

# THE GUIDE TO THE CODE OF PRACTICE AND CONDUCT REGULATION FOR MANITOBA DESIGNATED EDUCATION PROVIDERS, THEIR STAFF RECRUITERS AND CONTRACTED AGENTS



## INTERNATIONAL EDUCATION ACT REGULATION 51(2) AND BEST PRACTICES 2015

*Prepared by:*  
the International Education Branch of  
Manitoba Education and Advanced Learning  
and the  
International Education Act Working Group (IEAWG)

**Manitoba** 



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# Preamble

*The International Education Act (IEA)*<sup>1</sup> was developed to achieve two goals:

- to protect international students attending education institutions in the province, from potential fraud and negligence, and
- to promote Manitoba's reputation as a high quality destination for international study by providing a measure of quality assurance through the IEA.

The IEA makes Manitoba the first, and to date, the only province to regulate the educational service provider industry by employing legislation to protect international students, and to promote and maintain the quality and integrity of Manitoba's reputation in the international education community.

In the IEA, section 17 stipulates that the Minister of Manitoba Education and Advanced Learning (MEAL) "may prescribe a Code of Practice and Conduct (the 'Code') to provide consistent standards for:

- designated education providers in providing programs of education and training to international students; and
- recruiters in recruiting prospective international students."

In addition, the IEA, section 51(2) authorizes the Minister to "make regulations (the Code of Practice and Conduct Regulation)<sup>2</sup> ("the Regulation") respecting the code of practice and conduct, including governing and prohibiting activities relating to the code's purpose".

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<sup>1</sup> Further information is available at <http://web2.gov.mb.ca/laws/statutes/2013/c05213e.php#>.

<sup>2</sup> Regulation 51(2) can be found in Appendix A.

# Compliance with the Code of Practice and Conduct Regulation

In accordance with the IEA, section 18, all designated education providers (DEPs) must comply with the Regulation. DEPs are responsible for conveying the contents of the Regulation to their staff recruiters and to the contracted agents<sup>3</sup> associated with their institutions<sup>4</sup>.

The Regulation is legally enforceable. Breaches of the Regulation by a DEP, a staff recruiter, or contracted agent may result in sanctions and other actions as described in the IEA in sections 32 to 40. The details concerning Offences and Penalties for contravention of the IEA are described in sections 47 to 50.

A DEP whose designation is suspended or cancelled in accordance with legislation, (section 38 of the IEA), will be removed from the online public register of designated education providers and from the list of Designated Learning Institutions maintained by Immigration, Refugees and Citizenship Canada, and will be unable to recruit and enrol international students as noted in section 36(2) and section 37.

This *Guide to the Code of Practice and Conduct for Manitoba Designated Education Providers, Their Staff Recruiters and Contracted Agents* (the “Guide”) was developed to link together relevant sections from the IEA and the Regulation to help readers understand the intent of these legal documents.

Following each section are optional best practices that are intended as suggestions for implementation only. Best practices should be used at the discretion of DEPs, their staff recruiters and contracted agents. There is no obligation on the part of DEPs to implement these best practices.

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<sup>3</sup> There are clear distinctions between the terms “staff recruiter” and “agent”. A staff recruiter is an employee of a DEP. An agent works under the terms of a written contract or agreement on behalf of a DEP. Definitions for these terms are found in Appendix F.

<sup>4</sup> It is recognized that there may be staff from a variety of offices, such as those in Admissions, International Student Services, Registration, and Administration that are associated with and/or interact with international students, who should also be made aware of the Guide.

## Development of the Guide

The Guide was developed during 2014-2015 through a collaborative process between the Manitoba government and Manitoba DEPs. DEPs were invited to nominate representatives to join the International Education Act Working Group (IEAWG) (see Appendix B for the list of members).

The IEAWG included representation from school divisions, funded independent schools, the Manitoba Federation of Independent Schools (MFIS), accredited language schools and public universities and colleges, as well as government representatives from the Private Vocational Institutions (PVI) Office, the Instruction, Curriculum and Assessment Branch (ICAB), the Adult Learning and Literacy Branch (ALL), and Labour and Immigration Manitoba (LIM). The IEAWG worked under the direction of the International Education Branch (IEB).

In summer and early fall 2015, an online survey consultation took place with all DEPs across the province<sup>5</sup> (see Appendix C for the list of Manitoba's DEPs) to gather feedback prior to finalizing and proclaiming the IEA and Regulation 51(2).

## Purpose of the Guide

The Guide was developed to bring together the relevant sections from the IEA and the Code of Practice and Conduct Regulation 51(2) that must be followed by all DEPs.

In addition, the Guide includes suggestions or best practices to help DEPs:

- strengthen their institution's reputation as a provider of quality education and training to international students
- protect the interests, safety and welfare of international students studying in their institutions
- implement and comply with the IEA and the associated Regulation
- enhance the policies, practices, and measures of quality and consumer protection that are already in place in their institutions

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<sup>5</sup> As of September 30, 2015, there were 84 designated education providers in Manitoba

The Guide is also designed to:

- explain the June 2014 changes to federal regulations related to Canada's International Student Program;
- outline the criteria and procedures that Manitoba follows for designating learning institutions, and
- provide information about Manitoba's designation process, and ongoing institutional responsibilities required to maintain designation.

## **Changes to Canada's International Student Program**

On June 1, 2014 regulatory amendments made to Immigration, Refugees and Citizenship Canada (IRCC) International Student Program (ISP) came into force<sup>6</sup>. Prior to the amended regulations, there were no limitations on the type of educational institutions allowed to host international students. In addition, it was possible for foreign nationals to use study permits<sup>7</sup> as a means to enter Canada for purposes other than study. The regulatory amendments require that foreign nationals applying to come to Canada to study for a course or program of six months or more must meet a number of requirements, including demonstration of intent to study<sup>8</sup>.

The amendments to the ISP regulations introduced new study permit conditions that require students:

- to meet a number of requirements, including demonstration of intent to study if applying to come to Canada to study for a course or program of six months or more, and
- to be enrolled and actively pursuing a course or program of study at a learning institution designated by a province or territory (P/T).

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<sup>6</sup> Canada Gazette (February 12, 2014). Regulations Amending the Immigration and Refugee Protection Regulations. Accessed at <http://gazette.gc.ca/rp-pr/p2/2014/2014-02-12/html/sor-dors14-eng.php>.

<sup>7</sup> Further information is available at <http://www.cic.gc.ca/english/study/study.asp>.

<sup>8</sup> Further information is available at <http://www.aved.gov.bc.ca/isp/docs/ISP-OVERVIEW.pdf>.

The objectives of the amendments are to strengthen the integrity of Canada's immigration program by:

- facilitating entry into Canada of foreign nationals who sincerely wish to obtain an education in Canada;
- requiring study permit holders to be actively pursuing their studies; and
- reducing the number of non-genuine and poor quality learning institutions enrolling study permit holders.

The changes to the ISP limit issuance of study permits only to students destined to study at Designated Learning Institutions (DLI) at the post-secondary level<sup>9</sup>, as designated by each P/T department or ministry of education. Each P/T is responsible for developing its individual designation processes and for providing an updated list of DLIs to IRCC on an ongoing basis. The DLI list by P/T is posted and updated regularly on the IRCC website<sup>10</sup>. The DLI list for Manitoba, as of September 30, 2015, is indicated with an asterisk (\*) within the list of DEPs in Appendix C.

As noted above, the IRCC study permit is required for a course or program of study lasting six months or more. The IEA and Regulation however apply to all DEPs, and to all programs of any length, for international students in Manitoba or offshore.

## **The Education Institution Eligibility Policy Framework**

In conjunction with the ISP changes, Manitoba collaborated with other P/Ts to develop an "Education Institution Eligibility Policy Framework". The Framework identifies minimum common standards that education institutions must meet in order to enrol international students. This includes reporting to IRCC on international student enrolments and on the enrolment status of each student.

The Framework established a common approach that guided the development of the designation policies that were implemented in each jurisdiction across Canada. This common approach provided the basis for a signed bilateral agreement or Memorandum of Understanding (MOU) between IRCC and each P/T in 2014.

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<sup>9</sup> Under the ISP, as of Fall 2015, all provincially funded primary and secondary schools in Canada are automatically designated.

<sup>10</sup> The DLI List can be accessed on the IRCC website at <http://www.cic.gc.ca/english/study/study-institutions-list.asp>



# Manitoba's Designation Process

The IEA was developed in response to IRCC's amended ISP regulations to strengthen the safety and security of international students, and to establish a policy and process for designating education providers in Manitoba.

The IEA (sections 7 and 8), identifies the categories of education providers with automatic designation<sup>11</sup> as well as the categories of those that are eligible to apply for designation.

- **Automatic Designation:** All universities, colleges, degree-granting institutions, school divisions, publicly-funded independent schools, and accredited language schools are automatically designated, along with their associated language programs, continuing education programs, Adult Learning Centres (ALC) and Adult Literacy Programs (ALP)
- **Designation by application:** All prescribed education providers such as university transfer pathway programs, flight schools, technical-vocational schools, dance schools, faith-based bible schools, ALCs and ALPs operated in partnership with non-profits or on a stand-alone basis, as well as Private Vocational Institutions (PVI) with accredited programs must apply for designation

## Prescribed Fees<sup>12</sup>

Under the IEA, section 8(3)(i), applicants for designation are assessed a one-time fee. In addition, all DEPs must meet regular reporting requirements and pay an annual prescribed fee based on a head count of international student enrolment. Fee amounts have been approved by Treasury Board effective 2015/16 as follows:



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<sup>11</sup> An education provider granted automatic designation may, in accordance with the IEA, section 15(1) apply to IEB to cancel its designation.

<sup>12</sup> Details pertaining to enrollment reporting and collection of fees will be made available following proclamation.

- Both types of providers<sup>13</sup> will be required to pay an annual designation fee of \$5.00 per international student, with a minimum of \$50.00 and a maximum of \$1,500.00 per DEP. The annual designation fee will be assessed based on a head count of international students enrolled in each institution over the course of a year.
- Prescribed education providers who apply for designation will be required to pay a one-time application fee of \$500.00.
- PVIs applying for designation of specific programs that are accredited by a third party organization will be required to pay a one-time application fee of \$250.00 per program.

## **Additional Information**

Please consult Appendices D<sup>14</sup>, E, F and G for a list of acronyms, definitions and further sources of information.



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<sup>13</sup> Refers to prescribed education providers and PVIs.

<sup>14</sup> Includes information and best practices related to minors coming to study in Manitoba.

## Mapping the *International Education Act (IEA)* to the Code of Practice and Conduct Regulation

International Education Act Section 17(3) - Content of Code	Code of Practice and Conduct Regulation
The code of practice and conduct may provide for any or all of the following matters:	
(a) assessment, admission and enrolment, including, without limitation, the use of international student advisors;	<b>Section 4:</b> Admitting qualified international students
(b) recruitment, including, without limitation, the use of recruiters and the imposition of obligations (such as professional and ethical obligations) on them;	<p><b>Section 5:</b> Informing students that services of a recruiter are not required</p> <p><b>Section 6 (1) (2):</b> Recruiter obligations</p> <p><b>Section 7 (1) (2) (3):</b> Provider's obligations re recruiters</p> <p><b>Section 8 (1) (2) (3):</b> Agents who act as recruiter</p> <p><b>Section 9 (1) (2)<sup>15</sup>:</b> Actions of provider re agents</p>
(c) the information to be disclosed to international students about the designated education provider's program or programs of education or training, including, without limitation, the amount of the tuition fees and the tuition refund policy, and when and how that information must be disclosed;	<b>Section 3:</b> Availability of Information
(d) the support services available to international students including, without limitation, accommodation services, orientation information and academic support;	<b>Section 10:</b> Support for international students
(e) the procedures for dealing with complaints from international students and resolving disputes between international students and the designated education provider;	<b>Section 11:</b> Complaints and dispute resolution
(f) the procedures and policies to deal with critical safety and security incidents involving international students;	<b>Section 10 (1)(c):</b> Support for International students
(g) the procedures for the internal review of compliance with the code of practice and conduct;	<b>Section 12<sup>16</sup>:</b> Annual review of compliance policies and procedures
(h) the designated education provider's institutional environment;	No regulation
(i) the promotion and marketing of programs of education or training for international students;	<b>Section 2(1) (2) (3):</b> Accurate information
(j) the establishment of alumni networks	No regulation

<sup>15</sup> Also includes subsections 18(2) and (3) from the IEA with regards to compliance with the code.

<sup>16</sup> Also includes subsection 18(1) from the IEA with regards to compliance with the code.

# The IEA, Code of Practice and Conduct Regulation, and Best Practices

The remainder of this document brings together the relevant sections from the IEA and the Code of Practice and Conduct Regulation 51(2) that must be followed by all designated education providers. The best practices that follow each section were developed in consultation with the IEAWG. They are entirely optional and are offered only as suggestions for implementation. The sections are highlighted as follows:

- Section numbers and headings from the Code Regulation are identified at the beginning of each section
- Sections from the IEA are enclosed in dotted lined boxes, ••••••••
- Content from the Code Regulation is enclosed in dash lined boxes, - - - - and
- Optional best practices are listed at the end of each section.

## Section 1: Definitions (see Regulation in Appendix A)

## Section 2: Accurate information

### IEA section 17(3) Content of Code

The code of practice and conduct may provide for ....

- (i) the promotion and marketing of programs of education or training for international students;

### Regulation

**2(1)** The information provided to students by a designated education provider must be accurate.

**2(2)** The information provided to students by a designated education provider's recruiter must be accurate.

**2(3)** A designated education provider must review the information provided to students at least annually for accuracy and relevancy.

## Best Practices

In addition to accuracy<sup>17</sup>, DEPs may provide general information to international students about the following:

- Manitoba's education system (K-12 and post-secondary)
- Manitoba's IEA, the Regulation, and this Guide regarding protection of international students, and provision of high quality education
- relevant institutional MOUs/partnership agreements with international partners
- study permit and related matters<sup>18</sup>
- a general overview of studying, living, and working in Manitoba including:
  - Manitoba Health coverage available with a study permit
  - additional health insurance requirements
  - the Manitoba Tuition Fee Rebate Program<sup>19</sup>
  - general affordability/cost of living in Manitoba
  - work opportunities (on-campus, off-campus, and post graduate)
  - criteria for eligibility under the Manitoba Provincial Nominee Program (MPNP)<sup>20</sup>

## Section 3: Availability of information

### **IEA section 17(3) Content of Code**

The code of practice and conduct may provide for ....

- (c) the information to be disclosed to international students about the designated education provider's program or programs of education or training, including, without limitation, the amount of the tuition fees and the tuition refund policy, and when and how that information must be disclosed;

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<sup>17</sup> It is recognized that information pertaining to government policies can change quickly and unexpectedly, however, the DEP is expected to provide information that is considered accurate at the time it is provided.

<sup>18</sup> Further information is available at <http://www.cic.gc.ca/english/study/study.asp>.

<sup>19</sup> Further information is available at <http://www.gov.mb.ca/tuition/>.

<sup>20</sup> Further information is available at <http://www.immigratemanitoba.com/>.

## Regulation

- 3** A designated education provider must make the following information readily available to prospective international students:
- (a) the designated education provider's profile, including
    - (i) the location of each campus,
    - (ii) a general description of the facilities, equipment and research and library resources available to students, and
    - (iii) contact information for obtaining additional information from the provider;
  - (b) for each program,
    - (i) a description, including the duration, mode of study and resulting credential,
    - (ii) the admission policies, procedures and requirements, including educational qualifications, prerequisites, language proficiency levels and deadlines for applying, and
    - (iii) the tuition fee and any other mandatory fees, including application fees;
  - (c) a list of any available financial assistance and awards, and a summary of how to apply for them;
  - (d) a summary of the policies and procedures for withdrawing from a program and the tuition and other fees that may be refundable upon withdrawal;
  - (e) a statement about the procedures for obtaining a letter of acceptance<sup>21</sup> from the provider;
  - (f) information about the availability and options respecting students residing on campus, including the estimated cost of residence on campus.



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<sup>21</sup> The Letter of Acceptance (LOA) includes information such as the Designated Learning Institution (DLI) number, student contact information, institution contact information, program, level and year of study, and conditions of acceptance. IRCC provides a standard template for the LOA however, some information may not be applicable to all students. The designated education provider is responsible for completing and sending the LOA to students prior to their study permit application. Further information is available at: <http://www.cic.gc.ca/english/pdf/pub/accllet-e.pdf>.

## Best Practices

Designated education providers may also provide information to international students about:

- programs that are externally accredited or regulated
- processes used to determine equivalency of foreign qualifications, dual credit and transfer credit
- arrangements for Recognition of Prior Learning/Prior Learning and Assessment Recognition (RPL/PLAR)
- opportunities for work experience, internships, co-ops<sup>22</sup>
- advice about what to do in the event of programs being cancelled
- costs and payment including:
  - estimates of costs of books, course materials, practicum and lab fees (if applicable)
  - methods of payment
  - fee payment structure/deadlines
  - policies pertaining to late payment and impact on registration
  - tuition refund policies related to voluntary withdrawal or exceptional circumstances (illness, family circumstances, etc.)
  - tuition refund appeal procedure

Best practices pertaining to international students residing on campus or living accommodations in general may include information about:

- availability and options for student residence on campus
- securing temporary accommodation upon arrival in Manitoba
- application process for securing accommodation on campus
- policies pertaining to living in on-campus student residence(s)
- off-campus accommodations such as homestays, boarding establishments, etc
- rights of tenants as described in *The Residential Tenancies Act*<sup>23</sup>
- public transit available to the institution

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<sup>22</sup> Applies to post-secondary students, except in the case of secondary school students who may apply for co-op work permits if a co-op placement is an integral part of the course of study.

<sup>23</sup> Further information is available at: <http://web2.gov.mb.ca/laws/statutes/ccsm/r119e.php>.

## Section 4: Admitting qualified international students

### IEA section 17(3) Content of code

The code of practice and conduct may provide for ....

- (a) assessment, admission and enrolment, including, without limitation, the use of international students advisors;

### Regulation

- 4 A designated education provider must ensure that each international student who is admitted to a designated education provider's program meets the admission requirements, including educational qualifications and language proficiency levels, for that program.

## Best Practices

DEPs may also provide information to international students about:

- English<sup>24</sup>, i.e., IELTS and TOEFL, and/or French<sup>25</sup>, i.e., TIF and TEF language proficiency requirements or scores
- any additional forms or documents that students will be required to provide for purpose of admission such as transcripts, translations of transcripts, notarization of translated transcripts, certificates of language proficiency<sup>26</sup>
- policies and procedures that apply when a student withdraws or is not attending class, has terminated enrolment or is unable to complete his/her program on time (DLI must report to IRCC<sup>27</sup>)
- links to IRCC websites and information related to helping international students maintain and respect the conditions related to their legal status in Canada

<sup>24</sup> The International English Language Testing System (IELTS) and the Test of English as a Foreign Language (TOEFL).

<sup>25</sup> The Test of International French (TIF) and the Test d'évaluation du français (TEF).

<sup>26</sup> Proof of language proficiency may not be a requirement for K-12 international students.

<sup>27</sup> DLIs must follow IRCC's International Student Compliance Reporting protocols.



- conditions under which the institution may defer, suspend or cancel the enrolment of an international student
- academic assessment and evaluation (examinations, assignments, etc)
- availability of counselling services and academic supports including development of study skills and use of tutors/tutorials to cope with demands of particular programs
- how to address concerns related to meeting admission requirements, program timelines, and course load requirements
- identifying examples of academic integrity and consequences of academic misconduct or dishonesty such as plagiarism, cheating, impersonation, falsification of academic record or data, or academic or research fraud
- assigning grades and appeal process
- graduation and convocation

## **Section 5: Informing students that services of a recruiter not required**

### **IEA section 17(3) Content of code**

The code of practice and conduct may provide for ....

- (b) recruitment, including, without limitation, the use of recruiters and the imposition of obligations (such as professional and ethical obligations) on them;

### **Regulation**

- 5** In the information it makes available to prospective international students, a designated education provider must include a statement that it is not necessary for the student to engage the services of a recruiter in order to apply for admission to a program.

## Section 6: Recruiter obligations

### Regulation

- 6(1)** A recruiter must
- (a) act with honesty and integrity and in furtherance of the interests of prospective international students;
  - (b) not engage in conduct that harms the integrity of
    - (i) the designated education provider he or she represents, or
    - (ii) the reputation of Manitoba's education system; and
  - (c) in the case of an agent, act in compliance with the agreement he or she has entered into with the applicable designated education provider
- 6(2)** Unless authorized to do so, a recruiter must not provide advice or represent a student in connection with any application or proceeding under the *Immigration and Refugee Protection Act (Canada)*<sup>28</sup>

## Section 7: Provider's obligations re recruiters

### Regulation

- 7(1)** A designated education provider must ensure that each of its recruiters are
- (a) appropriately trained;
  - (b) knowledgeable about the programs and services that the provider offers to international students;
  - (c) generally knowledgeable about the education system in Manitoba and in Canada; and
  - (d) provided with a copy of this code and *The International Education Act*.
- 7(2)** A designated education provider must take reasonable steps to ensure that each of its recruiters acts with honesty and integrity and in furtherance of the interests of prospective international students.
- 7(3)** A designated education provider must monitor and evaluate the recruitment activities of each of its recruiters on an ongoing basis.

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<sup>28</sup> Under federal legislation, (Section 91 of the *Immigration and Refugee Protection Act IRPA*), only authorized representatives may offer immigration services for a fee, or other consideration, at any stage of an application or proceeding. Authorized representatives include registered Immigration Consultants of Canada Regulatory Council (ICCRC), and lawyers in good standing. Regulated International Student Immigration Advisors (RISIA) may also advise international students within the scope of their practice.

## Section 8: Agents who act as recruiter<sup>29</sup>

### Regulation

- 8(1)** Before an agent can act as a recruiter for a designated education provider, the agent and the designated education provider must enter into a written agreement.
- 8(2)** A designated education provider must not enter into an agreement with an agent without being reasonably satisfied that the agent is reputable and will be competent in discharging his or her obligations under this code and the agreement.
- 8(3)** The agreement must provide for the following:
- (a) the recruiter must fully disclose in advance to each prospective international student the fee, if any, to be charged by the recruiter;
  - (b) the agreement must be terminated by the designated education provider in the circumstances described in subsection 9(1).



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<sup>29</sup> “Agents who act as recruiter” refers to agents who enter into written agreements with DEPs in order to act on their behalf for the purpose of recruiting prospective international students. It is recognized however that there might be agents who may unilaterally provide information to prospective international students without any formal partnership or written agreement in place with a DEP.

## Section 9: Actions of provider re agents

### **IEA, section 18(2) Education providers must ensure recruiters comply with code**

A designated education provider must ensure that each of its recruiters complies with the code of practice and conduct.

### **IEA, section 18(3) Recruiters must comply with the code**

A recruiter must comply with the code of practice and conduct.

### **Regulation**

- 9(1)** A designated education provider must terminate its agreement<sup>30</sup> with an agent if reasonably satisfied that the agent is failing or has failed to
- (a) act with honesty and integrity;
  - (b) act in furtherance of the interests of the prospective international student;  
or
  - (c) comply with *The International Education Act*.
- 9(2)** A designated education provider that terminates an agreement under subsection (1) must promptly report the termination to the director. Additional information about the termination must be provided to the director on request.

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<sup>30</sup> DEPs may determine that either prior to, or in place of termination of the written agreement with an agent, actions such as imposing a suspension or penalty may be more appropriate pending the outcome of an investigation.

## Best Practices

DEPs may (at their own discretion):

- employ student advisors<sup>31</sup> and either staff recruiters, and/or contracted agents
- provide student advisors and/or staff recruiters with training to attain certification as Registered International Student Immigration Advisors (RISIA)
- require that local contracted agents have either Registered Canadian Immigration Consultant (RCIC) or RISIA certification<sup>32</sup>
- require that contracted agents working on their behalf outside of Canada have taken the Canada Course for Education Agents (CCEA)<sup>33</sup> created by Global Affairs Canada (GAC), and is offered in collaboration with the Canadian Consortium for International Education (CCIE) and International Consultants for Education Fairs (ICEF)<sup>34</sup>
- require prospective agents to provide at least three references from other education providers as part of the contracting process

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<sup>31</sup> International Student Advisors (ISA) provide immigration advice only in the areas of study permits, temporary resident visas, and how study permits relate to other Canadian immigration programs. ISAs are designated as Regulated International Student Immigration Advisors (RISIA) and are regulated by the Immigration Consultants of Canada Regulatory Council (ICCRC).

<sup>32</sup> Agents providing advice about immigration must be accredited as Regulated Canadian Immigration Consultants (RCIC) and be registered with the ICCRC.

<sup>33</sup> The Canada Course supports professional development for agents specializing in Canada as a study destination. Further information is available at: <http://international.gc.ca/education/course-cours/index.aspx?lang=eng>.

<sup>34</sup> Further information is available at: <https://www.icef.com/agent-training/canada-course.html>.

## Section 10: Support for international students

### IEA section 17(3) Content of Code

The code of practice and conduct may provide for ....

- (d) the support services available to international students including, without limitation, accommodation services, orientation information and academic support;
- (f) the procedures and policies to deal with critical safety and security incidents involving international students;
- (j) the establishment of alumni networks.

### Regulation

**10(1)** For international students, a designated education provider must

- (a) provide an orientation programme that
  - (i) is appropriate to the type of institution and the student, and
  - (ii) ensures that an international student is able to become aware of his or her rights and responsibilities, as well as the range of services offered by the provider;
- (b) ensure that student advisors are readily accessible to assist the students in making the transition to studying in Manitoba; and
- (c) ensure that supports are available to an international student should a crisis situation arise in the student's home country or locally.

### Best Practices

DEPs must provide orientation sessions<sup>35</sup> to help international students become familiar with the institutional environment, services and supports available, and may include providing details about:

- transitioning to a new country and study environment

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<sup>35</sup> Orientation sessions are generally directed towards new international students, but may be applicable to returning students as well.

- practices or policies to support the development of intercultural competencies
- academic calendars and student handbooks
- availability of facilities and resources on campus (library, technology, athletics)
- extra-curricular and community-based activities
- work opportunities on- and off-campus
- emergency and health services
- information about immigration rules and procedures, and how to obtain immigration advice
- information about how to obtain legal advice
- contact information for designated staff who serve as official points of contact
- local laws pertaining to driving, driver licensing requirements, road traffic safety, and the sale and use of tobacco, drugs and alcohol
- health protection and promotion services, drug education and counselling
- how to access the institutional complaints and dispute resolution process
- provisions of The Human Rights Code (Manitoba)<sup>36</sup> regarding protection from discrimination
- the right to reasonable classroom, assignment, and testing accommodations for those with disabilities
- policies pertaining to protection of international students in the event of program change, disruption or discontinuance as well as available options, i.e., transfer to similar program or tuition fee refund
- Information about alumni networks including suggestions that can assist international students in preparing to depart from their institution, transitioning to work and related opportunities following graduation, as well as returning to the home country

DEPs may offer support to international students by:

- exercising care and due diligence towards international students in case of local crisis situations
- providing after-hours contact information and access to support services in emergency/crisis situations

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<sup>36</sup> Further information is available at <http://web2.gov.mb.ca/laws/statutes/ccsm/h175e.php>.

- responding to the needs of international students in crisis situations in the student's home country
- assisting students with arriving safely (knowing what to do immediately upon arrival, how to arrive safely at the institution or accommodation, as needed)
- assisting students with contacting friends or family upon arrival to confirm a safe arrival
- maintaining the right to a safe learning environment that supports equity, diversity and the dignity and respect of all people, and is free from discrimination and physical or sexual harassment<sup>37</sup>
- ensuring the protection of all personal information/student records in accordance with provincial and federal legislation, policies, procedures, or guidelines that may impact protection of personal information<sup>38</sup>

## Section 11: Complaints and dispute resolution

### IEA section 17(3) Content of Code

The code of practice and conduct may provide for ....

- (e) the procedures for dealing with complaints from international students and resolving disputes between international students and the designated education provider;

### Regulation

- 11** A designated education provider must establish a process for resolving complaints or disputes raised by international students and must ensure that international students are informed of how to access the process.

<sup>37</sup> As governed by the Manitoba Workplace Safety and Health Regulation 217/2006. Further information is available at <http://web2.gov.mb.ca/laws/regs/current/217.06.pdf>.

<sup>38</sup> *The Freedom of Information and Protection of Privacy Act (FIPPA), The Personal Health Information Act (PHIA), The Personal Information Protection and Electronic Documents Act (PIPEDA)* and any other legislation including, for example the Manitoba Pupil Files Guidelines that outlines procedures pertaining to a pupil file for each student enrolled in either public or funded independent schools in Manitoba. Further information is available at <http://www.edu.gov.mb.ca/k12/docs/policy/mbpupil/mbpupil.pdf>.



## Best Practices

DEPs<sup>39</sup> may consider the following best practices as part of the complaints and dispute resolution process:

- procedures used by the institution to review and resolve complaints are fair, transparent and easily accessible (available in hardcopy and/or online)
- respect for confidentiality by all parties is observed, unless release of information is authorized by law
- staff involved in resolving complaints act fairly at all times and ensure conclusions will be based on a fair hearing of each point of view
- the dispute resolution process commences within a specified time period of the formal lodging of the complaint or appeal, and all reasonable measures are taken to finalize the process in a timely fashion
- there are no adverse consequences or disadvantages as a result of an international student lodging a complaint in good faith (the process should include the opportunity to formally present the case at minimal or no cost)
- any international student who lodges a complaint, and any staff member or student on whom the complaint has a direct impact, is/are regularly informed on the progress of the resolution
- an international student may withdraw a complaint at any time during the dispute resolution process and in this case the matter is concluded and deemed to be resolved (if the original complaint was made in writing then the withdrawal should also be in writing)
- if an outcome results in a decision that supports the complaint from the international student, the institution implements any decision and/or corrective and preventative action required and advises the student of the outcome in writing, including details of reasons for the outcome

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<sup>39</sup> All public and most private educational institutions are expected to have a complaints and dispute resolution process in place, however it is recognized that not all private institutions may have a formal mechanism in place.

## Section 12: Annual review of compliance and policies and procedures

### **IEA section 17(3) Content of code**

The code of practice and conduct may provide for ....

- (g) the procedures for the internal review of compliance with the code of practice and conduct;

### **IEA section 18(1) Education providers must comply with the code**

A designated education provider must comply with the code of practice and conduct.

### **Regulation**

- 12(1)** A designated education provider must, at least annually, review its compliance with this code and its policies and procedures established under this code.
- 12(2)** In carrying out its annual review, a designated education provider must ensure that its international students are given the opportunity to provide input into the review, and that consideration is given to input received.

### **Best Practice**

- In conducting the annual compliance review<sup>40</sup>, DEPs may gather input to make improvements by using surveys, interviews or focus groups involving international students<sup>41</sup>.

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<sup>40</sup> To allow sufficient time for the updating of documents, materials, websites, etc., DEPs are to ensure that all policies and procedures are in compliance with the IEA and the Regulation in time for their first annual compliance review.

<sup>41</sup> The Guide recognizes that seeking feedback from international students may be more appropriate at the secondary and post-secondary levels, and that DEPs may use their discretion in terms of seeking input from students from the K to grade 8 sector.

# Appendix A – Code of Practice and Conduct Regulation

## SCHEDULE A

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THE INTERNATIONAL EDUCATION ACT  
(C.C.S.M. c. 175)

### Code of Practice and Conduct Regulation

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Regulation  
Registered

#### Definitions

**1** The following definitions apply in this regulation.

**"Act"** means *The International Education Act*.

**"financial assistance"** includes scholarships, bursaries and grants.

**"information"** includes information contained in printed material and information conveyed through a website or by other electronic means.

**"program"** means a program of education or a program of training.

#### Accurate information

**2(1)** The information provided to students by a designated education provider must be accurate.

**2(2)** The information provided to students by a designated education provider's recruiter must be accurate.

**2(3)** A designated education provider must review the information provided to students at least annually for accuracy and relevancy.

#### Availability of information

**3** A designated education provider must make the following information readily available to prospective international students:

- (a) the designated education provider's profile, including
  - (i) the location of its campus or campuses,
  - (ii) a general description of the facilities, equipment and research and library resources available to students, and
  - (iii) contact information for obtaining additional information from the provider;
- (b) for each program,
  - (i) a description, including the duration, mode of study and resulting credential,
  - (ii) the admission policies, procedures and requirements, including educational qualifications, prerequisites, language proficiency levels and deadlines for applying, and
  - (iii) the tuition fee and any other mandatory fees, including application fees;
- (c) a list of any available financial assistance and awards, and a summary of how to apply for them;
- (d) a summary of the policies and procedures for withdrawing from a program and the tuition and other fees that may be refundable upon withdrawal;
- (e) a statement about the procedures for obtaining a letter of acceptance from the designated education provider;
- (f) information about the availability and options respecting students residing on campus, including the estimated cost of residence on campus.

#### **Admitting qualified international students**

**4** A designated education provider must ensure that each international student who is admitted to a designated education provider's program meets the admission requirements, including educational qualifications and language proficiency levels, for that program.

#### **Informing students that services of a recruiter not required**

**5** In the information it makes available to prospective international students, a designated education provider must include a statement that it is not necessary for the student to engage the services of a recruiter in order to apply for admission in a program.

## **Recruiter obligations**

**6(1)** A recruiter must

- (a) act with honesty and integrity and in furtherance of the interests of prospective international students;
- (b) not engage in conduct that harms the integrity of
  - (i) the designated education provider he or she represents, or
  - (ii) the reputation of Manitoba's education system; and
- (c) in the case of an agent, act in compliance with the agreement he or she has entered into with the applicable designated education provider

**6(2)** Unless authorized to do so, a recruiter must not provide advice or represent a student in connection with any application or proceeding under the *Immigration and Refugee Protection Act* (Canada).

## **Provider's obligations re recruiters**

**7(1)** A designated education provider must take reasonable steps to ensure that each of its recruiters are

- (a) appropriately trained;
- (b) knowledgeable about the programs and services that the provider offers to international students;
- (c) generally knowledgeable about the education system in Manitoba and in Canada; and
- (d) provided with a copy of this code and *The International Education Act*.

**7(2)** A designated education provider must take reasonable steps to ensure that each of its recruiters acts with honesty and integrity and in furtherance of the interests of prospective international students.

**7(3)** A designated education provider must monitor and evaluate the recruitment activities of each of its recruiters on an ongoing basis.

## **Agents who act as recruiter**

**8(1)** Before an agent can act as a recruiter for a designated education provider, the agent and the designated education provider must enter into a written agreement.

**8(2)** A designated education provider must not enter into an agreement with an agent without being reasonably satisfied that the agent is reputable and will be competent in discharging his or her obligations under this code and the agreement.

**8(3)** The agreement must provide for the following:

(a) the recruiter must, in advance, fully disclose to each prospective international student the fee, if any, to be charged by the recruiter;

(b) the agreement must be terminated by the designated education provider in the circumstances described in subsection 9(1).

#### **Actions of provider re agents**

**9(1)** A designated education provider must terminate its agreement with an agent if reasonably satisfied that the agent is failing or has failed to

(a) act with honesty and integrity;

(b) act in furtherance of the interests of the prospective international student; or

(c) comply with *The International Education Act*.

**9(2)** A designated education provider that terminates an agreement under subsection (1) must promptly report the termination to the director. Additional information about the termination must be provided to the director on request.

#### **Support for international students**

**10(1)** For international students, a designated education provider must

(a) provide an orientation program that

(i) is appropriate to the type of institution and the student, and

(ii) ensures that an international student is able to become aware of his or her rights and responsibilities, as well as the range of services offered by the provider;

(b) ensure that student advisors are readily accessible to assist the students in making the transition to studying in Manitoba; and

(c) ensure that supports are available to an international student should a crisis situation arise in the student's home country or locally.

#### **Complaints and dispute resolution**

**11** A designated education provider must establish a process for resolving complaints or disputes raised by international students and must ensure that international students are informed of how to access the process.

#### **Annual review of compliance and policies and procedures**

**12(1)** A designated education provider must, at least annually, review its compliance with this code and its policies and procedures established under this code.

**12(2)** In carrying out its annual review, a designated education provider must ensure that its international students are given the opportunity to provide input into the review, and that consideration is given to the input received.

#### **Coming into force**

**13** This regulation comes into force on the same day that *The International Education Act*, S.M. 2013, c. 52, comes into force.

# Appendix B – International Education Act Working Group Member List

Member	Representation
Jeff Adams	The University of Manitoba
Jason Brennan	The Manitoba Federation of Independent Schools
Vera Ciriviri-Gjuric	Manitoba Immigration, Department of Labour and Immigration, Government of Manitoba
Riel Dion	Private Vocational Institutions Branch, Department of Education and Advanced Learning, Government of Manitoba
Nigel Dixon	The University of Winnipeg
Gary Gervais	Heartland International English School
Heather Kilbrai	Adult Learning and Literacy Branch, Department of Multiculturalism and Literacy, Government of Manitoba
Carmelle Mulaire	The University of Winnipeg
Stephanie Olson	The University of Manitoba
Mark Peters	International College of Manitoba
Tony Rogge	The University of Manitoba
Robin Rooke-Hanke	Université de Saint-Boniface
Dave Rowland	Brandon University
Jay Short	Employment Standards Branch, Department of Labour and Immigration, Government of Manitoba
Karen Strobel	St. James School Division
Manish Upadhyay	Red River College
Dan Ward	Independent Education Unit, Instruction, Curriculum & Assessment Branch, Department of Education and Advanced Learning, Government of Manitoba

Representing the International Education Branch:  
 Cheryl Prokopanko (Chair)  
 Kim Browning  
 Donna Everitt  
 Signe Hanson



## Appendix C – Manitoba’s Designated Education Providers<sup>42</sup>

Institution Type	Institution Name	Location
University	*Brandon University	Brandon
University	*Canadian Mennonite University	Winnipeg
University	*Universite de Saint-Boniface / Ecole Technique et Professionnelle	Winnipeg
University	*The University of Manitoba	Winnipeg
University	*The University of Winnipeg	Winnipeg
University College	*University College of the North	The Pas
University Pathway Program	*International College of Manitoba	Winnipeg
Private Degree-Granting Institution	*Booth University College	Winnipeg
Private Degree-Granting Institution	*Providence University College	Otterburne
Private Degree-Granting Institution	*St. Andrew's College	Winnipeg
Private Degree-Granting Institution	*Steinbach Bible College	Steinbach
Private Degree-Granting Institution	*Living Word Bible College	Swan River
Private Degree-Granting Institution	*Canadian Baptist Bible College	Winkler
College	*Assiniboine Community College	Brandon
College	*Red River College	Winnipeg
Technical Vocational Institution	*Louis Riel School Division Arts and Technology Centre	Winnipeg
Technical Vocational Institution	*Manitoba Institute of Trades and Technology	Winnipeg
Registered Private Vocational Institution	*Aveda Institute Winnipeg	Winnipeg
Registered Private Vocational Institution	*M.C. College	Winnipeg
Registered Private Vocational Institution	*Patal Vocational School	Winnipeg
Private Language School	*Heartland International English School	Winnipeg
Flight School	*Brandon Flying Club	Brandon
Flight School	*Harv's Air Service	Steinbach
Flight School	*Winnipeg Aviation	St. Andrews
Other	*Chartered Professional Accountants (CPA) Manitoba	Winnipeg
Other	*Royal Winnipeg Ballet School	Winnipeg
Other	*School of Contemporary Dancers, Inc	Winnipeg
School Division/District	Brandon School Division	Brandon
School Division/District	Division Scolaire Franco-Manitobaine	Winnipeg
School Division/District	Evergreen School Division	Gimli
School Division/District	Flin Flon School Division	Flin Flon
School Division/District	Garden Valley School Division	Winkler
School Division/District	Hanover School Division	Steinbach
School Division/District	Interlake School Division	Stonewall
School Division/District	Lord Selkirk School Division	Selkirk
School Division/District	Louis Riel School Division	Winnipeg
School Division/District	Mountain View School Division	Dauphin
School Division/District	Mystery Lake School District	Thompson
School Division/District	Park West School Division	Birtle
School Division/District	Pembina Trails School Division	Winnipeg

<sup>42</sup> As of September 30, 2015

\*Also a Designated Learning Institution listed with IRCC

Institution Type	Institution Name	Location
School Division/District	Pine Creek School Division	Gladstone
School Division/District	Portage la Prairie School Division	Portage la Prairie
School Division/District	Prairie Rose School Division	Carman
School Division/District	Red River Valley School Division	Morris
School Division/District	River East Transcona School Division	Winnipeg
School Division/District	Seine River School Division	Lorette
School Division/District	St. James-Assiniboia School Division	Winnipeg
School Division/District	Study Manitoba School Division (‡ BPSD,FLBSD,RRSD,SWHSD,TMSO)	Souris
School Division/District	Sunrise School Division	Beausejour
School Division/District	Swan Valley School Division	Swan River
School Division/District	Western School Division	Morden
School Division/District	Whiteshell School District	Pinawa
School Division/District	Winnipeg School Division	Winnipeg
Funded Independent School	Academie Islamique Du Manitoba	Winnipeg
Funded Independent School	Balmoral Hall School	Winnipeg
Funded Independent School	WinnipegCalvin Christian School	Winnipeg
Funded Independent School	Christ The King School	Winnipeg
Funded Independent School	Christian Heritage School	Brandon
Funded Independent School	Dufferin Christian School	Carman
Funded Independent School	Faith Academy	Winnipeg
Funded Independent School	Gray Academy of Jewish Education	Winnipeg
Funded Independent School	Holy Cross School	Winnipeg
Funded Independent School	Holy Ghost School	Winnipeg
Funded Independent School	Lakeside Christian School	Killarney
Funded Independent School	Linden Christian School	Winnipeg
Funded Independent School	Mennonite Brethren Collegiate Institution	Winnipeg
Funded Independent School	Mennonite Collegiate Institute	Gretna
Funded Independent School	Red River Valley Junior Academy	Winnipeg
Funded Independent School	Silverwinds School	Sperling
Funded Independent School	Springs Christian Academy	Winnipeg
Funded Independent School	St. Aidan's Christian School	Winnipeg
Funded Independent School	St. Boniface Diocesan High School	Winnipeg
Funded Independent School	St. Emile School	Winnipeg
Funded Independent School	St. Ignatius School	Winnipeg
Funded Independent School	St. John Brebeuf School	Winnipeg
Funded Independent School	St. John's-Ravenscourt School	Winnipeg
Funded Independent School	St. Mary's Academy	Winnipeg
Funded Independent School	St. Maurice School	Winnipeg
Funded Independent School	St. Paul's High School	Winnipeg
Funded Independent School	Steinbach Christian High School	Steinbach
Funded Independent School	Sterling North - Stonewall Campus	Stonewall
Funded Independent School	The King's School	Winnipeg
Funded Independent School	Westgate Mennonite Collegiate	Winnipeg
Funded Independent School	Westpark School	Portage la Prairie

‡ BPSD (Beautiful Plains School Division); FLBSD (Fort La Bosse School Division); RRSD (Rolling River School Division); SWHSD (Southwest Horizon School Division); TMSD (Turtle Mountain School Division)

## Appendix D – Information about minors who come to study

Children under the age of 18 are considered minors in Canada. They must follow the same rules to enter Canada as any other temporary resident. However, a minor who is less than 17 years of age and comes to Canada to study without a parent or legal guardian will need additional documents<sup>43</sup>.

A minor under 17 years of age must be cared for by a responsible adult in Canada<sup>44</sup>. In some cases, a custodian may also be needed for minor children between 17 years of age and the age of majority in the province<sup>45</sup> or territory of the educational institution where they intend to study. This will be at the discretion of an immigration officer.

### Best Practices

DEPs that provide education and training to minor children already have policies and procedures in place and may also consider the following best practices:

- contact the custodian of any prospective custodianship student prior to enrolling the student
- establish communication channels with custodians of custodianship students to use in the event of an emergency
- communicate regularly with custodians of custodianship students
- ensure an intervention procedure is in place should institutions believe that any custodianship student is unable to protect him/herself against significant harm, abuse or exploitation and notify the appropriate authorities of their concerns
- ensure there are processes in place to determine whether custodianship students are attending school and meeting program requirements, as well as determining the conditions under which a custodianship student may be suspended or expelled from the institution
- ensure appropriate provisions are in place for custodianship students regarding homestays, boarding establishments, temporary accommodation, designated caregivers, etc.
- assess the suitability<sup>46</sup> of the host family and living accommodations for custodianship students and ensure risk management practices are clearly understood by all parties (students, parents, host family members, school)

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<sup>43</sup> Further information is available at <http://www.cic.gc.ca/english/study/study-minors.asp>.

<sup>44</sup> Referred to as a custodian.

<sup>45</sup> In Manitoba the age of majority is 18 years of age.

<sup>46</sup> In general, any person 18 years of age or older living in the homestay family situation must undergo a Criminal Record Search (including Vulnerable Sector Check) and Child Abuse Registry Check to ensure the safety of the international student (both of these checks should be renewed on a regular basis in order to ensure that files are kept current)

## Appendix E – Acronyms

**ALC** – Adult Learning Centre  
**ALL** – Adult Learning and Literacy Branch  
**ALP** – Adult Learning Program  
**CCIE** – Canadian Consortium for International Education  
**CCEA** – Canada Course for Education Agents  
**DEP** – Designated Education Provider  
**DLI** – Designated Learning Institutions  
**FIPPA** – Freedom of Information and Protection of Privacy Act  
**GAC** – Global Affairs Canada  
**ICAB** – Instruction, Curriculum and Assessment Branch  
**ICCRC** – Immigration Consultants of Canada Regulatory Council  
**ICEF** – International Consultants for Education Fairs  
**IEA** – International Education Act  
**IEB** – International Education Branch  
**IEAWG** – International Education Act Working Group  
**IELTS** – International English Language Testing System  
**IRCC** – Immigration, Refugees and Citizenship Canada  
**IRPA** – Immigrant and Refugee Protection Act  
**ISA** – International Student Advisor  
**ISP** – International Student Program  
**LIM** – Labour and Immigration Manitoba  
**LOA** – Letter of Acceptance  
**MEAL** – Manitoba Education and Advanced Learning  
**MFIS** – Manitoba Federation of Independent Schools  
**MOU** – Memorandum of Understanding  
**MPNP** – Manitoba Provincial Nominee Program  
**P/T** – Province or Territory  
**PHIA** – Personal Health Information Act  
**PIPEDA** – Personal Information Protection and Electronic Documents Act  
**PLAR** – Prior Learning Assessment and Recognition  
**PVI** – Private Vocational Institution  
**RCIC** – Regulated Canadian Immigration Consultant  
**RISIA** – Regulated International Student Immigration Advisor  
**RPL** – Recognition of Prior Learning  
**TOEFL** – Test of English as a Foreign Language  
**TEF** – Test d'évaluation du français  
**TIF** – Test of International French

# Appendix F – Definitions

**Agent** – or contracted agent, is an individual or organization who enters into a written agreement with one or more designated education providers to offer education advising services to students and/or their parents in exchange for a fee (paid by students and their families) and/or a commission paid by the designated education provider they represent

**Custodianship student** – a minor child, under 18 years of age, who comes to Canada without a parent or legal guardian and who is cared for by a custodian

**Custodian** – a responsible adult who cares for a minor child, under 18 years of age, who comes to Canada without a parent or legal guardian

**Designated Education Provider (DEP)** – an education provider that has been designated by Manitoba to enrol international students in accordance with the requirements outlined in the *International Education Act* (IEA)

**Designated Learning Institution (DLI)** – a post-secondary learning institution in Manitoba that has been designated by the province to enrol international students in accordance with the requirements outlined in the *International Education Act* (IEA) and for purposes of meeting IRCC's ISP requirements

**Director** – the person appointed as the Director of International Students as outlined in the *International Education Act* section 24(1)

**Domestic student** – a person who is a student of an education provider and is a Canadian citizen or a permanent resident according to *The Immigration and Refugee Protection Act* or is a resident pupil within the meaning of *The Public Schools Act*

**Guide** – the Guide to the Code of Practice and Conduct for Manitoba designated education providers, their staff recruiters, and contracted agents, regarding international students

**Homestay** – a form of housing aimed at increasing international students' cultural and linguistic competencies by living in the home of a local resident, often a family

**Human Rights Code of Manitoba** – provincial legislation that protects individuals and groups from discrimination

**Immigration agent/consultant** – an ICCRC certified professional who provides advice and assistance to individuals planning to immigrate, in exchange for a fee (paid by the individual) and/or a commission (paid by a prospective employer)

**International Education Act (IEA)** – Manitoba legislation that pertains to international students and education providers

**International Education Branch (IEB)** – the Manitoba government office responsible for administering the *International Education Act*

**International student** – a foreign national who is authorized to study in Canada as a temporary resident under a study permit, as defined in the federal *Immigration and Refugee Protection Act* and Regulations

**Letter of Acceptance** – written documentation from the designated learning institution stating that the student has been accepted to study there. The letter is required before a study permit is issued

**Manitoba Provincial Nominee Program (MPNP)** – a provincial immigration program that allows the Manitoba government to recruit and nominate prospective immigrants, including international students who have graduated from a Manitoba post-secondary institution and are currently working in Manitoba under a post-graduation work permit

**Manitoba Tuition Fee Income Tax Rebate** – provides post-secondary graduates who work and pay taxes in Manitoba with a 60% income tax rebate on their eligible tuition fees to a maximum benefit of \$25,000

**Marketing** – promotion of the education provider and its programs and facilities to prospective international students and their parents or guardians, education agents, international organizations and other interested parties such as alumni

**Minor student** – a person under the age of 18 attending school in Manitoba

**Prescribed Education Provider** – includes a member of a prescribed class of education providers identified as eligible to apply for designation.

**Recruiter** – a person who recruits prospective international students for a designated education provider and includes both a staff recruiter and a contracted agent of a designated education provider

**Regulation** – the Code of Practice and Conduct Regulation specified in sections 17 and 51(2) of the *International Education Act*

**Residential Tenancies Act** – Manitoba legislation respecting the rights and obligations of landlords and tenants

**Staff recruiter** – a person employed by an institution for purposes of marketing Canada, Manitoba, and the institution to prospective students and parents

**Study permit** – a written authorization issued by a federal immigration officer to an international student to engage in academic, professional, vocational, language or other education or training in Canada

## Appendix G – Additional Sources of Information

Australian Government. Department of Education, Employment and Workplace Relations (DEEWR). (2007) *National code of practice for registration authorities and providers of education and training to overseas students (The National Code 2007)*. Commonwealth of Australia. Accessed at [https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Documents/National\\_Code\\_2007\\_pdf.pdf](https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Documents/National_Code_2007_pdf.pdf)

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