

## Agent Partners – FAQ

# Frequently Asked Questions

- **Is it necessary to create an Alberta Student Number (ASN)?**
  - Yes, all applications currently require an ASN. As it's important not to create a duplicate student number, please use the [look up service](#) prior to requesting a new number.
- **How is the agent authorization done?**
  - Agents will have to submit a [Consent to Release Information](#). This can be attached in the documents section of an application and needs to be done so for us to begin our assessment. Applications without this form will be delayed until the proper documentation is provided.
- **How can applicants access the application?**
  - When an agent submits an application on behalf of the applicant, the applicant will receive an email with a temporary password to login to the portal. In order to receive email notifications, the applicant will need to login once.
- **Should ELL and Post-Secondary applications (a Bundle) have a gap in start dates?**
  - When applying for a bundle, the application portal will not allow agents or applicants to apply for both programs in the same term. Application to the Post-Secondary program will only be permissible in a term following ELL.
- **What are the tuition and fee structures for ELL and Post-Secondary?**
  - See the [Tuition and Fees](#) page on our website.
- **Where do I put the APAS code?**
  - The APAS code is not required for applications submitted through VAS. The APAS code is still required for applications submitted through the APAS portal for Fall 2021 and Winter 2022 only.
- **What is the counsellor field for?**
  - This field is optional and can be used for additional agent staff if more than one staff member assisted with the application.

- **Where should official transcripts come from?**

- Official transcripts are required for North American institutions and must be sent 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

- **Where can I find receipts for payments?**

- 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.

- **Are English qualifications mandatory?**

- English qualifications are mandatory for 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 English language proficiency qualifications.

- **Are there two application fees if an applicant is applying to both an ELL and Post-Secondary program?**

- If an application is submitted for a bundle (both ELL and Post-Secondary), there is only one application fee required.

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

**[International application process](#)**

**[Authorized Agent information](#)**

**Contact:** [agents@bowvalleycollege.ca](mailto:agents@bowvalleycollege.ca)