



HANDBOOK FOR INTERNATIONAL STUDENTS

Welcome

Welcome to Mountain Transport Institute! Congratulations on your decision to take the first steps towards becoming a professional truck driver in Canada by seeking training for your Canadian Commercial Drivers License.

Admissions Policy

International students wanting to attend the *full time Class 1 driver training*, including the 'MTI Welcome to Canada', 'MTI Canadian Experience' and the 'MTI Way International' driver training programs, must meet the following requirements:

- Be able to speak, write and understand fluent English. Pass an English language test proving language efficiency.
- Have enough money to pay for tuition plus the cost of living while attending training
- Be eligible for Study Permit
- Have fewer than 4 offences that resulted in penalty points (or equivalent)
- Have no motor vehicle-related Criminal Code convictions (or equivalent)
- Provide copy of driver license
- Provide Proof of Driving Experience
 - Send copy of original official driving record or letter of experience from each jurisdiction in which you have driven in the last 3 years directly to MTI (must be dated within 90 days and properly translated by ICBC approved translator). Original must be brought along with you when you come to Canada as it is needed by ICBC for you to get your license.
 - Driving Records or letter of experience must include:
 - The name, address and phone number of the drivers licensing authority in your jurisdiction
 - Your name and birth date
 - Your drivers license number or other unique identifier
 - Class of license(s) held
 - Either the date(s) your license(s) were originally issued or the amount of time you have held the license
 - Note that the 2 years of non-learner driving experience to be exempt from the graduated licensing program.

All *courses* are open to anyone who meets the above listed requirements. The courses are filled on a first come first serve basis.

If the student fails to meet the minimum admission requirements for any course,

neither Mountain Transport Institute Ltd. nor the student can waive the requirements.

Students are to follow the application process, outlined below:

STEP 1

- Fill out application for admission form, return completed form and payment of non-refundable application fee to MTI.
- Application must include copies of past 3 years driving history, commercial and non-commercial, from each jurisdiction a license was held.
- Complete IELTS English Language Proficiency Test with a 6.0 score or higher. IELTS test results must be submitted with application. Please visit <https://www.ielts.org/> to find a testing station near you.

STEP 2

- Complete an over the phone pre-enrolment interview with MTI Instructor
- *Conditional* acceptance letter will be created upon successful completion of pre-enrolment interview, provided that all requirements in step one have been met.
- An invoice for tuition will be created and sent to you along with conditional acceptance letter. All invoiced fees are due before a *final* acceptance letter will be created.

STEP 3

- Complete / provide proof of the following to MTI:
 - Clean Criminal Record Check from your home country
 - Ability to pass Canadian Medical Exam - The following link will take you to a sample of the BC Drivers Medical (see #2): <http://www2.gov.bc.ca/assets/gov/driving-and-transportation/driving/publications/driver-medical-examination.pdf>;
Other information on Driver Medical Fitness information please go to: <http://www2.gov.bc.ca/gov/content/transportation/driving-and-cycling/driver-medical/driver-medical-fitness/driver-medical-fitness-information-for-medical-professionals#over>
 - Proof of Canadian medical insurance for while in Canada
 - Pass MTI online exam with 80% or higher
- Once all above listed documents are provided to MTI and invoiced tuition fees have been paid to MTI, conditions will be removed from the acceptance letter and you will be provided with a *final* acceptance letter.

STEP 4

- Apply for Study Visa.

Refund Policy

Refunds are provided to students in cases of withdrawal or dismissal as per the following:

1. Written Notice:

- To initiate a refund, written notice must be provided:
 - By a student to the institution when the student withdraws, or
 - By the institution to the student where the institution dismisses a student.

2. Refund Entitlement:

Refund entitlement is calculated on the total fees due under the contract, less the non-refundable application or registration fee, text book fees, and student record archiving fees. These total fees are considered tuition and refer to the:

- first 8 weeks of The MTI Way Full Time Class 1 Driver Training program;
- 4 weeks of the Standard Class 1 Driver Training program
- total hours of any part time package.

Where total fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.

3. Refund policy for students:

Refunds before a program begins:

- If written notice of withdrawal is received by the institution within seven (7) calendar days after the student is registered, and before the commencement of the period of instruction, the institution will retain \$200, plus non-refundable fees.
- Otherwise a service charge of 10% will be charged and the balance paid will be refunded.

Refunds after the **'MTI Way International'** program starts:

- If written notice of withdrawal is received by the institution, or a student is dismissed, within 25% of the first 8 weeks of the program (prior to 17:30 hours of the last day of training of week 2), the institution may retain 30% of the tuition due under the contract.
- If written notice of withdrawal is received by the institution or a student is dismissed, after 25% and before 40% of the first 8 weeks of the program (prior to 17:30 hours of the first day of training of week 4) the institution may retain 50% of the tuition due under the contract.

- If a student withdraws or is dismissed after 40% of the program, no refund will be issued.

Refunds after the **'Welcome to Canada' and 'MTI Canadian Experience'** programs start:

- If written notice of withdrawal is received by the institution, or a student is dismissed, within 25% of the program, the institution may retain 30% of the tuition due under the contract.
- If written notice of withdrawal is received by the institution or a student is dismissed, after 25% and before 40% of the program, the institution may retain 50% of the tuition due under the contract.
- If a student withdraws or is dismissed after 40% of the program, no refund will be issued.

4. Other Refund Policy Requirements:

- a) Where a student is deemed not to have met the institutional and/or program specific minimum requirements for admission, and has chosen not to begin training, the institution must refund all fees paid under the contract, less the applicable non-refundable application or registration fee and text book fee.
- b) Refunds owing to students must be paid within thirty (30) calendar days of the institution receiving written notification of withdrawal and all required supporting documentation, or within thirty (30) calendar days of an institution's written notice of dismissal.

The Application/Registration fees, textbook fees, and student record archiving fees are non-refundable.

International Training Rules Policy

While training at MTI, Please follow these rules:

- Please ensure that all communication devices (cell phones, tablets, etc.) are turned off during instructional sessions in the classroom and especially in the truck.
- Please bring a lunch with you to class each day, as there is not enough time to purchase one during the lunch break. MTI has a fridge and microwaves that you may use, as well as snack and drink vending machines.
- Ensure that you attend all of your training and arrive on time for all of your training. All of your classroom, yard and truck training time has been scheduled prior to your arrival. You are allowed to miss a period of instruction to attend your doctors appointment. Ensure that your instructor knows that you have an appointment that you need to attend.

- All instruction provided to you during your training is solely for your benefit so please listen and follow all directions. Do not interrupt the instructor when he is teaching, as this disrupts other students as well.
- If you do not understand something or are struggling with your training, please speak with the instructor about this.
- If you are given an MTI vehicle to use during your stay in Castlegar, it is to be driven to and from MTI, RHC insurance office, the government office in Trail, doctor appointments and to and from the grocery store. Vehicles must not be used for travel to another town or for personal pleasure.
- We are a scent free institution, so please refrain from wearing cologne / perfume / aftershave.
- At all times when at MTI, please speak Canadian English.
- Ensure that you bring all paperwork (including all ICBC forms) to the front office as requested by the instructors and administrative staff.
- Please do not loiter in the front office as this is a place of business and our staff are very busy. There is a common room in the student area for you to spend your time studying. Otherwise you may request to practice pretrip on a truck if one is available at that time.

Classroom behaviour

Expectations:

Mountain Transport Institute and the Canadian Culture may be different from the culture in your country. In Canada, student - instructor relationships tend to be informal, but instructors always expect students to be respectful. Instructors don't generally socialize with students outside school functions, and it is not appropriate for instructors to date students. You are expected to participate in class discussions and ask questions. In Canada, it is quite acceptable to respectfully disagree with your teacher's opinions. If you don't understand or can't hear what your instructor is saying, you can ask them to repeat the information or speak louder. Instructors want you to succeed.

Individual behaviours:

Here are some strategies that will help you to succeed at Mountain Transport Institute:

- Arrive on time for class.
- Turn off your cell phone and don't use the internet in class.
- Complete homework before each class.
- Never use or copy someone else's work on assignments or tests.
- Leaving a class early if you have a medical appointment is okay, but tell the teacher before the class starts.

- Ask your teachers or other students for help if you are having a problem with learning or understanding materials.
- Leaving class to go to the bathroom is okay. You do not need to ask for permission, but you should exit the class quietly and return quickly.

Interacting with your teachers:

Students are expected to communicate with teachers in a respectful manner. In Canada, instructors expect students to:

- Participate in class discussions and ask questions.
- Communicate with them. If you miss a class or anticipate missing a class, find out what you missed or may miss.
- Be respectful of all the students in the class.
- Not interrupt or talk when the instructor is presenting information.
- Share discussion time and allow each student an opportunity to participate.
- Ask for help with something difficult.

Interacting with other students:

In Canada, we expect students to work together to advance their learning by:

- Expressing opinions and sharing information
- Asking questions to get to know your classmates
- Asking other students for help with something difficult. It is a good idea to share your challenges and have group study time.
- Working in groups.
 - When working in groups it is expected that everyone participate equally and share their work.
 - It is important to be actively involved and complete your work professionally and on time.
- Treat your classmates as you would like to be treated. If you want them to include you in a conversation, make sure you include them in your conversations in and outside of class.

Computers and internet on campus:

MTI provides computer lab access to all students free of charge, there is also free wireless internet (Wi-Fi) access. Bring your laptop or wireless device and you can connect to the internet for free. MTI computers are to be used for learning purposes only.

Living and Training in Canada

Canadian customs and manners:

The best way to learn proper Canadian manners is to watch what those around you do and copy them. Canadians may not tell you if you are being rude or breaking a cultural taboo, because many consider it inappropriate to call attention

to rude behaviours. Here are some basic tips to following Canadian customs, manners and etiquette:

- Make eye contact when speaking to people.
- Say thank you when someone does something for you.
- Smile and say hello back if someone greets you.
- Stand about 2 feet (60 cms) away from the person you are talking to.
- Be on time for meetings and appointments.
- It is considered very rude to yawn, burp, fart or blow your nose loudly in public. If it happens, it is polite to say “excuse me”.
- Avoid pointing at people. Pointing at an object is considered ok.
- If seating is limited on a bus or in a waiting area, it is polite for younger people in good health to offer their seats to those with special needs such as the frail, disabled, and people with small children or pregnant women.
- Privacy is important to Canadians. It is polite to ask about someone’s work or studies, but it is generally considered impolite to ask about someone’s age, appearance (weight or height), or status (how much money they make).

Common personal habits:

- Do not wear strong fragrances (perfume or cologne) in public spaces such as a bus or classroom. Some people are very allergic to strong smells.
- Practice proper dental hygiene. Brush your teeth after each meal and use floss or a toothpick to make sure no food is left in between your teeth.
- Spitting in public is considered inappropriate.
- Cover your mouth with your sleeve or a tissue before you cough or sneeze in front of others.
- Nose blowing and other personal hygiene activities should not be performed in public.

Homestay:

If you chose to have MTI arrange a homestay program for you, you are expected to follow by the rules of the homestay family. Each homestay is different and each one will have their own set of rules for you to follow.

The following are some general guidelines that you are to follow while staying with a homestay family:

- Students are to pay rent to their homestay families directly each month.
- Treat your homestay family and their home and property with respect.
 - If any damage to their home occurs, let your homestay family know what happened and then repair or replace any damaged property.
- Be considerate of your homestay family and their needs.
 - Avoid taking long showers

- If they are providing you with dinners, let them know each night if you will be attending
- Provide your own personal toiletries. Do not use their shampoo, toothbrush, toothpaste, etc.
- Respect the house rules and customs of the family.
- Do not take anything from the home without asking.

Household chores:

- Both men and women help with household chores in Canada.
- It is polite to offer to help clear the table or do the dishes.
- Students are expected to keep their rooms clean, tidy up after themselves and assist with other general chores such as shovelling snow or taking out the garbage.

Alcohol and drugs:

MTI has a very strict drug and alcohol policy. Students are not to use drugs or alcohol at any time during the duration of their training. Students caught using drugs or alcohol during their training will be subject to immediate dismissal.

Basic medical insurance

All international students must have basic medical insurance that covers them for the whole time they are training at MTI.

Basic medical insurance:

- Covers doctor visits, emergencies and all hospital care in Canada.
- Can be purchased in Canada or in your home country before you arrive.
 - If you have not purchased international (travel) medical insurance in your home country, you must purchase medical insurance in Canada immediately.

Cost:

- The cost of private basic medical insurance will vary depending on where you purchase your coverage. You can do some shopping to find the best rates for your coverage needs. You must have private medical insurance for the first 3 months of training.
- After you have been in Canada for three months, you are eligible for BC medical coverage (BC MSP). As of January 2016, BC MSP costs \$75.00 per month.

BC MSP (BC Medical Coverage):

- BC MSP is the basic medical insurance that all residents of BC have. It is also referred to as a “care card”.
- It gives you easier access to the BC medical system:

- Doctor visits, emergencies, advise on birth control or pregnancies (wanted or unwanted) are free.

Dental:

- Visits to the dentist and dental costs are not covered by BC MSP, though some emergency dental expenses are covered by private basic medical insurance. (Check with your coverage provider)

Immigration

You are responsible for maintaining your immigration status and obeying immigration regulations while studying in Canada.

- Check, your immigration documents - study permit, work permit and / or temporary resident visa - to make sure they are accurate.
- Make note of when they expire and plan to renew them at least 2 - 3 months before.

There are three categories of people who live in Canada: citizens, permanent residents and temporary residents.

International students, workers and visitors are all temporary residents. As a temporary resident, you may have several immigration documents:

1. Permit (study permit, work permit or visitor record)
 - A valid permit authorizes you to remain in Canada while you study, work or visit. Visitors who are not studying or working may have either a stamp in their passport or a paper visitor record.
 - If you are studying in a program that is less than six months long, you may not need a study permit, but you should consider applying for one anyhow. If you decide to continue your studies for more than six months. You can then extend your study permit and avoid the complicated application process.
2. Temporary Resident Visa (TRV)
 - Citizens of certain countries require a Temporary Resident Visa to enter Canada.
 - See www.cic.gc.ca/english/visit/visas.asp for a list of these countries. - It is recommended that you maintain a valid TRV while you are in Canada, but it is not mandatory.
 - A TRV may allow "single entry" or "multiple entry" and can only be obtained from a Canada visa office (consulate or embassy) outside of Canada.
3. Passport

- If your passport is going to expire while you are in Canada, normally your immigration documents will expire at the same time. In most cases, you can apply to extend them after you obtain a new passport.
 - Passport applications can take up to three months, so apply as soon as possible.
 - Apply for a new passport by contacting the nearest visa office for your country (search online for your country's embassy or consulate in Canada).