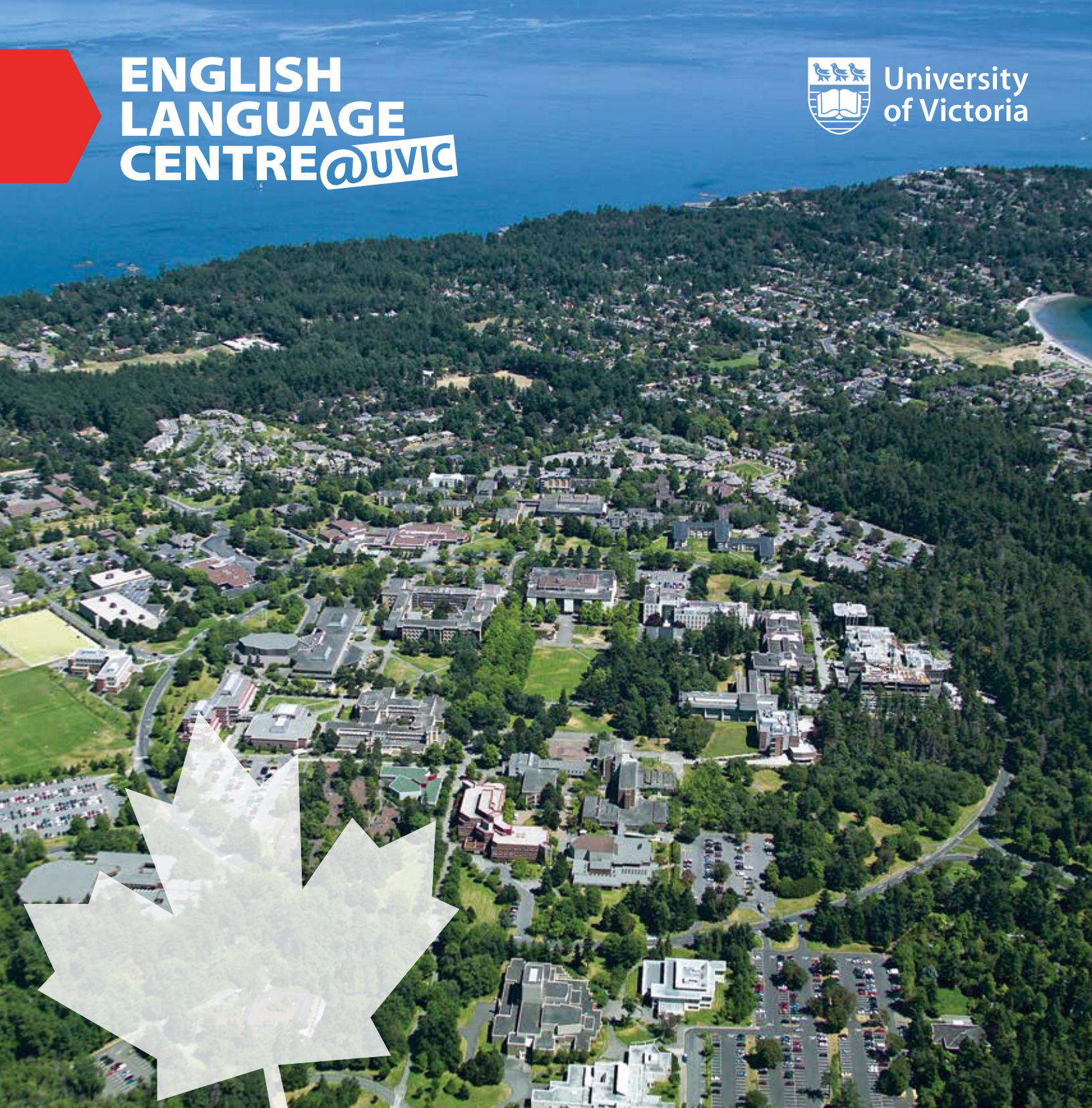


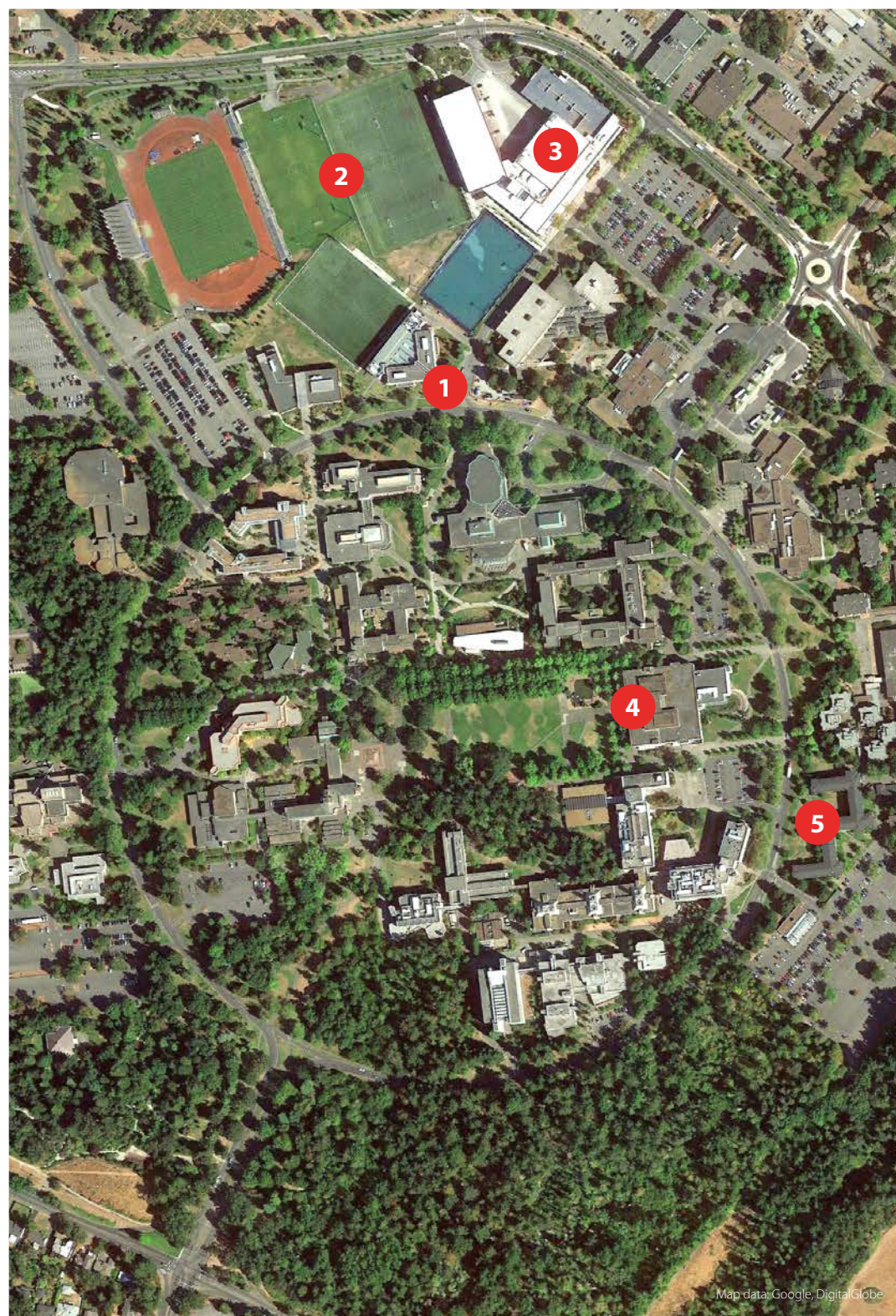
**ENGLISH
LANGUAGE
CENTRE@UVIC**



**University
of Victoria**



Agent Manual



Map data: Google, DigitalGlobe



1. English Language Centre



2. Sports fields



3. Sports facility



5. Dormitories



4. UVic Library



The beach is a 5 minute walk away!

Dear Agent

The English Language Centre (ELC) at the University of Victoria would like to welcome you as a partner in recruiting students to Victoria for their educational journey.

The University of Victoria is one of Canada's top-rated comprehensive universities situated in one of the safest and livable cities in the world. Victoria, British Columbia offers a beautiful setting and friendly environment for our students to enjoy during their studies. Since 1970, the English Language Centre has been facilitating award-winning English language programming to students from over 30 countries.

This manual will help you in providing information to students during your consultation prior to their arrival in Victoria and will assist with the student registration procedures. We hope this guide will allow you to be well-informed and confident in promoting the ELC!

We encourage you to connect with us on social media, as we post photos, program updates, local news and information daily! We are happy to answer your questions personally, so please do not hesitate to contact us for direct assistance. We look forward to working together in fostering a mutually beneficial relationship for many years to come.

Sincerely,

Si Heng Tang

Manager, International Marketing and Student Recruitment
English Language Centre
University of Victoria

ELC Marketing contacts

Our Marketing Team

Whether you are a new agent or long-time partner, we're happy to be working together. Please contact us with any questions or concerns — we're here to help!



(Mr) Si Heng Tang
Manager, International
Marketing and Student
Recruitment
sihengt@uvic.ca



(Ms) Kyla Jardin
International Marketing
Coordinator
kjardin@uvic.ca



(Ms) Rena Fowler
International Marketing
Coordinator
renaf@uvic.ca



(Ms) Sungjin Park
Marketing Assistant
elc@uvcs.uvic.ca

Our Liaison Officers

These dedicated professionals provide excellent local support for your marketing activities and information about ELC programs. We are in close contact with each of them so that they are up-to-date on our programs and can provide the prompt assistance you need. Viviana, Sammi and Roberto are pleased to offer the following services to our partners:

- Answering your questions
- Conducting agent training
(in person or by Skype)
- Giving ELC presentations to groups
or at events
- Sending updated ELC materials
- Accompanying you to university or
high school visits



(Ms) Viviana Figueredo
Medellín, Colombia
uvcselci@uvic.ca



(Ms) Sammi Lou
Beijing, China
elc.china@uvic.ca



(Mr) Roberto C. Atihé
São Paulo, Brazil
elc.brazil@uvic.ca

Our ELC Experts

This is an enthusiastic team of former students who are happy to answer any questions that you or your students might have about living in Victoria and studying at the ELC. Meet them at: uvic.ca/elc/student-life/elc-experts

Currently we have ELC Experts in the following countries:

- Brazil
- China
- Colombia
- Germany
- Korea
- Japan
- Mexico
- Peru
- Saudi Arabia
- Taiwan
- Turkey
- Ukraine
- Venezuela
- Vietnam



Pedro Fiúza Neto, ELC Expert, Brazil

"I lived for almost 7 months in Victoria, when I had one the most important experience in my life. I learned English a lot, I made many friends and I went to beautiful places in Victoria and another places in Canada."



Welcome to the upgraded ELC!

In 2016, following 18 months of construction and a \$12 million investment, the doors of the expanded Uvic Continuing Studies Building (home of the ELC), opened.

Our bright, beautiful new facility features:

- 7300 m² of student space
- 27 classrooms with enhanced technology
- Three computer laboratories
- The ELC Study Centre, Pronunciation Centre and Writing Centre (for ELPI students)
- A spacious atrium perfect for special events and activities



ELC programs:

To participate in our programs, students must:

- ✓ Be 18 years old by the program start date
- ✓ Meet Canadian visa requirements
- ✓ Have a basic knowledge of English and successfully complete the online test found at: uvic.ca/elc/testing

Once you know that a student meets these requirements, you're ready to help them choose the program that best fits their English needs.

All ELC programs are taught on the University of Victoria campus by experienced ELC teachers. Our programs are non-credit and do not guarantee admission to UVic. At the end of all ELC programs, students receive a Report Card and a Certificate of Participation.

General programs

Focus on speaking and listening, with some reading and writing

- 12-Week Intensive English (ELPI General)
- Monthly English Programs
- Summer Language and Culture Programs

Academic programs

Focus on developing all 4 English skills: speaking, listening, reading and writing

- 12-Week Intensive English (ELPI Academic)
- University Pathways Program
- University Admission Preparation (UAP) Program
- UAP and Canadian Studies
- Summer Academic Intensive Program (ELAI)

A Year at the ELC

		Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Academic	Pathways Program												
	Summer Academic Intensive Course												
	University Admission Preparation												
	UAP Canadian Studies												
Academic or General	12-Week Intensive English Program												
General	Monthly Language and Culture												
	Summer Language and Culture												

Things to know about all ELC programs:

1. The English Language Centre's home is at the University of Victoria. Our programs are taught on campus at UVic and ELC students are "UVic" students, with full access to all of UVic's facilities.
2. Full-time programs offer accommodation and activity calendars.
 - **Homestay** accommodation is offered from September-June.
 - **Dormitory** accommodation is offered from July-August.
3. ELC programs include a free activities as well as optional weekend activities at an additional cost. Activities are coordinated by our socio-cultural department and facilitated by our Cultural Assistant staff.
4. Students must be 18 years old and have a basic knowledge of English by the program start date to study with us. To ensure that they meet our minimum language requirement, we require students to do our online exam at: uvic.ca/elc/testing
5. Students receive a UVic Record of Grade and a Certificate of Participation upon completion of their program.
6. The ELC offers excellent academic preparation for students who want to go on to undergraduate or degree studies at the University of Victoria.
7. We place students in class levels according to the results of the speaking and listening tests they complete on the first day of their program. (Our University Admission Preparation and Pathways Programs are exceptions to this procedure). Students remain in the same level for the duration of their program. Please refer to the following chart to better understand how ELC class levels correspond to official exam levels. We hope it is helpful but keep in mind that it is an unofficial reference.

ENGLISH PROFICIENCY EXAM SCORE COMPARISONS

ELC LEVEL: 9 AND 12 WEEK PROGRAMS	ELC LEVEL: MONTHLY PROGRAMS	IELTS	CEFR	TOEFL IBT	TOEIC
200	Level 1	3-3.5	A2	29-39	350-450
330	Level 10	3.5-4	A2+	39-52	450-550
410	Level 20	4.45	B1	52-64	550-650
490	Level 30/40	5-5.5	B2	64-79	650-750
570	Level 40	5.5-6	B2+	79	750
UAP	Level 40	6-6.5	C1	79-94	750-850

*Chart is for reference only and level comparisons are approximations.

ELC programs

uvic.ca/elc/programs

12-Week Intensive English (ELPI)

The academic, social and cultural experience that students enjoy in “ELPI” make this one of our most popular programs—welcoming over 1,000 students each year. This program includes a range of class levels, allowing students to build on progress in previous sessions and also offers a pathway to University of Victoria degree programs.

- **Start Dates:** January April September
- **Length:** 12 weeks
- **Levels:** High beginner – university admission preparation (6 levels)
- **Type of English Classes:** General, Academic, University Preparation
- **Class Schedule:** Full time; 30 instructional hours per week
 - 18 hours per week of structured classes (Monday to Friday: 8:30 am-12:45 pm or 1:00 pm – 5:15 pm)
 - 4 hours of “elective classes” such as Business English, IELTS preparation, Idioms, Music, etc.
 - 8 optional hours in the Study Centre, Pronunciation Centre and Writing Centre

University Admission Preparation (UAP)

This is the highest academic level of the 12-week intensive program (ELPI). Successful completion of the UAP satisfies the English requirement for admission to undergraduate degree programs at the University of Victoria.

- **Start Dates:** January April September
- **Length:** 12 weeks
- **Level:** Advanced academic (entry requirement: TOEFL iBT 79 with no section less than 17; Academic IELTS 6 with 5.5 in each skill area)
- **Type of English Classes:** University Preparation
- **Class Schedule:** Full time; 30 instructional hours per week
 - 18 hours per week of Academic English classes (Monday – Thursday 1:00 pm – 5:15 pm)
 - 2 hours per week “University Skills for Success” elective class (Friday mornings)
 - 10 optional hours in the Study Centre, Pronunciation Centre and Writing Centre

Summer Academic Intensive (ELAI)

This nine-week program focuses on the academic skills required for entrance to university. It offers an academic bridge between the April and September ELPI sessions. Students who pass their ELAI level will be placed in the next level in the September ELPI program.

- **Start Date:** July
- **Length:** 9 weeks
- **Level:** Upper beginner – Advanced (5 levels)
- **Type of English Classes:** Academic
- **Class Schedule:** Full time; 22.5 instructional hours per week
 - Monday-Thursday classes from 1:00 pm – 5:15 pm;
 - Friday classes from 8:30 am – 12:45 pm

University Pathways Program

This 12-month program combines ESL classes with credit courses, allowing students to complete their degree studies in less time. Students must apply and receive preliminary admission to UVic.

- **Start Date:** September
- **Length:** 48 weeks
- **Level:** Upper Intermediate (5.5 IELTS with no section less than 5.0 or 71 iBT with no section less than 15)
- **Type of Classes:** Academic English and first year university credit courses
- **Class Schedule:** Full time; instructional hours per week vary. Please visit: uvic.ca/pathways

Monthly English

These programs provide intensive English classes and sociocultural activities designed to help students practise their language skills. The curriculum is based on cross-cultural communication, with an emphasis on speaking and listening skills.

- **Start Dates:** Every month from September to April
- **Length:** 3-4 weeks
- **Level:** Upper beginner – Advanced (5 levels)
- **Type of English Classes:** General
- **Class Schedule:** Full time; 20 instructional hours per week
 - Monday – Thursday classes from 9:00 am – 12:00 pm and 1:00 pm - 3:00 pm
 - Friday: Activities

Summer Language and Culture

These three to six-week programs provide intensive English classes and sociocultural activities designed to help students practise their language skills. The curriculum is based on cross-cultural communication, with an emphasis on speaking and listening skills.

- **Start Dates:** June July August
- **Length:** 3-6 weeks
- **Level:** Upper beginner – Advanced (5 levels)
- **Type of English Classes:** General
- **Class Schedule:** Full time; 20 instructional hours per week
 - Monday – Friday classes from 8:30 am – 12:30 pm
 - Afternoon activities and workshops

University Admission Preparation: Advanced English and Canadian Studies

This program is ideal for international students who want to make a successful cultural and academic transition into UVic degree programs in September. It is also a convenient short-term option for students who need to meet UVic's English language requirement.

- **Start Date:** August
- **Length:** 4 weeks
- **Level:** Advanced academic (entry requirement: TOEFL iBT 79 with no section less than 17; Academic IELTS 6 with 5.5 in each skill area)
- **Type of English Classes:** University Preparation
- **Class Schedule:** Full time; 20 instructional hours per week
 - Monday – Friday classes from 8:30 am – 12:30 pm
 - Additional afternoon study skills and research workshops

Part-Time & Special Purpose Programs

- **Business Boost Workshops:** A series of Business English workshops available for students registered in select Summer Language and Culture programs. Minimum 4.5 IELTS or 53 iBT required.
- **Academic Writing:** A 2-week program available to students upon completion of our September-December 12-Week Intensive program.
- **IELTS and TOEIC Preparation Courses:** 9-week course offering 36 hours of exam preparation. Available every January, April and September.



How to apply for ELC programs

Before you apply, please ensure that:

- Your student meets our minimum age requirement of 18 years by the program start date.
- Your student meets our minimum English level. If you're not sure, please have them complete a very short online test to confirm their minimum level.

Our online entry tests are available at: uvic.ca/elc/testing

Online applications

To use our online application you will need an account username and password. Your username will be the email we have for you on file. To get your password, please contact elc@uvcs.uvic.ca. We will email you a link that will allow you to generate a password for your account. Once you have a username and password, you are ready to get started by following these steps:

1. Visit our website at uvic.ca/elc
2. Log into your account using your username (email) and password.
3. Click on "My Account" on the top right hand side of the webpage.
4. Click on ELC applications on the left side of the webpage.
5. Fill out the online application.
6. Arrange payment of application fees and deposits.

PDF/Paper-based applications

1. Visit our website at: uvic.ca/elc/apply
2. Download a fillable PDF or print a PDF application form
3. Have the student complete and sign the form and return to us by email at elcreg@uvcs.uvic.ca
4. Arrange payment of application fees and deposits

Fees required

- \$150- Non-refundable application fee
- \$250- Homestay application fee (if applicable)
- \$350- Deposit per program (Part of tuition, not an additional cost)

\$750 CAD Total

Payment options and instructions

1. Credit card

If you indicate that you would like to pay by credit card, the registration staff will send an email message with the subject line "(Last name, First name): Payment Authorization, UVic English Language Centre." This message will direct you to a secure site for secure online payment authorization. Payment links can be sent directly to students or to agents. Upon payment processing, you will receive a receipt to confirm payment.

2. Western Union "Global Pay for Students"

Global pay allows you to pay tuition fees in your local currency without additional transaction charges. If you wish to pay by Western Union, you will receive an email message with instructions after submitting the application.

3. Bank wire

Funds must be made in Canadian dollars and sent to:

Royal Bank of Canada
1079 Douglas Street
Victoria, BC V8W 2C5
Canada
Transit #: 08000
Institution #: 003
Account #: 000-009-1
Swift ROYCCAT2

- Specify the bank wire is for the **English Language Centre**
- Write student's name of the bank wire
- List the "University of Victoria" as the beneficiary
- Applications will not be processed until we receive a copy of the bank wire by fax or email

4. Cheque or International Money Order

Funds must be in Canadian dollars, payable to the University of Victoria.

What happens next? Letters of Acceptance and payment

1. Once the deposit and application fees have been received, we will process the application and issue a **Letter of Acceptance** and covering letter. These documents will be mailed and emailed to the agent.
2. Students should **apply for appropriate entry visas and/or study permits** using the Letter of Acceptance.
3. **Five weeks** before the program start date: remaining program **tuition due**.
4. **Three weeks** before the program start date, the student will **receive information** on the host family (if applicable).
5. **Commission** will be automatically processed two weeks after the program start date.

University Pathways Program: Application

Before you apply, please ensure that:

- Your student meets the English Language requirements
- Your student meets the academic requirements for the University of Victoria.

How to apply

1. Visit our pathways program website at: uvic.ca/elc/programs/pathways
2. Download a University Pathways Program for International Students application form.
3. Have the student complete the application and return to us by email at elcreg@uvcs.uvic.ca. Include a copy of their IELTS/TOEFL/CAEL scores for review.
4. Ensure student signs the application form.
5. Arrange payment of application fees and deposits.

Fees required to process application

- \$325 – Non-refundable application fee
- \$250 – Homestay application fee (if applicable)
- \$1,000 – Program Deposit (part of tuition, not an additional cost)

\$1,575 CAD Total

Letters of Acceptance and tuition payment

1. After you have submitted your student's completed application and registration fees, send original transcripts and IELTS/TOEFL/CAEL scores to Undergraduate Admissions.
2. If the student is accepted to the Pathways Program, we will email and courier a **Letter of Acceptance** to the agent.
3. Students should **apply for a study permit** using the Letter of Acceptance.
4. Students that indicated they wished to apply for UVic housing will be contacted directly with information about applying for housing after being admitted to Pathways.

If the student is staying in UVic Homestay, they will receive information on their host family 3 weeks before the program's start date.
5. **Seven (7) Weeks** before the program start date: a payment reminder and the first week schedule will be sent via email to the agent's address.
6. **Term 1** fees are due five weeks before the program start date. Students may choose to pay the full fees on the first payment due date.

PLEASE NOTE: For all ELC and Pathways programs, payments received after the five-week deadline will be subject to an additional \$100 late payment fee.

UVic Homestay

Homestay is available to students in our 12-week programs and Monthly English programs from September to June. (Homestay is not available for the Summer Language and Culture Programs in July and August). Please refer to the Homestay application form for the complete list of Homestay application deadline dates.

It is important for your students to submit their Homestay application before the specific deadline, so the Homestay Office can find an appropriate host for your student.

Students will receive the name, address, phone number and email address of their host by email approximately three weeks before the program start date. We ask students to write an email introducing themselves to their host which includes flight dates, numbers and arrival time at the Vancouver airport, as well as flight number and arrival time at the Victoria airport.

- **Students in the 12-week program** should plan to arrive on the weekend before the study program start date and leave two days after the study program ends.
- **Students in short-term programs** should arrive the day before the study program begins and leave the day after the study program ends.
- **Homestay extensions** can be discussed with the host for 12-week and short-term programs.

Orientation to Homestay

Our Homestay staff holds an orientation near the beginning of the program. All students in Homestay are asked to attend—to have their questions answered and to receive additional information.

All of our hosts have been carefully interviewed and screened in their homes by a member of our staff. Hosts receive orientations so that they understand our expectations, the program schedule and cultural/dietary differences. Our Homestay staff is in close contact with the hosts and the students throughout the program.

For Homestay questions or assistance, please contact uvcshp@uvic.ca

Agents must provide us with the student's personal email address

Host placement information will not be sent until UVic Homestay has received the student's personal email address. It is our policy to be provided with the student's email account for two important reasons:

1. To contact the student with information about their host placement.
2. To facilitate communication between the student and host. Early communication between your students and our hosts helps ensure that important information is exchanged early (such as arrival and flight details), and if any issues or problems arise, they can be dealt with in a timely manner. Also, our hosts strive to make a welcoming first impression, so allowing the student and host to connect directly helps create a strong bond from the start. This email communication with their host prior to arrival is crucial for students as it increases their comfort level and feeling of welcome upon arrival at the host's home.

Homestay Placement Contract

Homestay Placement Contracts are sent directly to the student. Due to Privacy of Information policies, the contract is intended for the student only. When dealing with groups of students, however, we may share basic homestay placement contact details with agents.

Communicating with hosts

It is important to note that agents should not be communicating with hosts. If you have any questions, concerns or requests for the hosts, please contact the UVic Homestay staff first so that we can find the best possible solution, taking your business and our policies into account.

Hosts have been advised not to respond if an agent contacts them, but rather to forward the information to UVic Homestay.

Payment to Homestay families

Homestay fee details can be found at the following link: uvic.ca/elc/homestay-info. Additional nights outside the listed program dates will be charged at the nightly rate.

Early arrivals

If your student needs to arrive earlier than the date listed on the Hosting Dates:

Your student should ask their host if they can be accommodated earlier than the arrival date listed. If the host is not able to accommodate a request for an earlier arrival date, it is the student's responsibility to arrange accommodation until the arrival date listed in the Hosting Dates.

Once your student's pre-arrival accommodation has been arranged, the student must contact their host to tell them where they are staying so that arrangements for pick-up can be made.

Students should plan to arrive on the weekends or weekday evenings, no later than 9 pm, and not during the weekday work hours, so that hosts can make the necessary arrangements to pick up their students.

Late arrivals

Students who must arrive in the Homestay home after the Hosting Dates listed are required to notify the host immediately via email.

Student placement

Our general practice is to place students for the duration of their program. However, any student **who has lived in the home for at least two weeks** may terminate the placement contract two weeks hence by providing a "Two Week Notice" form signed by both parties (Student and Host). The form must be submitted to the UVic Homestay Office. Students are required to pay hosts for not less than two weeks from the day the Two Week Notice Form is signed.

Gaps between programs

Sometimes there are gaps between one registered program and the next consecutive program offered. When homestay is the accommodation option provided for a program (September to June), UVic Homestay will place students with a host throughout their registered programs, including any gap periods.

Students applying to our Summer Language and Culture programs in July and August have the option of registering for dormitory accommodation only and cannot remain in homestay during this time.

Vacation policy

Students that are away for five (5) or more consecutive nights pay a reduced rate. Student will give a completed "Vacation Notice Form" to Host at least one week prior to travel. If Student is away from the home for:

- **1 – 4 consecutive nights:** Host and Student are not required to complete a Vacation Notice Form as the Homestay fee will not be reduced.
- **5 or more consecutive nights:** Student can keep belongings in the room and Host will not use the room for any other purpose while they are away. During vacations of 5+ consecutive nights the Homestay fee will be reduced to half the regular per night rate.



Host mother Christine (left) has been working with UVic Homestay for 18 years! Pictured here with Isabela from Brazil (centre) and Kanaho from Japan.

UVic Dormitory Accommodation

Dormitory rooms are available in July and August. Short-term programs during these months offer an accommodation and meal package on campus featuring:

- a single, furnished room
- a cafeteria meal plan (two to three meals per day)
- a calendar of evening and weekend activities (Summer Language and Culture Programs only)



Airport arrival: Dormitory

"Arrival day" for students in our July and August programs is the day before the program start date. Students will be met at the Victoria International Airport (YYJ) by ELC Cultural Assistants if they arrive on "arrival day". Our Cultural Assistants will direct them to a shuttle bus (**cost: \$30**) to the UVic Housing Office, where they will check in to their dormitory room and receive their cafeteria meal card.

Dormitory students who will not be arriving on arrival day can arrange for their own transportation by shuttle bus or taxi to UVic upon arrival in Victoria. The airport is only about 35 minutes away from downtown or UVic.

For more information on housing, visit: hfcs.uvic.ca



Continuing Studies at UVic:

Certificate and diploma programs

After studying English with us, UVic certificate and diploma programs are a great option for students who want to take their academic and/or professional careers further!





Many international students register for diploma and certificate programs through Continuing Studies at the University of Victoria. Some of these programs can be completed in as little as three months, and the online aspect of many of our programs allows even greater flexibility.

All of these programs pay commission and more information is available at: continuingstudies.uvic.ca

Complete list of programs:

- Aboriginal Language Revitalization (Certificate)
- Adult and Continuing Education (Certificate)
- **Business Administration (Certificate and Diploma) – An international student favourite!**
- Collections Management (Professional Specialization Certificate)
- Computer Based Information Systems (Certificate)
- Cultural Heritage Studies (Certificate)
- Cultural Resource Management (Diploma)
- Ecological Restoration (Professional Specialization Certificate)
- Environmental and Occupational Health (Certificate)
- Foundations in Indigenous Fine Arts (Certificate)
- French Language (Diploma)
- Graduate Professional Certificate in (Certificate)
- Humanities (Diploma)
- Intercultural Education (Diploma)
- Population Health Data Analysis (Professional Specialization Certificate)
- Public Relations (Diploma)
- Restoration of Natural Systems (Certificate and Diploma)
- Restoration of Natural Systems (Certificate)
- Social Justice Studies (Diploma)
- Teaching English as a Foreign Language (Professional Specialization Certificate)
- Teaching French Immersion (Professional Specialization Certificate)

Connect with Continuing Studies at UVic!

-  /uviccontinuingstudies
-  /uviccontinuing
-  /university-of-victoria-continuing-studies
-  /ContinuingstudiesCa

To receive a brochure with more information, please contact: elc@uvcs.uvic.ca





EXTRAORDINARY ENVIRONMENT

Discovery, creativity and innovation come naturally at UVic. Here, on the tip of an island on the edge of a continent, you'll be inspired to bold new ways of thinking.

ABOUT UVIC

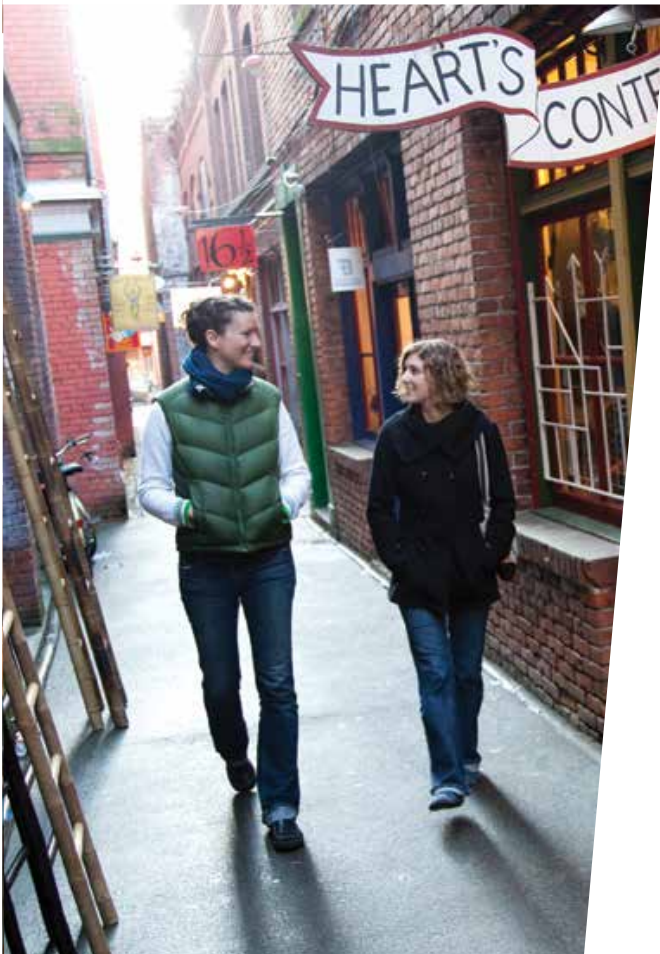
Ranked in the top one per cent of the world's universities, the University of Victoria is committed to inspired teaching, research excellence and civic engagement. An active and diverse community of more than 21,000, we're small enough that you'll see friends on campus and large enough to make an impact on the world.

It's an environment of open and curious exchange—of ideas and stories, laughter and encouragement. It's a community of thinkers and leaders driven by their imaginations who will shape the world for years to come. It is a one-of-a-kind place where you'll be challenged in ways you have yet to imagine.

Your UVic degree will be a perfect start for whatever career you want—wherever in the world you want to take it (including right here in Canada, if you choose). Recognized worldwide, a UVic degree will take you wherever you want to go.

- ▶ Ranked in the top two Canadian comprehensive universities for eight consecutive years
- ▶ Consistently ranked by *Times Higher Education* as the top university in Canada without a medical school and one of the top 200 universities in the world
- ▶ 17,797 undergraduate and 3,406 graduate students study at UVic, but our average class size is only 28 students
- ▶ More than 70 per cent of our students come from outside of the Victoria area, with more than 2,000 international undergraduate students from 104 countries
- ▶ Ranked in the top one per cent of universities in the world for scientific impact
- ▶ World leader in oceans, climate and clean energy technology and home to a globally recognized business school
- ▶ Seven Rhodes Scholars in the last 12 years





ABOUT VICTORIA

Welcome to Victoria, a vibrant city at the southern tip of Vancouver Island on Canada's spectacular West Coast. Perched above the beach between rainforest and snow-capped mountains, we're a green city of quaint, tree-lined neighbourhoods rich in character for you to discover. We're famous for our stunning natural environment, mild climate and, most important of all, our warm and friendly people. In fact, we're consistently rated as one of the most liveable, safe and welcoming cities in the world.

Hike the Juan de Fuca Trail, spend an evening at a poetry reading in Fernwood or kite-surf in the waves off Dallas Road—you'll never run out of things to do. Our relaxed island lifestyle makes this the perfect place to live and learn.

- › Greater Victoria area population—more than 360,000
- › The second sunniest city in British Columbia, with an average high summer temperature of 22°C and an average high winter temperature of 6.9°C
- › One of the best cities to live in Canada—Vancouver Island is also ranked as the “top island” in continental North America and one of the top ten islands in the world
- › Voted Canada's smartest, fittest and most walkable city—we're also the cycling capital of the country
- › Home to seven Canadian national teams (middle/long distance running, cycling, diving, rowing, rugby, swimming and triathlon)
- › One of the best cold-water diving destinations in the world according to *National Geographic*



ELC policies

Age policy

Students should be 18 years or older by the start date of their ELC program.

Language level

ELC students must have a basic knowledge of English and successfully complete the ELC's online test, found at: uvic.ca/elc/testing

Tuition payment

Students whose fees are not paid will not be allowed to attend class. Please ensure that payment reaches us on time to avoid an uncomfortable situation for your student. If payment is on the way or has just been wired, this is fine, but we must be advised. Contact: elcreg@uvcs.uvic.ca.

Student contact

You must include the student's address on the application form. We require this contact information for two importance reasons:

- We send pre-arrival information (such as a "first day" schedule, campus maps, etc.) directly to the student so that they know where to go on the first day of their program. If you only provide your agency's email contact, they may not receive this important information.
- Host placement information is only sent directly to the student by the UVic Homestay office.

Refunds

- The application fee, deposits and Homestay application fee are non-refundable.
- No refund of tuition is possible after program start date.
- Tuition is refundable, less application fees and deposit(s), for registrations cancelled before the program start date.
- There will be a **\$250 charge** for dormitory accommodation cancelled one week prior to the program start date.
- If the Canadian Embassy rejects your visa application, we will refund tuition (if applicable), the **CAD \$350 deposit** and **CAD \$250 Homestay application fee**, minus courier charges. You must inform us before the program starts. Copies of documentation from the Embassy will be required.

- Students may receive a partial refund if they produce a doctor's note stating they are too ill to continue studying for the remainder of the program.

Program transfers

- If your visa is denied and you wish to transfer your \$350 deposit to a future program, a **non-refundable \$100 transfer fee** is charged per program. You must notify us in writing of your transfer request before the program starts. You have one month from the cancellation date to transfer to another program.
- Students are only permitted to transfer to future programs once. If your visa is denied a second time and you wish to register for a future program, you will need to submit a new application with another deposit and application fee.
- Students already in Canada cannot transfer fees between programs unless there is an emergency situation where students must return home. In these cases, students must provide the English Language Centre with a doctor's note and proof of a return air ticket to their home country in order to transfer fees to a future program. There is an additional **\$100 transfer fee** and the transfer must be approved by the Director.

Changes and cancellations

- The English Language Centre reserves the right to make changes in fees, schedules, and courses without notice, and to cancel courses if enrollment is insufficient.
- If a program is cancelled or rescheduled, the liability of the English Language Centre is limited to a refund of the program fee or transfer to another program.
- The English Language Centre reserves the right to establish special regulations for admission to non-degree programs or courses.

Freedom of Information/Protection of Privacy Act

The relevant law for all matters concerning programs shall be the law of the Province of British Columbia, Canada. The English Language Centre collects personal information on its form pursuant to the University act, RSBC 1996, c.468 and section 26 of the Freedom of Information and Protection of Privacy Act. The information you provide is used for the purposes of admission, registration, and other decisions relating to your program. For details on how the information is used, contact the English Language Centre or read UVic Policy 4400, Access to Student Records.

Agent FAQ

Registration

What is the program application deadline?

Five weeks before the start date of the program.

The ELC recommends submitting the application earlier than this for three reasons:

1. To allow enough time to apply for a visa/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 program (ELPI) limits the number of spaces per nationality to ensure a balance of cultures in the classroom. These spaces often fill up before the deadline—especially for September ELPI.

How long does it take to register a student and to receive the LOA?

Registration for a program is usually completed within three business days of receiving a student's complete application online, by mail or by fax. Please remember to submit registration fees along with the application so there is no delay in preparing the student's LOA.

How is the LOA sent out?

Electronically (email) and by mail. Original documents can be couriered for a fee of **CAD \$65**. If you would like to request courier service, please indicate this when submitting the application.

What is the ELC transfer policy?

In cases of delayed or refused visas, students are permitted to transfer programs once, upon paying a \$100 program transfer fee. To transfer programs, the ELC must be notified in writing before the program start date.

Homestay and dormitories

What is the Homestay application deadline?

Please refer to the homestay application form for the complete list of homestay application deadline dates.

Does Homestay accept "late" applications ?

Yes, but we cannot guarantee that we will be able to find a suitable host family for late applicants.

Should I submit monthly fees for Homestay accommodation?

No, agents should only submit the \$250 Homestay application fee. The student pays the monthly Homestay fee directly to the host.

Should I submit fees for Dormitory accommodation?

Yes, the cost of dormitory accommodation is included in the total cost of the program, so agents should collect the complete fee and submit this to the ELC.

Commission

What are the payment options for commissions?

Commissions are paid by bank wire (international bank), direct deposit (Canadian bank) or by cheque.

If paying by bank wire, payments would be made via Western Union's GlobalPay service. A great benefit of paying through this service is that UVic can make payments using many more foreign currencies. We are encouraging agents receive their commission payments in their local currency.

For those using a Canadian bank account and wishing to be paid by direct deposit, please contact the ELC so that we can follow up with you regarding the payment process.

What are the steps for receiving our commission payment?

Agents are not required to send the ELC an invoice for commission payments. Commissions are processed two weeks after the program start date.

Can an agent withhold commission payments when paying for a student's fees?

Agents cannot withhold commission payments.

Whom do we contact if we have a problem with commission payments?

For any commission-related issues, please contact us:
Email: elcreg@uvcs.uvic.ca, Tel: 250-721-8469

If a student registers for another course once they have arrived, will I get commission for that course?

Agents will continue to receive commission throughout their student's studies at the ELC until such time that either the student and/or the agent advises the ELC, in writing, that they no longer wish to remain in that relationship. Once the relationship has been noted as severed, no further commission payments will be payable for that student's future registrations.

What happens if full fees are not received by the start date of class?

Students whose fees are not paid in full are not permitted to attend class and will be advised that we have not received payment from their agent. It is the agent's responsibility to ensure that full fees are received by the ELC five weeks before the start date of the program.

ENGLISH LANGUAGE CENTRE@UVIC

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In Spanish

 /VenyViveVictoria

 @VenyViveVictori

In Mandarin

 /uvicpathway

Why students love studying English at UVic

1 The best city with the best weather!

Our beautiful capital city has the warmest climate in Canada, and has been voted the “best small city in the Americas.” Victoria was also recently named one of the world’s “Friendliest Cities” (Travel & Leisure Magazine)

2 Award-winning programs

UVic is one of Canada’s top three comprehensive universities and our ELC has over 45 years of experience offering ESL programs. We welcome over 3000 students a year and our Homestay and University Admission Preparation programs have earned national awards of excellence.

3 Modern university campus

UVic is located five minutes from the beach and 15 minutes from downtown. With recreation centres, libraries, a cinema, cafés, language labs, a pharmacy, travel agency and medical clinic, our campus has everything students need and more!

4 Social activities

English Language Centre tuition includes activities such as coffee socials, dances, karaoke nights, downtown tours, sports, arts and crafts, etc., where students can practise their English with Canadian Cultural Assistants.

5 Pathways to degree programs

Our 12-month Pathways Program includes both ESL and credit courses! Successful completion of our highest academic level satisfies the UVic language requirement for undergraduate programs.

