

Canadore College Fall 2021 Semester Update for Agent Partners

Dear Recruiting Partners,

Welcome to Fall 2021 and our 3rd edition of Canadore College's Semester Update for agent partners. By now, your students are well on their way to settling into Canadore's Fall Semester. We continue to strive to make the agent and student experience a positive one and our goal is to position you well in your recruitment efforts and ongoing support to students.

Please take a few minutes to review pertinent information provided in this semester update.

While the pandemic has upended our lives, the staff and faculty at Canadore College are impressed by the fortitude and resilience shown by members of our entire college community, especially our students. We are pleased that Canadore is moving towards more on-campus delivery of programs and services and we are excited to see students in our hallways again. There is an overall sense we are moving in the right direction to support students in a safe and welcoming environment. Students have travelled a long way to get to our campuses. From the initial meeting with their agent to arriving at Canadore, their journey has been a long one and the Canadore team is motivated and are here to support students and agents.

From agent agreements to automation of commission payments, we are continuously reviewing ways to enhance processes and provide training support. If you require support or have queries, please email agent.relations@canadorecollege.ca or book a consultation by viewing my [Calendly schedule](#). I am available Monday to Friday, 8:30 a.m. to 4:30 p.m. Eastern Standard Time (EST).

Contest!

What kind of program development and credentials do you want Canadore College to consider? [Fill out this agent questionnaire](#) for a chance to **WIN A PRIZE** from Canadore's International Department.

I look forward to our continued collaboration in 2021-2022.

Sincerely,

Lianne Bettiol

Lianne Bettiol
Supervisor, Agent Relations
Canadore College of Applied Arts and Technology
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Pond, College Drive, North Bay Main Campus



\$15.4m student
spending regionally = **616,000**
enough to buy
litres of maple syrup

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Launch of the International Microsite

We are thrilled to launch the International Microsite. Canadore's International Department is the college hub for all things international. We are pleased to showcase a specific area of the International Microsite dedicated to agent partners. Please take time to view the [content of the page](#). As an official agent of Canadore, agents can access and download key information and tools such as program highlights, photos, videos, branding information, geographical incentives, IELTS requirements, important dates and timelines, OCAS resources, program and student guides and more. This information will assist your agency to actively promote Canadore in your recruiting efforts. These pages seek to help Canadore's extensive and growing international agent network in promoting Canadore College's North Bay and West Parry Sound campuses and programs as a destination of choice for international student learners.

Save this link in your favourite platform for easy access! [Agent Relations - Canadore College](#).

Canadore's international story is that of a college that has significantly expanded its breadth of international engagement over the past several years. International student enrolment increased in North Bay from under 250 learners in 2017 to over 1,000 in the Fall of 2021. Our partner Canadore@Stanford continues to recruit a large number of International students at their three combined campuses located in the Greater Toronto Area.

For training requests, please contact agent.relations@canadorecollege.ca. You may also reach us via remote communication. To book a meeting with the Supervisor, Agent Relations, please review [the schedule in Calendly](#).

Upcoming Improvements to the Canadore Agent User Experience

Canadore College is exploring an agent management platform intended to combine two systems into one integrated experience. The value-added platform will provide commission management functionality to agency's use of the OCAS International Admission System. Some highlights include:

- Reduce current manual processes;
- Maximize agent relationships for better business outcomes;
- Automation of commission statements and Invoicing;
- Streamline international payments through time and cost savings;
- Analysis and assessments;
- Agent performance;
- Overall reporting capability - from retention to return in investment.

Stay tuned for more information in the Winter 2022 Semester Update.

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iCent App

Canadore College and iCent have collaborated to develop a one-stop-shop app to assist students in preparing for life studying overseas and to help navigate their new environment. Agents can add value to services by assisting students with the process and advising all students to download the app in Google Play: [iCent – Apps on Google Play](#) or App Store: [iCent app on the App Store \(apple.com\)](#). All that students require is their student ID to activate the app.

The iCent App has many useful features, such as:

- COVID-19 information and updates
- Orientation and welcome information
- FAQs
- North Bay and West Parry Sound Communities
- Important dates and deadlines
- Financial aid information
- Student supports
- Health Insurance information
- And much more!



We are improving customer services, consulting services, application process, pre-departure and arrival guidance, COVID requirements and continuous on-campus student support.

International Department Frequently Asked Questions

Students come to Canadore College from all over the world. We recognize that students working with agents depend on accurate and most up-to-date information.

The International Office provides support to international students and agent partners in various capacities. Save these “[International Department Frequently Asked Questions](#)” and “[COVID-related Frequently Asked Questions pages](#)” to your favourite platform for most up-to-date information.

OCAS Platform (IAS)

OCAS resources such as policies, frequently asked questions, enhancements to the platform are located on the OCAS website. Please refer to the following links:

[International College Portal / Registration and Information](#)
[Applying to College as an International Student | ontariocolleges.ca](#)

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Commission Statements

Fall (September) 2021 Intake/Commission Submission

Canadore will focus on commission submissions for Fall (September) 2021 intake over the next few weeks. We anticipate providing agents with a list of registered students by late-October 2021. Agents are requested to provide the **completed student details** along with your agency's invoice **by November 14, 2021**. If your submission is received after this date, it will be reviewed in Winter 2022. *** Please include an invoice number for each new invoice**".

For queries, please email agent.relations@canadorecollege.ca or schedule a meeting with the Supervisor, Agent Relations in **Calendly**.

Stanford Agents

Agents working with Canadore@Stanford directly will receive communication on their commission submission process from Canadore@Stanford.

International Admission Support, Resources and Program Highlights

Intake Dates

- Winter (January) 2022: Some programs are still open for North Bay and West Parry Sound campuses. Please login into OCAS IAS Portal accounts to view program availability. Pre-screening for Canadore@Stanford Programs will begin after December 6, 2021;
- Spring (May) 2022: Some programs are still open for North Bay, West Parry Sound and Canadore@Stanford campuses. Login into OCAS IAS Portal to view program availability. Pre-screening for Canadore@Stanford Programs will begin after April 4, 2022;
- Fall (September) 2022: North Bay and Parry Sound programs anticipated opening date: Early November 2021
Canadore@Stanford programs anticipated opening date: Mid-November 2021

****NOTICE: Effective Fall 2022, students will only have one (1) program choice per application. ****

Change of Campus Requests

For future intakes, change of campus requests from North Bay to Greater Toronto campuses are not permitted.

Duolingo

Canadore College will continue to accept Duolingo in Fall 2022.

DID YOU KNOW?

Important dates such as breaks, holidays, tuition fee due dates and drop/withdrawal are located on our website?

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Program Highlights

Canadore College frequently introduces new programs that sets us apart from other colleges in the Province. Please see program highlights below.

February 2022 Program Delivery

International Nursing License Preparation Program: <https://www.canadorecollege.ca/programs/international-nursing-license-preparation>

Fall / September 2022 Programs

Enterprise Analysis & Research: <https://www.canadorecollege.ca/programs/enterprise-analysis-and-research>

Entrepreneurship Management: <https://www.canadorecollege.ca/programs/entrepreneurship-management>

Behavioural Science Technician: <https://www.canadorecollege.ca/programs/behavioural-science-technician>

Honours Bachelor Advanced Manufacturing Technology Management

<https://www.canadorecollege.ca/programs/advanced-manufacturing-technology-management>

***NEW PROGRAMS IN FALL 2022*:** International Nursing License Preparation

****NOTICE: Effective Fall 2022, students will only have one (1) program choice per application****

Deferral Process

Deferral requests for Winter 2022 will be accepted until December 27, 2021 to ensure applications remain active for the upcoming cycle. Canadore will now only permit one (1) deferral request per student. Once that step has been exhausted, agents will have to re-initiate the application process and apply on the student's behalf with a new application and supporting documents along with a new \$100.00 application fee via the OCAS system.

All new offers issued via a deferral request must be accepted and proof of payment uploaded once again. These steps must be taken every time a new offer is issued. If proof of payment is not uploaded, the student will not be able to register nor request a deferral/refund.

Deferrals vs. Withdrawals

Please note that deferral requests after registration are not considered deferral requests. Agents, on behalf of the student, are required to withdraw the application as per the process and re-apply. The re-application fee of \$100.00 will apply.

If a student does not attend class, it is the student's responsibility to withdraw, not the agent. Agents are encouraged to advise students of the process. Please direct students to the program withdrawal form: [EmailMe Form - Program Withdrawal](#)

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Registration

Once an agent confirms a student's program choice in OCAS and the student has registered, agents on behalf of students agree to the terms of our refund policy. As per the refund policy, if a student provides visa refusal evidence prior to the 10-day count, they are subject to a holdback of \$300.00. After the 10-day count, there is no refund.

Only fees paid in advance for subsequent terms of study will be refunded.

If the student has registered for the program, they are required to also fill out the **Program Withdrawal Form**. The form must be completed prior to the last day of withdrawal to qualify for any refunds.

Refund Instructions

If the student has registered, they must first **withdraw from the program of study**; see the section above for more information.

Click [this link](#) to obtain a copy of our **International refund form**. Save this link on your favourite platform for ease of access.

- All refund requests are initiated through the **OCAS Portal**. You will receive automatic email responses from the OCAS site when we are approving your refund. For this reason, duplicate requests sent directly to Canadore College will not be responded to.
- **CLICK HERE** for our full refund policy. A \$300.00 administrative fee is withheld for Visa refusals (with proof) provided it is received prior to the 10th day of class. For your students withdrawing before the 10th day of class (with no proof of Visa refusal), we withhold the formula method in the amount of \$2,422.49 for the 2021-2022 academic year. No refunds are given for withdrawals after the 10th day of class.

If students are not sure they will register for the upcoming term and plan to defer, agents are requested to advise student not to register until a final determination is made by the student. Semester fees are automatically applied immediately upon registration.

***The refund process may take 6 to 8 weeks*.**

Post-Graduate Work Permit Extension

The Post-Graduation Work Permit Program (PGWP) allows students who have graduated from eligible Canadian designated learning institutions (DLIs) to obtain an open work permit to gain valuable Canadian work experience.

Temporary measures put in place by the Government of Canada to extend international students' eligibility for PGWPs while studying online has been extended to December 31, 2021.

These measures will assist international students by ensuring that studies completed outside Canada will count towards a future PGWP and by allowing international students to complete their entire program online from abroad and still be eligible for a PGWP. These measures apply to all international students who are enrolled in a PGWP-eligible program and meet all other PGWP criteria. Further details on the IRCC announcement are available [here](#) and operational details are available [here](#).

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Academic Delivery, Incentives, Scholarships, Bursaries and Admissions-Related Matters

Academic Delivery Plan – Winter 2022 / Spring 2022

Information on the Academic Delivery Plan is now available for Winter 2022 as follows:

- North Bay and West Parry Sound Campuses select **here!**
- Canadore@Stanford Academic Delivery select **here!**

Definition of Partial Delivery vs. Full Delivery

Fully =	Full remote delivery, onsite presence not required
Partially =	A combination of remote and physical activities, onsite presence required for part of the course
None =	Full onsite delivery

Arrival Dates Timelines

Agents can add value to their services by providing students with expected arrival date as stated in the student's Letter of Acceptance (LOA).

Geographical Entrance Awards

Canadore offers **Geographical Entrance Incentives** for registered international students who originate from Africa, Bangladesh, Bhutan, Central and South America, Eastern Europe, Indonesia/Malaysia, Morocco, Nepal, Pakistan, Philippines, Senegal, Sri Lanka and Vietnam.

Program Incentives

From time to time, Canadore College will introduce program incentives. These are determined typically between February and May annually. We anticipate having an update in our May 2022 Semester update.

Scholarships and Bursaries

Did you know that International students are eligible to apply for entrance awards, bursaries, scholarships and external awards? We invite you and your students to view these opportunities on our website: **Entrance Awards - Canadore College**. Scholarships are based on a combination of academic excellence, attendance and overall contribution to the classroom. Applications are open annually from **November 1st and closes on December 17th at 4:00 p.m.** Recipients will be notified by email in March. External awards are often offered in other countries. We encourage agents to source out this information to assist students.

ICEF Agent Fair

Supervisor, Agent Relations is participating at the in-person **ICEF Signature Agent** in Berlin, Germany from October 31 – November 3, 2021.

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COVID-Related

Mandatory Vaccine and Quarantine: **Effective October 15, 2021**, Canadore College requires all students, employees, visitors and contractors coming to any campus be fully vaccinated, including College Drive, Aviation and Commerce Court in North Bay as well as West Parry Sound campus.

Here is what you need to know:

- All students, employees, visitors, and contractors coming onto a Canadore campuses must attest to their COVID-19 vaccination status;
- The College will require proof of vaccination status beginning October 29, 2021; Anyone not fully vaccinated will not be granted access to any Canadore College Campus as of October 29, 2021;
- Exemptions for medical or religious grounds protected under the Ontario Human Rights Code will be considered with the proper documentation; Those with approved exemptions will be required to conduct regular rapid antigen COVID-19 testing.
- As an agent, you can prepare international students for their travels to Canada. All visitors to Canada need to satisfy the Canadian Government that students will adhere to strict quarantine requirements. **Please note a quarantine plan is mandatory for all students coming to Canada regardless of vaccination status.** However, students who qualify *may* be fully exempt from quarantine as noted [here](#).

International Students Who Plan to Travel to Canada Must Follow These Steps:

1. Submit their isolation plan via iCent;
2. Request the travel support letter: [EmailMe Form](#) - [Travel Support Letter Request Form](#);
3. Have their plan approved and receive the travel support;
4. Upload their proof of vaccination via the ArriveCan app as indicated by the government of Canada [here](#);
5. Travel as planned and share information (such as the isolation plan and travel support letter) with the border officer if/when requested;
6. Await decision from CBSA at the border as to whether they must continue to their quarantine place or if they are exempted from quarantine.

****IMPORTANT:** Canadore College and the Quarantine team cannot confirm whether a student will be exempted. This decision can only be made by the appropriate authority such as a CBSA Border Officer.

Quarantine Help Desk

Given the public health requirements that international students are subject to, Canadore College has a dedicated team of student ambassadors to assist international students with their travel and quarantine needs. The team can be reached, Monday to Friday, via email at Quarantine.Approval@canadorecollege.ca or by landline at +1 (705) 474-7600 ext 5425.

Please also consult the [Government of Canada Guide for International Students Arriving in Canada](#) from Abroad, a handy informative document.

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Late Arrivals and Course Changes

Canadore received a few international students at the beginning of October 2021 at our main campus for Fall 2021 Intake. Canadore is committed to the academic delivery dates and deadlines. Agents are not permitted to advise students that they have the option to switch a program once they arrive in Canada and Canadore College. It is unfortunate that a student's academic success is at risk due to this advice. As situations arise, we will follow-up with the agency as appropriate.

Agent partners are not permitted to switch programs after the the student application has been submitted if a program is full. A note will be left in the OCAS Portal to indicate an alternate choice by our International Admissions Team.

As an approved agent with Canadore College, our expectation of agents are high and we will be monitoring agency performance to measure our partnership. We remind all agents to review all important dates and deadline as stipulated on our website [Important Dates and Deadlines - Canadore College](#) and read all important information sent by Canadore College.

The International Department is here to support your agency in your recruitment efforts. Please reference our ["Who to Contact"](#) page for your queries.

Who Should I Contact?

- [North Bay Students](#)
- [Toronto Students](#)

Accommodations

We encourage international students to [submit an application](#) to our Student Residence. Our [Student Residence](#) is an extension of the classroom and students will have the opportunity to experience living on campus with other domestic and international students of Canadore. We have affordable [Family and Individual bedroom Units](#). This is a great way to meet new people and make lifelong friends and experience the Canadian culture. We provide a welcoming and safe environment where students gain independence and experience life at Canadore.

Alternatively, Canadore has entered into partnership with Places 4 Students [Places4Students.com - Canadore College - All Campuses, North Bay, ON](#) to assist with finding more housing options for students attending Canadore College.

There is also off-campus living. Please review options: [Welcome | Off Campus Living \(nipissingu.ca\)](#)

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Agency Spotlight

Canadore College is thrilled to highlight Totem Education Services in this Fall 2021 Semester Update. We asked Diego Paiva, RCIC Immigration Consultant a few questions about their agency. Thank you Totem Education Services for your recruiting efforts!

How long have you been an agent for Canadore College?

Totem Immigration Services has been working with Canadore College since June 2019.

What has influenced you the most when it comes to how you approach your work?

My personal experiences as an immigrant, I have studied, worked, immigrated and now I am a proud Canadian Citizen. Looking back to everything I have been through in Canada, I always find a way to understand my clients' needs and how to offer them a great service.

Describe what behaviour or skills do you attribute to your success?

Hard work to keep pushing me and the people I work with to always get better results, persistence and creativity to deal with so many challenges brought by the pandemic to our lives.

What tips would you give to other agents to provide a great service to students?

Always put yourself in the student's shoes and always do the best you can as you were doing to yourself, because we are dealing with dreams, and clients will always want the best support possible.

Where do you recruit students?

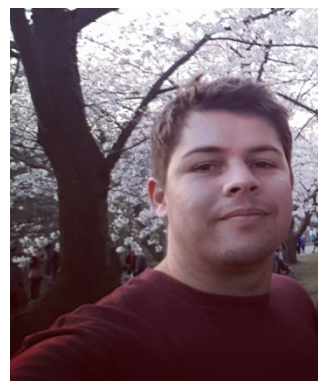
We recruit students from all Latin America and The Caribbean, but our main market is currently in Brazil.

What are some of the most popular programs that students are seeking in your market?

Our students definitely like to study Business, IT and Health Programs, these are the main 3 areas of interest in our market today.

How do you find work/life balance?

This is very hard to do in a competitive market and the amount of requests I receive. It's overwhelming sometimes, but I always take a couple of hours every day or at least a few days during the week to do sports and stay with my family. I believe we all need this to charge back our batteries and be more productive.



Canadore College hosted Totem Education Services on October 13, 2021 for a tour of our College Drive and Aviation Campuses.

If you have suggestions on how best we can support your agency and to request a tour of our campuses, please email agent.relations@canadorecollege.ca.