

**English as a
Second Language
International**



Agent Handbook

Contents

3	General Introduction
4	Section 1: ESLI Contacts
4	Section 2: ESLI Commitments
6	Section 3: Agent Commitments
7	Section 4: Agent Management Process
8	Section 5: Structure and Curriculum Overview
10	Section 6: Tuition and Fees, Calendars, and Bank Letter Requirements
10	Section 7: Student Application Process

*A document listed in **bold blue** in the manual indicates that it can be found online. Please click the link, and you will be taken to the document.

General Introduction

Thank you for your interest in English as a Second Language International (ESLI). We are pleased that you are committed to providing your clients with the highest standard of support, and our aim is to give you the information and support you need to ethically and responsibly promote our programs to your students.

ESLI adheres to the [Statement of Ethics for International Educators](#) as described in the **NAFSA Code of Ethics**, and our aim is to work with agents/consultants and clients who share our view.

ESLI has been helping international students achieve their dream of university success in North America for over 25 years. We are an academic English program, and students on a pathway to university studies are well suited to our program, although we do accept students only needing English instruction.

An ideal ESLI candidate would:

- require English language training, having not met or minimally met the English proficiency requirement of the university.
- have the financial means to support up to 4 semesters of ESLI coursework in addition to degree studies.
- be on a clear path or demonstrate a desire to study in an academic setting – undergraduate or graduate.
- understand the long-term commitment required to be successful.
- embrace the knowledge that mastering university level English is a challenge, but one that will bring tremendous reward.

ESLI partner universities (ESLI is on campus):

- Southern Illinois University Edwardsville (Edwardsville, Illinois)
- Sullivan University (Louisville, Kentucky)
- University of Minnesota Duluth (Duluth, Minnesota)
- University of Wisconsin Superior (Superior, Wisconsin)
- West Texas A & M University (Canyon, Texas)
- Western Kentucky University (Bowling Green, Kentucky)
- Trinity Western University (Langley, British Columbia CANADA)

As an approved agent for ESLI, you will be able to promote all of the ESLI university partners and recruit students to the ESLI campus best suited to your students' needs. Inquiries, applications, and commissions are centralized through our ESLI Headquarters (Bowling Green, Kentucky). Our Headquarters is designed to liaise between our partner universities, our students, and our agents.

The purpose of this manual is to provide you with the information you will need to begin sending students to study with ESLI. Understanding the ESLI process of selecting, vetting, and renewing agent agreements will help you do a better job and ensure that all of our students receive the highest standard of service from ESLI and our partners. Providing detailed information to our agent partners about our programs (tuition, payment, refund, location, degree options) will ensure that our future students are well informed.

We ask that you and your staff take the time to familiarize yourself with the **ESLI Agent Manual**. As you work through the manual, please feel free to contact us at any time with questions, concerns and/or clarifications. We look forward to working with you!

Section 1: ESLI Contact Sheet

Please refer to the [ESLI contact sheet](#) for details on who to contact for your or your students' specific needs. The first chart is divided into the ESLI Recruitment Team, Processing Team, and Short-Term Programs. The second chart is divided into ESLI Headquarters and campus offices.

Section 2: ESLI Commitments

In order for you to promote our programs and accurately translate the information for our future students, we understand that we are responsible for providing you with accurate, up-to-date information and to fully support your agency through initial orientation and on-going support and training.

As a valued partner in international student recruitment, ESLI agrees:

1. To provide our new agents with a thorough orientation to ESLI and our partner schools. This includes the Agent Manual, on-line support and training.
2. To clearly communicate the agent application process, agent monitoring, renewal, probation, and termination.
3. To ensure that all information and related marketing material are consistently and accurately updated.
4. To provide our agents with a clear explanation of the ESLI Management and Recruiting team's individual responsibilities so agents know who to contact with specific questions.
5. To guarantee that responses, which include email responses, Skype calls, webinars, and webcasts, are accurate and timely.
6. To consistently visit agents and work directly with them in their promotional activities, which may include agent training visits, seminars, fairs, and familiarization campus visits.
7. To develop and update our promotional activities and the availability of information to reflect changing marketing trends, including digital uploads, social media, and video sharing.
8. To provide consistent feedback when issues and concerns arise from our schools and/or directly from students regarding agency activities and services. More serious issues involving misinformation or unethical practices will include a written report from ESLI requiring an official response from the agency.
9. To selectively support the marketing initiatives of our agents and to responsibly remunerate agents for successful student recruits.
10. To maintain the highest ethical standards in recruitment, education, and student support.

Administrative Support and Marketing

ESLI understands that an agent cannot successfully provide accurate and up-to-date information unless the agent receives the needed support. We believe that effective agent support requires:

Frequent visits from ESLI's recruiting team:

- ESLI will make every effort to visit agent head offices and as many branch offices as possible at least once per year (where branch visits are not possible, ESLI will request video training sessions through ESLI Headquarters).
- ESLI will provide notification of a visit at least two weeks in advance and will provide a confirmed appointment time at least one week prior to arrival. ESLI will make every attempt to accommodate any special requests (specific training items, student/parent visits, in-house seminars).

Familiarization (FAM) Visits:

- ESLI will make every attempt to familiarize agencies and their counselors with the ESLI program and our partner universities through select FAM tours. (Schedule, frequency, and details of FAM visits can be discussed with the ESLI Senior Director of Recruitment.
- If an agent or counselor is planning a trip to North America and confirms travel dates in advance with ESLI, specific site visits to the campus of interest can be organized.
- ESLI will provide the necessary documentation (invitation letters) and support for the FAM tours.

ESLI Website: www.ESLI-intl.com

- ESLI maintains a current and up-to-date website. ESLI costs and dates, partner university information, and the online All Campus Application can be accessed through the website.

ESLI Admissions Handbook:

- The Admissions Handbook (AH), <http://www.esliadmin.com/AH.pdf>, is regularly updated to provide information concerning semester dates, direct entry requirements, minimum GPA for conditional admission, ESLI pre-placement policy, Bank letter requirements, Top 5 undergraduate programs, undergraduate tuition, scholarship info, MBA fact sheet, housing information, application checklists, short term program information, and a complete list of majors offered by each of our partner universities. The AH has also been translated into Spanish (<http://www.esliadmin.com/AHS.pdf>), Chinese (<http://www.esliadmin.com/AHC.pdf>), and Vietnamese (<http://www.esliadmin.com/AHV>).

Direct Marketing Support:

- ESLI will partner with agents on major marketing initiatives such as advertised seminars, agent sponsored fairs, high school/college fairs, etc.

- ESLI may share in the cost of such events provided a detailed budget is made available for review in advance of the event and that the event is clearly designated as an ESLI promotion in terms of advertisement and follow-up.
- ESLI may require an event summary, a detailed student list and a follow-up strategy from the agent.
- In some cases, depending on the promotion, ESLI may set specific targets for the event.

Specialized Support Center

- ESLI provides agents with an [ESLI contact list of support personnel](#) for each campus.
- Admissions coordinators are specifically trained for each school, and email inquiries are managed daily.

Commissions and Remuneration

- ESLI provides commissions to approved agents who recruit qualified students to our programs. A [sample of a commission summary](#) has been provided. For specific details and commission structures, contact ESLI Headquarters directly.

Section 3: Agent Commitments

Understanding your responsibilities and your limitations will help us ensure a positive working relationship. You will find a detailed description of your role as an ESLI agent in this document.

For quick reference, a description of ethical and responsible agency practices has been included below. Failure to follow the guidelines in good faith or to knowingly provide fraudulent information to our students or the institutions we serve may result in the termination of our agency agreement.

Marketing, Promotions and Student Applications:

As an ESLI agent, you agree:

1. To provide honest and accurate information about the ESLI program and its partner institutions. This includes programming, costs, length, entrance requirements, and scholarship information.
2. To accurately promote the ESLI brand and products in all print and online marketing and to ensure that all ESLI messaging has been approved by ESLI Headquarters.
3. To update ESLI on current market trends and to work with ESLI on best practices for marketing in the region.
4. To verify and/or clarify information whenever there is a discrepancy.
5. To provide thorough training for all new counselors to ensure that they are equipped to properly direct students.
6. To ensure that students are equipped to make the best possible course selections.
7. To assist students in the application process and to make every effort to ensure that applications are complete and accurate and arrive in a timely manner.
8. To adhere to payment deadlines for tuition and fees.

9. To fully disclose what will be charged to students. Fee disclosure should include agency charges as well as fees and tuitions charged by ESLI and our partners. Refund policies should be transparent, and refunds should be received by students within a stated deadline.
10. To provide students with pre-arrival orientation as outlined in the ESLI Agent Handbook and to ensure a reasonable amount of post arrival support. Student concerns post arrival should be immediately communicated to ESLI.

Section 4: Agent Management Process

The following chart is provided to help you understand the agent application and renewal process.

Stage	Process	Tools, Templates & Forms
1. Identifying Agents	<ul style="list-style-type: none"> ▪ Meet potential agent at agent networking fair ▪ Potential agent contacts ESLI ▪ ESLI contacts potential agent 	<ul style="list-style-type: none"> ▪ ESLI letter of introduction
2. Appointing Agents	<ul style="list-style-type: none"> ▪ Agent completes application 	<ul style="list-style-type: none"> ▪ Agent Application Form ▪ Application Letter ▪ Provider Information
	<ul style="list-style-type: none"> ▪ Gather information and credentials and assess 	<ul style="list-style-type: none"> ▪ Reference Requests ▪ Business License ▪ Training Certificates
	<ul style="list-style-type: none"> ▪ Notification 	<ul style="list-style-type: none"> ▪ Rejection Letter ▪ Acceptance Letter ▪ Contract & Commission Plan ▪ Certificate of Authorization ▪ Agent Training, Policies & Procedures Manuals
3. Ongoing Agent Management	<ul style="list-style-type: none"> ▪ Record Keeping 	<ul style="list-style-type: none"> ▪ Agent Database
	<ul style="list-style-type: none"> ▪ Customer Relationship Management 	<ul style="list-style-type: none"> ▪ Marketing Schedule
	<ul style="list-style-type: none"> ▪ Support 	<ul style="list-style-type: none"> ▪ Refresher training ▪ Information updates
4. Review	<ul style="list-style-type: none"> ▪ Quantitative Review 	<ul style="list-style-type: none"> ▪ Enrollment Statistics
	<ul style="list-style-type: none"> ▪ Qualitative Review 	<ul style="list-style-type: none"> ▪ Student Survey ▪ Complaint Form – ESLI Admin ▪ Complaint Form – Student ▪ Agent Response Form ▪ Performance Review
	<ul style="list-style-type: none"> ▪ Notification of Review 	<ul style="list-style-type: none"> ▪ Renewal Letter ▪ Letter of Non-Renewal of contract
5. Exit	<ul style="list-style-type: none"> ▪ Exit 	<ul style="list-style-type: none"> ▪ Letter of Termination

Reasons for Non-Renewal

Agency agreements may be cancelled by either party with proper notice. Agents may also decide that they no longer want to represent ESLI and may elect not to renew their recruitment agreement. Similarly, ESLI may decide not to renew an agent agreement for one or more of the following reasons:

- Failure to meet student targets or minimum student applications as set out by ESLI
- Merging or joining with other agencies with whom we already have agency agreements
- Significant changes to government policies that negatively impact the ability to market and recruit in that country
- Government changes that affect the status (agent registration, licensing, etc.) of a current agent or create a conflict with government policy by working with the agent
- Consistently poor reviews in subjective evaluations (student surveys, client surveys, etc.)

ESLI will provide written notice to agents of the intent to non-renew and, depending on the issue, provide the agent with an opportunity to respond.

Reasons for Termination

Both ESLI and Agents have the right to terminate the recruitment agreement at any point during the contract provided that written notice is provided. (*see recruitment agreement for details of notice*) ESLI may decide to terminate a contract before the expiry date for one or more of the following reasons:

- Knowingly providing false information about ESLI and its partner universities
- Making false comparisons/claims about ESLI and other program providers
- Making false claims about ESLI's relationship with its partner universities
- Making false claims about scholarships (providing guarantees)
- Making false claims about admission requirements and procedures
- Mishandling of student funds
- Counseling students or suggesting any illegal or dishonest activities with respect to study abroad and visa regulations (including using a full-time study visa for a purpose other than study)
- Consistent and significant complaints from student(s). (Complaints will always be documented and verified prior to any action.)

ESLI will notify an agent of questionable activities and will provide agents with an opportunity to respond. Agents who are shown to be knowingly and intentionally dishonest will be terminated. Agents who understand the complaint and show a willingness to rectify the situation may continue on a probationary basis.

Section 5: Structure and Curriculum Overview

All classes are designed to meet the unique needs of second language learners who will enter a North American institution of higher education. Students who successfully complete the ESLI program will not be required to complete an IELTS or TOEFL.

ESLI has developed a comprehensive curriculum to ensure that students will find success in their university degree programs after completing the ESLI program. Our graduated system allows students to be evaluated and placed in a level that will meet their needs and challenge them to progress.

ESLI offers automatic Pre-Placement for students that have already completed an IELTS or TOEFL exam, but have not met university requirements. Specific information about Pre-Placement opportunities can be found in ESLI's [Admission Handbook](#). For students that have not taken an IELTS or TOEFL exam, the *ESLI Placement Exam* will be available. This exam will be administered during *Orientation Week*, generally the first week of each new term, and students will be placed in the appropriate ESLI level accordingly.

ESLI offers five levels of English study to international students. The first two levels, Basic and Preparatory, offer Basic English training. The final three levels focus more on academic English. When students complete the Pre-University level, they will be eligible for full admission to the university.

ESLI USA

Levels (Each level takes one semester to complete):

1. Basic
2. Preparatory
3. Foundations
4. Intermediate
5. Pre-University

Schedule:

Fall and spring semesters

- Duration: 15 weeks; 5 classes per day, Monday through Friday, 25 hours per week

Summer super-intensive semesters

- Duration: 10 weeks; 5 classes per day, Monday through Friday, 30 hours per week

Classes: Grammar, Reading, Writing, Speaking and Listening, Intensive Skills

Sullivan Schedule:

Sullivan University operates on a quarter system. The language school located at Sullivan University will have four English sessions per year: a winter quarter, spring quarter, summer quarter, and fall quarter. Students can complete one level per quarter.

ESLI Annual Vacation Policy (updated policy on students taking a semester off for vacation):

According to USCIS and SEVP policy, an **F-1 language student** must complete a minimum of one academic year's worth of classes before being eligible to take an annual vacation period. An academic year as defined by the U.S. Department of Education is 26 weeks of instructional time if the school uses clock hours; ESLI uses clock hours to measure progress.

- Students who enter ESLI during the Fall term must complete Fall and Spring before being eligible for the annual vacation period. (Fall and Winter quarters at Sullivan University).
- Students who enter ESLI during the Spring term will not be eligible for break until the end of Fall term. (Will not be eligible until the Summer Quarter at Sullivan University).
- Students who enter ESLI for Summer term would not be eligible until the end of the following Spring term. (Will not be eligible until the Fall quarter at Sullivan University).
- No student may take the Fall or Spring term as an annual vacation while enrolled at ESLI. If a student chooses to not attend ESLI for the Fall or Spring term, his or her immigration record will be terminated based on failure to enroll.

[ESLI USA Curriculum Guidelines](#)

ESLI Canada

Levels (Each level takes one semester to complete)

1. Preparatory (Pre-Beginner)
2. Foundations (Beginner)
3. Intermediate
4. Advanced
5. Pre-University
6. Pre-Master's (for graduate-program bound students only)

Schedule:

Fall, spring and summer semesters

- Duration: 15 weeks; Monday through Friday, 25 hours per week

Classes: Reading, Writing, Speaking and Listening, Computer-Assisted Language Lab. Advanced and Pre-University levels also include university level coursework.

[ESLI Canada Scope and Sequence Curriculum Guidelines](#)

Section 6: Tuition and Fees, Calendars, and Financial Requirements

The ESLI website (www.ESLI-intl.com) provides up-to-date information about ESLI tuition and fees, university tuition and fees and a detailed breakdown of application dates and entrance deadlines. Additionally, this information can be found in ESLI's [Admission Handbook](#).

Go to <http://www.ESLI-intl.com/Costs> to find

ESLI Calendar and Fees

ESLI Partner University Tuition and Fees

Scholarship Opportunities

- A summary of our partner universities' tuition rates is available for quick reference.
- Scholarships are NOT guaranteed and are awarded based on availability. GPA requirements are provided as a guide based on current requirements for each academic year.
- At some locations, eligible students need to apply for a scholarship/ tuition waiver in their final semester of ESLI.
- University tuition and fees increase every academic year. ESLI will provide estimates for the new academic year in June or July, but the universities' board of regents will not meet to approve final tuition and fee amounts until August.

Go to the [Admissions Handbook](#) to find

ESLI Bank Letter Requirements

- ESLI requires verification of sufficient funds for two semesters of ESLI. Once the student has completed the ESLI program, he/she must provide a financial document that meets the university's financial requirement for one academic year. ESLI Partner university bank letter requirements can be found in the [Admissions Handbook](#).

Section 7: Student Application Process

A general overview of the application process has been included so that you can better understand the timeline and process involved in each student application.

The USA applications have been separated from Canadian applications in this section. The processes for each are different, and it is important to understand these differences.

As always, you can contact a member of our applications processing team, should you require clarification or guidance. Please refer to the [ESLI Contact List](#) for information about where to direct your inquiries.

USA Applications: An Overview

Submitting an Application

1. Review universities, program options, ESLI costs and degree program costs with your student and choose which ESLI university the student would like to apply to.
 - A student can choose more than one university, but he/she will need to pay the application fee for each university application.
 - **Majors and Programs** offering conditional admission: <http://www.ESLI-intl.com/Programs>
2. Go to the All Campus ESLI Online Application on the ESLI website or by following this link <http://www.ESLI-intl.com/ACA/>.
 - Complete all required fields and upload required documents as prompted.
 - Pay application fee of \$150 and FCSA transcript evaluation fee of \$110/\$140 (if applicable) by credit card or by PayPal.
3. Look for a confirmation email from a designated ESLI admissions coordinator within one to two business days of submission.
 - Your admissions coordinator will keep you updated on the application status.
4. Allow 2 to 6 weeks for an admission decision.

Replacement of lost/damaged I-20 or conditional letter of admission

1. Request a replacement from your student's ESLI admissions coordinator. Replacement fee is \$75, which covers the courier fee.
2. Pay the \$75 replacement fee by credit card or bank wire.

Admitted Students

If the student meets the university's admission requirements, the university will issue a conditional letter of acceptance (LOA). The LOA is then forwarded to the ESLI director who issues the I-20. The following process applies to all admitted students:

1. The ESLI director will ship the documents to the agent by UPS courier service. The director will include the following items in the acceptance package or will provide links to the electronic documents:
 - Pre-Arrival Student Handbook: [Admissions Handbook](#) see Additional Resources page
 - Arrival Preparation Page <http://esli-intl.com/app>. This page includes information about housing, airport pick-up, immunizations etc.
2. The ESLI director will scan copies of I-20, LOA, and UPS waybill to the designated admissions coordinator at ESLI Headquarters.
3. The admissions coordinator will update the student's record in the ESLI database and generate a student and agent invoice from the record.
4. The admissions coordinator will email the agent the ESLI Notification of LOA and I-20 Letter and include the following:
 - Scanned copy of university [Conditional Letter of Admission](#)
 - [ESLI Invoice – Student \(Gross\)](#)
 - [ESLI Invoice – Agent \(Net\)](#)
 - Housing application
 - Immunization form (if required)

Reissue Requests

If your student is not able to attend the intended ESLI semester, then you can defer attendance to a later semester. Unused I-20s are cancelled 30 days after the program start date. Therefore, I-20 reissue requests should be made before the cancellation date. Otherwise, the I-20 may need to be re-activated by SEVP, a process that takes several days.

1. Indicate on the [ESLI Arrival Preparation Page](#) that the student needs to defer attendance to a later semester, or notify your student's ESLI admissions coordinator.
2. If the financial sponsor's bank letter is more than 6 months old, submit a new current-dated bank letter.
3. If the student is requesting a deferral for one year later than the initial semester, then a new application and application fee may be required.

After Visa Approval

1. Notify ESLI Headquarters that your student will attend the up-coming term so that classroom space can be reserved.
2. Go to the [ESLI Arrival Preparation Page](#) at least 2 weeks prior to the student's arrival and make the arrival arrangements.
3. If your student plans to live on campus, ESLI must receive a housing application and deposit as soon as possible as space is often limited, especially in the fall semesters.

- Deposits can be paid by credit card or bank wire. If you or your student pays by bank wire, please ensure that a copy of the wire receipt is email scanned to the designated admissions coordinator.
 - Some ESLI partner universities require students under the age of 21 to live on campus. If the student is over the age of 21, or if the university does not require on-campus accommodation, then he/she may live off campus. The [Admissions Handbook](#) contains all relevant housing information.
4. If immunization forms are required, these too must be email scanned ESLI Headquarters at least **10 working days** in advance of your student’s arrival. Please be aware of the specific requirements for each state and/or school.
 - West Texas A&M requires students under the age of 22 to take a bacterial meningitis **at least 10 days prior to the student’s arrival**. The vaccination form must be submitted with the housing application.
 - West Texas A&M requires students to submit the original bacterial meningitis vaccination form at registration.
 5. ESLI will secure housing and airport service once the [APP page](#) is completed.. ESLI will send you a confirmation of the housing and airport pickup arrangements, as well as Airport Pickup Instructions for the student. If there are any outstanding documents, ESLI will also send in a reminder in the pre –arrival email.
 - **Sample Airport Pickup Instructions:** <http://ESLIadmin.com/SIUEappf.pdf>
 6. Your student will also need to submit original school-certified copies of their documents (transcripts & diploma) to the university, so they should bring these items with them to submit directly to the university.

Payment

The housing deposit is the only payment required before your student arrives. Tuition and fees can be paid to **ESLI Headquarters** prior to arrival using the online ESLI payment page or by bank wire. ESLI will disperse the funds.

1. Payment by bank wire (<http://www.esliadmin.com/USAPayOpt.pdf>)
If you make payment for your student, you may pay the Gross or Net amount (commission withheld) of the invoice.
 - If a bank wire payment is made, the transaction must be made at **least 10 working days prior to the student’s arrival**. The bank wire instructions are on the invoices.
 - Include the student’s name and ESLI identification number on the wire transaction.
 - Send a copy of the receipt to the designated admissions coordinator at ESLI Headquarters.
 - **If you withhold your commission and pay the Net amount, notify the admissions coordinator that you withheld your commission.**
 - We suggest that students wire the payment the funds at least 2 weeks prior to their arrival so that funds can be dispersed before deadlines.
2. Payment by Credit Card
 - The [Arrival Prep page](#) contains credit card payment options for each school. Also, the [Admissions Handbook](#) contains additional payment options on the Additional Resources page.

- As an agent, you may require students to make a partial or full payment to ESLI prior to arrival as a guarantee deposit. ESLI will accept early payment at any time, but it is not a policy requirement.
 - Students MUST pay the balance of their fees at registration.
 - We suggest that students submit the payment the funds at least 2 weeks prior to their arrival so that funds can be dispersed before deadlines.
3. Payment by Check or Cash
- ESLI can also accept payment at registration in the form of a check (personal or cashier's check). Students can open a bank account when they arrive in the county and submit a check from the U.S. bank account as payment.
 - ESLI will accept cash payments.

IMPORTANT: Students do not pay in full during registration week will be subject to late fees and may have to withdraw from the program and go home. Agents are expected to clearly communicate the payment schedule to the student to ensure that non-payment is not an issue. The ESLI invoice also serves as the student's receipt. If you, as an agent, make payment on behalf of the student, ESLI will issue an updated invoice indicating payment.

Refunds

Please refer to the [ESLI Payment, Refund and Withdrawal/Cancellation Policy](#).

Canadian Applications: An Overview

Submitting an Application

1. Review universities, program options, ESLI costs and degree program costs with your student and choose which ESLI university the student would like to apply to.
2. Go to the online application: <http://www.ESLI-intl.com/ACA/>.
 - Complete all required fields and upload required documents as prompted.
 - Pay application fee of \$150 and FCSA transcript evaluation fee of \$110/\$140 (if applicable) by credit card or by PayPal.
3. Look for a confirmation email from a designated ESLI admissions coordinator within one to two business days of submission.
 - Your admissions coordinator will keep you updated on the application status.
4. Allow 2 to 6 weeks for an admission decision.

Canada Application Procedures

Admitted Students & Tuition Payment

1. Once a student has been admitted by TWU/ESLI, a digital offer ([admissibility letter](#)) will be generated. The digital offer will provide details of your student's conditional admission and will include a guaranteed scholarship offer if your student is qualified.

2. The digital offer will be emailed directly to you and may include a copy to your student if requested or indicated on the original application. The emailed offer will include an Admissions Package which includes: A [Summary of Fees](#), payment instructions, and a [TWU Refund Policy](#) form.
3. An invoice and payment instructions for one semester of tuition and fees (admissions deposit) will be included in the digital offer. **Your student must make full payment before an official Letter of Acceptance (LOA) will be issued and sent.** Your student must also sign and submit the TWU Refund Policy, indicating that he/she has read and understood the payment and refund policy as it pertains to TWU/ESLI.
4. When TWU receives payment and the signed TWU Refund Policy, the ESLI director will ship the official conditional LOA to you by courier service.
5. The admissions coordinator will update the student's record in the ESLI database.
6. The admissions coordinator will email the agent the ESLI Notification of LOA Letter and will include the following:
 - Scanned copy of university [Conditional Letter of Admission](#)
 - ESLI Canada Pre-Arrival Guide, which includes campus housing and homestay applications

Reissue Requests

Deferring attendance to a later semester

If your student is not able to attend the intended ESLI semester, you can defer attendance to a later semester.

1. Indicate on the [ESLI Arrival Preparation Page](#) that the student needs to defer attendance to a later semester, or notify your student's ESLI admissions coordinator.
2. If the student is requesting a deferral for one year later (or has previously requested a reissue) than the initial semester, then a new application and application fee is be required.
3. Admissions deposit: If your student has already paid an admissions deposit, the funds may be forwarded to a future semester to a maximum of one year. Please see the [TWU Refund Policy](#) for details.

Replacement of lost/damaged I-20 or conditional letter of admission

1. Request a replacement from your student's ESLI admissions coordinator. There is a \$75 replacement fee.

After Visa Approval

1. Once your student receives a student visa, you need to confirm attendance and make arrival preparations on the [Arrival Prep Page](#).
2. ESLI will send a final confirmation email that will include the details of the airport pick-up service (<http://ESLIadmin.com/TWUappf.pdf>) and the homestay profile or the

dormitory placement. If any other items are still outstanding, you will be notified at this time.

3. Your student will also need to submit original documents (transcripts & diploma) so they should bring these items with them to submit directly to TWU.

Payment

1. A final invoice will also be issued by ESLI at this time and sent with the confirmation email. This invoice will include housing fees and other incidental charges: airport pick-up fees, deposits and course fees. You or the student can pay this invoice in advance of arrival or on registration day. Instructions to make a payment via bank wire can be found here: <http://www.esliadmin.com/CAPayOpt.pdf>. If a student wishes to pay with a credit card, they should visit the [TWU arrival preparation](#) page and select the "Payment" option.
2. On registration day, students will receive payment assistance. Dormitory fees and other charges will be paid directly to TWU. Homestay charges will be paid directly to ESLI.

Refunds

Please refer to the **ESLI Enrollment Agreement and Refund Policy** <http://www.ESLI-intl.com/Terms> .