner Account Policy

Tuition & Fees and Learner Accounts Policy

Please visit our website for current tuition and fees as well as important information about refunds:

<https://bowvalleycollege.ca/schools/international-education/documents>

All tuition and fees must be paid in full before the start of classes. No discounts are available.

Adjusted Intakes

Students wishing to change their program intake must submit a new application with application fee. We **review** requests to postpone start dates only for exceptional cases where the student can submit formal documents proving unforeseen circumstances, such as:

- Visa delay, providing the student applied with ample time compared to the timeframe provided by IRCC : cic.gc.ca/English/information/times/temp/students.asp
- Medical condition of the student

Intake adjustment requests are not guaranteed and are analyzed on a case by case basis with a final decision by the Office of the Registrar.

Approved Payment Methods

- On-Line payments via eCommerce sites
- International Bank Wire Transfers
- Third-party online payment
- Online Banking (through any major Canadian bank or credit union)

Third Party Online Payment

After the learner has been accepted into the program, they can give access to a third party to submit a credit card payment via MyBVC portal. We accept Visa and Mastercard payments. To give access to a third party to make an online payment, please review the [Guideline to Request a Third Party Payment](#)

For additional information on other payment option and instructions on the new online banking system please visit: <https://bowvalleycollege.ca/student-resources/financial-services/paying-your-fees>

Commission Payments

For information on the terms of payment of commission, please refer to the Agent Recruiter Contract.

What is the Process to Claim Commission?

Commission is processed by the college every term, after the drop deadline is due:

- Within the 2 weeks after the drop deadline, you will receive via email your report which will include the enrolments for the term, separated by “non-payable items” and “payable and invoiced items”. Agents no longer need to submit an invoice as payment will be issued up front and generally within 2 weeks after the drop deadline
- Payments are issued generally within 2 weeks after the drop deadline using the payment instructions we have on file.
- Payments become effective into your account depending on timeframe of the selected payment method applied.
 - Direct Deposit: The timeframe depends on the bank transit time to show the credit into the beneficiary’s account.
 - Cheque: cheques are mailed to Canadian mailing addresses only. The timeframe depends on Canada post’s processing and mailing time.
 - International wire transfer: after the wire transfer is submitted the timeframe depends on the transit time between banks.

What You Need To Do

Please keep in mind that since commission will be paid up front, you must **keep us updated with the payment information in case you make changes** such as account information or preferred payment method. Any changes should be submitted to us prior the start of each term. Please email any changes on account information to the following mailboxes:

- **ACCOUNTS PAYABLE** accountspayable@bowvalleycollege.ca (please **only** email this address for updating account information)
- **AGENTS** Agents@bowvalleycollege.ca

Important Dates

- Drop deadline: <https://bowvalleycollege.ca/student-resources/academic-services/important-dates>

Claimed applications must be received and processed by Bow Valley College within the validity period of the contract. Student applications received and processed before the start date or after the expiry date of the contract are not eligible for commission. Applications not submitted by the agent are not eligible for payment.

Agent Performance Review and Contract Renewal

Performance is reviewed on an ongoing basis and is measured based in qualitative and quantitative factors, such as but not limited to:

Quality of Customer Service

- **Ethical and Responsible Representation.** It is expected that the authorized representative demonstrates deep understanding of our admission requirements and our Learner Account Policy (Refunds and Cancellations). In addition, the information that the agent provides to the college must be accurate and meet the specifications (e.g.: entering the applicant’s personal email in the “Personal Information” field of the application).
- **Accurate information** of our programs, fees, processes and policies is provided to the applicant in a timely manner. (e.g.: explaining the Learner Account Policy concerning tuition and refunds prior submitting an application and ensuring the applicant’s understanding of deadlines and applicable refunds before making any payments; informing the applicant of any further steps the applicant must follow after the registration is completed, such as accessing the student portal and email account and course).
- **Responsiveness,** facilitating the bilateral communication between the college and the agent representative by responding or providing required documentation proactively (including documentation as part of a student’s application and agent commission claims).

Success Rates

- **Complete applications rate:** volume of applications that are submitted with all the required documents.
- **Conversion rate:** number of applicants successfully enrolled and attending a program after the drop deadline vs total number of applications submitted for each intake.
- **Drops/No Shows:** number of applicant that choose not to start the program after receiving a Letter of Acceptance from the college and obtaining a study permit.
- **Withdrawals:** number of learners that start the program but later withdraw from the program before graduating.

Renewals

Two months prior the expiry of the current contract the agents will be invited to submit an application for a renewal of the contract.

Best Practices

As an Authorized Agent for Bow Valley College you are expected to provide guidance and support to our applicants with their registration in our programs. However, there are limitations to the extent of support a representative can provide. The following actions pursued by a representative are seen as malpractices and can lead to the termination of the contract for misrepresentation:

	Unacceptable Action	Consequences for the Applicant	Impact to the Agent	Best Practice
MyBVC Portal	The representative gains access information to MyBVC portal.	The applicant does not receive the access information.	The access information is confidential and should be only received by the applicant.	By providing the personal email address of the applicant when submitting the online application, the agent makes sure that the confidential access information is sent to the applicant.
MyBVC Portal	The representative enters into the applicant's MyBVC portal on behalf of the applicant (learner).	The learner needs to become familiarized with the student portal prior starting the program. The student is not accessing the portal, information and resources. The student is in a disadvantage compared to other new learners.	The content in the student portal is confidential and should be only accessed by the applicant.	The agent will never access the MyBVC portal. The agent will encourage the applicant to access the portal and become familiarized with the information and tools on it, such as the student email, statement of accounts, online course registration, credit card payment portal, etc.
MyBVC Email	The representative enters into the applicant's MyBVC email on behalf of the applicant (learner).	The applicant does not receive the access information and is not receiving important information emailed from the college.	The email communications sent to the student email is confidential and must be only read by the learner.	The agent must encourage the applicant to access MyBVC student email. The student email is the main route of communication with our learners.

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Waitlisted & Possible Waitlist Programs</p>	<p>The representative submits an application for a waitlisted program without informing the applicant about the implications of applying for a waitlisted program.</p>	<p>The applicant is not aware that they may not get a Letter of Acceptance</p>	<p>The agent’s reputation can be affected for submitting applications for programs that have no seats available.</p>	<p>The agent must inform the applicant when a program is Waitlisted (or are in a Possible Waitlist status) and that the applicant may not receive a Letter of Acceptance and of the study permit submission deadline for applicants on a waitlist.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Online Course Registration</p>	<p>The representative registers the applicant in their courses for the first term of the program.</p>	<p>The student does not know how to add courses, is not aware of the first term courses and if they meet the full-time enrolment and is in a disadvantage compared to other new learners.</p>	<p>By enrolling courses for the student, the representative is taking away from the learner a learning moment that is useful for the applicant to know before the start of classes.</p>	<p>The representative should never register the student in courses but must encourage the applicant to enroll the courses as soon as the online registration starts.</p>