Q. Where can I download ELC promotional materials?
A. Our ELC brochure, application forms, homestay materials and many more materials are available at:
continuingstudies.uvic.ca/elc/downloads.

Q. How can I submit my student's application online?
A. If you are an approved ELC agent, you can submit applications online by following these steps:

1. Visit our website at uvic.ca/elc
2. Click on LOGIN at the top-right of the webpage.
3. Create a password. Your username will be the email we have for you on file. If you do not already have a password, contact elc@uvcs.uvic.ca. You will be emailed a link to generate a password for your account.
4. Login to your account using your email (username) and password.
5. Click on “ELC applications” on the left side of the webpage.
6. Fill out the online application.
7. Arrange payment of application fees and deposits.

These instructions are also available at: continuingstudies.uvic.ca/elc/application

Q. What is the program application deadline?
A. The ELC recommends submitting applications as early as possible for three reasons:

1. To allow enough time to apply for a visa/a study permit if necessary.
2. To ensure that our Homestay staff has time to match you with a local family (if applicable).
3. The 12-week ELPI program limits the number of spaces per nationality to ensure a balance of cultures in the classroom. These spaces often fill up quickly.

Q. What is the Homestay application deadline?
A. The homestay application deadline varies depending on the program but is always at least one month in advance of the program start date. For ‘peak periods’ like September and February, it is further in advance. Please refer to the ELC program application to confirm the deadlines: continuingstudies.uvic.ca/elc/pdf/2017App

Q. What happens if I submit a Homestay application after the deadline?
A. When we receive late applications for homestay, we can’t guarantee that we will be able to place the student with a UVic Homestay family. We will always do our very best to place students, but if we have no families available, we will recommend an alternative option. The best way to avoid this situation is to apply early!

Q. Should I submit fees for dormitory accommodation?
A. Yes, the cost of dormitory accommodation is included in the total cost of the program. You or your student should submit the complete fees to the ELC five weeks before the program begins.

Q. How long does it take to register a student and to receive the Letter of Acceptance (LOA)?
A. Registration for a program is usually completed within three business days of receiving a student’s completed and signed application forms. Please remember to submit registration fees along with the application so there is no delay in preparing the student’s LOA.
Partner / Agent FAQs

Q. Is the LOA sent electronically or by mail?
A. Electronically. Original documents can be couriered for a fee of $65 CAD. If you would like to request courier service (FedEx), please indicate this when submitting the application.

Q. What are the refund or transfer policies?
A. Please visit our ELC Policies page at: continuingstudies.uvic.ca/elc/policies

Homestay

Q. Should I pay the $950 monthly fees to the ELC?
A. No – the ELC only receives the Homestay application fee. The student pays homestay fees directly to the host.

Q. Can I receive the Homestay Placement Contract?
A. We send Homestay Placement Contracts directly to the student. Due to Privacy of Information policies, the contract is intended for the student only. When dealing with student groups, we may share basic placement details with agents.

Q. Can I contact hosts on behalf of my students?
A. It is important to note that agents do not communicate directly with hosts. If you have questions or requests for the hosts, please contact our UVic Homestay staff so that we can find the best possible solution taking your business and our policies into account. Hosts are advised not to respond if an agent contacts them.

Before arrival

Q. How can I help my students prepare before the program start?
A. We appreciate your effort to help your students to have great experience during their ELC program. We have extensive Pre-Arrival information available for students online at: www.uvic.ca/elc/how-to-apply/before-you-arrive

Q. Does the ELC provide airport pick up and drop off?
A. Homestay accommodation includes airport (YYJ) pick up on arrival day from 8am – 10pm. Dormitory accommodation includes airport reception by ELC Cultural Assistants on arrival day, from 9am – 9pm. Please check our website for further details: continuingstudies.uvic.ca/elc/before-you-arrive

Commission Payments

Q. Can I withhold commission payment when paying for a student’s fees?
A. Agents cannot withhold commission payments.

Q. What are the steps for receiving our commission payment?
A. Agents are not required to send the ELC an invoice for commission payments. Commissions are processed two weeks after the program start date. If you are a new agent receiving your first commission payment, this process may take longer.