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# The New Brunswick Designation Policy

FOR INSTITUTIONS HOSTING INTERNATIONAL STUDENTS

**October 2023**  
Post-Secondary Education, Training and Labour



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# Overview

Effective June 1st, 2014, Immigration Refugee Citizenship Canada (IRCC), under Regulation 2002-227 of the Immigration and Refugee Protection Act establishing that, student visas will only be issued to students who have been offered admission to an institution which has been designated by a provincial or territorial government as eligible to enrol international students.

The Designation Process set out in this Policy governs as the eligibility of all New Brunswick's post-secondary learning institutions to be designated by the Province for the purpose of hosting international students requiring a visa to attend a program of study in Canada.

## REQUEST FOR DESIGNATION

Institutions must apply to the Department of Post-Secondary Education, Training and Labour (PETL) to be designated and will be subject to review prior to the conclusion of or renewal of a Designation Agreement with PETL. Applications for designation should be sent to [ISP-PEE@gnb.ca](mailto:ISP-PEE@gnb.ca) and include all requirements detailed in this Policy, as listed below.

## POLICY STATEMENT

The International Student Policy and its process are critical to New Brunswick's competitive advantage for international student attraction and retention. The Province of New Brunswick, through the Department of Post-Secondary Education, Training and Labour (PETL), will designate eligible post-secondary learning institutions under the International Student Program through the International Student Policy and enforce compliance.

The Designation Process set out in this Policy is guided by a pan-Canadian educational framework which sets the minimum standards that must be adhered to by all Canadian institutions.

## **POLICY OBJECTIVES**

- To meet provincial obligations under the Framework of the common elements (see Appendix 1);
- To provide a mechanism for designating New Brunswick’s post-secondary learning institutions under the International Student Program;
- To establish respective responsibilities for the Province and designated learning institutions for the effective undertaking of this Policy.

## **DESIGNATED LEARNING INSTITUTIONS**

Institutions are required to have an International Student Policy Agreement with PETL to be placed on the Designated Learning Institution (“DLI”) list maintained by Immigration, Refugees and Citizenship Canada (IRCC). Institutions on the DLI list may host international students on study permits. A study permit allows an international student to participate in a program of study in Canada that is longer than six months.

## **APPLICATION**

This policy applies to all New Brunswick post-secondary institutions wishing to enrol international students. There is a shared responsibility between the federal and provincial governments for the International Students Program. The Immigration and Refugees Protection Act and Regulations provide the authority for IRCC for issuing study permits.

Through the New Brunswick International Student Policy, and an agreement with the federal government, New Brunswick has the authority to designate learning institutions to be part of the International Students Program. When applicable, Institutions must be in compliance with the provincial legislation referenced below, at the discretion of the Department which is not exhaustive:

- Adult Education and Training Act and Regulations;
- Degree Granting Act and Regulations;
- Post-Secondary Student Financial Assistance Act and Regulation (NB);
- Private Occupational Training Act and Regulations; and
- Other private or public legislation.

For the purpose of this policy, a post-secondary institution which is not compliant with, and/or not subject to, one or more of the above-noted pieces of legislation may not host international students.

Designated learning institutions must meet the institutional responsibilities set out below. Any designated institution which is non-compliant after an audit or inspection and does not demonstrate compliance will be subject to revocation of designation by the Province.

## **INSTITUTION ELIGIBILITY**

The following are considered eligible institutions:

- A. Publicly assisted post-secondary learning institutions, such as universities, colleges, and other learning institutions.
  
- B. Private institutions such as:
  - Private Career Colleges registered under the Private Occupational Training Act (POTA);
  - Private Universities; and
  - Other private post-secondary learning institutions accredited by third parties deemed appropriate by PETL for the purpose of this policy.

Eligible Institutions may be designated once they complete and submit a complete Application For Designation Form, submit the required supporting documentation, and sign a Designation Agreement for Post-Secondary Learning Institutions under the International Student Program with PETL to confirm their compliance with the criteria for designation.

Institutions that offer programs exclusively online do not require to be designated under the International Student Program.

## **CRITERIA FOR DESIGNATION**

The designation criteria are intended to represent New-Brunswick's level of standards of delivery of post-secondary education and student protection. They are also designed to ensure that the needs of international students are met. In order

to be designated and maintain its designation, the learning institution must comply with the criteria listed in this policy. It is the responsibility of the institution to demonstrate that it meets the requirements to become designated. To prove that the institution meets the eligibility requirements, the institution must provide the supporting documentation and undergo an onsite inspection when submitting a complete application to PETL. Refer to the document checklist for details on the required documentation.

## **INSTITUTIONAL OBLIGATIONS**

An Institution who wishes to be designated must demonstrate the capacity to provide education programs and stable learning environment for international students. In order to demonstrate capacity, all institutions must:

- Have been actively operating in New Brunswick as a post-secondary institution for a minimum of three years providing an in-person learning environment;
- Be financially viable; and
- Have successfully graduated a minimum of one cohort of domestic students.

## **STUDENT TUITION PROTECTION**

To be designated, an institution must guarantee that the international student's unearned tuition is protected.

- Private Career Colleges registered under the *Private Occupational Training Act (POTA)* – Institutions regulated through *POTA* are responsible for maintaining a surety bond as part of their registration. Learning Institutes under *POTA* are also responsible to remit student protection fees that are deposited into the Training Completions Fund. Combined, these two measures represent the needed financial protection.
- Private Universities and other private post-secondary learning institutions accredited by third parties deemed appropriate by PETL for the purpose of this policy – An on-going surety bond is required. Security is equal to either the unearned revenue at its highest point of any one month during a 12-month period X 75% or \$150,000, which ever is greater.
- Public Post-secondary Institutions – These institutions are exempt from the Student Tuition Protection Section of the International Student Policy.

## **POLICIES AND PROCEDURES**

The following policies and procedures must be accessible to students at the time of their application for enrollment and payment. These policies must be provided to students in written form and direct them to a website where the information is published. PETL requires that institutions submit a copy of policies and procedures to the Department at the time of application.

### **Application Process**

The institution must have a clear application process available which must outline how students enroll at the institution. This must include but not limited to:

- Steps to apply;
- Deadlines that students must meet;
- Prerequisites for programs; and
- Costs of program and associated costs.

### **Tuition Refund Policy**

The institution must provide a transparent tuition refund policy to all incoming international students upon offer of admission. This policy must be clearly communicated to the international student prior to accepting any payment from the student.

- Private institutions under POTA must follow section 10 of the [\*NEW BRUNSWICK REGULATION 84-207\*](#) under the *Private Occupational Training Act*.
- Other institutions must have a clearly defined tuition refund policy.

### **Language Proficiency Requirement**

The institution must have a language proficiency policy available to international students. The requirements of such policy must be consistent with the average minimum requirements in similar institutions across Canada; however, institutions may consider different language proficiency levels depending on the type of program being offered.

This policy must be clearly communicated, in the institution's promotional material to the student at the time of application and located in a central area easily accessible to students.



## **Good Standing Policy**

The institution must have policies available to students which clearly defines what constitutes good standing.

## **Complaint Resolution Process**

The institution must have a formal complaint resolution process which identifies all procedures in formal and informal complaint resolution processes within the institution. The institution must provide a fully detailed description of the complaint resolution process to prospective students upon offer of enrolment and before a contract is signed. The complaint resolution process will be an attachment to the student contract.

The institution will provide a procedure under which no officer or employee of the institution who is the subject of a complaint will participate in any review or appeal in the complaint resolution process.

This policy must be clearly communicated, in the institution's promotional material, to the student at the time of application and located in a central area easily accessible to students.

## **Student Withdrawals**

The institution must have clearly defined policies and procedures which clearly informs the students on the following:

- How to transfers programs/ institutions;
- How to withdraw from a program or institution and its impact on tuition refund;
- What circumstances would result in a student's dismissal from a program or institution and the financial impact to student;
- Other reasons that students may be resorting to a withdrawals

## **Revocation Process**

The institution must provide PETL with a plan on how it will respond and the steps it will take to assist international students should the designation be revoked. Institutions must follow PETL's revocation process (See Appendix 2).

In the event that an institution's DLI is revoked, the institution must immediately communicate to students that the DLI has been revoked and must not communicate any timeline for possible DLI reinstatement.

## **Services and Supports to International Students**

An institution must demonstrate that it has sufficient capacity to provide services that meet the unique needs of international students. The institution must provide the following services (directly or indirectly) to international students through documentation and/or services provided to students.

### ***Assistance in Housing***

The institution must provide international students with comprehensive information on how to find an off-campus residence. The institution is responsible to develop a support system to find off-campus housing. Documentation verifying that it provides housing for international students or information where international students can find housing resources and must be located in a central area with easy access. Institutions, at a minimum, must provide the following documentation to students:

- A list of residences on-campus;
- A comprehensive guide for international students on how to find an off-campus residence;
- A registry of off-campus residence, a billboard where community members can post vacancies;
- A link to <https://nb.211.ca>;
- Other available resources.

### ***Health Support***

The institution must provide documentation that indicates what health services are provided on-campus or if the international student will be directed to seek support elsewhere. The institution must inform international students about health services available to them (on-or off-campus) through a website, located in a central area with easy access, or an international student's guidebook. Institutions, at a minimum, must provide the following documentation to students:

- A link to NB's Medicare application;
- A list of Hospitals and after-hour clinics;
- Information on 811;

- A link to <https://nb.211.ca>;
- A list of health services available in the community and remotely/online.

### ***Mental Health Services***

The institution must provide documentation that indicates if mental health services are provided on-campus or if the international student will be directed to seek support in the community. The institution must inform international students about counselling services available to them (on-or off-campus) through a website, located in a central area with easy access, or an international student's guidebook. Institutions, at a minimum, must provide the following documentation to students:

- A list of on-campus counsellors;
- A list of mental health professional in the community that will provide counselling;
- A link to <https://nb.211.ca>;
- A list of crisis helplines such as CHIMO Helpline that is accessible 24/hrs a day.
- A list of health services available in the community and remotely/online.

### ***Social Support Services***

The institution must provide documentation that indicates if social support services are provided on-campus or if the international student will be directed to seek support in the community. The information must be located in a central area easily accessible to international students. Institutions, at a minimum, must provide the following documentation to students:

- A list of food banks;
- A list of second-hand clothing stores;
- A link to <https://nb.211.ca>;
- A list of academic workshops for students;
- A list of language programs for students.

### ***Academic and Peer Counseling***

The institution must inform international students about academic and peer counselling services available to them (on-or off-campus) through a website or an international student's guidebook. The information must be located in a central area easily accessible to international students. Institutions, at a minimum, must provide the following documentation to students:

- A list of international student advisors;
- A list of tutors available;
- A list of academic workshops for students;
- A list of language programs for students.

### ***Community Connections***

The institution must provide international students information about available community organizations that will provide services catered to newcomers available to them through a website or the international student's guidebook. The information must be located in a central area easily accessible to international students. Institutions, at a minimum, must provide the following documentation to students a list of phone numbers, address, and websites, of local:

- Multicultural Associations
- Newcomer's organisations
- WorkingNB
- Links to Religious community organizations
- Volunteering opportunities

### ***Federal Requirements on Immigration and Permits***

The institution is responsible to direct students to the Immigration, Refugees and Citizenship Canada (IRCC) website regarding federal requirements on studying in Canada, visa processes, post-graduate permits (if applicable) and other immigration-related issues. The institution must provide PETL documentation verifying that it refers the student to IRCC's website.

### ***Respectful Environment***

The institution must provide a contact name and a phone number of the person designated to provide harassment prevention, discrimination prevention and conflict resolution services to students. This person should not be a person in authority of the international student's acceptance and attendance at the institution. Documentation demonstrating that it offers harassment prevention, discrimination prevention and conflict resolution service is required. The information must be located in a central area easily accessible to international students. Institutions, at a minimum, must provide the following documentation to students:

- The location of the on-campus office mandated to offer these services;

- A list of staff members who offer these services;
- Policies related to anti-harassment and conflict resolution and/or;
- A list of community organizations that provide these services.

### ***Student Advocate***

The institution must provide the contact name and phone number of the person designated to provide student advocate services to students. The institution must provide documentation demonstrating that it directs students to the relevant student advocate groups (if applicable) or student unions (if applicable). The information must be located in a central area easily accessible to international students. Institutions, at a minimum, must provide the following documentation to students:

- The address of the institution's student's union (if applicable)
- A list of applicable student associations and/or
- The address of a student advocate office (if applicable)

### ***Student Advisor Role***

The institution must have a designated individual identified as a contact for students and PETL who will be responsible for fulfilling the criteria of the International Student Program. The institution must provide PETL with the name of the designated individual responsible for all aspects of the International Student Program. This individual will be point of contact for PETL for all matters associated with International Students and International Education.

### ***International Students' Legal Rights***

The institution must provide information to international students regarding their legal rights in Canada on matters such as housing, employment, and criminal law.

### ***Student Records***

The institution must have a record retention policy that states that academic and financial records are kept indefinitely after a student completes or discontinues their program.

### ***Advertising/Marketing***

The institution's advertisements must not make representations that are false, deceptive, or misleading. Any information that is given to potential students

through the institution's agent(s), website or promotional materials must be representative of the true abilities and supports of the institution.

The institution, its agents and recruiters must not guarantee or promise Permanent Residency as a recruitment tool to prospect international students.

The institution must not use aggressive sales practices. Communications with prospective students must always be fact-based and must not place pressure on the prospective student(s) to take any particular action(s).

Promotional materials must be in compliance with existing provincial or territorial regulations or policies on advertising, with the EduCanada Brand, and the StudyNB brand, where applicable.

### *Central Location of Support Services*

When practical and possible, policies, processes, and services considered as designation criteria must be in one central location and easy for students to find. This central location must be on the institution's website, within an international student guidebook, and/or in promotional material.

## **CHANGE OF OWNERSHIP**

For the purposes of this policy, a change of ownership of the Institution is understood to have taken place if any of the following occurs:

- Any change of control in the Institution's ownership or management that result in the decision-making capacity of that Institution being exercised by a different group of shareholders and/or directors;
- Any change in the Institution ownership occurring when any person or company, directly or indirectly, becomes the beneficial owner of more than fifty (50%) of the voting shares or the rights to acquire such shares;
- Any direct or indirect sale or transfer of all or substantially all of the assets of the Institution;
- A plan of liquidation or an agreement for the sale on liquidation of the Institution that is approved and/or completed;
- The board or empowered management which manages the Institution determines or declares that a change of control has occurred.

- The change of ownership impacts all stakeholders, namely: all shareholders (including minority positions), security holders and lenders, senior executives, International Students, and non respect of the applicable regulatory regime to which the Institution is subject to.

All private learning institutions must follow the requirements outlined below when there is a change of ownership:

Institutions must notify PETL of the intent to change ownership at least thirty working (30) days prior to the transition occurring and subject to PETL's written approval which can be withheld. Failure to do so will result in the revocation of the institution's DLI. The department would permit the transfer of a DLI number without a waiting period provided that the institution continues to meet the financial and policy requirements set out in the DLI agreement. PETL will validate this by doing the following:

- Past three-year financial statement analysis (including the buyers existing corporations);
- Net profit for the previous three years as demonstrated by audited financial statements;
- Net worth verification report completed by an accounting service provider;
- Review and validation of the sources of capital used for sale;
- Complete an overall policy review and work with the institution on any required changes;
- A new surety bond, or secured Guaranteed Investment Certificate subject to PETL's approval, or another mechanism previously vetted by PETL that would cover 50% of international student's tuition for the first two years;
- Review transition plan (HR and other business plan items) to determine continuity offering of supports, resources, current programs, and;
- The institution must guarantee, through its transition plan, that students who are currently enrolled in the institution will be able to finish their program.

For a seamless transition of ownership, the Department must be satisfied that the learning institution will operate as a continuation of the previous Designated Learning Institute. The supports, resources, and programs must not substantially change within the first three-years from the change of ownership date. If the

department is not satisfied that the institution is operating as a continuation of the previous Designated Learning Institute the DLI will be revoked.

## **REPORTING REQUIREMENTS**

Designation Agreements for both public and private institutions will include requirements for enrolment, monitoring and reporting established by PETL and IRCC. As noted above, all institutions are responsible for appointing an individual(s) to be responsible for confirming and reporting ongoing institution enrolment. Designated post-secondary learning institutions will provide and maintain such information as required for compliance. They must submit an annual report that confirms they remain in compliance and will be responsible to immediately report to PETL any changes to institutional administrators and/or officers responsible for international students. The annual report must contain the following information:

- Statement signed by a senior member of the administration who has the power to bind the institution that it remains in compliance with the ISP policy and is in compliance with its designation agreement;
- Aggregated international student enrolment information, including the number of international students who enrolled, withdrew, and graduated in the past year;
- Summary of its international education strategy and the status of the aforesaid.

Additionally, all private institutions will be required by PETL to provide the following:

- Annual financial statements with a review engagement completed by a Chartered Professional Accountant(s) firm.

## **MONITORING**

Designated learning institutions will meet the institutional responsibilities as set out in the Framework of the common elements (listed on Appendix 1) and this policy and will be subject to audit or inspection for compliance by PETL. The designated institution which is non-compliant after a compliance audit or inspection and does not demonstrate compliance will be subject to revocation of designation by the province.



## **CAPACITY TO MAINTAIN DESIGNATION**

Ongoing compliance with the terms and conditions of the Designation Agreement between PETL and the institution is required for an institution to remain in good standing.

The Designation Agreement will require continuing compliance with the designation criteria and may include other terms and conditions that would be formally communicated from the Department.

Designated Learning Institutions will be required to immediately report to PETL if they are no longer capable of meeting these requirements at any time during the course of their Designation Agreement.

## **VOLUNTARY TERMINATION OF DESIGNATION**

Institutions that no longer wish to enrol international students may choose to voluntarily terminate their Designation Agreement by notifying PETL in writing at least 90 days before the stated effective date. PETL will notify IRCC of an institution's voluntary termination of designation.

## **REVOCAION OF DESIGNATION BY PETL**

PETL reserves the right to revoke the designation or refuse to renew a designation of an institution in the event of a breach of any of the conditions set out in this Policy and in Designation Agreements. The Department will advise the institution of a finding of non-compliance and will issue a written notice to the institution requiring that the outstanding matter(s) be resolved to the satisfaction of PETL within a specific time period.

Institutions are subject to immediate Revocation of Designation by PETL in the following instances:

- If the institution, its agents, and/or recruiters are advertising, guaranteeing, or promising Permanent Residency as a recruitment tool to prospective international students; and/or

- If a private institution is no longer registered under any *POTA*, *DGA* or any other Acts and Regulations;
- If an institution is in violation of the conditions previously stated on an escalation process determined by PETL; and
- If an institution does not follow the requirements outlined in the “Change of Ownership” process.

## **EFFECT OF TERMINATION OR REVOCATION OF DESIGNATION**

Should designation be voluntarily terminated by an institution or revoked by PETL, the institution will not be able to:

- Accept new international students;
- Deposit tuition after the date of de-designation\*;
- Promote their programs to international students.

An institution may be re-designated upon submitting a complete application if PETL is satisfied that all requirements of this Policy have been met.

\*Institutions are allowed to collect any outstanding tuition fees owed by the student or future tuition owed by the student if the institution is delivering education in a train-out situation.

## **RENEWAL OF DESIGNATION AND AGREEMENT**

- The continuation of the designation will be determined on the results of the yearly compliance audit and/or inspection;
- The Designation Agreement can be amended, in writing, with the consent of both parties;
- In order for a Designation to be amended, the institution will be required to submit a written request to PETL (i.e. – adding a new campus, changing a primary contact, etc.);
- Either party may terminate this Agreement upon 90 days written notice.

# DOCUMENT CHECKLIST

Criteria	Documents
<p><b>Institutional Obligations</b></p>	<p><b>Institutions Registered under POTA, Private Universities under DGA and other private post-secondary learning institutions accredited by third parties deemed appropriate by PETL for the purpose of this policy:</b></p> <ul style="list-style-type: none"> <li>- Review financial statements prepared by a certified accountant for the last three fiscal years prior to application for designation. The review by the Department shall include the following:           <ul style="list-style-type: none"> <li>▪ Financial liquidity ratios (e.g. – Current Ratio, Quick ratio, etc.);</li> <li>▪ Profitability ratio (Gross profit Margin), Net profit margin</li> <li>▪ Debt ratio / Gearing ratio</li> <li>▪ Stability analysis of the multi-year income statements; and</li> <li>▪ Among others.</li> </ul> </li> <li>- List of at least one cohort of graduates – One cohort is referred to as the typical graduating class size that can be reasonably expected based on the institution/program size and typical class size;</li> <li>- A copy of the institution’s business plan. The business plan must include the following:           <ul style="list-style-type: none"> <li>▪ Vision and Strategic Intent;</li> <li>▪ Programs, products and services;</li> <li>▪ Market and competition;</li> <li>▪ Intakes and capacities;</li> <li>▪ Financial resources;</li> <li>▪ Risk assessment and monitoring;</li> <li>▪ Strategic rules;</li> <li>▪ Support infrastructure and technology;</li> <li>▪ Other strategic observations; and</li> <li>▪ Social and economic impact on the Province of New Brunswick</li> </ul> </li> </ul>

<b>Student Tuition Protection</b>	<p><b>Institutions Registered under POTA:</b> Every international student in a POTA-registered Institution must pay 1% into the Training Completion Fund.</p> <p><b>Private Universities under DGA and other private post-secondary learning institutions accredited by third parties deemed appropriate by PETL for the purpose of this policy:</b> On-Going surety bond is required for the protection of international students' investments</p>
<b>Policies and Procedures</b>	<ul style="list-style-type: none"> <li>▪ Institutions must demonstrate to PETL how their prospective and current students have been notified about policies and procedures;</li> <li>▪ A copy of the student contract and/or Letter of Acceptance.</li> </ul>
<b>Application Process</b>	<ul style="list-style-type: none"> <li>▪ A published application process and its location;</li> <li>▪ A copy of application forms and other documents sent to prospective students.</li> </ul>
<b>Tuition Refund Policy</b>	A copy of the published tuition refund policy.
<b>Language Proficiency Requirement</b>	A published language requirement policy.
<b>Good Standing Policy</b>	<ul style="list-style-type: none"> <li>▪ A published appeal process/policy;</li> <li>▪ A published attendance policy;</li> <li>▪ A published grading policy;</li> <li>▪ A published evaluation criteria policy;</li> <li>▪ A published policy on academic dishonesty;</li> <li>▪ A published process on student dismissal;</li> <li>▪ Other policies that describe elements and standards that constitutes a student's good standing.</li> </ul>
<b>Complaint Resolution Process</b>	A published student complaint and dispute resolution process
<b>Student Withdrawals</b>	A published policy and process of student withdrawals.
<b>Revocation Process</b>	A high-level overview of the steps the institution will intend to take to: <ul style="list-style-type: none"> <li>▪ Assist international students in finding alternate designated learning institution with comparable programs;</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Address student transfers, student records and financial issues such as tuition refunds;</li> <li>▪ Ensure appropriate communication, potentially including, but not to: <ul style="list-style-type: none"> <li>- When the institution will notify international students of the change in status;</li> <li>- How the institution will communicate the options each international students will have in order to make an informed decision on their future</li> <li>- At what point the institution will contact other designated learning institutions to determine their ability to hos displaced international students;</li> <li>- What will be the role of the student advisor;</li> <li>- How the institution will co-ordinate and communicate with PETL</li> </ul> </li> </ul>
<b>Assistance in Housing</b>	<p>A copy of the following documentation:</p> <ul style="list-style-type: none"> <li>▪ A list of residences on-campus;</li> <li>▪ A comprehensive guide for international students on how to find an off-campus residence;</li> <li>▪ A registry of off-campus residence, a billboard where community members can post vacancies;</li> <li>▪ A link to <a href="https://nb.211.ca">https://nb.211.ca</a>;</li> <li>▪ Other available resources.</li> </ul>
<b>Health Support</b>	<p>A copy of the following documentation:</p> <ul style="list-style-type: none"> <li>▪ A link to NB’s Medicare application;</li> <li>▪ A list of Hospitals and after-hour clinics;</li> <li>▪ Information on 811;</li> <li>▪ A link to <a href="https://nb.211.ca">https://nb.211.ca</a>;</li> <li>▪ A list of health services available in the community;</li> <li>▪ A list of remote health services available.</li> </ul>
<b>Mental Health Services</b>	<p>A copy of the following documentation:</p> <ul style="list-style-type: none"> <li>▪ A list of on-campus counsellors;</li> </ul>

	<ul style="list-style-type: none"> <li>▪ A list of mental health professional in the community that will provide counselling;</li> <li>▪ A link to <a href="https://nb.211.ca">https://nb.211.ca</a>;</li> <li>▪ A list of crisis helplines such as CHIMO Helpline that is accessible 24/hrs a day;</li> <li>▪ A list of remote mental health services available</li> </ul>
<b>Social Support Services</b>	<p>A copy of the following documentation:</p> <ul style="list-style-type: none"> <li>▪ A list of food banks;</li> <li>▪ A list of second-hand clothing stores;</li> <li>▪ A link to <a href="https://nb.211.ca">https://nb.211.ca</a>;</li> <li>▪ A list of academic workshops for students;</li> <li>▪ A list of language programs for students.</li> </ul>
<b>Academic and Peer Counseling</b>	<p>A copy of the following documentation:</p> <ul style="list-style-type: none"> <li>▪ A list of international student advisors;</li> <li>▪ A list of tutors available;</li> <li>▪ A list of academic workshops for students;</li> <li>▪ A list of language programs for students.</li> </ul>
<b>Community Connections</b>	<p>A copy of the support information to be provided, including but not limited to following documentation:</p> <ul style="list-style-type: none"> <li>▪ A list of phone numbers, address, and websites, of local:</li> <li>▪ Multicultural Associations</li> <li>▪ Newcomer’s organisations</li> <li>▪ WorkingNB</li> <li>▪ Links to Religious community organizations</li> <li>▪ Volunteering opportunities</li> </ul>
<b>Federal Requirements on Immigration and Permits</b>	<p>Published documentation on the institution’s website of the links to IRCC and WelcomeNB.</p>
<b>Respectful Environment</b>	<p>A list of the following documentation:</p> <ul style="list-style-type: none"> <li>▪ The location of the on-campus office mandated to offer these services;</li> <li>▪ A list of staff member who offers these services;</li> <li>▪ Policies related to anti-harassment and conflict resolution and/or;</li> <li>▪ A list of community organizations that provide these services.</li> </ul>

<b>Student Advocate/Student Union</b>	<p>A list of the following documents:</p> <ul style="list-style-type: none"> <li>▪ The address of the institution's student's union (if applicable)</li> <li>▪ A list of applicable student associations and/or</li> <li>▪ The address of a student advocate office (if applicable)</li> </ul>
<b>Student Advisor Role</b>	<p>The contact information of the individual designated as student advisor. The required information to provide PETL:</p> <ul style="list-style-type: none"> <li>▪ Full Name</li> <li>▪ Title</li> <li>▪ Telephone Number</li> <li>▪ Email Address</li> </ul> <p>** It is the responsibility of the institution to inform PETL of any changes to this contact person.</p>
<b>International Students' Legal Rights</b>	<p>A copy of the support information to be provided to international students, including but not limited to following documentation:</p> <ul style="list-style-type: none"> <li>▪ Legal information on housing;</li> <li>▪ Information about employment laws in Canada; and</li> <li>▪ Criminal law (e.g., sexual assault, harassment, etc.)</li> </ul>
<b>Student Records</b>	<p>The policy should include the amount of time for retention, as well as, but not be limited to, the retention of:</p> <ul style="list-style-type: none"> <li>▪ international student transcripts;</li> <li>▪ contractual arrangements with the school and international students;</li> <li>▪ admission requirements;</li> <li>▪ financial transactions with international students;</li> <li>▪ documentation regarding program withdrawal or discontinuation of international students;</li> <li>▪ financial matters pertaining to international students (payment plan, if any; record of payments made by student to school; record of funds received from third parties);</li> <li>▪ records of complaints and/or resolutions; and,</li> <li>▪ student's letter of acceptance.</li> </ul> <p>**Schools are encouraged to maintain off-site back-ups.</p>
<b>Advertising/Marketing</b>	Copies of promotional materials

<p><b>Central Location of Support Services</b></p>	<ul style="list-style-type: none"> <li>▪ Links to the post-secondary educational institution’s website where the resources are located.</li> <li>▪ Links to an international student page on the post-secondary educational institution’s website. And/or</li> <li>▪ Location of an international student guidebook.</li> </ul>
<p><b>Annual Reports</b></p>	<ul style="list-style-type: none"> <li>▪ Statement signed by a senior member of the administration/current owner of a private institution who has the power to bind the institution that it remains in compliance with the ISP policy and is in compliance with its designation agreement;</li> <li>▪ Aggregated international student enrolment information, including the number of international students who enrolled, withdrew, and graduated in the past year;</li> <li>▪ Summary of its international education strategy and the status of the aforesaid;</li> <li>▪ Private institutions are required to provide reviewed annual financial statements compiled by a certified accountant.</li> </ul>



## **APPENDIX 1. FRAMEWORK OF THE COMMON ELEMENTS**

This appendix specifies the common elements to be used by provinces/territories when designating post-secondary learning institutions for the purpose of enrolling International Students with Study Permits. These common elements apply across all education sectors, both public and private, and should be reflected in the designation frameworks of each province/territory of Canada.

### **COMMON ELEMENTS FOR DESIGNATION**

All jurisdictions agree to the development of common elements or minimum standards for developing designation criteria in order to assure the integrity of Canada's International Student Program, enhance accountability to International Students as well as to Canadians, and assure Canada's standing as a destination of choice for International Students seeking a quality education. Designation criteria will include the following minimum common elements:

1. In order to be eligible for designation by a province or territory, an institution must be deemed by the province/territory in which it is located to be in good standing with respect to any applicable provincial/territorial legislation, regulations, and/or policies governing education, and/or with bylaws, standards, and policies respecting the delivery of education or training programs set by accrediting or standard-setting bodies recognized by the provincial/territorial government, where applicable.
2. That the Learning Institution agrees to and is accountable for meeting the following terms and conditions:
  - a) has adopted policies and put procedures in place that provide for the protection of International Students with Study Permits, including financial protection of International Students' investment and a transparent tuition-fee refund policy which is made available to all incoming International Students upon offer of admission;
  - b) has established and adheres to policies and procedures related to English or French language proficiency requirements and credential assessment and recognition for International Students, and disseminates accurate

- and transparent information regarding those policies to prospective students;
- c) has sufficient capacity to provide services to meet the unique needs of International Students;
  - d) demonstrates financial capacity sufficient to provide education programs and a stable learning environment for International Students;
  - e) undertakes promotional initiatives that are, where applicable, in compliance with existing provincial or territorial acts, regulations or policies on advertising, including compliance with the Imagine Education au/in Canada brand-eligibility framework;
  - f) has a published policy that outlines the elements that constitute a student's good standing at the institution and, where applicable, demonstrates that that policy is consistent with provincial/territorial requirements.
  - g) is capable of maintaining the following enrolment-reporting requirements and has designated an individual who will be responsible for:
    - i. confirming the initial enrolment of each International Student with a Study Permit;
    - ii. reporting on the ongoing enrolment status of all International Students with Study Permits attending that institution;
3. meeting such other criteria as may be specified in the terms and conditions of the institution's bilateral agreement with the province/territory in which it is located.

## **APPENDIX 2. REVOCATION PROCESS**

### STEPS TO FOLLOW IF A DLI IS REVOKED BY PETL

1. The Department of Post-Secondary Education, Training and Labour will provide the official announcement that the institution's DLI has been revoked. The letter will include:
  - a. The reason(s) for revocation and any penalties; and
  - b. The steps that the institution must follow.
2. Students must receive clear messaging from the institution regarding the following:
  - a. The institution will provide information to current and prospective students that describes the following:
    - i. What the revocation means; and
    - ii. What the implications are for both current and prospective students.
  - b. Instructions must include:
    - i. What does it mean for the students' future?
    - ii. What are the students' options? What are the steps to follow?
    - iii. Refund information; transfer to another institution; etc.
    - iv. Contact information from someone at the institution who will be the point of contact.
  - c. Communication must be provided within 24h (and should be circulated via email/social media/institution's website/etc.)
3. Institutions are not permitted to communicate messaging that might be misleading to students (i.e., promises that the DLI# will be reinstated, etc.)
4. Once the Department can confirm that students have been officially advised of the situation, including all communication requirements from the International Student Policy and the agreement between the Department and the institution, the institution may begin working with the Department on the process for DLI# reinstatement.