

FREQUENTLY ASKED QUESTIONS

- **Application Forms**
- **Custodianship Declaration**
- **Study Permit Application**
- **Invoice/Payment**
- **Special Diet**
- **Mental Health**
- **Homestay**
- **Visiting My Child**

Application Forms

Q: My child's friend who is also applying is asked to fill out additional forms, but my child is not. Why?

A: Some school boards ask their students to fill out additional forms while some school boards do not. Depending on a school board your child is apply for, required documents vary. Your CISS contact will inform you if your child requires to fill out additional forms.

Q: When parents are divorced and one parent has sole custody, should I list the other parent in the application?

A: If it is sole custody, there is no need to list the parent who does not have custody. If the parents have shared custody, please list both parents in the application. Please note that we need the full address with postal code for the parent who does not live with the child. (It is the required information for the custodianship declaration)

Q: My child has dual (or triple) nationalities. Which one should my child use?

A: It is up to you and your child.

However, please remember to use the same passport when you apply for a study permit (or eTA if your child is coming for 5 months) All nationalities on application forms, custodianship form, and documents should be the same.

Q: My child's passport will be expired soon or will be expired during the program. What should I do?

A: Please apply for a new passport as soon as possible. You can submit a copy of current passport with the application forms, and once your child has a new passport, please send us a copy. Your child must have a valid passport for the whole program duration plus a couple of days, at least.

Q: My child has a special interest such as music or sport. Should I put it in the application?

A: Yes, any specific wish must be listed in the application. We will do our best to accommodate it, but please note that we cannot guarantee your child will take specific courses and/or participate in a sport activity.

Custodianship Declaration

Q: What is the custodian?

A: A Canadian citizen or a permanent resident (25 years of age or older) designated by parent(s) to be responsible for their minor child while he/she studies in Canada.

Q: Who is the custodian for my child?

A: Our Student Care Supervisor, who will be your main contact during the program, or our Homestay Manager, who works alongside with our Student Care Supervisor and Local Coordinator (Local Coordinator is your child's main contact during the program).

Q: What do I do when I am asked to check the custodianship form information from CISS?

A: Please review the details (such as full legal names, DOB, address, citizenship of your child etc.) to make sure that the information is correct. If the form has any errors and any changes are required, please let your CISS contact know.

Please note that your child's name should be the same as showing on their passport. It will be part of documents that will be submitted when applying for a study permit, and if there are any discrepancies, the study permit application could be denied.

Q: What do I do with the custodianship declaration form page 2-3?

A: It needs to be signed and notarized – usually by a notary public or lawyer. Both page 1 (the custodian notarizes the page 1) and page 2-3 are required for minor students.

Once notarized, please send a copy to CISS and retain **all these pages plus the notarized copy of page 1, for use on the Study Permit application**

Q: I found error(s) on the custodianship form that I received from CISS. What should I do?

A: Please notify CISS as soon as possible. A revised form will be prepared and sent to you.

Q: Should I submit the page 3 of custodianship declaration when I apply for a study permit?

A: Yes, you need to **submit all pages (page 1-3).**

Study Permit Application

Q: Who is responsible for a study permit application?

A: Parent(s)/student are solely responsible for it.

Q: Does my child need a PAL (Provincial Attestation Letter)?

A: Secondary school students do not require a PAL.

Q: Does my child need a DLI (Designated learning institutions: EED in French)?

A: No, he/she does not. DLI is only assigned to Post Secondary schools.

Q: Student ID number is asked for the study permit application. Can I have it?

A: The application section when a student ID number is asked can be skipped. You should be able to go to the next step without it.

Q: When should we apply for a study permit?

A: You can apply as soon as you receive the letter of acceptance (LOA) and the notarized custodianship form (page 1) form CISS. Please ensure that you notarize the custodianship form (page 2-3) prior to that. It is one of the required documents.

Q: What is the Study Permit Approval/Invitation Letter (Port of Entry (POE) Letter)?

A: It is a letter to confirm your child's study permit application is approved from IRCC (Immigration, Refugees and Citizenship Canada).

It is not a study permit. Study permit will be issued upon entering Canada. Your child must bring the approval/invitation letter when coming to Canada.

Please send CISS a copy of letter once you receive it.

Q: My child is coming for 10 months. Should we apply for an eTA?

A: No, not required. eTA is included in the study permit.

Q: My child is coming for 5 months, and he/she does not require a study permit to study for one semester in Canada. When should we apply for an eTA?

A: You can apply for it anytime you would like, but no later than 3-5 days prior to the arrival date. Once you receive an approval confirmation, please send CISS a copy.

Please note that eTA is for visa-exempt foreign nationals. Please check the [IRCC website](#) for the eligibility.

Q: My child is a dual Canadian citizen, does he/she require an eTA or study permit?

A: No, he/she does not. Your child must have a valid Canadian passport to travel to Canada. Please note that your child still needs custodianship forms, and must use their Canadian passport for all application requirements

Q: My child may/will visit the US during the program. Should we apply for ESTA before arriving in Canada?

A: You can apply for it prior to the arrival, but you do not need to. It can be applied after the arrival.

Invoices/Payment

Q: When do I receive invoices?

A: You will receive the first invoice for the Application Fee (non-refundable) in February-March. You will then receive the second invoice in April.

Please note that there will be two due dates listed on the second invoice. (Second payment and Final payment). There will be no third invoice for the final payment.

Q: How can I pay for the program?

A: For the Application Fee, you can pay by credit card online. For the second and third payments, you can pay by credit card online or by bank wire transfer.

Your invoices will have the payment information. Please remember to send CISS a copy of payment receipt once you make a payment. If paying by bank wire, please remember to add the bank wire fee to your overall payment amount.

Special Diet

Q: My child does not eat meat/dairy products. Why should I pay more (supplement) for not eating meats/dairy products?

A: A host family for your child must provide the proper food to support his/her diet and that he/she maintains a nutritional balance. For this, we charge the supplement to ensure his/her host family can purchase the right foods to supplement the protein he/she does not receive enough through meats/dairy products.

Mental Health

Q: My child is anxious, but does not have an anxiety issue, and he/she never has been diagnosed. Why should we fill out the Supplemental Health Form?

A: It is important for us to assess our support structure while he/she is in Canada.

Please have the student visit a physician and be assessed and if there is no diagnosis, then the doctor can confirm it in writing.

Homestay

Q: My child wanted a host family with dual parents and host siblings but the family that is matched with him/her has no children. Why?

A: We do our best to accommodate student's wishes when matching a student with a host family, but it cannot be guaranteed as we need to consider other factors for each match, including school designation and catchment areas (zoning), the family composition and languages within the host home, other students who may already be in the home, etc. Our team will match your child, to the best of their ability, with an available host they believe is a good match. The match may not meet all criteria, but it was done with thought and care.

Host families are carefully selected by CISS in adherence with stringent homestay guideline. CISS enlists suitable single parent, retired, as well as childless couples as hosts. We do not select families based on their family structure. The families have a sincere desire to welcome a student into their home as a member of their family, which is very important.

Please remember that Canada is a multicultural country, and as such, host families come from a variety of ethnic backgrounds. Discrimination based on colour, ethnicity sexual orientation or religious is against our Charter of Rights and Freedoms.

Note: Please do not expect to choose from a selection of families offered. We urge our students to be open-minded and not have a pre-conceived idea of what the family will be like.

Q: There will be other international students at homestay for my child. Will my child need to share a bedroom with the other student(s)?

A: There may be one or two other international students in the home, but your child will have a private bedroom. A bathroom may need to be shared with the other student(s) and/or family member(s).

Canadian Cell Phone Number

Q: My child's cell phone plan is a "global plan" so I can call my child without international call charges while he/she is in Canada. Does my child still need a Canadian cell number? He/she also uses WhatsApp, so I don't think an actual Canadian number is needed.

A: Yes, your child needs a Canadian cell number if a Canadian caller will be charged for international calls when calling your child during the program. We understand that many people use WhatsApp, but we should be able to reach your child by calling an actual number.

Visiting My Child

Q: I would like to visit my child during the program. Am I allowed?

A: Yes, you can visit your child while they are in Canada.

We do not recommend students miss any classes so it would be better to visit them during the school break. If you still want to visit your child while the school is in session and your child will miss classes, your child needs to speak with their teachers to ensure they will not miss important tests and will need to keep up with missed work.