



## Agent Manual and Checklist

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## Section 1 - Application checklist

To ensure efficient processing of submitted applications, please ensure that you have submitted all of the follow required forms, supporting documents and fees.

### Forms

- Completed application form (print from website <http://www.viu.ca/highschool/pdfs/ApplicationforHighSchoolProgramAdmission.pdf>, or complete online <https://www.viu.ca/apply/highschool.asp>)
- Participation Agreement signed by a parent and the student.
- Completed student profile form.

### Supporting documents

- Certified copy of educational transcripts in original language and English translation
- Passport-sized photograph
- Certified copy of educational documents for the past three years, in the student's own language and a notarized copy translated into English.
- Copy of passport photo page
- Letter of Recommendation signed by the English teacher or the Principal of the school the student is attending.

### Fees

All fees are in Canadian dollars and are subject to change without prior notice.

- \$150 micro-encoded International Money Order, credit card or electronic transfer for the Application Processing Fee. The application will not be processed without this non- refundable fee.
- \$150 micro-encoded International Money Order, credit card or electronic transfer for the Homestay Placement Fee. The application will not be processed without this non- refundable fee.

### Homestay: Checklist

- High School Homestay Student Profile
- Homestay application fee: \$150CAD
- Homestay refundable deposit \$650CAD (increasing to \$700CAD Sep 1<sup>st</sup>, 2008)
- All items above in to Vancouver Island University Homestay Department (**no later that 6 weeks before the start of school**)
- Arrival details to Nanaimo

\* **Student may begin Homestay/Peerstay 4-5 days prior to the start of school.**

## Section 2 - 3-step application process for Malaspina High School

Application process for representatives of Malaspina High School (MHS)

### Step one

Obtain & complete a copy of the application from:

- Print from website <http://www.viu.ca/highschool/apply/MalaspinaHighSchoolApp.pdf>, or
- Complete online <https://www.viu.ca/apply/highschool.asp>
- Last page of brochure

### Step two

Obtain all required supporting documents for the application:

- Certified copy of educational documents for the past three years, in the student's own language and a notarized copy translated into English.
- Copy of passport photo page and one additional passport-sized photograph
- Participation Agreement signed by a parent and the student. Available online <http://www.viu.ca/highschool/downloads.asp>
- Completed Student Profile. Available online <http://www.viu.ca/highschool/downloads.asp>
- Letter of Recommendation signed by the English teacher or the Principal of the school the student is attending.
- \$150CAD micro-encoded International Money Order, credit card or electronic transfer for the Application Processing Fee. The application will not be processed without this non-refundable fee.

### Step three

Courier your completed application, supporting documents and non-refundable application fee to:

Principal Keith Watson  
Malaspina High School  
900 Fifth Street Nanaimo, B.C. V9R 5S5  
Canada

You may also fax the application to (250) 740-6470

You may also complete the application online (<https://www.viu.ca/apply/highschool.asp>) and then fax or courier all required supporting documents to the address above.

## Section 3 - Fee payment and refund policy

### Refund Policy

New applicants may be eligible to apply for a refund in exceptional circumstances only. Requests for refunds must be made in writing to the Dean of International Education. The approval or rejection of a request for a refund will be determined based on the rationale provided in the submission. Any refunds will require the approval of the Dean of International Education.

If approved for a refund, in no cases will the refund exceed the following guidelines:

- 75% of tuition for cancellation of application before August 1 (Fall), December 1 (Spring), and April 1 (Intersession)
- 50% of tuition after the above dates and before the first day of the semester
- 25% of tuition before the end of the second week of the semester
- Student activity and students' union fees are not refundable

A student whose study permit is rejected will receive a full refund minus the \$150CAD Application Processing Fee. A copy of the Letter of refusal from the Canadian Embassy must be received before the refund will be processed.

Complete policy information <http://www.viu.ca/international/tuition.asp>



## *Appendix B – Directions to Malaspina High School*

Vancouver Island University is located less than a 20-minute drive from the Nanaimo Airport, a 10-minute drive from downtown Nanaimo and the Departure Bay ferry terminal, and a 20-minute drive from Duke Point ferry terminal. Students who are staying in homestay or peerstay will be picked up by their homestay or peerstay families at the point of entry in Nanaimo. Students are advised to arrive 4-5 days before the start of classes to attend an orientation and to visit the Centre for International Education (Building 255), where staff will provide assistance with course selection, registration, and general information about the campus and Nanaimo.

### **Arriving to Nanaimo**

#### **By air**

Students traveling to Canada from overseas by air should book their airline ticket to Nanaimo Airport (YCD) [www.nanaimoairport.com](http://www.nanaimoairport.com). Students will change planes at Vancouver International Airport (YVR) [www.yvr.ca](http://www.yvr.ca).

#### **By ferry**

There are two car/passenger ferries from Vancouver to Nanaimo:

- Tsawwassen in Vancouver to Duke Point, south of Nanaimo;
- Horseshoe Bay in Vancouver to Departure Bay, close to downtown Nanaimo.
- For information, visit: [www.bcf ferries.com/schedules/mainland](http://www.bcf ferries.com/schedules/mainland).

### **Arrival Services**

If students are not making a connecting flight to Nanaimo Airport (YCD) from Vancouver International (YVR) and would like assistance to any of the ferry services (BC Ferries), or harbour to harbour float planes, please contact Beaton's Meet and Greet, e-mail [obeas@shaw.ca](mailto:obeas@shaw.ca) or website <http://www.beatonsmeetandgreet.com>. They will be happy to meet students at the exit from the arrivals area at YVR and transport them to the ferry or float plane service that they have chosen. They will also assist students to purchase a ticket on their Vancouver to Nanaimo transportation and make sure that if they are staying with a host family in Nanaimo, that they are called to be ready to pick the student up at the appropriate location.

If Homestay/Peerstay is not arranged with Vancouver Island University, there is airport shuttle service available for a nominal fee: <http://www.nanaimoairporter.com>. Taxis are available from both ferry terminals.

# Appendix C – High School application form

Form available online <https://www.viu.ca/apply/highschool.asp>



## Application for Admission

### Student Information

\_\_\_\_\_  
*Family Name*                      *Given Name*                      *Middle Name*

\_\_\_\_\_  
*Street Address*

\_\_\_\_\_  
*City*                                      *Country*

\_\_\_\_\_  
*Birthdate: Day / Month / Year*                      Sex:  Male  Female

\_\_\_\_\_  
*Telephone*                                      *Fax*                                      *Citizenship*

**Parent Contact Information:**                      Student Resides with:  both parents  Mother  Father

\_\_\_\_\_  
*Father's Name*                                      *Mother's Name*

\_\_\_\_\_  
*Father's Occupation*                                      *Mother's Occupation*

\_\_\_\_\_  
*Father's E-Mail*                                      *Mother's E-mail*

### Emergency Contact Information, in case we cannot reach your parents or agent

\_\_\_\_\_  
*Name*                                      *Relationship to you*

\_\_\_\_\_  
*Home Telephone*                      *Work Telephone*                      *E-mail Address*

### Agency assisting with your application

\_\_\_\_\_  
*Company*                                      *Contact Name*                                      *E-mail*

I want to apply for Grade:     10     11     12

I want to begin:     September     November     February     April    Year: 20\_\_

I want to attend for:  
 One Semester     Academic Year     Graduation     Short Term: From: \_\_\_\_\_ to \_\_\_\_\_

My English skills are:     Beginner     Intermediate     Advanced

When I Graduate, I intend to:  
 Apply to a university in Canada  
 Apply to a university in USA  
 Apply to a university in my home country  
 Attend a college or technical school



## Appendix D – Malaspina High School supporting information

### Fee structure

Item	Cost in Canadian dollars	Description
Tuition fees	\$12,000	4 quarters
Medical insurance	\$650	4 quarters
Application fee	\$150	Processing fee (non-refundable)
Homestay placement fee	\$150	Processing fee (non-refundable)
Homestay (room and board)	\$6,500	4 quarters (increasing to \$7,000 Set 1 <sup>st</sup> 2008)
Homestay deposit	\$650	Refundable (increasing to \$700 Set 1 <sup>st</sup> 2008)
Books and supplies	\$600	4 quarters
<b>Total</b>	<b>\$20,700</b>	

On receipt of the invoice and Conditional Letter of Acceptance, please make full payment by an electronic fund transfer. Once payment is received we will issue:

1. Official Letter of Acceptance
2. Official Custodianship Document

Electronic funds transfers can be made directly to Malaspina High School's Bank Account, as follows: The Royal Bank of Canada, Main Branch, 205 Commercial Street, Nanaimo, B.C. V9R 5G8. Account number 03120 000-069-5. Transfers from overseas use: Swift Code: ROYCCAT2. Transfers from U.S.A. use: ABA or Routing Number: 021000021.

Please confirm electronic transfer of funds by faxing us a copy of the Bank Remittance, at (250) 740-6470.

### Summer study program

The following documentation should be submitted as soon as possible.

- Complete Summer Studies application form
- Proof of age (copy of passport photo page)
- Participation Agreement signed by a parent and the student
- Completed Student Profile (see Homestay checklist)

The above forms can all be found at <http://www.viu.ca/highschool/downloads.asp>

### Sample 2 week fees

Item	Cost in Canadian dollars
Tuition fees	\$800
Medical insurance	\$30
Application fee	\$150 (non-refundable)
Homestay placement fee	\$150 (non-refundable)
Homestay (room and board)	\$304.50
<b>Total</b>	<b>\$1,434.50 (two weeks)</b>
	<b>\$2,569.00 (four weeks)</b>
	<b>\$3,703.50 (six weeks)</b>
	<b>\$4,838.00 (eight weeks)</b>

On receipt of the invoice and Conditional Letter of Acceptance, please make full payment by an electronic fund transfer. Once payment is received we will issue:

1. Official Letter of Acceptance
2. Official Custodianship Document

Electronic funds transfers can be made directly to Malaspina High School's Bank Account, as follows: The Royal Bank of Canada, Main Branch, 205 Commercial Street, Nanaimo, B.C. V9R 5G8. Account number 03120 000-069-5. Transfers from overseas use: Swift Code: ROYCCAT2. Transfers from U.S.A. use: ABA or Routing Number: 021000021.

Please confirm electronic transfer of funds by faxing us a copy of the Bank Remittance, at (250) 740-6470.

### **Arrival information**

Six weeks before the start of the first quarter:

Inform the High School and the Homestay office via email or fax of students' travel plans. Students may begin homestay 4-5 days before start of class to give them time to adjust to their new surroundings and their host family. Students will be met at the Nanaimo Airport or Departure Bay or Duke Point Ferry Terminal by their host family. Students must participate in an orientation session shortly after arrival.

If Homestay/Perstay is not arranged with Vancouver Island University, there is airport shuttle service available for a nominal fee: <http://www.nanaimoairporter.com>. Taxis are available from both ferry terminals.

### **Contact information**

#### **Malaspina High School**

Principal Keith Watson  
900 Fifth Street  
Nanaimo, B.C. V9R 5S5 Canada  
Fax (250) 740-6470  
Phone (250) 740-6317  
E-mail [highschool@viu.ca](mailto:highschool@viu.ca)

#### **Homestay Office**

Vancouver Island University  
Homestay Department  
Building 255, 900 Fifth Street  
Nanaimo, BC V9R 5S5 Canada  
Phone: 250-740-6159  
Fax: 250-740-6471  
Email: [homestay@viu.ca](mailto:homestay@viu.ca)

# Appendix E – Malaspina High School homestay student profile

Form available online [http://www.viu.ca/highschool/pdfs/StudentProfile\\_001.pdf](http://www.viu.ca/highschool/pdfs/StudentProfile_001.pdf)



## HIGH SCHOOL HOMESTAY STUDENT PROFILE

The information from this form will be used to find a suitable homestay family for you. Please print clearly and fill it in as completely as possible. However, if there are some questions that do not apply, please omit them.

**YOUR HOMESTAY REQUEST WILL BE PROCESSED UPON RECEIVING YOUR ARRIVAL DETAILS TO NANAIMO, BC. PLEASE ALLOW 6 WEEKS TO ENSURE A HOST FAMILY WILL BE AVAILABLE UPON YOUR ARRIVAL.**

### ARRIVAL DETAILS TO NANAIMO:

Date: \_\_\_\_\_ Flight # (YVR to YCD): \_\_\_\_\_ Time: \_\_\_\_\_

**AGENT:** \_\_\_\_\_ **CONTACT:** \_\_\_\_\_  
**EMAIL:** \_\_\_\_\_

### PERSONAL

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: (home) \_\_\_\_\_ (work) \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Date of Birth: Year: \_\_\_\_\_ Month: \_\_\_\_\_ Day: \_\_\_\_\_

Nationality: \_\_\_\_\_ Male:  Female:

Which term and year will you start?

September:  November:  February:  April:  Year: \_\_\_\_\_

Do you expect to stay at Malaspina High School to complete:

Grade 10:  Grade 11:  Grade 12:

Do you plan to go to university in Canada:  USA:  other:

### FAMILY

Father Name: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Mother Name: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Brothers or \_\_\_\_\_

Sisters Name Age

Name Age

**FRIENDS AND RELATIVES IN CANADA**

Friends: \_\_\_\_\_  
Name City  
\_\_\_\_\_

Relatives: \_\_\_\_\_  
Name City  
\_\_\_\_\_

**EDUCATIONAL BACKGROUND**

**In your home country:**  
Name of school you are presently attending: \_\_\_\_\_  
What grade or level? \_\_\_\_\_  
What are your favorite subjects at school? \_\_\_\_\_  
What languages do you: Speak? \_\_\_\_\_  
Read/write? \_\_\_\_\_  
How many years of English study have you had in school? \_\_\_\_\_  
Have you ever studied and/or traveled abroad? Yes  No   
If so, where, when and for how long? \_\_\_\_\_

**INTERESTS**

What do you usually do in your free time?  
\_\_\_\_\_

**HOBBIES:** List the hobbies you have \_\_\_\_\_

**MUSIC:** What kind of music do you like? \_\_\_\_\_  
Do you play a musical instrument? Yes  No   
If yes, which one? \_\_\_\_\_  
How many years have you studied the instrument? \_\_\_\_\_  
Do you plan to continue with lessons while in Canada? \_\_\_\_\_

**SPORTS:** List the sports you participate in:  
weekly in the summer: \_\_\_\_\_  
weekly in the winter: \_\_\_\_\_  
once in a while: \_\_\_\_\_  
What sports do you like to watch? \_\_\_\_\_  
What sports would you like to try in Canada? \_\_\_\_\_

**OTHER INTERESTS:** Please explain \_\_\_\_\_  
What activities/hobbies would you like to try in Canada? \_\_\_\_\_



**MEDICAL INFORMATION**

- *If you have any health problems and require medication you must bring a letter from your doctor, in English, explaining the problem and medication required.*
- *If there are certain medical procedures that are unacceptable to you for religious reasons, please bring a signed and witnessed medical directive with you when you come, in English, stating so. Please show us your medical directive along with any international medical insurance you may have.*

Do you take medication? Yes  No   
What kind? \_\_\_\_\_ How often? \_\_\_\_\_  
Are you allergic to any medications? Yes  No   
Please explain \_\_\_\_\_  
Do you have any other allergies? Yes  No   
Please explain \_\_\_\_\_  
Do you have any special medical conditions or needs? Yes  No   
Please explain \_\_\_\_\_  
Do you get motion sickness when you ride in cars or buses? Yes  No

**EMERGENCY CONTACTS**

Please tell us who to contact in case of an accident or medical emergency. Family in Canada, or in your home country is best.

	<b>Contact</b>	<b>Alternative</b>
Name:	_____	_____
Address:	_____	_____
City:	_____	_____
Country:	_____	_____
Telephone Number:	_____	_____
Fax Number:	_____	_____
E-mail Address:	_____	_____
Relationship to you:	_____	_____

**PLEASE NOTE:** Canada is a multicultural society that values and respects the diversity of all Canadians. Many different kinds of Canadian families participate in the Homestay and Peerstay programs. There are single people with or without children, as well as couples with or without children. There are also Canadians of many races, religions, and cultures. For example, Malaspina University-College hosts will consist of suitable Caucasian and non-Caucasian families.

Some families work full-time, while others work part-time and/or are retired. Every host family will have their own unique lifestyle, so please be open and willing to share and enjoy a meaningful Homestay or Peerstay experience with the host family we have selected for you.

I understand that the Homestay Program will select a family from those available, based on the information that I have provided, but that they cannot guarantee that all of my personal preferences will be met.

\_\_\_\_\_  
**Student's Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Parent's Signature**

\_\_\_\_\_  
**Date**

The information on this form is collected under the authority of the College and Institute Act. The information provided will only be used to match an international student with a host family. If you have any questions about the collection and use of this information, contact the Principal, Malaspina High School (250) 740-6317.

Please complete and return to:

Principal  
Malaspina High School  
900 Fifth Street  
Nanaimo, B.C.  
Canada V9R 5S5

Fax: (250) 740-6470  
Email: [highschool@mala.ca](mailto:highschool@mala.ca)



## HIGH SCHOOL HOMESTAY STUDENT LETTER OF AGREEMENT

*The Malaspina University-College Homestay and Peerstay Programs are designed to promote friendship and language learning and to provide an opportunity for cultural exchange between Canadian families and the International students who attend Malaspina University-College.*

*While you are in Homestay, please expect to be treated with respect by your hosts. In turn, you must also respect and show your host every courtesy.*

### I AGREE TO:

1. Be responsible for all telephone expenses, including long distance calls and taxes. If I have my own telephone, I will pay the installation charge and monthly rental and usage charges. I will use a long distance telephone debit card if I use my host family's telephone. I will ask permission to make long distance calls on my host family's phone before I use it. I will not make long distance calls on my host family's phone during the last month of my stay, if at all possible.
2. Give minimum one month or THIRTY (30) DAYS NOTICE IN WRITING to my hosts before moving. Notice can be given on any day of the month, allowing me to move on the same day the following month. When mutually agreed between my Host family and myself, it is possible to leave with shorter notice.
3. Become familiar with and understand the routines of the home I am staying in and follow those routines.
4. Discuss with my hosts any of my special requirements, preferences and interests so they can understand what I will need to feel comfortable.
5. Always tell my hosts if I will be away overnight and leave a telephone number where I can be contacted.
6. Always tell my hosts if I will not be home for the evening meal or if I will be arriving home late in the evening.
7. Ask my hosts permission before inviting guests to the home.
8. Clean my own room and change the bed sheets. Clean the bathroom after I use it. Help my hosts clean the dishes after the evening meal. Be prepared to do my own laundry, make my own breakfast and lunch, and assist in household duties as other family members do.
9. Arrange personal insurance for my possessions (neither Malaspina University-College nor the hosts will be responsible for the replacement of students' possessions that are lost or damaged).
10. In cases where I have a problem with my host family, the Homestay and Peerstay manager will help me talk to my hosts about the problem. Because Canadian customs are different from customs in my country, my hosts may not know that I am feeling uncomfortable. PROBLEMS CAN ONLY BE SOLVED IF WE KNOW ABOUT THEM.
11. Where it is not possible to resolve a problem, the Homestay and Peerstay manager will agree to move me as soon as possible. The manager will determine payment owed.
12. Be responsible for any unusual cleaning charges or damage that I cause during my stay.
13. I understand I will not receive my deposit refund until after I move out of my Homestay and have given appropriate notice to my host family.



## HIGH SCHOOL HOMESTAY STUDENT LETTER OF AGREEMENT

*continued*

14. I understand that Malaspina University-College staff will select hosts from those available, based on the information I have provided and that they cannot guarantee that all my personal preferences will be met.
15. I understand and agree with all the information on the Homestay program provided by Malaspina University-College, and agree to the terms and conditions.

**YOU MUST CONSULT THE MANAGER BEFORE YOU MAKE A DECISION TO MOVE.**

_____ Student Signature	_____ Date
_____ Signature of Parent or Guardian <i>(Required if applicant is under 19 years of age)</i>	_____ Date
_____ Signature of Agent/person assisting the student with this application.	_____ Date

**NOTE: A REFUNDABLE DEPOSIT of \$650 and a non-refundable \$150 placement fee (total CDN \$800) must be enclosed with this application. You will not be matched with a host family or placed in a home until your deposit, placement fee and arrival details are received. Completed applications must be received 6 weeks prior to student arrival.**

**IMPORTANT:**

**If you arrive outside of office hours (8:00 AM to 4:00 PM, Monday to Friday) and do not have accommodations arranged, we highly recommend that you take a taxi to one of the following choices.**

**Our address is: Malaspina University-College, 900 Fifth Street, Building 350, Nanaimo, BC V9R 5S5, BC, Canada. Telephone: (250) 740-6317; Fax: (250) 740-6470.**

### ACCOMMODATION CHOICES IN NANAIMO

- 1) **Travelodge Nanaimo** - 250 Terminal Avenue North  
Tel: 250-716-1670 Toll free: 1-800-667-0598 Fax: 250-754-1301 Website: [www.travelodgenanaimo.com](http://www.travelodgenanaimo.com)  
(\$68 and up per night plus taxes)
- 2) **Buccaneer Inn** - 1577 Stewart Avenue  
Tel: 250-753-1246 Toll Free: 1-877-282-6337 Fax: 250-753-0507  
Email: [sleepwell@thebuccaneerinn.com](mailto:sleepwell@thebuccaneerinn.com) (\$55 and up per night plus taxes)
- 3) **Departure Bay Motel** - 211 Estevan Road  
Tel: 250-7542161 Fax: 250-754-3348  
Website [www.members.shaw.ca/depbaymo](http://www.members.shaw.ca/depbaymo) (\$45 and up per night plus taxes)
- 4) **Colonial Motel** - 950 Terminal Avenue  
Tel: 250-754-4415 Fax: 250-754-4415, ext 100  
Website: [www.colonialmotel.ca](http://www.colonialmotel.ca) (\$39--\$49 per night plus taxes)
- 5) **The Painted Turtle Guesthouse** - 121 Bastion Street  
Tel: 250-753-4432 Cell: 250-618-0512  
Website: [www.paintedturtle.ca](http://www.paintedturtle.ca) (\$24 and up per night plus taxes)

### Administration, Recruitment and Contracts

Brock Dykeman, Acting Dean  
E-mail: [brock.dykeman@viu.ca](mailto:brock.dykeman@viu.ca)

Mark Herringer, Manager, Recruitment Services  
E-mail: [mark.herringer@viu.ca](mailto:mark.herringer@viu.ca)

Jane Kelly, Director, International Admissions  
E-mail: [jane.kelly@viu.ca](mailto:jane.kelly@viu.ca)

Andrea Blakeman, Manager, Homestay  
E-mail: [andrea.blakeman@viu.ca](mailto:andrea.blakeman@viu.ca)

Patricia Ilagan, Academic Advisor  
E-mail: [patricia.ilagan@viu.ca](mailto:patricia.ilagan@viu.ca)

Bruce Ballam, International Student Advisor  
E-mail: [bruce.ballam@viu.ca](mailto:bruce.ballam@viu.ca)

### English Language Centre

Sheila Swanson, Director, English Language Centre  
E-mail: [sheila.swanson@viu.ca](mailto:sheila.swanson@viu.ca)

### Group Programs / Contract Training

Theresa Meyer, Manager, International Education Group Programs  
E-mail: [theresa.meyer@viu.ca](mailto:theresa.meyer@viu.ca)

### Study Abroad

Audrey Hansen, Manager, Study Abroad Programs  
E-mail: [audrey.hansena@viu.ca](mailto:audrey.hansena@viu.ca)

### High School

Keith Watson, Principal  
E-mail: [keith.watsonk@viu.ca](mailto:keith.watsonk@viu.ca)

Homestay enquires can be directed to E-mail: [homestay@viu.ca](mailto:homestay@viu.ca)

General enquiries can be directed to E-mail: [study@viu.ca](mailto:study@viu.ca)