

**2015 Requirements for
Designation
of Postsecondary Institutions
for the purposes of the
International Student Program**

(the “ISP Requirements, 2015”)

Ministry of Training, Colleges and Universities
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Overview

Foreign nationals seeking a study permit to attend a postsecondary learning institution (a “postsecondary institution”) in Ontario for the purpose of taking a program of study that is six (6) months in duration or longer must attend a postsecondary institution designated by Ontario for the purposes of the *Immigration and Refugee Protection Regulations*. This is often referred to as the International Student Program (“ISP”).

This document sets out the requirements for all postsecondary institutions in Ontario applying for designation or renewal of designation after December 4, 2015. It replaces the documents entitled *Implementation Guideline for Postsecondary Institutions to Apply for Institutional Designation Under the International Student Program* and *Policy Paper: Designation of Postsecondary Institutions Under the International Student Program (ISP)* that were both issued on July 4, 2013.

This document remains in effect until it is superseded or explicitly revoked.

A postsecondary institution, **whether or not it is designated at the time of its application**, is eligible to receive an offer for designation only if:

- (1) It submits a complete application for designation; and
- (2) Ontario is satisfied it meets the requirements for designation that are set out in this document.

A postsecondary institution that meets these conditions (“a successful applicant”) will be required to enter into an agreement with Ontario as represented by the Minister of Training, Colleges and Universities (a “Designation Agreement”) before it will be designated or re-designated. Successful applicants will become designated or re-designated on the date that the Designation Agreement is fully executed by the successful applicant and Ontario.

Each successful applicant’s Designation Agreement will specify the date on which the Designation Agreement expires. An institution ceases to be designated on the date the Designation Agreement expires:

- A publicly assisted institution’s Designation Agreement will expire five (5) years after the effective date of the agreement.
- A private postsecondary institution’s Designation Agreement will expire eight (8) months after the institution’s next fiscal year end.

Designation of an institution is site-specific. This means an institution’s designation does not automatically apply to all of the institution’s campuses or branch locations. Each campus and branch location that the institution wishes to be included in its designation must be specified in the institution’s application for designation. If an institution is

designated for ISP purposes, its designation applies only to those campuses and branch locations that are specified in the institution's Designation Agreement.

If at a later date a designated institution wishes to add an additional campus or branch location, the institution may apply for an amendment to its Designation Agreement to add the additional location. Please note that the institution will be required to provide evidence of compliance with the *ISP Requirements, 2015* with respect to the additional campus or branch location.

If an applicant is unsuccessful or does not enter into a Designation Agreement, **it will not be designated for the purposes of the ISP**. Institutions that are not designated are not eligible to receive international students requiring a study permit to attend a program of study that is six (6) months in duration or longer.

Postsecondary institutions that are designated at the time of their application for designation

If an institution submits a complete application for re-designation on or before the expiry of its current Designation Agreement, the institution will remain designated pending the decision on its application (a "continuing designation"). Institutions with continuing designations will be required to continue to meet the requirements of their current Designation Agreements. If the institution is unsuccessful in its application for designation, the notice of decision will identify the date on which such continuing designation ceases to be in effect.

If an institution's current Designation Agreement expires before it submits a complete application for designation, or if an institution's application for designation is unsuccessful, **the institution will cease to be designated for the purposes of the ISP and Ontario will notify Immigration, Refugees and Citizenship Canada that the institution should be removed from the list of Designated Learning Institutions**. Institutions that are not designated are not eligible to receive international students requiring a study permit to attend a program of study that is six (6) months in duration or longer.

Requests for reconsideration

An institution whose application for designation or re-designation is unsuccessful may request a reconsideration of the decision by submitting a request in writing. A request for reconsideration must set out the reasons for the request and must be accompanied by such supporting documents which the applicant considers relevant to the request.

A request will be considered only if it raises new information or explanations that are relevant to the *ISP Requirements, 2015*.

ISP Requirements, 2015

1.0 Definitions

“Application for Designation” means an application for designation submitted after December 4, 2015;

“Associated Institution” means an institution identified in Schedule “A” to this document that is a federate or affiliate of a Publicly Assisted Institution or is an Aboriginal Institute that is associated with a Publicly Assisted Institution;

“Branch Location” means a physical site operated by a third party at which an institution provides postsecondary education through the third party;

“Campus” means a physical site at which an institution directly provides postsecondary education;

“Designate” and “Designation” mean the approval of an institution by Ontario at the Campus(es) and Branch Location(s) specified by Ontario pursuant to clause (a)(ii) of section 211.1 of the IRP Regulations;

“IRPA” means the *Immigration and Refugee Protection Act*, S.C. 2008, c. 3, as amended from time to time;

“IRP Regulations” means the *Immigration and Refugee Protection Regulations*, SOR/2002-227, made under the IRPA, as amended from time to time;

“International Student” means a foreign national authorized to engage in postsecondary education or training in Canada under a Study Permit issued under the IRP Regulations;

“International Student Program” and “ISP” mean the program governing the issuance of Study Permits by Canada to International Students wishing to attend or attending a postsecondary educational institution in Canada, and the designation of such institutions by Canadian provinces and territories for this purposes as provided for in the IRP Regulations;

“*ISP Requirements, 2015*” means this document as amended from time to time, including the overview section, these provisions, and all appendices;

“Language Program Accreditor” means a language program accreditor that is identified in Schedule “A” to this document or an equivalent language program accreditor that is satisfactory to the Minister;

“Minister” means the Minister of Training, Colleges and Universities;

“Ministry” means the Ministry of Training, Colleges and Universities;

“OSAP” means the Ontario Student Assistance Program, which encompasses Ontario and Canada loans, grants and awards provided to postsecondary students from time to time, including Ontario student loans;

“PCCA” means the *Private Career Colleges Act, 2005*, S.O. 2005, c. 28, Sched. L and its regulations, as amended from time to time;

“PSECEA” means the *Post-secondary Education Choice and Excellence Act, 2000*, S.O. 2000, c. 36, Sched. and its regulations, as amended from time to time;

“PSECEA Consent” means the written consent of the Minister to an institution authorizing the institution to offer all or part of a degree program, or do anything else prohibited under sections 2 and 3 of the PSECEA without a consent, subject to the terms and conditions specified in the written consent, pursuant to section 4 of PSECEA;

“Previous Designation Agreement” means a previous agreement between an institution and Ontario for the purposes of granting Designation to the institution that was effective at any time between June 1, 2014 and the date of the institution’s Application for Designation, inclusive;

“Publicly Assisted Institution” means a college of applied arts and technology, a university, or another institution that receives direct, regular, and ongoing operating funds from Her Majesty the Queen in right of Ontario for the purposes of postsecondary education;

“Private Postsecondary Institution” means a postsecondary education institution that does not receive direct, regular, and ongoing operating funds from Her Majesty the Queen in right of Ontario for the purposes of postsecondary education;

“Study Permit” has the same meaning as in section 2 of the IRP Regulations.

2.0 Requirements for Designation

2.1 An institution will not be considered for Designation unless:

- (a) it meets the applicable requirements set out in sections 3 to 19, inclusive; and
- (b) the Minister is satisfied that the institution will administer the ISP with integrity and honesty.

3.0 Compliance with Ontario legislation and policies governing postsecondary institutions and education

- 3.1 If the institution is a Publicly Assisted Institution,
- (a) it submits its annual Strategic Mandate Agreement (SMA) report-back to the Ministry, if required by the Ministry;
 - (b) it demonstrates key performance indicators satisfactory to the Minister, if it is subject to a ministry requirement for measuring key performance indicators;
 - (c) it is in compliance with all binding policy directives or orders issued by the Minister, another Ontario Minister, or other official or body authorized under Ontario legislation to issue such directives, if the institution is subject to such directives; and
 - (d) it is in compliance with the terms and conditions of PSECEA Consent(s), if it has been granted one or more PSECEA Consents.
- 3.2 If a Publicly Assisted Institution is applying to include an Associated Institution in its Designation,
- (a) the Publicly Assisted Institution meets the requirements set out in section 3.1;
 - (b) the Associated Institution's affiliation, federation, or other agreement with the Publicly Assisted Institution remains in effect; and
 - (c) the Associated Institution has not been subject to an order or administrative monetary penalty issued under the PCCA or PSECEA in the three (3) consecutive years immediately prior to its Application for Designation.
- 3.3 If the institution is a Private Postsecondary Institution,
- (a) it is in compliance with
 - (i) all applicable legislation for which the Minister is responsible, and
 - (ii) all applicable policy directives issued by the Superintendent of Private Career Colleges;
 - (b) it has not been subject to an order or administrative monetary penalty issued under the PCCA or PSECEA in the three (3) consecutive years immediately prior to its Application for Designation;
 - (c) it is in compliance with all terms and conditions of its approval for the purposes of OSAP, if it is approved for those purposes;

- (d) it has demonstrated key performance indicators that meet or exceed any performance objectives set out in policy directives issued by the Superintendent of Private Career Colleges in order to maintain the Superintendent's approval of its vocational programs, if it offers vocational programs requiring approval under the PCCA;
- (e) it has demonstrated key performance indicators satisfactory to the Minister, if it has been granted one or more PSECEA Consents and is subject to a requirement for measuring key performance indicators;
- (f) it has complied with any mandatory program accreditation or review of a vocational program, if it offers a vocational program pursuant to approval under the PCCA and such accreditation or review is required as part of the approval of that program; and
- (g) it is in compliance with the terms and conditions of PSECEA Consent(s), if it has been granted one or more PSECEA Consents.

4.0 Compliance with all other legislation to which the institution is subject

- 4.1 The institution is in compliance with all other federal, provincial, territorial, and municipal legislation to which it is subject.
- 4.2 Without limiting the generality of section 4.1, the institution has not, at any time, failed to comply with legislation administered by the Canada Border Services Agency or Immigration, Refugees and Citizenship Canada.
- 4.3 No corporate director, corporate officer, controlling shareholder, owner, partner, or other person who manages or directs the affairs of the institution has a prior conviction with respect to offences under the *Criminal Code* or other federal, provincial, or territorial legislation.
- 4.4 Despite section 4.3, the Minister is satisfied that:
 - (a) the institution will be operated in accordance with the law and with integrity and honesty;
 - (b) if a prior conviction occurred five (5) or more years before the institution's Application for Designation, Designation of the institution despite the prior conviction would not jeopardize the integrity of the International Student Program or the Designation process; and
 - (c) if a prior conviction occurred less than five (5) years before the institution's Application for Designation, the act(s) or omission(s) upon which the prior conviction was based were minor in nature or did not:
 - (i) relate to the provision of education, including postsecondary education,

- (ii) relate to immigration matters,
- (iii) adversely affect student experience with a school or an institution, or
- (iv) induce a student to apply for admission in a school or an institution where the student would not have applied but for the act(s) or omission(s).

5.0 Debts to the Crown and payments due under governing legislation

- 5.1 The institution is not in arrears with respect to any payment schedule related to a debt owing to Ontario, any other province or territory of Canada, or Canada.
- 5.2 If the institution is a private career college, in addition to the requirement in section 5.1,
 - (a) it has paid all amounts due under Part IV of Ontario Regulation 414/06, made under the PCCA; and
 - (b) it has paid all refunds owed to students in accordance with the fee refund policy required by the PCCA.

6.0 History of providing postsecondary education programs in Ontario

- 6.1 If the institution is a Private Postsecondary Institution, it has been delivering postsecondary education programs in Ontario for at least three (3) consecutive years immediately before its Application for Designation.

7.0 Sufficient financial capacity

- 7.1 If a Publicly Assisted Institution is applying to include an Associated Institution in its Designation, the Publicly Assisted Institution is satisfied that the Associated Institution has sufficient financial capacity to provide the programs of study to be delivered in whole or in part by or through the Associated Institution to International Students.
- 7.2 If the institution is a Private Postsecondary Institution, the Minister is satisfied that the institution has sufficient financial capacity to provide to International Students the programs or training that the institution delivers or plans to deliver.

8.0 Trust account

- 8.1 If the institution offers vocational programs requiring approval under the PCCA, it complies with requirements regarding trust accounts set out in or made under the authority of the PCCA in respect of those vocational programs.

- 8.2 If the institution has been granted one or more PSECEA Consents, it complies with any requirements regarding trust accounts set out in the PSECEA in respect of programs or parts of programs offered pursuant to the PSECEA Consent(s).
- 8.3 If the institution is a Private Postsecondary Institution and offers programs other than those governed by sections 8.1 and 8.2,
- (a) it establishes a trust account in Ontario with
 - (i) a bank or authorized foreign bank within the meaning of section 2 of the *Bank Act*, S.C. 1991, c. 46, as amended from time to time,
 - (ii) a credit union within the meaning of the *Credit Unions and Caisses Populaires Act, 1994*, S.O. 1994, c. 11, as amended from time to time, or
 - (iii) a loan corporation or a trust corporation, both as defined in the *Loan and Trust Corporations Act*, R.S.O. 1990, c. L.25, as amended from time to time; and
 - (b) it holds in that trust account all fees received directly or indirectly from each International Student in respect of a program other than those governed by sections 8.1 and 8.2 until the International Student commences the program or a refund is paid to the International Student.

9.0 Campuses and Branch Locations

- 9.1 A Campus will be considered for inclusion in a Designation only if:
- (a) the Campus is clearly identified in the institution's Application for Designation;
 - (b) the institution agrees to track International Student enrolment at the Campus and submit International Student enrolment records for the Campus to Immigration, Refugees and Citizenship Canada on request;
 - (c) if the institution is a Publicly Assisted Institution and required to record student enrolments in the Ministry's Postsecondary Financial Information System, student enrolments are recorded and accepted in the Ministry's Postsecondary Financial Information System; and
 - (d) if the institution is a Private Postsecondary Institution, the Minister is satisfied, following a Ministry-conducted inspection of the Campus, that the Campus is appropriate for the safe and effective delivery of postsecondary education programs.
- 9.2 Without limiting the generality of section 9.1(d), if the institution is a Private Postsecondary Institution,

- (a) a building code certificate has been issued for the Campus verifying compliance with the relevant building code;
- (b) the institution has a fire inspection report for the Campus; and
- (c) the institution has general liability insurance that extends to the Campus.

9.3 A Branch Location will be considered for inclusion in a Designation only if:

- (a) it meets the requirements set out in sections 9.1 and 9.2 as if it were a Campus;
- (b) students studying at the Branch Location are registered students of the institution;
- (c) the institution has satisfied the Minister that students studying at the Branch Location are entitled to an equivalent standard of program delivery and the same services as students studying at the institution's Campuses, including but not limited to academic support and advisory services;
- (d) the third party operator responsible to the institution for operating the Branch Location is Designated; and
- (e) the Branch Location is included in the Designation of the third party operator responsible to the institution for operating the Branch Location.

10.0 Maintenance of student files

10.1 If the institution is a Publicly Assisted Institution, it maintains a file for each International Student that includes:

- (a) a record of enrolment;
- (b) the results of academic assessments;
- (c) copies of documents demonstrating the International Student's academic progress; and
- (d) copies of documents demonstrating whether the International Student completed his or her program.

10.2 If a Publicly Assisted Institution is applying to include an Associated Institution in its Designation,

- (a) the Publicly Assisted Institution meets the requirements set out in section 10.1; and
- (b) the Publicly Assisted Institution is satisfied that the Associated Institution maintains a file for each International Student that includes:

- (i) a record of enrolment,
- (ii) the results of academic assessments,
- (iii) copies of documents demonstrating the International Student's academic progress, and
- (iv) copies of documents demonstrating whether the International Student completed his or her program.

10.3 If the institution is a Private Postsecondary Institution,

- (a) it complies with all requirements relating to the maintenance of student files in the PCCA for its vocational students, if it offers vocational programs requiring approval under the PCCA;
- (b) it complies with any terms and conditions of PSECEA Consent(s) regarding the maintenance of student files for students enrolled in programs offered pursuant to such PSECEA Consent(s), if it has been granted one or more PSECEA Consents;
- (c) it maintains, in respect of each International Student, a student file that includes, at a minimum:
 - (i) the International Student's full name, sex, and date of birth,
 - (ii) the International Student's address while in Canada and type of stay (e.g., homestay, apartment),
 - (iii) all phone numbers at which the International Student can be reached, both while in Canada and at the International Student's permanent address,
 - (iv) the International Student's email address(es),
 - (v) the International Student's country of origin,
 - (vi) the International Student's primary language,
 - (vii) a record of the results of academic evaluations of the International Student by the institution,
 - (viii) a record of the results of admissions tests performed by the International Student,
 - (ix) a copy of the signed contract between the institution and International Student containing the information and terms required by section 13.1(c),

- (x) evidence that the International Student obtained health insurance prior to beginning the program, and
 - (xi) the International Student's Study Permit number, date of entry into Canada, and Study Permit expiry date;
- (d) it retains each International Student file for a minimum of three (3) years after the International Student has ceased to be enrolled at the institution; and
- (e) it ensures that each past, current, and future International Student has access to his or her transcript for at least 25 years after the student terminates studies at the institution or for such longer period as may be required by applicable legislation.

11.0 Recruitment practices

- 11.1 The institution's recruitment practices, including promotional activities and advertising, demonstrate an honest and ethical approach to recruiting International Students.
- 11.2 The institution has complied with all applicable federal, provincial, and territorial legislation regarding advertisements for the three (3) consecutive years immediately prior to its Application for Designation.
- 11.3 The institution's advertising conforms to applicable guidelines established by the Canadian Code of Advertising Standards.
- 11.4 The institution is in compliance with the requirements of the *Imagine Education au/in Canada* brand, if it is eligible to use that brand.
- 11.5 The institution informs prospective International Students in writing that it will not retain or withhold an International Student's passport, Study Permit, or similar document under any circumstances.
- 11.6 If the institution is a Publicly Assisted Institution that is subject to Minister's Binding Policy Directives, its recruitment practices, including but not limited to its promotional activities and advertisements, comply with such directives.
- 11.7 If the institution is a Private Postsecondary Institution,
- (a) it complies with advertising requirements established under the PCCA, if it offers vocational programs requiring approval under the PCCA;
 - (b) it complies with any terms and conditions of its PSECEA Consent(s) regarding advertising, if it has been granted one or more PSECEA Consents;

- (c) it complies with all advertising standards of a Language Program Accreditor, if it delivers or plans to deliver language training to International Students;
- (d) it informs each prospective International Student in writing of the full cost of the student's program of study and the institution's fee refund policy prior to collecting any fees from that student; and
- (e) none of the institution's advertising or recruitment materials
 - (i) guarantees admission to, or successful completion of, a program offered by the institution,
 - (ii) guarantees that a prospective International Student will receive a Study Permit to attend a program offered by the institution, or
 - (iii) contains a statement that misleads or is likely to mislead a student.

12.0 Programs of study

12.1 If the institution is a Private Postsecondary Institution,

- (a) it complies with the requirements set out in the PCCA regarding the approval of vocational programs and regarding substantial changes to vocational programs, if it offers vocational programs requiring approval under the PCCA;
- (b) it is in compliance with the terms and conditions of PSECEA Consent(s), if it has been granted one or more PSECEA Consents; and
- (c) it is accredited by a Language Program Accreditor, if it delivers or plans to deliver language training to International Students.

13.0 Student contracts

13.1 If the institution is a Private Postsecondary Institution,

- (a) it complies with student contract requirements set out in the PCCA for vocational students, if it offers vocational programs requiring approval under the PCCA;
- (b) it complies with the terms and conditions of PSECEA Consent(s) for students enrolled in programs offered pursuant to such consent(s), if has been granted one or more PSECEA Consents;
- (c) it maintains and uses International Student contracts for any program of study or training not governed by subsections 13.1(a) or (b) that include, at a minimum,

- (i) the institution's legal name,
- (ii) the name of the program or training,
- (iii) all fees payable in relation to the program or training (e.g., compulsory fees, International Student fees, and any and all fees in respect of tuition, books, expendable supplies, uniforms and equipment, field trips, major equipment, professional exams, and administration),
- (iv) a schedule indicating the time and amount of each payment of fees,
- (v) the tuition refund policy applicable to the program or training,
- (vi) the admission requirements for the program or training,
- (vii) the anticipated duration of the program or training, including the anticipated start and end dates for the program or training,
- (viii) the expected hours of instruction, lab participation, and placement expectations, as applicable, that are required to complete the program or training,
- (ix) the modules of the program or training, as applicable, and the requirements for successful completion of the program or training,
- (x) the credential that will be awarded on successful completion of the program or training or an acknowledgement by the International Student that no credential will be awarded,
- (xi) an acknowledgment by the International Student that he or she has received a copy of the statement of student rights and responsibilities identified in section 14.2(d), and
- (xii) a signed acknowledgment by the International Student that he or she has read the contract and has received a copy of the contract.

14.0 Admissions and academic policies

14.1 The institution:

- (a) maintains written, easily-understood admissions and academic policies, including policies governing a student's academic standing at the institution; and
- (b) makes such admissions and academic policies available to past, current, and future International Students at all times.

- 14.2 If the institution is a Private Postsecondary Institution, the admissions and academic policies identified in section 14.1 includes:
- (a) a definition of academic dishonesty;
 - (b) the method used to evaluate student work, including grading and appeals;
 - (c) provisions regarding withdrawals and dismissals; and
 - (d) a statement of student rights and responsibilities setting out information about
 - (i) the institution's International Student contract,
 - (ii) fee collection,
 - (iii) fee refunds,
 - (iv) the sale of students' good and services,
 - (v) transcripts,
 - (vi) credentials, and
 - (vii) the institution's student complaint procedure.
- 14.3 If the institution offers vocational programs requiring approval under the PCCA, it complies with any and all requirements established pursuant to the PCCA regarding the admission of students, including language proficiency and credential assessment requirements.
- 14.4 If the institution has been granted one or more PSECEA Consents, it will be deemed to have satisfied sections 14.1 and 14.2 with respect to the program(s) for which the PSECEA Consent(s) has or have been granted.

15.0 Student complaint procedure

- 15.1 If the institution is a Publicly Assisted Institution, it has a written, easily-understood student complaint procedure that is available to past, current, and future International Students at all times.
- 15.2 If a Publicly Assisted Institution is applying to include an Associated Institution in its Designation, the Publicly Assisted Institution is satisfied that the Associated Institution has a written, easily-understood student complaint procedure that is available to past, current, and future International Students at all times.
- 15.3 If the institution is a Private Postsecondary Institution,

- (a) it complies with the requirements of the PCCA regarding student complaint procedures, if it offers vocational programs requiring approval under the PCCA;
- (b) it complies with any terms and conditions of PSECEA Consent regarding student complaint practices and policies, if it has been granted one or more PSECEA Consents;
- (c) it complies, in respect of language training, with standards regarding student complaint procedures that are set by the Language Program Accreditor that accredited the language training or it complies with section 15.3(d) if the Language Program Accreditor does not set such standards, if it delivers or plans to deliver language training to International Students; and
- (d) it maintains a student complaint procedure for any program or training not governed by sections 15.3(a), (b), or (c) that includes, at a minimum,
 - (i) a requirement that a complaint, concern, or question be made in writing,
 - (ii) the person or persons, identified by position, who will decide whether to dismiss the complaint or make a recommendation as to any further action in relation to the complaint,
 - (iii) the process to be followed by the institution in resolving the complaint, concern, or question which shall include
 1. giving the student making the complaint an opportunity to make oral submissions,
 2. allowing the student to have a person present with the student at all stages of the proceedings, and
 3. the right of the student to have the person referred to in section 15.2(d)(iii)2 to make submissions on his or her behalf,
 - (iv) a description of the manner in which complaints, submissions, and decisions will be recorded,
 - (v) the maximum length of time that may elapse between the date the complaint is submitted and the date a decision is issued by the institution,
 - (vi) a requirement that the institution's decision be written, and
 - (vii) a procedure for reviewing a decision.

16.0 Fee refund policy

- 16.1 If the institution is a Publicly Assisted Institution, it has a written, easily-understood fee refund policy that
- (a) is available to past, current, and future International Students at any time; and
 - (b) is consistent with applicable Ministry policies.
- 16.2 If a Publicly Assisted Institution is applying to include an Associated Institution in its Designation, the Publicly Assisted Institution is satisfied that the Associated Institution has a written, easily-understood fee refund policy that is available to past, current, and future International Students at any time.
- 16.3 If the institution is a Private Postsecondary Institution,
- (a) it complies with the fee refund requirements set out in the PCCA, if it offers vocational programs requiring approval under the PCCA;
 - (b) it complies with the terms and conditions of PSECEA Consent(s) regarding fee refunds, if it has been granted one or more PSECEA Consents;
 - (c) it complies, in respect of language training, with standards regarding fee refunds that are set by the Language Program Accreditor that accredited the training or it complies with section 16.3(d) if the Language Program Accreditor does not set such standards, if it delivers or plans to deliver language training to International Students; and
 - (d) it maintains a written, easily-understood fee refund policy for any program or training not governed by sections 16.3(a), (b), or (c) that sets out the circumstances in which the institution will pay a tuition or other fee refund to a student.

17.0 Student supports

- 17.1 The institution identifies by position a person or persons responsible for providing, coordinating, or overseeing the provision of supports to International Students.
- 17.2 The institution does not and will not retain or withhold an International Student's passport, Study Permit, or similar document under any circumstances.
- 17.3 If the institution is a Publicly Assisted Institution, it ensures that supports are available to International Students that meet their specific needs including, at a minimum, the supports set out in sections 17.5(b)(i) to 17.5(b)(vii), inclusive.

17.4 If a Publicly Assisted Institution is applying to include an Associated Institution in its Designation, the Publicly Assisted Institution is satisfied that the Associated Institution provides International Student supports that include, at a minimum, the supports set out in sections 17.5(b)(i) to 17.5(b)(vii), inclusive.

17.5 If the institution is a Private Postsecondary Institution,

- (a) it complies, in respect of language training, with standards regarding student support services that are set by the Language Program Accreditor that accredited the training or it complies with section 17.5(b) if the accrediting body does not set such standards, if it delivers or plans to deliver language training to International Students, and
- (b) it provides or ensures the provision of supports to International Students for any program or training not governed by section 17.5(a) that include, at a minimum,
 - (i) housing supports, such as specific homestay arrangements or links to one or more organizations to assist with finding appropriate housing if the institution does not provide housing itself,
 - (ii) a mechanism to provide health insurance for International Students, or information on where such insurance can be obtained,
 - (iii) academic, career and peer counselling supports or links to such supports in the community,
 - (iv) links to cultural or religious community organizations,
 - (v) health and other social service supports, or links to such supports in the community,
 - (vi) a current list of contacts at the nearest embassy or consulate representing the student's country of citizenship, and
 - (vii) orientation or welcome services for International Students.

18.0 Confirming and reporting enrolment

18.1 The institution has designated at least one person responsible for tracking International Student enrolment and submitting International Student enrolment reports to Immigration, Refugees and Citizenship Canada on request.

19.0 Institutions that have been previously Designated

19.1 If the institution is a Private Postsecondary Institution that has been previously Designated, whether or not it is Designated at the time of submitting its

Application for Designation, it strictly complied with the following sections of its Previous Designation Agreement(s):

- (a) section 1.1 of Schedule A (student financial protection);
- (b) section 1.2 of Schedule A (student files);
- (c) section 1.3 of Schedule A (ethical recruitment and promotional activities);
- (d) section 1.4 of Schedule A (program quality assurance);
- (e) section 1.5 of Schedule A (student contracts);
- (f) section 1.6 of Schedule A (published admission policies);
- (g) section 1.7 of Schedule A (published academic policies);
- (h) section 1.8 of Schedule A (student complaint resolution);
- (i) section 1.9 of Schedule A (tuition refund policy);
- (j) section 1.10 of Schedule A (approval for the purposes of OSAP);
- (k) section 1.11 of Schedule A (international student supports); and
- (l) any additional terms and conditions set out in section 2 of Schedule B.

19.2 Despite section 19.1, if the institution has not demonstrated strict compliance with its Previous Designation Agreement(s), the Minister is satisfied that the failure to strictly comply:

- (a) was minor in nature;
- (b) did not jeopardize the integrity of the International Student Program or the Designation process;
- (c) did not prejudice International Students' interests; or
- (d) was remedied by the institution to the Minister's satisfaction during the term of its Previous Designation Agreement(s).

Schedule "A"

The federates and affiliates identified in the first column of the following table are included in the definition of "Associated Institution" for the purposes of the *ISP Requirements, 2015*:

Institution	Publicly-Assisted University	Federated or Affiliated
Assumption University	University of Windsor	Federated
Brescia University College	University of Western Ontario	Affiliated
Conrad Grebel University College	University of Waterloo	Affiliated
Dominican College	Carleton University	Affiliated
Emmanuel College of Victoria University	University of Toronto	Federated through Victoria University
Huntington University	Laurentian University	Federated
Huron University College	University of Western Ontario	Affiliated
Knox College	University of Toronto	Federated
McMaster Divinity College	McMaster University	Affiliated
Regis College	University of Toronto	Federated
St. Augustine's Seminary	University of Toronto	Federated
St. Jerome's University	University of Waterloo	Federated
St. Peter's Seminary	University of Western Ontario (King's University College)	Affiliated with King's University College
Thorneloe University	Laurentian University	Federated
University of St. Michael's College	University of Toronto	Federated
University of Sudbury	Laurentian University	Federated
University of Trinity College	University of Toronto	Federated
Victoria College in Victoria University	University of Toronto	Federated through Victoria University
Waterloo Lutheran Seminary	Wilfrid Laurier University	Federated
Wycliffe College	University of Toronto	Federated
Renison University College	University of Waterloo	Affiliated
King's University College	University of Western Ontario	Affiliated
St. Paul University	University of Ottawa	Federated

Institution	Publicly-Assisted University	Federated or Affiliated
St. Paul's United College	University of Waterloo	Affiliated
Canterbury College	University of Windsor	Affiliated
Concordia Lutheran Seminary	Brock University	Affiliated
Iona College	University of Windsor	Affiliated

The following Aboriginal Institutes are included in the definition of “Associated Institution” for the purposes of the *ISP Requirements, 2015*:

Anishinabek Educational Institute
 First Nations Technical Institute
 Iohahi:io Akwesasne Adult Education Centre
 Kenhgewin Teg Educational Institute
 Ogwehoweh Skills and Trades Training Centre
 Seven Generations Education Institute
 Shingwauk Kinoomaage Gamig
 Six Nations Polytechnic

The following entities are included in the definition of “Language Program Accreditor” for the purposes of the *ISP Requirements, 2015*:

- Languages Canada