Spring 2022 Semester Update

Dear Recruiting Partners,

Spring has Sprung! Our Spring 2022 semester began in early May. The International Department has seen increased student traffic in the department and our team has had the opportunity to meet some wonderful students from Brazil, China, El Salvador, India, Mexico Nigeria, Philippines, Sri Lanka and more. In fact, we have four International Student Ambassadors studying with us at our North Bay campuses that are employed by Canadore and are key members of the International Department. They assist our new and existing students in responding to various queries.

When speaking to students, we question if they have retained services from an agent. For students who have, we discuss services that were provided, satisfaction level and professional standards given by the agent. These key components are important to Canadore as we consider new partnership and explore renewal of agreements.

We are in the process of reviewing our partnership agreements and measuring performance. OCAS provides us with key data to help us identify where agents are recruiting international students from and analyzing conversion rates. During the next few months, we will review performance and where applicable, will renew agreements that have expired. We anticipate having these completed by August 31, 2022. We will honour existing expired agreements for agents this applies to and access to OCAS will remain active.

A list of registered students for Spring 2022 will be forwarded to agencies that are eligible to claim commission in June 2022. Agents are requested to raise their invoice by <u>Tuesday</u>, <u>June 28</u>, <u>2022</u>.

We have a series of training webinars scheduled this summer. Details are included within this document. Please be sure your team registers! These sessions will focus on diversification, program highlights, geographical incentives, commission statement process, student residence, details about our 4 northern campuses, the communities of North Bay and Parry Sound and more. This is a great opportunity to bring forward your questions.

We regret to inform our agent network that our Honours Bachelor of Advanced Manufacturing Technology Management Degree Program originally scheduled to host our first cohort this Fall 2022 has been suspended until further notice. On a positive note, we are happy to advise that EAP will be offered at our North Bay campus beginning this Fall 2022.

Contest!

What kind of program development and credentials do you want Canadore College to consider? This is a great opportunity to provide us with suggestions on how we can collaboratively work more efficiently to improve student and partnership outcome. Complete the questionnaire to be eligible to win a prize.

The <u>last day</u> to defer for Fall 2022 intake is <u>Friday</u>, <u>August 26</u>, <u>2022</u>. Please share this information with your team.



You are encouraged to circulate this Semester Update to your team. This valuable information will help agents and counsellors support students during their study abroad experience.

Lianne Bettiol

Lianne Bettiol Supervisor, Agent Relations





AGENT TRAINING AND CAMPUS TOURS

Canadore Led Training Events

Canadore College is offering mandatory agent and counsellor focused training webinars - summer series. Training webinar dates via the Zoom platform are scheduled as follows:

- Thursday, June 30, 2022 8:00 a.m. to 9:00 a.m. Register here https://us06web.zoom.us/webinar/register/WN_8NfwylFfTaGdbonlQuJodQ
 Wednesday, July 27, 2022 8:00 a.m. to 9:00 a.m. Register here https://us06web.zoom.us/webinar/register/WN_UPbLdIWwT7KbPSo9sjwI3A
- 3. Wednesday, August 10, 2022 8:00 a.m. to 9:00 a.m. Register here https://us06web.zoom.us/webinar/register/WN_nOm5_8sjQv-fomPuSS_sQA
- 4. Tuesday, August 30, 2022 8:00 a.m. to 9:00 a.m. Register here https://us06web.zoom.us/webinar/register/WN_ewbBlVlhT1axm2H79mjjcQ

Join team members as we focus on diversification, program highlights, geographical incentives, student residence, commission submission process, resources and access to promotional material to support recruitment efforts all over the world. We will focus on our 4 northern campuses and the communities of North Bay and Parry Sound.

Please select one or all and share with your student facing staff. This training is <u>mandatory</u> for agents we have active agreements with. Unable to attend? All sessions will be recorded.

Agent and Canadore Collaboration Training

If your agency has recently signed a new agreement with Canadore College and/or have new staff that require training, please contact agent.relations@canadorecollege.ca to arrange a zoom training webinar. Sessions are approximately 45-60 minutes in duration and are offered between 8:00 a.m and 10:00 a.m. EST. There may be some exceptions outside of these hours due to time differences.

Visit Canadore College

Are you visiting the Province of Ontario Canada in the future? We would be pleased to showcase our campuses in person. To arrange campus tours and our amazing labs at our College Drive Campus, Aviation Campus, Commerce Court Campus and Parry Sound Campus, please contact agent.relations@canadorecollege.ca with the following information:

- Proposed available dates and times;
- Length of time you are available for the tour;
- Transportation method (vehicle, flight or bus);
- Number of persons that will participate in the visit (including names and titles).



We invite you to view our 360° experience of our campuses and labs that we encourage you to highlight during student recruitment events:

Aviation Campus: Aviation Campus - Main Entrance (canadorecollege.ca)

College Drive: College Drive Campus - Main Entrance - College Drive (canadorecollege.ca)

Commerce Court Campus - Main Entrance (canadorecollege.ca)
Parry Sound Campus - Main Entrance (canadorecollege.ca)

Student Residence: Residence - Residence (canadorecollege.ca)

Innovation Center for Advanced Manufacturing and Prototyping (ICAMP - Commerce Court):

ICAMP (Commerce Court) (canadorecollege.ca)

With restrictions easing, we hosted a few agents in the month of May 2022 with more expected throughout the summer.

Thank you Charms Education and Immigration Services, Dfavo and Uniz Portal for visiting Canadore College in our beautiful City of North Bay.

CAMPUS / PROGRAM HIGHLIGHTS – TECH TALK

Aviation Campus

Built in 2002, the Canadore College Aviation Campus is located next to North Bay's Jack Garland Airport runways. The campus boasts a 17,000 square foot hangar filled with fixed and rotary wing aircraft, the largest number of any college in Ontario. There is also more than 40,000 square feet of premium aviation lab training space. The high-tech facility produces highly trained technicians in the fields of aircraft maintenance, structures, repair and avionics.

Canadore's Aviation Fundamentals program teaches basic industry techniques and standard practices, and allows students to strengthen math, science and technical skills, and acquire prerequisites to enroll in on the aviation programs.

The avionics lab provides students with an opportunity to learn unique skills using high-tech tools such as the "buddy panel" -- a simulated instrument panel which allows students to build a functioning instrument panel as well as maintain and troubleshoot the highly sophisticated panels found inside the cockpit.

The highly complex systems of an aircraft, including its GPS (global positioning system) and its altimeter (which reports the craft's height above ground), are critical to the safety of the pilot and the plane. The tools required to successfully build and maintain such a sensitive cluster of equipment is precisely what students learn.

The technology goes far beyond the electronics. The material used to fabricate aircraft must be strong yet light enough to take flight. Aluminum, fibreglass, Kevlar, and carbon fibre are among the materials students learn to work with in creating small panels, sections of floors, and a miniaturized wing.



To be fully licensed as an aircraft maintenance or avionics technician a student requires 48 months of experience. Transport Canada credits Canadore's programs with 18 months toward this license. Following graduation, a Canadore student only requires 30 additional months of apprenticeship to be fully licensed.

Social Robots as Educational Tools



A pair of AvatarMind iPal social robots are being used as tools for newly developed programs and education opportunities.

Manufactured by AvatarMind, these humanoid robots are specifically designed for senior care, retail/hospitality, and children's education. Standing at 3.5 feet tall, the robots have Bluetooth and WiFi capabilities to communicate with a controlling tablet to enhance their functionality.

Students in the mental health and addictions, social service worker, and collaborative nursing programs are learning how to utilize the robots, and will create programs and activities for seniors.

The Future of Audio is Spatial

Spatial audio is where the future lies. Dolby Atmos goes beyond ordinary listening by transporting you with breakthrough spatial sound experience, drawing you in deeper so you hear and feel more.

Canadore's Post Production program offers a certified Dolby Theatre course that allows students learn to create, edit and enjoy an audio immersive experience.



Atmos uses a 3D panner that provides meta data to the Objects and Beds that give positional data for the sound that allows Atmos to successfully mix down to other speaker formats and maintain the impression of spatial positioning, even in stereo."

What powers this theatre is impressive. The theatre itself is simple and elegant. The outer walls are surrounded by 20 speakers, including multiple subwoofers and an acoustically transparent video screen, to allow for audio from the front speakers which are mounted out of sight.

Behind the scenes the equipment and its configuration are very complex. Three complete server racks are filled with sophisticated audio and video equipment controlled by two Apple Mac Pro computers including the proprietary Dolby Atmos software required to create such content.



The Dolby Theatrical Atmos Rendering and Mastering Unit enables the control of sound as an object which can be located precisely where intended, encoding digital sounds, converting digital to analog and, finally, powering amplifiers capable of up to 70,000 watts of peak power. This is ideal to achieve the level of sound quality needed while obtaining full dynamic range.

A facility such as the one found at Canadore makes it possible for students i to learn how to use Dolby Atmos technology to create their own unique masterpieces, and sets them up with skills for the future.

Genomics and the Changing World

The Genomics Lab inside Canadore's College Drive Campus has the staff and equipment required to teach students the hands-on skills necessary to work in a real world genomics lab, and has established a state-of-the art applied research facility and capacity. This facility allows the students to apply the theory they have learned in class, and exposes them to a variety of techniques. As the only college in Ontario with a high tech genomics facility, Canadore students are learning how to use equipment such as the Illumina Mini Seq to sequence bases of DNA samples. The applications of DNA sequencing are varied, and include the diagnosis and treatment of disease, speciation, food safety, and sustainable agriculture.

"The new equipment and infrastructure at Canadore allows the Biotechnology and Functional Genomics students to learn cutting-edge technology, which prepares them well for job and research opportunities," said Tara McGoey, Ph.D. Coordinator, Professor Biotechnology Program.

The opportunity to get hands-on training with highly sophisticated tools in a high tech facility offers Canadore's students the opportunity to prepare themselves for a career in which they can use a unique skill set typically only available in large university settings.

Commercial Helicopter Pilot Program - Canadore Pilot Preparedness Partnerships

Canadore is in partnership with Helicopters Canada (Essential Helicopters) Commercial Flight Training Program. Students who qualify will be considered for acceptance of the program in January of each year with program to begin in September annually with a duration of 9 months (2 semesters).

More information here: Helicopters Canada – Canada's Professional Flight Training for International and Domestic students

What every international student should know about getting their license in Canada: News & Media – Helicopters Canada



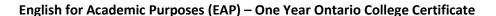
Program Highlights

Over 80+ Full-time programs found here: Search - Canadore College

Digital Cinematography - 3 Years Ontario College Advanced Diploma

The film industry is thriving in Canada and there is a growing need for skilled workers in this dynamic and exciting field. Learn hands-on the art of filmmaking using the latest digital technologies.

This program is geared for the industry of today, and will immerse you in all aspects of production including cinematography, screenwriting, editing, post production techniques, lighting and sound, and directing. You will gain a solid foundation in cinematic storytelling and graduate with the tools you need to enter this rapidly-changing and evolving field. Work on real film sets and make three short films in your first year.





Our North Bay campus is now offering English for Academic Purposes (EAP). Students will prepare for postsecondary education and enhance English language skills! Multilingual employees are in demand both domestically and internationally. This two-semester program focuses on listening, speaking, reading and writing skills required for college studies. Canadore provides quality English-language training in a caring and supportive environment using modern and social technologies.

Enterprise Analysis and Research – 2 Years Ontario College Diploma

Students will prepare for an exciting career in one of the fastest growing fields. Data analytics is used in many different sectors including marketing, law enforcement, and community and social services. Student will gain the skills needed to interpret data and predictive models to successfully give direction to both private and government organizations. This training provides the foundation for a dynamic career



organizations. This training provides the foundation for a dynamic career in a number of disciplines including cyber security or artificial intelligence-the possibilities are endless.

Program Guide

Our 2022-2023 Program Guide has been released and can be accessed here: 6670 - Program Guide 2022-2023_med_res.pdf (agilitycms.com)



OUTLINE OF TERMS AND CONDITIONS OF AGREEMENT WITH CANADORE COLLEGE

We are in the process of reviewing all our partnership agreements and measuring performance. During the next few months, we will review performance and where applicable, will renew agreements that have expired. We anticipate having these agreements completed by August 31, 2022.

DID YOU KNOW?

Canadore works with over 225 agents?

Canadore would like to draw key elements of the terms and conditions of our contractual agreement.

Responsibilities of Agents

- a) Promote Canadore College's programs and conduct services with integrity and accuracy and recruit international students who meet academic and admission requirements set by Canadore College in an honest, ethical, professional and responsible manner in accordance with the highest of industry standards;
- b) Accurately and honestly inform prospective students of terms and conditions of admissions to Canadore's programs;
- c) Review authenticity of all original documents submitted to the agent by potential Canadore students;
- d) Ensure that applicants are eligible to enter Canada on a study permit and temporary resident visa and are likely to receive said documents in time to study at Canadore in the semester applied for;
- e) Furnish all labour, materials, equipment, supplies and other services that are necessary and can reasonably be understood or inferred to be included within the scope of the agreement and necessary to provide the services with the understanding that no office space or supplies will be provided by Canadore and no expenses relating to the services will be reimbursed or paid for by Canadore;
- f) Be aware of and adhere to Immigration, Refugees and Citizenship Canada (IRCC) policies when providing services;
- g) Use the highest levels of ethic in academic advising, recruiting practices and immigration advising when working in partnership with Canadore College;
- h) Agree to follow Canadore College's agent onboarding process as communicated by the International Department subsequent to the signing of an agreement. Such onboarding, for greater clarity, includes mandatory agent training.

Responsibility of Canadore College

- a) Provide at not cost to the agent, materials to promote Canadore and its programs;
- b) Assist the agent by providing any specific additional information related to a particular student enquiry;
- c) Communicate changes to policies and procedures;
- d) Investigate complaints received from students in regard to agent conduct and take appropriate action;
- e) Pay commission set out in Section 4.2 of the Agreement, for each recruited student registered with Canadore as full-time student (up to two (2) semesters) and remains registered beyond the ten (10)-day count and has paid tuition in full and attends classes beyond the ten(10)-day count for the relevant semester but shall not be responsible for any additional payments to the Agent relating to services.





Remember these four rules of engagement to optimize your relationship with students:

- Engagement: The more you engage, the more the students will engage
- **Solution** Easy & Effective: Access to information should be seamless
- Environment: A welcoming environment will provide students with the opportunity to ask questions, whether in person on virtually.
- Empower: Students are encouraged when they are provided with the right tools to become independent individuals and learners.

OCAS

OCAS continues to work with institutions to improve experience for all users. New functionality has been released in March that will assist us in evaluation agent performance:

- Tighter controls on changes to applicants' personal information
- New email notification for applicants and agents
- "My List" enhancements
- Deferral and refund processing enhancements
- Application processing improvements

Applications to Canadore College are submitted completely via OCAS. The following information and documents are required:

- High school (secondary school) transcript High school (secondary school) transcript
- High school (secondary school) diploma High school (secondary school) transcript
- High school (secondary school) diploma
- Post-Secondary (college or university) transcript if applicable
- Post-secondary (college or university) degree if applicable
- Proof of English Language Proficiency (if required)
- Passport
- Application Fee of \$100 CAD (non-refundable)

INTERNATIONALIZATION STRATEGY 2021-2023

Find out what Canadore's vision for internationalization over the next few years will look like and how it will seize opportunities and confront challenge in this arena. The strategy was approved by our Board of Governors and seeks to guide and inform our internal and external partners with guiding principles, areas of opportunity and targeted key deliverables to deliver on the full promise of internationalization for Canadore. Have a look here Internationalization Strategy 2021-23.pdf (agilitycms.com)





SPRING 2022 COMMISSIONS SUBMISSIONS

A list of registered students for Spring 2022 will be forwarded to agencies that are eligible to claim commission in early June 2022. Agents are requested to raise their invoice by June 28, 2022.

The process is as follows:

- 1. Once your agency receives an email from Canadore College confirming list of registered students, agents are required to complete the student detail form in full: Agent Commission Student Detail Form.xlsx (live.com)
- 2. The following information is required on the student detail form:
 - a. Student ID
 - b. First and Last Name
 - c. Date of Birth
 - d. Country or Origin (as per student's passport)
 - e. Program
 - f. Intake (Spring 2022)
 - g. Commission Payment No. (1st or 2nd payment)
 - h. Tuition Rate
 - i. Deduction of Geographical/Program Incentives
 - Commission Rate (as per agreement with Canadore College)
 - k. Campus (select from drop down menu)
- 3. Once the student detail form is completed, accompany your company invoice referencing a new invoice number and include beneficiary/banking information and email to: accounts.payable@canadorecollege.ca with a copy to agent.relations@canadorecollege.ca by Friday, June 28, 2022.
- 4. If your agency identifies discrepancies in the student list, notify agent.relations@canadorecollege.ca immediately for verification and prior to submission. Canadore College will endeavor to process commission payments within 30 business days of receipt of a CORRECT invoice and student detail form. Failure to provide accurate information will delay payment.

In the event you have not received a notice of registered students from Canadore College by June 22, 2022 and according to your records, you should be receiving commission payment, please email: agent.relations@canadorecollege.ca.

Agents can claim commission for up to 2 semesters only. **Tuition fees do not include Ancillary Fees or geographical and/or program scholarships and are deducted from the student's tuition reducing the amount of commission to be claimed by agents. Commission is issued on the final net tuition amount**.

Stanford Agents

Agents working with Canadore@Stanford directly will receive communication on their commission submission process. Stanford agents that have submissions for North Bay and Parry Sound are required to follow the process above.





ACADEMIC DELIVERY PLANS

Canadore's academic delivery plans for Spring and Fall 2022 have been released and are posted on our website:

Spring 2022: Academic Delivery Plan - Spring 2022.pdf (agilitycms.com) Fall 2022: Academic Delivery Plan - Fall 2022.pdf (agilitycms.com)

Please review carefully. The plans will identify how programs are delivered. Some programs will be delivered fully in-class, remote or hybrid format.

IRCC Visa Approvals - Bhutan, India, Sri Lanka

IRCC advised that the processing time for these markets are taking approximately sixty (60) days for non-SDS streams. Students/agents are encouraged to submit visa application in June in order to begin classes in September. Refer to Immigration, Refugee and Citizenship Canada frequently for updates: Contact Immigration, Refugees and Citizenship Canada - Canada.ca

Late Arrivals

Canadore College requires international students to arrive on time for their studies. Each year, several international students arrive late at the college. Unfortunately, Canadore College must inform students they will not be permitted access to further classes, labs and placements given the lateness of their arrival resulting in academic progression at Canadore College and risk of losing fees. Please ensure students are aware of this process well in advance.

COMMUNICATIONS

A key to developing strong partnership is open lines of communication. There are a number of ways to contact us and reference resources available at your finger tips:

International Microsite Agent Relations - Canadore College

Refer to Semester Updates three times per year: Agent Relations - Canadore College

Email: Agent.relations@canadorecollege.ca

Book a meeting with Supervisor, Agent Relations via Outlook Office Bookings: https://bit.ly/39UsTLK

CONTEST

Canadore's contest remains open. This is a great opportunity to provide us with suggestions on how we can collaboratively work more efficiently to improve student and partnership outcome. Complete the questionnaire to be eligible to win a prize.





PROGRAM SUSPENSIONS

The following programs have been suspended for this Fall 2022:

- 1. Advanced Manufacturing Technology Management Degree Program (AMTS)
- 2. Digital Visual Effects
- 3. Health Care Administration-Indigenous

UPCOMING INTAKES

Fall (September) 2022 North Bay and Parry Sound Campuses:

There are still some Diploma Programs open for North Bay campuses. Login into OCAS IAS Portal accounts to view program availability.

Fall (September) 2022 Canadore@Stanford (Greater Toronto Area) Campuses: Intake is closed.

Winter (January) 2023 North Bay and Parry Sound Campuses:

Winter Intake will open June 14, 2022 for North Bay and Parry Sound campuses. Note: seats will open a few weeks in advance to opening Canadore@Stanford. A notification will be sent out once intake opens.

Winter (January) 2023 Canadore@Stanford (Greater Toronto Area) Campuses:

Winter Intake will open a few weeks after North Bay and Parry Sound is open. A notification will be sent out once intake opens.

REMINDER NOTICE: students will only have one (1) program choice per application

Geographical Incentives

Geographical incentives are still available for international students from specific markets. Please view here: International Entrance Award Program.pdf (agilitycms.com). Generally, incentives are captured on letters of offer to encourage students to register with Canadore College.

Supporting Students

Agents and counsellors assist students during their application process, pre-departure and post-arrival requirements. Additional resources for students are located on our International Microsite:

International Student Guide

Canadore College's Mandatory iCent App for International Students

International Student Health Insurance Guide – Guard.me

Devant, Portal focused on improving career outcomes and access to the labour market for international students Supports, Guides and Resources

Student Resources Page





PROCESSES

Payment Deadlines and Extension Requests

Payment extension requests will not be granted for Fall 2022 intake. If students are unable to meet payment deadlines, Canadore will close the application and students will have to re-apply for a future intake.

Key dates and deadlines are important to reference in order to achieve the best outcome for the student. Please review here: Important Dates and Deadlines - Canadore College.

Tuition Payment Receipt

Student that are filing study permit applications and require a receipt will be redirected to their agent. Agents are responsible for uploading proof of payment in order for Canadore to issue a receipt. OCAS is the platform for all documents.

Refund Requests

The refund request process is initiated by the agent via the OCAS portal *only* when the offer is in a paid state in the system. This is done once proof of payment or receipt for either the deposit (minimum \$2,500) or full tuition has been made. This often occurs when the student's visa is rejected. In this situation, agents will have to *withdraw acceptance of the offer* in the student's file in OCAS. This step will redirect you to a new screen to continue with the refund request.



For students withdrawing *after* registration, students are required to complete the <u>online withdrawal form</u> or contact 705-747-7600 ext. 5205.

Registration

Students should \underline{NOT} register until they have received their study permit and visa and/or if they plan to defer. Doing so without a study permit is at the risk of the student. Agents can help communicate this information to students and discourage this practice.



Deferrals

The <u>last day</u> to defer for Fall (September) 2022 intake is <u>Friday, August 26, 2022</u>. Please share this information with your team.

If a student has web registered through their self-service account, they cannot defer.

Change of Campus

We are receiving several reports from students they have been led to believe by their agent that they can request a transfer to a GTA (Greater Toronto Area) campus once they arrive in Canada and are registered in North Bay. This is contrary to our policy. Please note these cases will be monitored and may have an impact on our current or future partnership. Change of campus from North Bay to Greater Toronto Area (GTA) are not permitted. Agents are required to abide by their allocated seats or applications may be revoked.

Students Without a Last Name

Where students do not have a legal last name on their passport, please include a "period/dot" on the application.

Who to Contact

Canadore has a helpful team. Save these "Frequently Asked Questions" and "who to contact" links.

Frequently Asked Questions: International FAQ - Canadore College

North Bay and Parry Sound: International North Bay Contact Info.pdf (agilitycms.com) Canadore@Stanford: International Toronto Contact Info 52721.pdf (agilitycms.com)







Canadore College hosted Rahul Paitka and Manish Paitka, Directors and Co-Founders of Charms Education & Immigration Services during a familiarization tour on May 3, 2022 at two of our campuses (Main and Aviation) in North Bay, Ontario.

They have been working with Canadore since 2014 recruiting students primarily from India. As they continue to grow in the business, they had this to say in response to our questions:

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

The hard work and sincere efforts of counseling thousands of students that has led them to achieve their desired goals and develop brilliant careers. Charms has become a brand name because of fast, accurate and efficient personalized services provided to students.

Describe what behavior or skills you attribute to your success?

To achieve highest satisfaction, level of service for our clients, high integrity, great passion, committed to learn more, in-depth knowledge, critical thinking, excellent communication, continuous professional development due to high level of training both internal and external and great focus on quality work and raising the bar of performance for ourselves.

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

Assessments for eligibility as per the student profiles and backgrounds, genuine & quality advice, personal interaction with students, latest online tools, quick response to any student query, orientation & pre-departure sessions.

What regional market(s) do you recruit students from and do you expect to expand in other areas? We recruit mostly from North India and now expanding to other parts of India, Middle East, Africa and South Asia.

How do you find work/life balance?

Good planning, time management, combination of social and fitness activities, positive mindset, manage team expectations and plan appreciation events.

What programs do you recommend that Canadore consider offering?

Business /Predictive Analytics (Post Grad Certificate)
Hospitality & Tourism Management / Hotel Management (Post Grad Certificate)
Finance & Wealth Management (Post Grad Certificate)
Pharmacy Technician (Diploma)
Automation & Robotics (Diploma)
Artificial Intelligence (Diploma)





