



**MOUNT ROYAL**  
UNIVERSITY  
1910

International Education

# Languages Institute

# Agent Manual

2011-2012



**Calgary, Alberta, Canada**



Thank you for your continuing support of the English Language program at Mount Royal University. We have developed this Agent Manual to help you find the answers the most frequently asked questions from students. It is also designed to answer questions you might have about working with us. I hope you find it useful. I also hope that you will help us improve this manual by telling us what questions we might have missed.

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Manager, Languages Institute

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## **Mount Royal University (MRU)**

### **Where is Mount Royal University located?**

- MRU is located in southwest Calgary
- Downtown Calgary is a 30 minute bus ride from the campus

### **How old is Mount Royal University?**

- MRU was founded in 1910.
- MRU serves more than 12,000 students every year.

### **How big is the Mount Royal University campus?**

MRU campus includes:

- Two student residence complexes—students can walk to class in 5-10 minutes
- Mount Royal Recreation—salt water pool, indoor running track, triple gym, aerobic studios, weight machines, beach volleyball courts, squash courts, tennis courts and soccer fields.
- Cafeteria and fast food restaurants (including: Starbucks, DairyQueen, Subway)
- Library—including special ESL resource area
- Bookstore—MRU clothing, textbooks, school supplies
- Free open computer labs around campus
- Wireless internet access throughout campus
- Doctor's office and Wellness Centre

### **What types of programming does MRU offer?**

- Bachelor degrees, Applied bachelor degrees, collaborative bachelor degrees, university transfer, diplomas, and certificate programs.

## **Commission**

### **Which student registrations are eligible for commission?**

- Only international students attending the full-time English Language Program (EF, EAP, EAC or TEFL) or the Summer Immersion program are eligible for commission.
- Canadian residents have access to assistance through a number of service for immigrants, and so their registrations are not eligible for commission.

### **Can I deduct my commission from the tuition?**

- No, tuition must be paid in full at the time of registration.

### **When should I submit my invoice for commission?**

- Send your invoice for commission at the beginning of each term.
- Please do not send invoices for future terms.

### **Will I get an invoice from Mount Royal University?**

- No, you will not receive an invoice from Mount Royal. The application form serves as an invoice and shows all fees.
- You will receive a confirmation of registration (receipt) with the letter of acceptance.

### **When do I get my commission?**

- We generally process commission cheques each term after students have been in attendance for 3 weeks of a term. Please see point 3(d) of the agent agreement.
- We do not process commission cheques unless we have an invoice from you.

### **How is commission paid?**

- Commission is paid by cheque and mailed to the agent.

**What happens if I don't send my invoice on time?**

- We need to process all commission cheques during the term the student is studying at MRU.

## ***Tuition discounts***

**Does Mount Royal University offer discounts to students?**

- Generally, no. However, if an agent wants to bring an organized group of students into our summer program or full-time program, group discounts may be available. Contact the Languages Institute for more information.

**Can I offer discounts to my clients as a way of attracting business?**

- Mount Royal does not work with agents who rebate part of their commission to students.
- This is in line with guidelines set out by KOSA (Korean Overseas Student Advisors), and other agent associations. We will discontinue our relationship with an agent if there is evidence of discounting.

## ***Admission to English Language Programs***

**What do I send with the application?**

- Send full payment for all term(s) and services (services are Residence, Conditional Acceptance to credit studies, airport pickup, courier)

**Do I have to pay all fees or just the \$75 administration fee?**

- All fees must be paid in full when the application is submitted.
- Applications without payment will not be processed until payment is received by Mount Royal.
- Do not collect or send monthly accommodation fees.

**When and how should I pay the fees?**

- All fees must be paid when the application is submitted.
- You can pay fees by credit card or wire transfer.  
**Please note we only accept credit card payments by mail, phone or fax.  
We cannot accept credit card information sent by email due to government regulations.**

**Can students apply for more than one term?**

- Yes, students can apply for as many terms as they like.
- We require full payment of the fees to register students in additional terms.
- The letter of acceptance will show which terms the student has paid for.

**Can I pay for the fees by wire transfer?**

- Yes, you can pay by wire transfer although this is not the quickest method.

Please remember to:

- add \$25 for bank service charges;
- Notify us by email or phone that you have sent a wire transfer (Canadian funds only).

Wire transfer information:

Please contact us for the wire transfer information at [international@mtroyal.ca](mailto:international@mtroyal.ca)

**Can I submit a student application for the English Language program after the deadline?**

- Yes, we accept applications after the deadline. Students applying from Canada do not need as much time as students applying from overseas.
- It is important to explain the 'Transfer to Another Term' and 'Refund' policies (see below) to your client. Please be realistic about applying after the deadline.

**What is the refund policy?**

- All requests for refunds must be received IN WRITING before classes begin and must be accompanied by
  1. the original letter or acceptance **or**
  2. an acceptance letter from another school **or**
  3. a reserved plane ticket out of Canada **or**
  4. a copy of the letter of refusal from the Canadian Embassy.
- In that case, a CDN\$75 Administration fee (if applicable) and CDN\$150 from the tuition fee will be withheld. The balance will be refunded.
- Health Insurance fee is non-refundable and non-transferrable after coverage begins.
- There will be NO refunds after classes begin.
- The Languages Institute takes no responsibility for Immigration matters.

**What is the transfer to another term policy?**

- All requests for transfer must be received IN WRITING before classes begin.
- We will transfer your full tuition to another term if you applied before the application deadline.
- If you applied after the application deadline, we will transfer your tuition minus the CDN\$150 tuition deposit. We will not issue another letter of acceptance until we have received the tuition deposit of CDN\$150.
- We normally will only transfer the tuition fee once.

**Can a student start late?**

- We will accept the student when he/she arrives, however Mount Royal University accepts no responsibility if the student has difficulty catching up. It is important that the student not disrupt the class. We recommend arriving no later than 1 week after term starts.
- It is extremely difficult for students to successfully complete the level if they have missed more than 5 school days.
- There are no refunds after school starts.

**Do I need to send student marks?**

- No. We do not require high school grades or TOEFL scores for entry into the English Language program.
- If your client is applying for Conditional Acceptance for credit studies, we will need official transcripts (grades) [See section on Conditional Acceptance]

**Do I collect money for textbooks?**

- No, students usually buy textbooks on the first or second day of class or after they write the placement test.
- The cost for textbooks is generally around CDN\$250.

**When should students arrive?**

- Please plan for students to arrive 5-7 days before classes begin.
- If the student has requested airport pickup, please send the confirmed arrival information (arrival date, arrival time, airline, flight number) as soon as possible.

## **Letter of Acceptance**

### **What information is in on the letter of acceptance?**

- The letter of acceptance shows the dates of the term that the student is registered in. It also states that the student is eligible to register in the next term.
- If a student pays for more than one term, these dates will also be on the letter.
- The tuition fee paid is also stated in the letter.

### **How long does it take to process the letter of acceptance?**

- If the application is complete and we have received full payment, we will send the letter to you within 48 hours or two working days.

*Please note:* Wire transfers take longer to process because it takes a few days to get confirmation from the Canadian bank.

## **Admission to University courses**

### **When can students start taking other university courses?**

- Students can start to take upgrading (high school), or University level classes when they are in EAP 1, EAC 1 or TEFL.
- The selection increases as students progress to higher levels in the English Program.

## **Immigration**

### **What is the difference between a study permit and a temporary resident visa?**

- If a student is planning to study for over six months, he/she will need a study permit.
- The study permit generally specifies (i) the type of program, (ii) the type of institution and (iii) the length of study.
- In some cases, the study permit specifies conditions. These can be restrictive, so it is important to go over this with the student.
- A temporary resident visa allows a student to come to Canada with or without the intention to study. A student can study English for up to six months with a temporary resident visa.

*Please note:* We ask students to contact an Immigration Canada office for current information. We can advise students on the best course of action but we can not take any responsibility for Immigration matters.

### **Is it possible to change from a temporary resident visa to a study permit?**

- Yes, but this change requires additional fees. The student may be required to leave Canada to get the study permit.

*Please note:* Make sure you know if your student will require an entry visa into the United States to change their permit. In some cases, it may not be possible to go to the US. We strongly recommend that a student get a study permit if there is any chance he/she will study longer than six months.

## **Health Insurance**

### **Does a student have to pay for health insurance at the time of application?**

Yes. Health insurance is mandatory for all students studying at Mount Royal University. Health Insurance fee is non-refundable and non-transferable after coverage begins.

**Where can I get details regarding the health insurance coverage?**

Currently, Mount Royal University insurance is provided by Guard.me. For more information, visit their website at <http://www.guard.me/>

**Placement test****What is on the placement test?**

The test takes about three hours and consists of four parts:

1. a multiple-choice grammar test,
2. writing a timed essay,
3. a reading comprehension and vocabulary test and
4. a short oral interview with one of our staff members.

**When can students write the placement test?**

- Students write the placement test before classes start. Ideally, they should wait a few days after their arrival so that they have recovered from any jet lag.
- The dates for our placement test are set in advance. Students should contact the office as soon as possible after their arrival or when they have confirmed their travel plans to set up a test time.

**Classes****How many students are in each class?**

We try to keep class size between 16 and 20 students. The average class size is 17.

**Do students get a certificate?**

- Students can request a certificate at the end of the term if they have passed their course. We do not issue certificates unless a student asks.
- Students can also get a transcript (marks) letter for a small fee.

**Do students have the same teacher for each subject?**

In general, yes.

**What is the class schedule (timetable)?**

- All classes meet Monday to Friday (except for holidays).  
8:30 – 1:00 EAP 1, 2 & 3, TEFL  
1:00 – 5:30 EF 1, 2 & 3, EAC 1 & 2

*Note:* The last hour of class (12:00-1:00 pm or 4:30-5:30 pm) on Mondays and Wednesdays is assigned as a tutorial hour to give students an opportunity to get individual help or specialized instruction from their teacher.

**What do students study?**

- Students study reading, writing, listening, speaking, vocabulary and grammar.
- They also use the computer lab for assignments, presentations and extra practice.

**Conditional Acceptance to Credit Studies****What is “conditional acceptance”?**

- Conditional acceptance is a ‘promise’ to reserve a space in Open Studies for upgrading and university credit courses.
- Open Studies is for students who need to upgrade high school equivalency or take up to 30 credits (5 courses) before entering a specific program of study.
- Conditional acceptance is issued from our office only if the student enrolled in the English Language program offered through the Languages Institute,

and once the student satisfies the English Proficiency Requirement (EPR) satisfies all academic requirements for his/her program they can be admitted to a specific program.

**How do I apply for conditional acceptance?**

You will need to send the following things:

- English Language program application and applicable fees
- Transcripts (grades) from high school and Post Secondary (if applicable). If these documents are not in English, a certified translation must come with the transcripts.
- CDN\$70 application fee for the conditional acceptance.

**Do I need to send student marks for conditional acceptance?**

Yes (See above)

**How long will it take to get the conditional acceptance letter?**

- If the application is complete, our Admissions office can usually process the application within two working days.
- You will receive two letters: a letter of acceptance into the English Language program and a conditional acceptance letter into Open Studies.

## ***Residence***

**What is the fee to apply for Residence?**

- Students pay a \$45 non-refundable application fee.

**What is the minimum length of stay in Residence?**

- The minimum length of stay in Residence is 4 months.
- Students sign a lease agreement to stay for 4 months. There is no refund of the rent payment if students leave during the 4 month agreement.

**When can students expect the residence information?**

- The Residence Office will send accommodation information 3-4 weeks before the term begins.

**Do I collect the residence rent and deposit?**

- No, students should pay the CDN\$400 deposit and residence rent (for 4 months) before they arrive in Calgary.

**What do students need to do before leaving the residence?**

- Students need to contact the Residence Office about leaving the residence.

**Do students supply their own towels, bedding and kitchen equipment?**

The Residence Office offers international students the following items for a fee of CDN\$50:

- 2 sheets, blanket, pillow, pillow cover, bath towel, hand towel, face cloth, glass, cup, saucer, dinner plate, side plate, soup bowl, knife, fork, spoon, small frying pan, pot and three cooking utensils.

**Can students cook their own meals?**

- Yes, most students cook their own meals. Students can also buy meals from the cafeteria (not available weekends). There is a large supermarket approximately 30 minutes by bus from the University.

## **Homestay**

If you require homestay, we will refer you to a private homestay agency.

## **Airport pickup**

**How do students know who will pick them up?**

- Our airport pick up person will have a sign with the student's name on it.

*Please note:* It is the student's or agent's responsibility to notify us if the travel plans change. If the student does not arrive at the scheduled time, we will charge a second airport pickup fee if we pick the student up.

## **Summer Immersion English Program**

See the Summer Immersion English Program brochure or [international.mtroyal.ca/summer](http://international.mtroyal.ca/summer) for more information.

**What do I send with the application for the Summer Immersion English Program?**

The Summer Immersion English Program application should be sent with:

- full payment for program (with or without accommodation) and optional weekend excursions.
- health insurance is included in the course fees.
- Applications without payment will not be processed until payment is received.

**When and how should I pay the fees?**

- All fees must be paid when the application is submitted.
- You can pay fees by credit card or wire transfer.

**Please note we only accept credit card payments by mail, phone or fax.**

**We cannot accept credit card information sent by email due to government regulations.**

## **Canada**

**What is the population of Canada?**

- Canada has a population of over 31 million residents.
- Canada is the second largest country in landmass at 9,330,970 square kilometers.

**How long does it take to travel to Vancouver, Toronto or Montreal from Calgary?**

Calgary to Vancouver	1 hour by plane/12 hours by car
Calgary to Toronto	4 hours by plane/5 days by car
Calgary to Montreal	5 hours by plane/6 days by car

### **What are the Canadian national /Alberta provincial holidays?**

#### **Holiday**

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Labour Day (1<sup>st</sup> Monday of September)  
Thanksgiving (2<sup>nd</sup> Monday of October)  
Remembrance Day  
Christmas Day  
Boxing Day  
New Year's Day  
Alberta Family Day (3<sup>rd</sup> Monday of February)  
Good Friday  
Easter Monday  
Victoria Day (Monday before May 25)  
Canada Day  
Alberta Heritage Day (1<sup>st</sup> Monday of August)

*Please note:* Mount Royal University is closed from December 24 – January 1 for Christmas and New Year holidays.

## **Alberta**

### **What is the weather like in Alberta?**

- Alberta has more hours of sunshine in a year than any other province in Canada—during the summer the sun sets after 10pm!
- Alberta does not have a rainy season  
*Spring*—is mild, with warm days of sunshine and cool rainy/snowy days.  
*Summer*—is filled with hot days and cool nights and some rainy days  
*Fall*—is mild, the leaves change color and fall from the trees with warm and cool days that can include sun, rain and snow.  
*Winter*—is cold and snowy. Calgary gets warm winds called “Chinooks” every couple of weeks and the temperature can change by more than 20°C in a couple of hours!

### **How big is Alberta?**

- The province of Alberta is about the same size as Texas or twice the size of Japan.

### **What are the main industries in Alberta?**

- Oil and gas is the top job-creating industry, followed by agriculture, tourism and technology.

## **Calgary**

### **How big is Calgary?**

- Calgary has a population of more than 1 million people.
- Calgary is the 4<sup>th</sup> largest city in Canada and the largest city between Vancouver and Toronto.

### **Does Calgary have a bus system?**

- Yes, Calgary has an extensive bus system and a light rail train called the C-Train. The bus/train system runs 7 days a week.

### **What is the weather like in Calgary?**

- The weather changes fast in Calgary because we are very close to the Canadian Rocky Mountains.

- Average Temperatures in Calgary by month

Temperatures in degrees Celsius	January	February	March	April	May	June	July	August	September	October	November	December
High	-4	-2	3	11	17	20	24	23	18	12	3	-3
Low	-16	-14	-9	-3	3	7	9	8	3	-1	-9	-13

**How close are the Rocky Mountains?**

- The Rocky Mountains are a 45 minute drive from Calgary.

**What is there to do in Calgary?**

- Calgary has more than 500 kilometers of pathways in the city for walking, hiking, biking and in-line skating.
- Calgary has many summer music festivals and a thriving arts community.
- Learn to ski and snowboard in the Rocky Mountains.
- Visit the Calgary Zoo, Heritage Park, Canada Olympic Park, Glenbow Museum, Spruce Meadows Equestrian Centre, Fort Calgary, and many more attractions.
- Eat out at one of the many ethnic restaurants around Calgary.

**Websites**

[www.travelalberta.ca](http://www.travelalberta.ca)  
[www.calgaryplus.ca](http://www.calgaryplus.ca)  
[www.visitor.calgary.ab.ca](http://www.visitor.calgary.ab.ca)  
[www.where.ca/calgary/](http://www.where.ca/calgary/)  
[www.calgary.net](http://www.calgary.net)  
[www.downtowncalgary.com/](http://www.downtowncalgary.com/)  
[www.where.ca/canadianrockies/](http://www.where.ca/canadianrockies/)  
[www.canadianrockies.net/](http://www.canadianrockies.net/)