



UNIVERSITY OF
CALGARY

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English Language Program Agent Manual

University of Calgary English Language Program welcomes you on board as our official educational agency. This document will serve as your guide to help you begin working with us.

[ELP Agent Website](#)

PROGRAMS

The following programs are eligible for commission:

- [English Language Program](#) (Semester, Intensive, Language & Culture, ACC)
- [Calgary International Summer Program](#)
- [International Professional Program](#)¹

AGENT RESPONSIBILITIES

Educational agencies are responsible for managing student registrations and for providing information about our programs and policies. Key responsibilities include:

- Providing students with up-to-date program information.
- Informing students of our refund/transfer policies prior to enrollment.
- Verifying students' eligibility for programs with admission requirements and submitting the necessary documentation (e.g., proof of English proficiency, academic records).
- Submitting the Agent Registration and Authorization of Representative form with a wet ink student's signature.
- Assisting with student registration and ensuring fee payment is completed at least 15 days before the program starts.
- Monitoring students' progress in obtaining the required documents to study in Canada (e.g., eTA, Visitor's Visa, Study Permit).
- Providing status updates and submitting written requests for withdrawal/transfer at least 15 days before the program starts.
- Submitting an invoice for commission (gross payment only).

¹ Please contact ipp.admin@ucalgary.ca

CLIENT REGISTRATION PROCESS

Select the desired course(s) and add to cart. Upon checkout, the system will prompt you to login or create a new student profile.

- Please make sure that student meets our registration deadline, especially if they require a visa to enter Canada. Failure to apply for program/visa before the deadline will result in loss of tuition, in accordance with our [withdrawal and transfer policy](#).

Registration Process

My Profile

- Please enter the student's information (not agency) with student's email address.
- Only the first letter of the student's name should be capitalized, for example, John Martin Smith (not john martin smith or JOHN MARTIN SMITH)
- We require the student's complete mailing address (including postal code) for PAL and LOA.
- Under International Student Information, select the name of your agency. DO NOT PRESS Copy Agency Address to Profile as it will override the student's information.

*Please note that any revisions needed after registration will cause delays on reissuing PAL, LOA and other student services.

For additional information, please refer to the links below:

Registration Steps for Agents

Student Application

Please complete and submit all applications. This may include:

- ESL Application
- ESL Homestay Student Application
- ESL/EAP English Language Proficiency Application

For homestay, please provide the arrival and departure flight information if available. If not, please submit the flight details to homestay@ucalgary.ca as soon as possible.

Homestay Arrival/Departure Guideline

PAYMENT

- A minimum of application fee and deposit must be paid to obtain the PAL and/or LOA.
- All payments must be made in Canadian Dollars.
- The deposit is part of the full tuition, not in addition to it.
- Full payment is due 15 days prior to each course start date. If full payment is not received, the student will be withdrawn from the course with no refund.
- Payments can be received in-person (cash or debit), and online (Visa, Master Card, American Express, JCB). [Convera](#) and bank wire transfer²³ are also accepted as alternatives.
- Services included in the tuition (ex. facility access) must not be charged separately.

The University of Calgary English Language Program has two methods of agent remuneration:

1. Standard Tuition (Gross Payment)

- Agent or student pays full tuition first and submit an invoice for commission later
- Registration receipt will show full payment at advertised price
- A LOA shows “paid in full”

2. Agent Reduced Tuition (Net Payment)

- Agent collects gross tuition from student first then pays net (commissionable amount deducted) tuition to the university
- Registration receipt will show net payment
- A LOA shows “paid in full”

Please indicate the payment method on the Agent Registration form.

Once a payment method has been chosen, one of the above invoices will be issued.

Commission

[Course and Commission Fee Table](#)

The link above leads to a protected document. If you do not remember the password, please email us.

For standard tuition (gross payment), please submit a commission invoice to agents@ucalgary.ca one week after course starts. Invoices will not be accepted for courses that have not started.

- There are no commission for homestay and activity program.
- For agencies outside of Canada, a \$60 bank wire fee per transfer will be deducted from commission. There are no fee deductions for direct deposit (EFT) to Canadian accounts.

For additional information on submitting your invoice, please refer to the links below:

[Commission Invoice Guide](#)

² Please contact us for banking details. DO NOT send money to other offices within University of Calgary.

³ A \$60 bank wire transfer fee will be charged per transaction.

NEXT STEPS

Upon completing the registration and payment, student will receive an automated enrollment confirmation email. A UCID will be assigned, and student will be asked to create a password for their Continuing Education account.

Our office primarily communicates with students via email. Important information (such as PAL, placement test details, homestay and optional activity information) will be sent directly to students, so please advise students to check their email regularly, including the junk/spam folder.

Once student registration is complete, **please submit the Agent registration form and Authorization of Representative form** to agents@ucalgary.ca.

OTHER INFORMATION

Refund & Transfer Policy

Please become familiarized with our [refund & transfer policy](#) and inform students BEFORE registration.

Provincial Attestation Letter (PAL)

The Government of Canada requires that all new study permit applicants need a Provincial Attestation Letter (PAL) from the province in which they intend to study. The English Language Program will secure PALs for students who register in two or more PAL-eligible programs (ESL 100 and EAP 200) within a 12-month period. PAL eligible programs have dedicated sections for students requiring PALs. Registrations must be completed at least four months prior to the start of the program. Late registrations will not be accepted.

English Test Scores

If students are unable to submit an English test score for the advanced placement, it must be submitted at least 15 days prior to the start of the program; only scores from within the last two years will be accepted. Please note that we are unable to pre-check test scores for students prior to program registration.

Placement Test

All students are required to take an online placement test each term before the program start date. They will receive an email with placement test details before the program start date. They will have 2 weeks to complete the placement test. A late placement test fee will be applied to those who do not take the placement test before the deadline.

Homestay

[Homestay Program](#) includes a private room, three meals per day, and airport pick-up and drop-off. A one-time, non-refundable placement fee and a non-refundable deposit per term apply. Please note that a different fee applies to students under 18 years old.

Homestay family information is not shared with agents due to FOIP (Freedom of Information and Protection of Privacy Act) regulations. Agents are strictly prohibited from contacting host families. Students may contact our office directly for any questions or concerns regarding Homestay. Homestay information will be emailed to the student approximately two weeks before the course begins.

Residence (On-campus dormitory)

Those that are enrolled in ESL or Continuing Education full time programs with the University of Calgary will be offered housing year-round. Please note that English Language Program office is unable to assist with residence related inquiries. For registration and assistance, please contact [Residence Services](#) directly.

Optional Activities

[Activity Program](#) is designed to provide students with the best possible study-abroad experience, fostering cultural understanding and offering opportunities to practice English outside the classroom. Activities will include guided excursions to culturally and socially significant locations in and around Calgary.

Please note that activities are subject to limited availability and are offered on a first-come, first-served basis. Registrations can be made in-person at the ELP office (cash, debit, or credit card) or online (credit card only). Our office will contact students via email with further details.

Emergency Health Insurance

Emergency health insurance is included with all course fees for international students under 65 years old. Coverage begins the Saturday before the course start date and ends the Saturday after the course concludes. If needed, we can extend the policy for an additional \$2 CAD per day.

Marketing Materials

If you intend to use our logos and photos in marketing materials, please submit draft copies (e.g., websites) for approval.

- Program Information ([YouTube](#), [Facebook](#), [Instagram](#))
- [University of Calgary Logos and Images](#)
- Calgary and Alberta
 - [Visit Calgary](#)
 - [Travel Alberta](#)

Also, online brochures in multiple languages are available [here](#).

Custom Programs

The English Language Program also offers customized programming for student groups. If you are collaborating with a specific school or institution, we can provide a fixed price for a tailored program.

If you have any questions, please do not hesitate to contact us at 1-403-210-3990 or at agents@ucalgary.ca.