



# **Agent Guide**

## **VAS International Student Application**

**Last Updated: December 3, 2024**

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## Agent – Main Contact Access

User names and passwords for the Agency's contract manager are set up by the International Education team. If you require access or assistance, please contact [Agents@bowvalleycollege.ca](mailto:Agents@bowvalleycollege.ca).

*Password resets are managed directly in the login page, but if you have requested a reset and not received an email, please contact us.*

The contract manager will be responsible for creating accounts for agent staff. For instructions please see the [Staff Setup](#) section of this document.

*Password resets are managed directly in the login page, but contract managers can also reset agent staff passwords as shown in the staff setup section of this document.*

**Important: In order to receive email notifications regarding the status of an application or messages from Bow Valley College, all agent users will be required to activate notifications. See the To [Set up Notifications](#) section.**

## To Submit an Application

### Before You Start

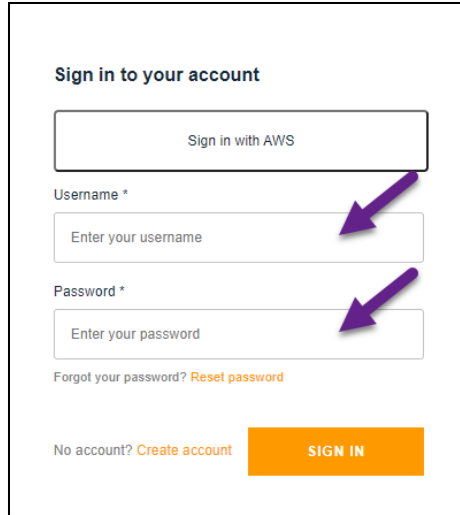
To successfully submit an application, the following is required:

1. Alberta Student Number (ASN). If applicant has applied or attended a school or post-secondary institution in Alberta, they will already have an ASN. To find their ASN you can use the [ASN Lookup](#) service. As creating a second ID for an applicant will cause delays in the processing of the application, we recommend using the look up service to first check if an ID already exists. If they do not have an ASN, you can also use this service to request one.

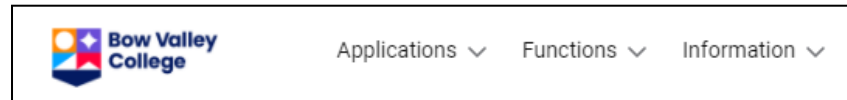
2. Names of:
  - a. High schools the applicant has attended or is currently attending
  - b. Post-secondary institutions the applicant has attended or is currently attending
3. Mandatory documents:
  - a. Passport
  - b. Academic transcripts with completion certificates
  - c. English Proficiency Requirement (when applicable)
  - d. [Consent to Release Information form](#)
4. A credit card to pay application fees charged by the institution.

## Add Application

1. Navigate to the international student application portal: [bvc.vasuniverse.com](https://bvc.vasuniverse.com)  
*We recommend using Google Chrome as your web browser. If you use another browser, such as Internet Explorer, you may find that the page does not display correctly.*
2. Enter **Username** and **Password** and select **SIGN IN**.  
*If this is your first time logging in, you will be emailed a temporary password and asked to change your password upon login.*



3. You will be taken to the main page of international student application portal.  
A navigation toolbar will appear at the top:



4. Select **Add application** from the Application dropdown in the toolbar and complete the following information:

1- Personal Information	
*Mandatory field	
First name*	
Preferred first name	
Middle name	
Surname	
Previous surname (if any)	
Email id*	
Passport no.*	

Passport expiry\*

Passport issuing country

Gender\*

Date of birth\*

First language\*

Nationality\*

Under which status are you planning to enter Canada?\*

Alberta Student Number (ASN)\*

Are you currently attending or have you previously studied in a Post-Secondary institution in Canada?\*

**For all North American credentials, official transcripts must be submitted.**

To complete the evaluation, official transcripts must be sent by the issuing North American institution directly to Bow Valley College via one of the following options:

**By email:** [admissions@bowvalleycollege.ca](mailto:admissions@bowvalleycollege.ca)

**By mail:** Admissions, Office of the Registrar, Bow Valley College,  
345 6th Avenue SW, T2G 4V1, Calgary, AB, Canada

**In the meantime, you may upload unofficial documents via the application portal to initiate the assessment and be considered for Conditional Acceptance.**

Have you previously attended Bow Valley College?\*

**If the answer is yes, please complete and submit the [Application for Re-Admission form](#).**

Would you like to share your application information with a representative?  
*Representative information is optional for applicants who would like to grant permission to a family or friend to inquire about their application status.*

## 2 - Applicant's Current Address of Residence

Use the dropdowns to populate the applicant's current address.

## 3 - Qualifications

Use the dropdowns to enter the names of all high schools and post-secondary institutions the applicant has attended or are currently attending as well as the qualifications received.

## 4 - English Qualifications

Select English qualifications as applicable and use the drop down menus to enter scores.

**This section is mandatory for applications to ELL programs, either ELL-only or ELL and Post-Secondary. To avoid delays we strongly suggest applicants complete this section and provide documentation proof of an English language proficiency qualifications.**

## 5 - Application

*Counsellor information is optional and may be used to enter the name of a staff member that helped with the application. It's used at the discretion of the Agent.*

Select the ELL (English Language Learning) and/or Post-Secondary program radial buttons as applicable.

## 6 – Add ELL (Optional)

If applying to our in-house ELL program, select Start date and Proposed program from the drop down menus.

**For an ELL + Post-Secondary bundle, only one application fee will be required.**

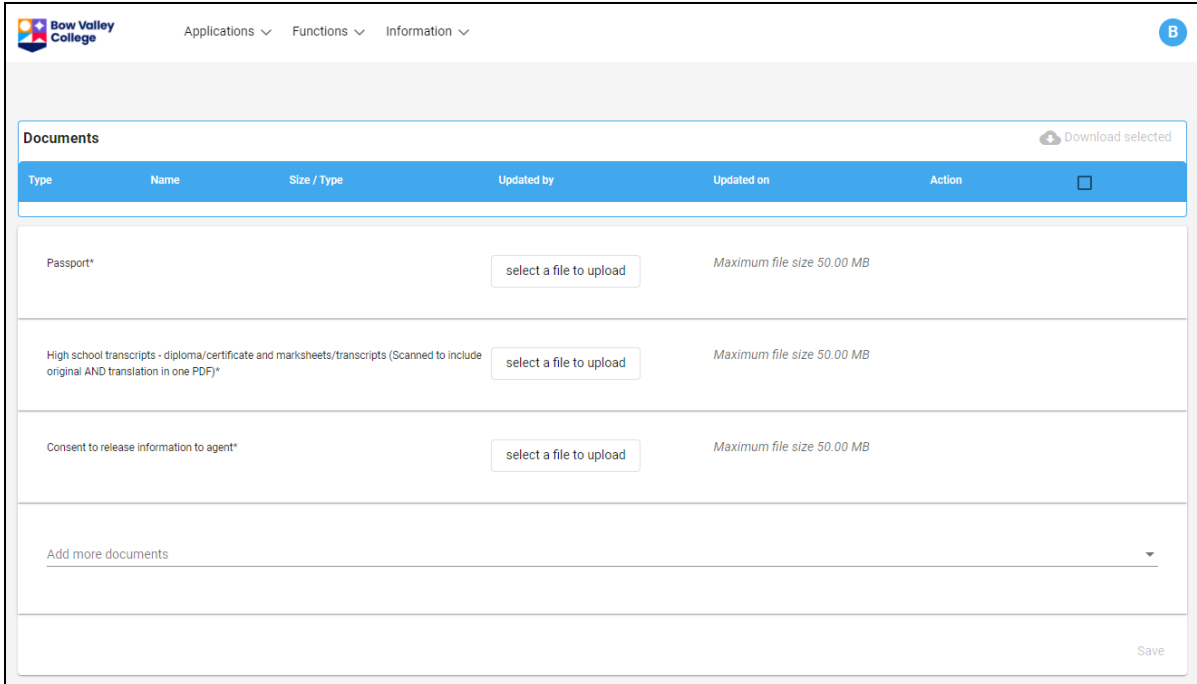
**ELL program applications require proof of English language proficiency for level placement. To avoid delays in the processing of application, please submit one of the [acceptable test scores](#).**

## 7 – Post-Secondary program

Select Start date, Level (this is the program type - Certificate or Post-Diploma Certificate) and Proposed program from the drop down menus.

5. Press **Save** to submit application.
6. When the application is successfully saved, you will be taken to a page to upload mandatory documents. Upload documents and press **Save**. *\*Note the application has not yet been submitted to the College.*





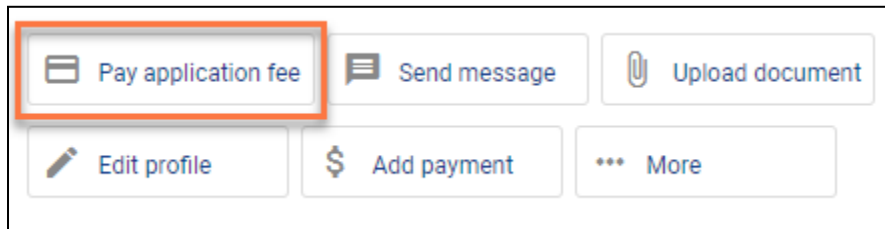
Type	Name	Size / Type	Updated by	Updated on	Action
Passport*			select a file to upload	Maximum file size 50.00 MB	
High school transcripts - diploma/certificate and marksheets/transcripts (Scanned to include original AND translation in one PDF)*			select a file to upload	Maximum file size 50.00 MB	
Consent to release information to agent*			select a file to upload	Maximum file size 50.00 MB	
Add more documents					

While only the passport, high school transcripts and [Consent to Release Information](#) form are currently listed as mandatory, we highly recommend uploading any applicable English language proficiency qualifications to avoid delays in processing of application.

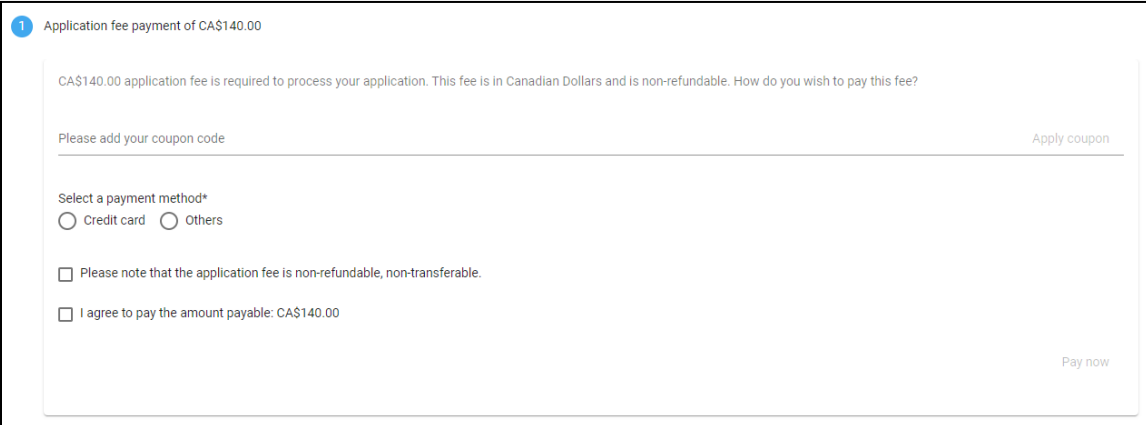
7. Review the Terms & Conditions and tick the box next to “I accept the following terms and conditions”. Press **Save**.
8. To submit the application, payment of the application fee is required. To pay by Credit card, select **Credit card** from the payment method, agree to the terms below and then select **Pay now**. For other payment options, select **Others** and refer to the [payment options](#) available at Bow Valley College. *This is also the place to enter a coupon code if applicable.*

If the applicant wants to pay the fee using a personal credit card, the applicant can login to the portal to pay. Once the application is saved as per Step 6. above

- the applicant will receive login credentials directing them to login to the portal and to set up a permanent password. The applicant can use this login to pay via the Pay application fee button in the portal.



**Note: A bundled application for ELL and Post-Secondary programs will only require one application fee payment.**



1 Application fee payment of CA\$140.00

CA\$140.00 application fee is required to process your application. This fee is in Canadian Dollars and is non-refundable. How do you wish to pay this fee?

Please add your coupon code Apply coupon

Select a payment method\*


Credit card  Others

Please note that the application fee is non-refundable, non-transferable.

I agree to pay the amount payable: CA\$140.00 Pay now

9. Enter payment details as requested below and select **Process Transaction**.

**Payment Details**

**Transaction Amount:** \$ 140.00 (CAD) 

**Order ID:** VAS-401-1616618743433

Please complete the following details exactly as they appear on your card.  
*Do not put spaces or hyphens in the card number.*

**Cardholder Name\*:**

**Card Number\*:**

**Expiry Date (MMYY)\*:**

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

**Process Transaction** **Cancel Transaction**

Payments made via credit card will automatically generate a receipt that is sent to the contact email. If a payment is made via another payment method, please contact staff via the message centre in the application portal and a receipt will be provided.

10. When a payment success popup appears, the application has been submitted to Bow Valley College!
11. Once the application has been submitted, the applicant will receive login credentials directing them to login to the portal and set up a permanent password. The applicant will have to log into the portal in order to activate the email notifications. **Agents are encouraged to communicate with their clients and confirm that the applicant completed the log in to the portal.**

## What's Next?

Once an application has been submitted, the Agent and Applicant can expect the following:

1. The team at Bow Valley College will review the application and the corresponding documentation. Should we require more information, our staff

will send a message that will appear in the application portal. *An email notification will alert users to check new messages in the portal.*

2. Keep an eye on the application for updates! See the next section of this document for instructions on how to **monitor an application**.

If the applicant is accepted, they'll need to reserve their seat in the program by paying the the non-refundable/non-transferable \$1500 confirmation fee. This fee will be applied to first term tuition and fees. *Applicants may also choose to pay the first year of tuition or two year program tuition and fees.*

**Prior to submitting the confirmation fee deposit the agent is expected to explain the following to the applicant:**

- The confirmation fee is **non-refundable and non-transferable**.  
Please refer to the Learner Account Policy regarding cancellations and refunds for details. It can be downloaded [here](#).
- Details of mandatory [deadlines](#) for immigration documents to be provided to the College.

For other method of payments (International wire transfers, Canadian bank transfers, direct deposit) please see the [fee payment information](#) on our website. If you choose to pay the confirmation fees via one of these other payment methods, please inform us via the application portal.

3. Once the applicant receives the Letter of Acceptance, they can apply for a study permit at their nearest Canadian Embassy or Consulate. A study permit application with Immigration, Refugees and Citizenship Canada will require our Designated Learning Institute (DLI) number: 019273769422, an Official

Letter of Acceptance and a provincial attestation letter (PAL). Canadian DLI's can be verified with [Immigration and Citizenship Canada](#).

4. The applicant must sign into MYBVC – Applicant must sign in to their MYBVC email to receive instructions for course registration and other important information. This is their communication tool with the College. The portal provides access to account balance, course registration, student email and online course platform.

**This portal access is exclusively for the applicant and agents SHOULD NOT access the student's portal. The agent may only offer guidance to direct the applicant to the portal.**

5. For instruction on how the applicant can pay the remainder of their tuition please see the [fee payment information](#) on our website. For tuition payment deadlines click [here](#).

## Monitor An Application

To view an application, select **View applications** from the Application dropdown in the toolbar.

- The list can be sorted by App ID/Student ID and Name.
- To find a specific application, enter the applicants first and/or last name in the search field and press enter.

Note the important sections below:

A Nancy Mitford - 443
Documents

Date of birth: 01 Feb 1993  
 Nationality: United Kingdom  
 Agent: BVC Agent

▶ Personal details

A Post-Secondary  
 Health and Human Services Management Post-Diploma Certificate (May 2021)  
 Status: Pending

B Send message Upload document Add program Change program

C ▶ Messages

D ▶ Other applications

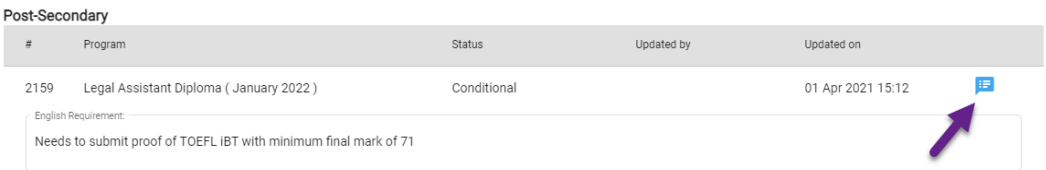
Status    Emails    Payments    Change requests

**Post-Secondary**

#	Program	Status	Updated by	Updated on
2205	Health and Human Services Management Post-Diploma Certificate ( May 2021 )	Pending	BVC Agent	08 Apr 2021 12:33
2204	Health and Human Services Management Post-Diploma Certificate ( May 2021 )	Payment pending	BVC Agent	08 Apr 2021 12:27

**A** – The application status will appear under the program applied for. Refer to the legend below for information on each status.

Application Statuses:	
<b>Incomplete</b>	Mandatory documents have not been attached and/or Terms & Conditions have not yet been agreed to.
<b>Payment Pending</b>	Application fee has not yet been paid.
<b>Pending</b>	Application has been successful permitted.

<b>In-Progress</b>	Application is currently being reviewed and assessed for admission.
<b>Information Required</b>	We require more information or documentation, see messages.
<b>Conditional</b>	<p>Acceptance offer pending once conditions have been met. To view conditions click the blue comment box in the Status tab.</p> 
<b>Unconditional</b>	Accepted without condition.
<b>Waitlist</b>	Applicant has qualified for the program but placed on the waitlist as it is currently at capacity.

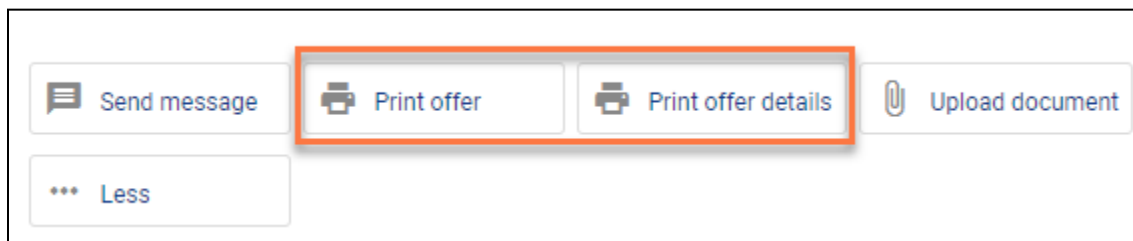
**B** – This toolbar shows all permissible actions for the current application status including Upload document or Send Message. For example, if an applicant is accepted into their requested program - these actions will include Accept/Decline offer and Print offer.

**C** – All messages sent by applicant, agent or staff will be viewable here. Should we require more information during the application process, this is where the message will appear. To respond, click **Send message** from the toolbar above.

**D** – If the applicant has any other applications submitted to the College they will appear here.

## To Print Offer Letter & Print Offer Details

If an applicant has been accepted, conditionally accepted or accepted but waitlisted into the requested program, an offer letter will be available to view and print via the **Print Offer** button in the toolbar. The offer letter contains important information including the confirmation deposit deadline and deadline to meet conditions (if applicable). Depending on the status of the application, complementary information may also be available via the **Print offer details** button.

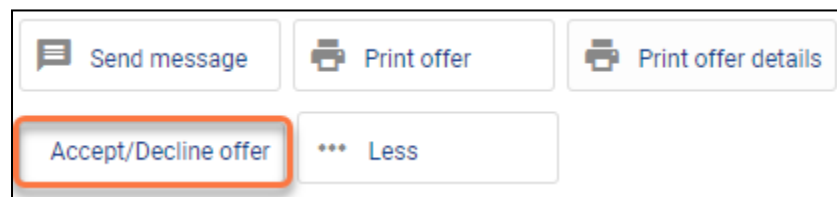


Once an offer has been accepted and the \$1500 deposit has been paid, the offer letter and offer details will no longer be available.

**As you may need the Offer Letter and offer details for the study permit application we highly recommend downloading a copy of both the Offer Letter and offer details.**

## To Accept or Decline Offer

If an applicant has been conditionally or unconditionally accepted, an **Accept/Decline offer** button will be available in the toolbar. If the applicant accepts, the date in the Payment deadline field will be the deadline to pay the confirmation fee by.







To accept or decline an offer, select the **Accept/Decline offer** button and agree to the Terms and Conditions on the following page. Press **Save**.

A screenshot of a web form titled "1 Accept/Decline offer". The form contains a section labeled "Accept/Decline offer\*" with two radio button options: "Accept offer and pay confirmation deposit" (which is selected) and "Decline offer". A "Next" button is located on the right side of the form. At the bottom left, there is a progress indicator for "Terms and Conditions" with a checkmark icon.

## To Pay Confirmation Fee

Once an applicant has accepted an offer, they will need to pay the confirmation deposit to reserve their seat in the program. This \$1500 fee is **non-refundable/non-transferable** and will be applied to first term tuition and fees. *Applicants may also choose to pay the first year of tuition or two year program tuition and fees.*

A credit card may be used within the application portal. For alternative payment options, refer to the [payment options](#) available at Bow Valley College. If you choose an alternate payment option (ie. International wire transfer, bank deposit), you must report the payment via the application portal by selecting **Others** and entering the payment references and upload a copy of the payment receipt.

1 Confirmation deposit

Minimum confirmation deposit of CA\$1,500.00 is required to confirm your seat. This fee is in Canadian Dollars and is non-refundable. How do you wish to pay this fee?

Select a payment method\*

Credit card  Others

Amount\*

The minimum deposit to confirm your seat is CA\$1,500.00  
You can choose to pay a higher amount.

Confirmation deposit CA\$1,500.00  Enter amount (More than CA\$1,500.00)

Before submitting your payment, refer to the Learner Account Policy included in your offer. This policy includes information on mandatory deadlines, and fees and tuition refund eligibility.

Please note that the confirmation deposit is non-refundable, non-transferable.

I agree to pay the amount payable: CA\$1,500.00

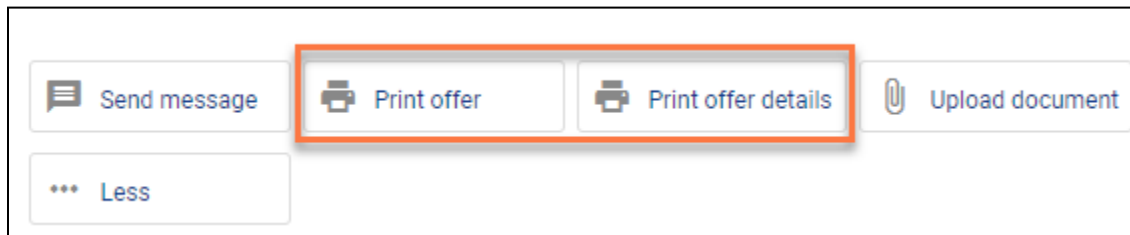
Your reserved seat and entrance into the program is subject to the submission of the required immigration documents (ie. copy of an official study permit or of a study permit approval letter issued by a Canadian immigration office) by the designated deadlines provided in the Learner Account Policy.

Pay now

Payments made via credit card will automatically generate a receipt that is sent to the contact email. If a payment is made via another payment method, please contact staff via the message centre in the application portal and a receipt will be provided.

## To Print Letter of Acceptance & Print Offer Details

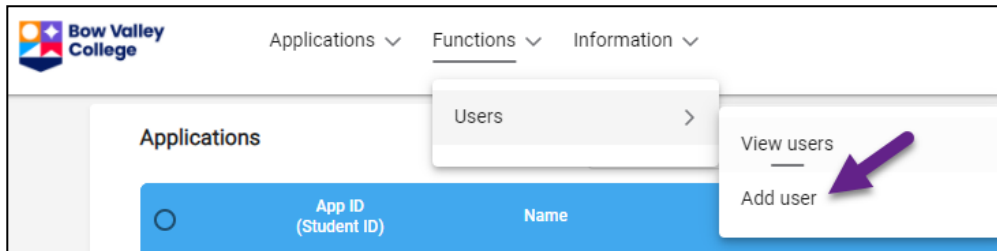
Once an applicant has accepted an offer and paid the confirmation deposit, the previous Offer of Admission letter will be replaced with a Letter of Acceptance. Depending on the status of the application, complementary information may also be available via the **Print offer details** button.



A screenshot of a user interface showing a row of four buttons: "Send message", "Print offer", "Print offer details", and "Upload document". The "Print offer" and "Print offer details" buttons are highlighted with a red rectangular border. Below this row is a "Less" button with three dots to its left.

## To Set Up Staff Access

1. To set up staff access, select **Functions > Users > Add User** from the dropdown in the navigation toolbar.



2. Complete the following:

### 1- Add User

#### \*Mandatory field

- Select **Branch** user from the Role\* dropdown
  - Email\* - This will be the email used to login to the system.

### 2 – Branch Details

- Enter Name\* - Official agent or branch name that will appear on offer letter.
- Display Name\* - This does not have to be a person's name but could denote the branch location such as a country name.
- Contact person email\* - Same as email used to login to the system above.
- Notification email\* - This is where all notifications from the portal will be sent.

### 3 – Branch Address

This section is optional but recommended to complete.

#### 4 – Comment & Application Settings

If you would like to disallow the branch user from sending messages to the applicant or College tick the Comments disallowed box.

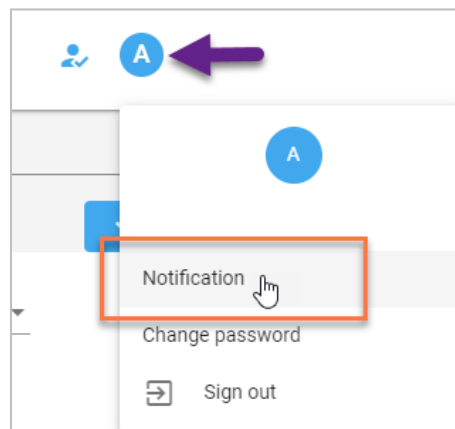
If you would like to disallow the branch user from submitting an application tick the Application disallowed box.

3. Select **Save**.

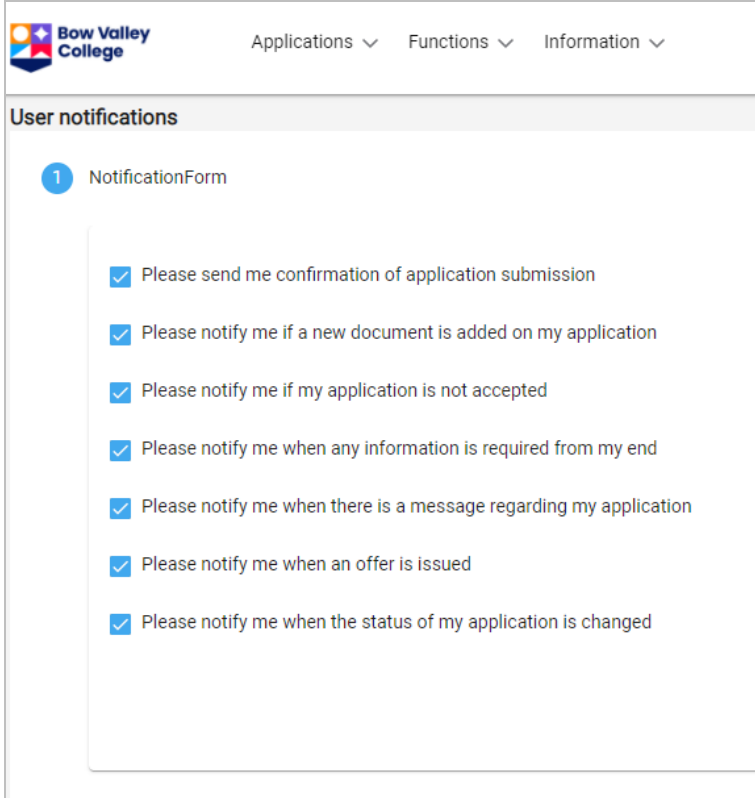
### To Set Up Notifications

In order to receive email notifications when an application status has been updated or a message has been sent, an agent staff user will need to update the notifications in their user profile.

1. Click the round blue on the top right hand of the page and select **Notification**.



2. Select the desired notifications using the tick boxes and drop down menus as shown below:



**Bow Valley College** Applications ▾ Functions ▾ Information ▾

### User notifications

1 NotificationForm

- Please send me confirmation of application submission
- Please notify me if a new document is added on my application
- Please notify me if my application is not accepted
- Please notify me when any information is required from my end
- Please notify me when there is a message regarding my application
- Please notify me when an offer is issued
- Please notify me when the status of my application is changed

3. Press **Save**.

\*To update notification preferences follow the same steps and select or deselect desired notifications.

**For more information see the following pages on the Bow Valley College website:**

- [International application process](#)
- [Authorized Agent information](#)