



## Agent Manual and Checklist

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## Application checklist

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

### Application and supporting documents

- ☐ Completed international application for admission (print from website <http://www.viu.ca/international/forms/application.pdf>, or complete online <https://records.viu.ca/www/study/apponline.htm>)
- ☐ Certified copy of educational transcripts in original language and English translation
- ☐ Proof of English language proficiency (as required)
- ☐ Proof of Bachelor's degree (for MBA/MScIB applicants only)
- ☐ Letter of intent, 2 letters of recommendation and resume (for MBA/MScIB applicants only)
- ☐ Passport-size photograph
- ☐ Covering letter (see page 12 & 13)

### Documents Sent After the Offer Letter Received

- ☐ Completed fee payment form
- ☐ Completed international student arrival information form (received with letter of acceptance)
- ☐ Completed student profile form (for students interested in peerstay or homestay accommodation)
- ☐ Completed on-campus residence form (for students interested in living on-campus)

### Fees

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

- ☐ \$150 application processing fee.
- ☐ \$200 homestay placement fee. Only for students interested in peerstay or homestay accommodation.
- ☐ \$700 homestay deposit. Only for students interested in peerstay or homestay accommodation.
- ☐ Student residence fees (See <http://viuresidences.ca/fees.html>)

### Homestay: Checklist

- ☐ Homestay/Peerstay Student Profile
- ☐ Homestay/Peerstay application fee: \$200 CAD
- ☐ Homestay/Peerstay refundable deposit \$700 CAD
- ☐ All items above in to Vancouver Island University Homestay Department **(no later than 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.**

### *3-step application process* *Undergraduate and English Language Centre*

This section is intended to simplify the application process for Vancouver Island University Degree, Diploma and Certificate programs.

#### **Step one**

Obtain and complete a copy of the application from:

- A recent brochure, or
- Print from web site <http://www.viu.ca/international/forms/application.pdf>, or

Complete online <https://records.viu.ca/www/study/apponline.htm>

#### **Step two**

Obtain all required supporting documents for your application:

- To meet English language requirements, students must have completed Vancouver Island University's English Language Program, or have already achieved a minimum TOEFL 80 iBT with no section less than 19, IELTS 6.0 (with no band under 5.5), CAEL 60, Cambridge Certificate of Proficiency in English (min."B"), Cambridge Certificate of Advanced English (min."B"). Vancouver Island University's institutional code for TOEFL is 9581.
- Certified copy of all educational documents in the original language, and a certified copy translated into English, if applicable. First-year credit may be granted for most Advanced Placement and International Baccalaureate (higher level) courses.
- Other
  - Passport-size photograph

#### **Step three**

Courier your completed application, supporting documents and non refundable application fee (\$150CAD) to:

Sophia Hilbert  
Manager International Admissions  
Vancouver Island University  
900 Fifth Street  
Nanaimo, BC  
Canada, V9R 5S5

### *3-step application process for MBA/MScIB*

Application process for Vancouver Island University MBA/MScIB dual degree program

#### **Step one**

Obtain and complete a copy of the application from:

- A recent brochure, or
- Print from web site <http://www.viu.ca/international/forms/application.pdf>, or

Complete online <https://records.viu.ca/www/study/apponline.htm>

#### **Step two**

Obtain all required supporting documents for your application:

- To meet English language requirements, students must have completed Vancouver Island University's English Language Program, or have already achieved a minimum TOEFL iBT 88 with no section lower than 20, or IELTS 6.5 (with no band under 6.0), CAEL 70, or equivalents.
- Proof of university bachelor's degree from a recognized, accredited institution, from a business or non-business program. A minimum "B" average in the last 2 years of undergraduate. Submitted transcripts must be translated to English.
- Other
  - Resume, letter of intent, and 2 letters of recommendation from past employers or professors must be included as part of the application.
  - Work experience preferred but not required.
  - GMAT optional but not required.
  - Passport-size photograph

#### **Step three**

Courier your completed application, supporting documents and non refundable application fee (\$150CAD) to:

Sophia Hilbert  
Manager International Admissions  
Vancouver Island University  
900 Fifth Street  
Nanaimo, BC  
Canada, V9R 5S5

### *Fee payment and refund policy*

#### **Tuition Fees**

Information on Vancouver Island University international student tuition fees is available online at <http://www.viu.ca/international/tuition.asp>. Fees and payment schedules vary by program so please check the website regularly for current information. Students who are accepted into a program at VIU will receive an initial fee payment schedule with the letter of offer.

#### **Refund Policy**

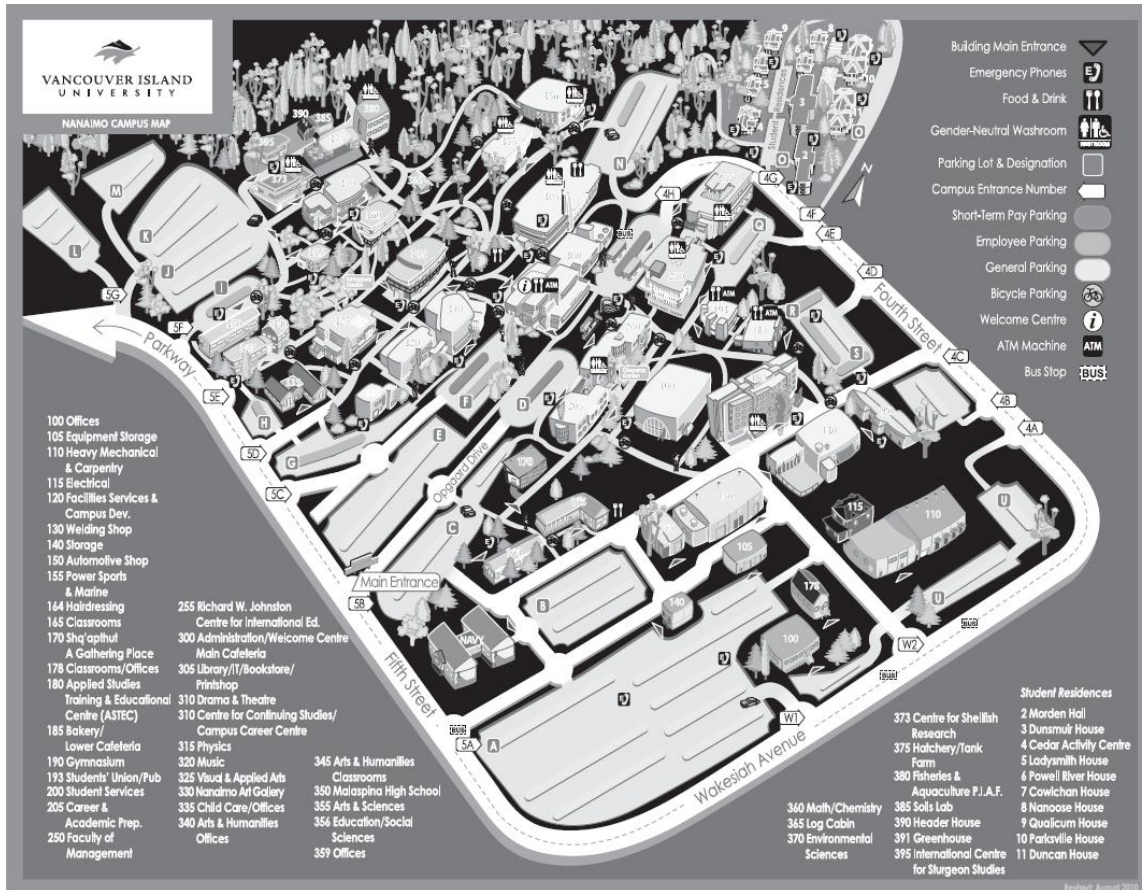
New applicants may be eligible to apply for a refund **in exceptional circumstances only**. Requests for refunds must be made in writing to the Dean of International Education.

A student whose study permit is rejected will receive a full refund minus the \$150 CAD application processing fee any courier fees. A copy of the letter from the Canadian Embassy must be received before the refund will be processed.

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

## Appendix A – Campus map

Map available online at <http://viu.ca/map/index.asp>.



### *Appendix B – Directions to Vancouver Island University*

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.bcferries.com/schedules/mainland](http://www.bcferries.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 [beatons1@shaw.ca](mailto:beatons1@shaw.ca) or visit their website at <http://www.beatonsmeetandgreet.com> to reserve online. 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.



# STUDENT PROFILE

## Appendix C – English Language Centre, Undergraduate and MBA/MScIB Application form

Form available online <http://www.viu.ca/international/forms/application.pdf>



### International Application for Admission

900 FIFTH STREET, NANAIMO, B.C., CANADA V9R 5S5 • TEL: 250-740-6316 • FAX: 250-740-6471  
E-MAIL: [study@viu.ca](mailto:study@viu.ca) • WEBSITE: [www.viu.ca](http://www.viu.ca)



- You must enclose:
1. A \$150 (Cdn) non-refundable Application Processing Fee.
  2. A passport-size photograph.
  3. For English Language Certificate program: High school graduation transcript.
  4. For Academic programs: An official copy of your educational documents in your own language, and a copy translated into English, if applicable. Proof of English language requirements: successful completion of VIU's English Language Certificate, or min. TOEFL 80 IBT no section less than 19, TOEFL PBT 550, IELTS 6.0 no band less than 5.5, CAEL 60, Cambridge Certificate of Proficiency in English (min. "B"), Cambridge Certificate of Advanced English (min. "B"). TOEFL Institutional code is 9581.
  5. For MBA programs: See number 4, above; In addition, include 2 letters of reference, letter of introduction, and a résumé.

Personal Data	Family Name		First Name		Middle Name(s)	
	Telephone Number ( ) ( )		Fax Number ( ) ( )		Date of Birth Yr. Mo. Day	
	Place of Birth		Male <input type="checkbox"/>		Female <input type="checkbox"/>	
	Mailing Address		Citizenship		E-mail Address (representative)	
	Citizenship		E-mail Address (student)		E-mail Address (student)	
Program Choice	First Language		Citizenship Status will be: <input type="checkbox"/> Study Permit <input type="checkbox"/> Minister's Permit <input type="checkbox"/> Other, specify			
	Passport/Travel Document No.		Country of Issue		Sponsoring Organization & E-mail Contact	
	Emergency Contact Name		Telephone		E-mail Address	
Educational Background	I want to study in VIU's English Language Certificate Program.		<input type="checkbox"/> Yes <input type="checkbox"/> No		I want to start my studies: _____ month _____ year	
	I want to study in a University Program at VIU.		<input type="checkbox"/> Yes <input type="checkbox"/> No		Program name: _____	
	Name of last college/university attended _____					
	From _____ year to _____ year Transcript attached, if applicable <input type="checkbox"/>					
	Grade/Form/Level completed or Degree/Diploma earned _____					
Previous Year's History	Address of last college/university attended _____					
	City _____ Country _____					
	Please indicate your main activity during the past year.					
Payment & Declaration	<input type="checkbox"/> Attending Secondary School		<input type="checkbox"/> Attending College		<input type="checkbox"/> Working	
	<input type="checkbox"/> Other Educational Institution		<input type="checkbox"/> Attending University		<input type="checkbox"/> Other	
	Please indicate where you were located.		<input type="checkbox"/> in British Columbia <input type="checkbox"/> in another country			
	<input type="checkbox"/> in another province					
	Type of Payment					
<input type="checkbox"/> Certified Cheque or Money Order – Reference # _____ <input type="checkbox"/> Bank Transfer – Reference # _____ <input type="checkbox"/> Credit Card: <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <input type="checkbox"/> I authorize to charge \$150 (Cdn) to my credit card. Credit Card Number: _____ Expiry Date: _____ Month _____ Year Cardholder's Name: _____ Cardholder's Signature: _____						
Please read the following before signing: 1. I understand that acceptance of this application does not guarantee admission to a program or course. 2. I understand that my admission is subject to availability of a place for me in the program for which I have applied. 3. I agree to abide by the rules and regulations of Vancouver Island University and of the department and program in which I shall be registered, and any changes which may be made while I am a student at VIU. 4. I certify that all statements on this application are true and complete. I understand that misrepresentation of this information in any material way may result in cancellation of my admission or registration status. I hereby authorize Vancouver Island University to release transcripts of my record to: <input type="checkbox"/> Parents <input type="checkbox"/> Sponsoring Agency <input type="checkbox"/> Other Educational Institution Date: _____ Signature of Applicant: _____ I declare that the statements in this application are complete and correct.						

January 2011

Visit our website: [www.viu.ca/international](http://www.viu.ca/international)

## STUDENT PROFILE

 <b>VANCOUVER ISLAND UNIVERSITY</b>	<b>Homestay/Peerstay Program</b> <a href="http://viu.ca/homestay">viu.ca/homestay</a>	
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### Appendix D – Homestay/ Peerstay Student Profile & Application Form

## STUDENT PROFILE

### HOMESTAY/PEERSTAY APPLICATION CHECK LIST

SEND THE FOLLOWING TO [homestay@viu.ca](mailto:homestay@viu.ca) 6 WEEKS IN ADVANCE:

- ☐ Student Profile, including appropriate *signed* Letter of Agreement (Pages 1-7)
  - ☐ Homestay/Peerstay Fee Payment Form (Page 8)
  - ☐ Student Arrival Information - plan to arrive in Nanaimo 4-5 days before classes start (Page 9)
- For information and assistance about how to travel from Vancouver to Nanaimo, refer to the following link,  
<http://www.viu.ca/international/arrival.asp>.

<b>WHICH SEMESTER WILL YOU START?</b> <input type="checkbox"/> Fall <input type="checkbox"/> Spring <input type="checkbox"/> Summer     of (Month) _____ <span style="float: right;">(Year) _____</span>		
<b>IN WHAT PROGRAM ARE YOU ENROLLED?</b> <input type="checkbox"/> ESL <input type="checkbox"/> Academic <input type="checkbox"/> Masters Program		
<b>NAME</b> <i>Last/Family/Surname</i> _____	<i>First/Given Name</i> _____	<i>English Name/Nick-name</i> _____
<b>NATIONALITY</b> _____	<input type="checkbox"/> Male <input type="checkbox"/> Female	<b>Date of birth</b> _____ <span style="float: right;">(Year-Month-Day)</span>
<b>HOME/MAILING ADDRESS</b> _____ <span style="float: right;">(Street Address)</span>		
(City) _____	(Country) _____	(Code) _____
<b>TELEPHONE NUMBER</b> <i>(Country/City Code)</i> _____		<b>STUDENT EMAIL ADDRESS</b> _____

<b>AGENCY:</b> _____	<b>NAME OF CONTACT:</b> _____
<b>EMAIL:</b> _____	
<i>Where possible, all correspondence from the Homestay/Peerstay office will be sent to both the agent and the student.</i>	

<b>ACCOMMODATION CHOICE</b> <i>(Minimum 3 month commitment to the Homestay/Peerstay Program)</i>	
<input type="checkbox"/> <b>HOMESTAY</b> Food is provided by the host. Includes 3 meals per day. Students will be taught to prepare their own breakfast and lunch.	<input type="checkbox"/> <b>PEERSTAY</b> Students do their own shopping, cooking & clean-up.

The information on this form is collected under the authority of the University Act. The information submitted herein will only be used to match an international student with a host family.

## STUDENT PROFILE

<b>EMERGENCY CONTACT - must be completed</b> Provide the names of two people who reside at different addresses	
FAMILY CONTACT	ALTERNATIVE CONTACT
Name:	Name:
Address:	Address:
City:	City:
Country:	Country:
Telephone:	Telephone:
Email:	Email:
Relationship to you:	Relationship to you:

**YOUR NAME** \_\_\_\_\_ **AGE** \_\_\_\_\_ **EMAIL** \_\_\_\_\_

**PREVIOUS YEAR'S HISTORY** *(indicate your main activity during the past year):*

☐ Attended high school    
 ☐ attended college/university    
 ☐ in labour force

**INDICATE WHERE YOU WERE LOCATED LAST YEAR:**

☐ Home country    
 ☐ another country    
 ☐ British Columbia    
 ☐ another Canadian province

**INDICATE HOW LONG YOU INTEND TO STAY IN THE HOMESTAY OR PEERSTAY PROGRAM:**

☐ 3 months (minimum)    
 ☐ Longer than one semester    
 ☐ 10 months or longer

- ◆ Do you smoke? ☐ Yes ☐ No ☐ Occasionally
- ◆ Would you live with someone who smokes? ☐ Yes ☐ No ☐ Doesn't matter

***Canadian families do not allow smoking in their homes***

- ◆ What are your hobbies and interests? \_\_\_\_\_

- ◆ Do you plan to spend time with your host family? ☐ No ☐ Yes How many hours per week? \_\_\_\_\_

- ◆ What activities would you like to do with your host family? \_\_\_\_\_

**INDICATE YOUR FOOD LIKES AND DISLIKES:**

Food for breakfast, lunch and dinner is provided by the host. Students will be taught to prepare their own breakfast and lunch.

Food	Like	Dislike	OK
Meat (pork, beef, lamb, etc.)			
Fish/seafood			
Poultry (chicken, turkey, etc.)			
Eggs			
Vegetables			
Dairy Products (milk, cheese, yogurt, etc.)			
Fruit			
Sandwiches			
Beans/lentils			
Other:			

- ◆ Are you able to cook? ☐ No ☐ Yes ☐ A little
- ◆ Do you have food allergies? ☐ No ☐ Yes Describe allergy: \_\_\_\_\_
- ◆ Do you require a special diet? \_\_\_\_\_ (E.g. vegetarian, vegan, etc.)

## STUDENT PROFILE

- ♦ Are you allergic to dogs? ☐ No ☐ Yes Describe allergy: \_\_\_\_\_
- ♦ Are you allergic to cats? ☐ No ☐ Yes Describe allergy: \_\_\_\_\_

**\* Most Canadian families have at least one pet in the home \***

- ♦ Do you take any medication? ☐ No ☐ Yes  
Name the medication and condition: \_\_\_\_\_
- ♦ Do you have any special physical needs? ☐ No ☐ Yes Describe: \_\_\_\_\_
- ♦ Do you have any other allergies? (medicines, plants, etc) ☐ No ☐ Yes  
Name the allergy source and its effects: \_\_\_\_\_

**\* All students must have medical insurance while in Canada \***

**If you require medication or are on a special diet, you MUST bring a letter, written in English, from your doctor, explaining the condition, the medication you require and any special considerations, such as foods you must not eat.**

- ♦ Have you ever lived on your own? ☐ No ☐ Yes If yes, when, where, and for how long?

- ♦ Will you bring your own computer? ☐ Yes ☐ No **Use of the family computer will be limited.**

**YOUR CHARACTER:** ☐ outgoing ☐ independent ☐ energetic ☐ shy  
(check all that apply) ☐ talkative ☐ adapt easily ☐ quiet  
☐ other, describe: \_\_\_\_\_ (e.g. artistic, musical, etc.)

**YOUR PREFERENCES:** ☐ family with young children (age 0-11) ☐ family with teenagers (age 12-19)  
(check all that apply) ☐ family hosting another international student ☐ adult(s) without children  
☐ adult(s) with adult children ☐ no preferences

**YOUR ENGLISH LEVEL:** ☐ none ☐ survival ☐ beginner ☐ intermediate ☐ advanced

**Refer to the following link for the English Language Program test. <http://www.viu.ca/esl/test/index.asp>**

Additional comments/information: \_\_\_\_\_

Canada is a multicultural society that values and respects the diversity of all Canadians. Many different kinds of Canadian families participate in the Homestay/Peerstay Program. 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. Vancouver Island University hosts 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 its own unique lifestyle, so be open and willing to share and enjoy a meaningful Homestay or Peerstay experience with the host family we have selected for you.

Homestay fees are \$780/calendar month or \$27/night. Peerstay fees are \$450/calendar month or \$15/night.

**I understand and agree with the information contained on this form. I further understand that Vancouver Island University staff will select a host family based on the information I have provided and that they cannot guarantee that all my personal preferences will be met.**

I hereby authorize Vancouver Island University to release information in this application to my host family.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent or Guardian (Required if applicant is under 19 years of age)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agent/person assisting the student with this application.

\_\_\_\_\_  
Date



## H O M E S T A Y STUDENT LETTER OF AGREEMENT

The Vancouver Island University Homestay/Peerstay Program is designed to promote friendship and language learning, and to provide an opportunity for cultural exchange between Canadian families and the international students who attend Vancouver Island University.

*While you are in Vancouver Island University Homestay, expect to be treated with respect by your hosts. Equally, you must treat your host(s) with respect.*

### I UNDERSTAND THAT AND/OR AGREE TO:

1. **The Homestay/Peerstay (HS/PS) office will pay fees to the host from the date of arrival until the end of the first full month. I (the student) will be responsible for paying fees to my host from the beginning of my second full month until the end of my stay.** Any remaining money that I paid will be paid out to the Host family as partial payment for the second full month.

Example 1: December 28 arrival: HS/PS office will pay the host from December 28–December 31 **and** from January 1–January 31. Student will start paying the host from February 1 until the move out date.

Example 2: June 1 arrival: HS/PS office will pay the host from June 1–30. Student will start paying the host from July 1 until the move out date.

**See email we send to you for your fee payment schedule.**

2. Pay the Homestay fee to my host family on the first day of each month, and for any additional nights that I stay with my host family according to the current fee structure
3. The HS/PS manager or coordinator will select a host for me from those available, based on the information I have provided. I understand that Vancouver Island University cannot guarantee that all my personal preferences will be met.
4. Be responsible for all telephone expenses, including long distance charges and taxes. If I choose to have my own landline in the home, I will pay the installation charge and monthly rental and usage charges. I will use a long distance telephone 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. Mobile phone purchases and contracts are my sole responsibility.
5. I will not engage in, nor sign any contracts with my host that would incur any financial obligation or responsibility for either party. For example: bank account, mobile phone, rentals, or purchases of any kind.
6. Become familiar with and understand the routines of my homestay family, and follow those routines.
7. Discuss with my hosts any of my special requirements, preferences and interests, so they can understand what I will need to feel comfortable.
8. **Always tell my hosts if I will be away overnight, and leave a telephone number where I can be contacted.**
9. 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.
10. Ask my hosts' permission before inviting guests to the home.
11. Purchase my own toiletries and personal items.
12. 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.
13. Arrange for personal insurance for my possessions. Neither Vancouver Island University nor the hosts will be responsible for the replacement of my possessions that are lost or damaged.
14. In cases where I have a problem with my host family, the HS/PS manager or coordinator 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 be solved only if the hosts know about them.

## STUDENT PROFILE – HOMESTAY STUDENT LETTER OF AGREEMENT, Page 2

15. Where it is not possible to resolve a problem, the HS/PS manager or coordinator will agree to move me as soon as possible. The HS/PS manager or coordinator will determine the payment owed.
16. Consult the HS/PS manager or coordinator before I make a decision to move from homestay.
17. Give a minimum of **30 days' written notice** with a Moving Notification form before moving from my homestay. Notice can be given on any day of the month.  
  
Example: A student, who completes a Moving Notification form with her host family on May 23, is responsible for homestay fees until June 21 (30 days later).
18. After I have given my homestay family 30 days' notice, I agree to pay my homestay fees for the following 30 days, regardless of whether I stay in the homestay for the full 30 days, or not.
19. Lack of 30 days' notice will mean less than a full return of my homestay deposit.
20. The refundable deposit may not be returned in full, if (but not limited to): I have not given 30 days' notice in writing (Moving Notification form), or there are cleaning costs or damages in the home as a result of my conduct. Other outstanding bills, VIU tuition or VIU fees owing may also be deducted from my homestay deposit and may delay the homestay deposit refund.
21. Homestay deposits must be requested in writing (Moving Notification form) no longer than 36 months after my last day of registered classes at Vancouver Island University.
22. In the event that there is a concern for risk of safety to me or others, VIU Homestay/Peerstay staff may share information with Western Student Housing Ltd. (on campus housing VIU) or with another VIU host family, in order to place me in an appropriate accommodation. This is in accordance with Freedom of Information and Protection of Privacy guidelines.
23. **Conduct myself with appropriate behavior in homestay.** Inappropriate behaviors in homestay include (but are not limited to) the use or possession of illegal drugs or paraphernalia, sexual relations, intoxication, theft, racism, or willful property damage. Such conduct is prohibited and grounds for immediate removal from the Homestay/Peerstay Program. Refer to the VIU Student Code of Conduct website for more information.
24. Students who are no longer attending classes are not eligible to live in a VIU homestay or peerstay. Students deemed inappropriate to attend classes (expelled or withdrawn), must move out of the HS/PS home within an appropriate amount of time, to be determined by the Homestay manager or coordinator (usually 24-72 hours, but dependent on circumstances). Students are responsible to pay the balance of the 30 day notice to their host family in cases where the student conduct is the reason for the removal from VIU classes or expulsion from VIU.

**I understand and agree to the terms and conditions of items 1 through 24 of this Homestay Student Letter of Agreement.**

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent or Guardian (*Required if applicant is under 19 years of age*)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agent/person assisting the student with this application.

\_\_\_\_\_  
Date

Students who cancel after being placed with a host family will forfeit 50% of the homestay/peerstay deposit. If the student cancels before placement with a family, only the placement fee will be forfeited.

Students will be matched only when the completed Student Profile, applicable Homestay fees and student arrival details to Nanaimo have been received by the HS/PS office.

**IMPORTANT:** If you arrive outside office hours (8:00 AM to 4:00 PM, Monday to Friday) and do not have accommodations arranged, refer to the accommodations choices at:

<http://www.viu.ca/international/documents/StudentArrivalInformation.pdf>



## P E E R S T A Y STUDENT LETTER OF AGREEMENT

The Vancouver Island University Homestay/Peerstay Program is designed to promote friendship and language learning, and to provide an opportunity for cultural exchange between Canadian families and the international students who attend Vancouver Island University.

*While you are in Vancouver Island University Peerstay, please expect to be treated with respect by your hosts. Equally, you must treat your host(s) with respect.*

### I UNDERSTAND THAT AND/OR AGREE TO:

1. **The Homestay/Peerstay (HS/PS) office will pay fees to the host from the date of arrival until the end of the first full month. I (the student) will be responsible for paying fees to my host from the beginning of my second full month until the end of my stay.** Any remaining money that I paid will be paid out to the Host family as partial payment for the second full month.

Example 1: December 28 arrival: HS/PS office will pay the host from December 28–December 31 **and** from January 1–January 31. Student will pay the host from February 1 until the move out date.

Example 2: June 1 arrival: HS/PS office will pay the host from June 1–30. Student will pay the host from July 1 until the move out date.

**See email we send to you for your fee payment schedule.**

2. Pay the Peerstay fee to my host family on the first day of each month, and to pay for any additional nights that I stay with my host family according to the current fee structure.
3. The HS/PS manager or coordinator will select a host for me from those available, based on the information I have provided. I understand that Vancouver Island University cannot guarantee that all my personal preferences will be met.
4. Be responsible for all telephone expenses, including long distance charges and taxes. If I choose to have my own landline in the home, I will pay the installation charge and monthly rental and usage charges. I will use a long distance telephone 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. Mobile phone purchases and contracts are my sole responsibility.
5. I will not engage in, nor sign any contracts with my host that would incur any financial obligation or responsibility for either party. For example: bank account, mobile phone, rentals, or purchases of any kind.
6. Become familiar with and understand the routines of my peerstay family, and follow those routines.
7. Discuss with my hosts any of my special requirements, preferences and interests, so they can understand what I will need to feel comfortable.
8. **Always tell my hosts if I will be away overnight, and leave a telephone number where I can be contacted.**
9. 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.
10. Ask my hosts' permission before inviting guests to the home.
11. Purchase my own toiletries and personal items.
12. Clean my own room and change the bed sheets. Clean the bathroom after I use it. Be prepared to do my own laundry, and assist in household duties as other family members do.
13. Be responsible for the shopping, preparation and cooking of my own meals. I will discuss food preparation and cooking schedules with my host(s).
14. Be responsible for cleaning dishes, counter tops and appliances, including the stove elements. I will discuss cleaning expectations with my host(s).
15. Arrange for personal insurance for my possessions. Neither Vancouver Island University nor the hosts will be responsible for the replacement of my possessions that are lost or damaged.



16. In cases where I have a problem with my host family, the HS/PS manager or coordinator 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 be solved only if the hosts know about them.
17. Where it is not possible to resolve a problem, the HS/PS manager or coordinator will agree to move me as soon as possible. The HS/PS manager or coordinator will determine the payment owed.
18. Consult the HS/PS manager or coordinator before I make a decision to move from peerstay.
19. Give a minimum of **30 days' written notice** with a Moving Notification form before moving from my peerstay. Notice can be given on any day of the month.  
  
Example: A student, who completes a Moving Notification form with her host family on May 23, is responsible for homestay fees until June 21 (30 days later).
20. After I have given my peerstay family 30 days' notice, I agree to pay my peerstay fees for the following 30 days, regardless of whether I stay in the peerstay for the full 30 days, or not.
21. Lack of 30 days' notice will mean less than a full return of my peerstay deposit.
22. The refundable deposit may not be returned in full, if (but not limited to): I have not given 30 days' notice in writing (Moving Notification form), or there are cleaning costs or damages in the home as a result of my conduct. Other outstanding bills, VIU tuition or VIU fees owing may also be deducted from my peerstay deposit and may delay the peerstay deposit refund.
23. Peerstay deposits must be requested in writing (Moving Notification form) no longer than 36 months after my last day of registered classes at Vancouver Island University.
24. In the event that there is a concern for risk of safety to me or others, VIU Homestay/Peerstay staff may share information with Western Student Housing Ltd. (on campus housing VIU) or with another VIU host family, in order to place me in an appropriate accommodation. This is in accordance with Freedom of Information and Protection of Privacy guidelines.
25. **Conduct myself with appropriate behavior in peerstay.** Inappropriate behaviors in peerstay include (but are not limited to) the use or possession of illegal drugs or paraphernalia, sexual relations, intoxication, theft, racism, or willful property damage. Such conduct is prohibited and grounds for immediate removal from the Homestay/Peerstay Program. Refer to the VIU Student Code of Conduct website for more information.
26. Students who are no longer attending classes are not eligible to live in a VIU homestay or peerstay. Students deemed inappropriate to attend classes (expelled or withdrawn), must move out of the HS/PS home within an appropriate amount of time, to be determined by the Homestay manager or coordinator (usually 24-72 hours, but dependent on circumstances). Students are responsible to pay the balance of the 30 day notice to their host family in cases where the student conduct is the reason for the removal from VIU classes or expulsion from VIU.

**I understand and agree to the terms and conditions of items 1 through 26 of this Peerstay Student Letter of Agreement.**

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent or Guardian (*Required if applicant is under 19 years of age*)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agent/person assisting the student with this application.

\_\_\_\_\_  
Date

Students who cancel after being placed with a host family will forfeit 50% of the homestay/peerstay deposit. If the student cancels before placement with a family, only the placement fee will be forfeited.

Students will be matched only when the completed Student Profile, applicable Peerstay fees and student arrival details to Nanaimo have been received by the HS/PS office

**IMPORTANT:** If you arrive outside office hours (8:00 AM to 4:00 PM, Monday to Friday) and do not have accommodations arranged, please refer to the accommodations choices at:

<http://www.viu.ca/international/documents/StudentArrivalInformation.pdf>





## FEE PAYMENT FORM

(Fees subject to change without notice)

Fax: 1-250-740-6471 or Email: [homestay@viu.ca](mailto:homestay@viu.ca)

Name of Student: \_\_\_\_\_ Birth date: \_\_\_\_\_ ☐ FEMALE ☐ MALE

Name of Sender/Agent: \_\_\_\_\_

Date Sent: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

❖ PLEASE COMPLETE AND FAX THIS FORM TO OUR OFFICE ALONG WITH A COPY OF YOUR BANK TRANSFER RECEIPT OR CHEQUE

**WIRE TRANSFERS: Write student name and birth date on all financial transactions (i.e. cheques, money orders, bank transfers, and direct deposits). Bank charges are the responsibility of the sender.**

## METHOD OF PAYMENT

☐ Cheque (payable to Vancouver Island University) has been sent

☐ MC/Visa/Amex No: \_\_\_\_\_ Expiry date: \_\_\_\_\_

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

☐ I have wired fees to Vancouver Island University.

If you would like to make a payment by wire transfer and require VIU's banking information, please email [homestay@viu.ca](mailto:homestay@viu.ca)

<b>H O M E S T A Y</b>	<b>Deposit (refundable)</b>	\$ 780.00	_____
	<b>Placement Fee (non-refundable)</b>	\$ 200.00	_____
	<b>Homestay Fees (2 months @ \$780/month)</b> Payable to host as indicated on the match letter	\$1,560.00	_____
	<b>Total Amount:</b>	<b>\$2,540.00</b>	<b>\$ _____ (CDN)</b>

<b>P E E R S T A Y</b>	<b>Deposit (refundable)</b>	\$ 780.00	_____
	<b>Placement Fee (non-refundable)</b>	\$ 200.00	_____
	<b>Peerstay Fees (2 months @ \$450/month)</b> Payable to host as indicated on the match letter	\$ 900.00	_____
	<b>Total Amount:</b>	<b>\$1,880.00</b>	<b>\$ _____ (CDN)</b>



## INTERNATIONAL STUDENT ARRIVAL INFORMATION

**Fax: 250-740-6471 or Email: [homestay@viu.ca](mailto:homestay@viu.ca)**

**PLEASE SEND YOUR ARRIVAL DETAILS AS SOON AS POSSIBLE**

Name of Student: \_\_\_\_\_

**Last/Family/Surname** **First/Given Name**

Birth Date: \_\_\_\_\_ Male ☐ Female ☐

☐ Arrival at **VANCOUVER INTERNATIONAL AIRPORT:**

Date \_\_\_\_\_ Time \_\_\_\_\_

Airline	Flight Number
---------	---------------

**\*\*If you wish to be met at the Vancouver airport, please see *Arrival Services* below.**

☐ Arrival at **NANAIMO AIRPORT:**

Date \_\_\_\_\_ Time \_\_\_\_\_

Airline	Flight Number
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☐ Arrival at **NANAIMO FERRY TERMINAL:**

☐ Horseshoe Bay to Departure Bay - Date: \_\_\_\_\_ Time: \_\_\_\_\_

*or*

☐ Tsawwassen to Duke Point - Date: \_\_\_\_\_ Time: \_\_\_\_\_

## 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](http://www.beatonsmeetandgreet.com), at <http://www.beatonsmeetandgreet.com> to reserve online. 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. Beaton's will also help purchase a ticket on students Vancouver to Nanaimo transportation and make sure that if students are staying with a host family in Nanaimo, that the host is informed and ready to pick the student up at the appropriate location.

- If your flight from Vancouver to Nanaimo is delayed or cancelled, please ask staff at the Airline Information Desk for assistance to find out when your flight will be rescheduled. Please notify our office when there are changes to your travel plans. **Contact your host family directly if you have been placed in a VIU homestay or peerstay.**
- Please contact our office as soon as possible after your arrival for information about student orientation, classes and assessment.
- If Homestay/Peerstay is not arranged with Vancouver Island University, there is an airport shuttle service available for a nominal fee. <http://www.nanaimoairporter.com>. Taxis are available from both ferry terminals.

## CONTACT INFORMATION

***Vancouver Island University***

International Homestay/Peerstay Department  
Building 255, 900 Fifth Street  
Nanaimo, BC V9R 5S5  
Telephone: 250-740-6159  
Fax: 250-740-6471  
Email: [homestay@viu.ca](mailto:homestay@viu.ca)

***Vancouver Island University Residences***

4 University Crescent  
Nanaimo, BC V9R 6C5  
Telephone: 250-754-6338  
Fax: 250-754-4291  
Email: [manager@viuresidences.ca](mailto:manager@viuresidences.ca)

## Appendix E – On-campus Residence (Dormitory) Application Form

Vancouver Island University Residences website: [www.viuresidences.ca](http://www.viuresidences.ca)

There are 3 ways to obtain the application form:

1. Email [manager@viuresidences.ca](mailto:manager@viuresidences.ca), call (250) 754-6338, or print the form (below) then fax it to (250) 754-4291
2. Printable application <http://www.viuresidences.ca/Residence%20Application%20Form%20Feb%202010.pdf> then fax it to (250) 754-4291
3. Complete the online application <http://viuresidences.ca/residenceApplication.asp>



### VANCOUVER ISLAND UNIVERSITY HOUSING

Operated by: WESTERN STUDENT HOUSING LTD.  
4 UNIVERSITY CRESCENT, NANAIMO, BC V9R 6C5  
PHONE: 250-754-6338 • FAX: 250-754-4291  
E-MAIL: [manager@viuresidences.ca](mailto:manager@viuresidences.ca)



PLEASE PRINT CLEARLY

- \$25.00 non-refundable fee required with application (Payable to: Western Student Housing Ltd.)
- Application does not constitute acceptance

Office Use

### STUDENT RESIDENCE APPLICATION FORM

TERM & YEAR YOU ARE APPLYING FOR: (Choose One) <input type="checkbox"/> SEPT.-DEC. 20__ <input type="checkbox"/> JAN.-APR. 20__ <input type="checkbox"/> MAY.-AUG. 20__			
START DATE: _____		STUDENT NUMBER: _____	
HAVE YOU LIVED IN VIU'S STUDENT RESIDENCES BEFORE? <input type="checkbox"/> YES <input type="checkbox"/> NO			
NAME OF EDUCATION PROGRAM: _____		LENGTH OF PROGRAM: _____	
FAMILY NAME: _____		FIRST NAME: _____	MIDDLE INITIAL: _____
CURRENT ADDRESS: _____			
Street			
City	Province/State	Postal Code	Country
TELEPHONE: ( ) _____		CELL: ( ) _____	
FAX: ( ) _____		E-MAIL: _____	
BIRTHDAY: ____ yr ____ mo ____ day		GENDER: <input type="checkbox"/> M <input type="checkbox"/> F	
<b>NON-REFUNDABLE APPLICATION FEE: \$25.00 (Payable to Western Student Housing Ltd.)</b>			
PAYMENT: <input type="checkbox"/> CHEQUE <input type="checkbox"/> MONEY ORDER <input type="checkbox"/> CASH <input type="checkbox"/> <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DEBIT <input type="checkbox"/>			
CARD NUMBER: _____		EXPIRY DATE: _____	
NAME ON CARD: _____		DAY TIME PHONE NO: _____	
<b>I understand that this application does not guarantee acceptance into residence.</b>			
SIGNATURE OF APPLICANT: _____		DATE: _____	
SIGNATURE OF PARENT/GUARDIAN IF APPLICANT IS UNDER 19: _____			

#### IMPORTANT REMINDERS

- The \$25.00 application fee is separate from Vancouver Island University admission fee.
- Apply for residence housing at the same time as you apply to Vancouver Island University.
- Acceptance at VIU does not guarantee acceptance at residence.

Indicate Choice	<b>BUILDINGS:</b> (Please see brochure for rental fees and amenities) Note: <b>All housing options are located on the Nanaimo Campus.</b>
--------------------	--

### HOUSING OPTIONS

- Please indicate a total of three choices **ONLY** in order of preference ( "1, "2, "3 )
- We will do our best to accommodate your choices, but rooms are assigned and offered on a "First Come, First Serve" basis.

<input type="checkbox"/> A. <b>MORDEN HALL</b> (Single with shared bath)	PREFERRED BATHROOM MATE: _____
--	-----------------------------------

<input type="checkbox"/> B. <b>DUNSMUIR HOUSE</b> (Single with shared bath) - REGULAR <input type="checkbox"/> <b>DUNSMUIR HOUSE</b> (Single with shared bath) - QUIET FLOOR	PREFERRED BATHROOM MATE: _____
---	-----------------------------------

C. <b>20 BED HOUSES:</b> Ladysmith, Cowichan, Qualicum, Powell River, & Nanoose  <input type="checkbox"/> SINGLE WITH SHARED BATH - REGULAR <input type="checkbox"/> SINGLE WITH SHARED BATH – QUIET HOUSE <input type="checkbox"/> SINGLE WITH SHARED BATH – MATURE/GRAD HOUSE	PREFERRED BATHROOM MATE: _____
---	-----------------------------------

D. <b>4 BEDROOM APARTMENTS:</b> Duncan & Parksville Houses  <b>Note:</b> <ul style="list-style-type: none"> <li>• Priority is given to students who have previously lived in VIU residences or to students who are 19 yrs. or older.</li> <li>• Apartments will be assigned on a Co-Ed basis (two males &amp; two females) unless preferred roommates are specified.</li> <li>• All roommates in four bedroom apartment must submit separate Application forms &amp; fees.</li> </ul> <input type="checkbox"/> FOUR BEDROOM WITH SHARED BATH – REGULAR (Duncan) <input type="checkbox"/> FOUR BEDROOM WITH SHARED BATH – QUIET (Parksville)	PREFERRED ROOMMATES:  1. _____ 2. _____ 3. _____
--	--

E. <b>DO YOU REQUIRE HANDICAPPED ACCOMODATIONS?</b> <input type="checkbox"/> YES <input type="checkbox"/> NO  PLEASE DESCRIBE YOUR DISABILITY AND RELEVANT NEEDS:  _____ _____ _____
--

F. <b>ADDITIONAL NOTES OR REQUESTS:</b>  _____ _____ _____
--

## *Appendix F – Covering Letter Template and Sample*

### **Vancouver Island University APPLICATION COVER LETTER TEMPLATE Fill in all of the grey areas**

[insert city and date]

Director of International Admissions  
Vancouver Island University  
900 Fifth Street, Nanaimo BC  
V9R 5S5 Canada

Subject: Application for [insert student name], DOB [insert date of birth]

Start date: [insert start date]

Program: [insert program]

Home address of student: [insert address of the student]

Enclosed are the following items for [insert student name]:

[insert list of all items included in the package, such as application form, fee, transcripts, and so on]

Please send the letter of acceptance to our office address as indicated below:

[insert agent office address]

Best regards,

[sign here]

[insert your (agent) name, address, and all contact information]

**SAMPLE**

Nanaimo, June 28, 2007

Director of International Admission  
Vancouver Island University  
900 Fifth Street, Nanaimo BC  
V9R 5S5 Canada

Subject: Application for Student A, DOB September 6, 1950

Start date: September 2009

Program: ESL + Business (BBA)

Home address of student:

1234 Hill Street

Xicheng district, Beijing, 123456

China

Enclosed are the following items for Student A

- Completed application form
- Application fee
- Notarized transcript

Please send the letter of acceptance to our office address as indicated below:

Building ABC, Room 100

12A alpha street

Xicheng district, Beijing, 254671

China

Best regards,

[sign here]

ABC Recruitment Company

Mr. Agent A

Building ABC, Room 100

12A Alpha Street

Xicheng district, Beijing, 254671

China

Phone: 123456789

Fax: 123456789

Email: [agent@agent.com](mailto:agent@agent.com)

## Appendix G – Contacts

### International Administration, Recruitment and Contracts

Bruce Condie  
Director, International Marketing, Recruitment & Business Development  
E-mail: [bruce.condie@viu.ca](mailto:bruce.condie@viu.ca)

Sophia Hilbert, Manager, International Admissions  
E-mail: [sophia.hilbert@viu.ca](mailto:sophia.hilbert@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)

Tamarah Ney, Educational Counsellor  
E-mail: [tamarah.ney@viu.ca](mailto:tamarah.ney@viu.ca)

Lisa Jaster, Recruitment Coordinator  
E-mail: [lisa.jaster@viu.ca](mailto:lisa.jaster@viu.ca)

Gareth Jones, Recruitment Coordinator  
E-mail: [gareth.jones@viu.ca](mailto:gareth.jones@viu.ca)

### Group Programs / Contract Training

Ali White  
Manager, International Education Contracts & Group Programs  
E-mail: [ali.white@viu.ca](mailto:ali.white@viu.ca)

### Education Abroad

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

### High School

Catherine Grunland, Principal  
E-mail: [catherine.grunland@viu.ca](mailto:catherine.grunland@viu.ca)

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

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