

## University Canada West Representative Commission Policy 2019

Release- August 2019

Reviewed

Contact details:

UCW Partner Support [ucwpartnersupport@ucanwest.ca](mailto:ucwpartnersupport@ucanwest.ca)

University Canada West is committed to process commission payment for all partners in the simplest and most efficient way possible.

Below is the outline of UCW commission pay out process which we would like you to familiarise yourself with.

University Canada West has 4 intakes per year, they are the following:

- January
- April
- July
- October

Our partners will receive financial statements 4 times a year. This will occur 6-8 weeks after the start of each intake. Your financial statement will include the following information:

1. Company legal name and full address
2. Commission due for all newly recruited students
3. Commission due for students who have been recruited for previous intakes.
4. Rebalancing – if an overpayment has occurred previously.
5. Bank details, as stated in your agent agreement.

Please ensure to respond in writing to this statement within five (5) business days, by either:

1. **Accepting it** – In this case the University is obliged to make the payment within sixty (60) business days, however, most payment will be made faster than that.

2. **Disputing it related to calculations or to students not listed in the statement** – Please present your argument and attach all supporting documents, if needed, as a response to our statement release. If sufficient documentation is not presented, to the university's liking, then it retains the right to refuse to assess disputes. Upon receiving the supporting documentation, the University shall, if applicable, amend and resend the account statement. This account statement will be final and no further disputes will be possible.

3. **Bank details amendments** – It is essential that you provide us the correct bank details to make the payment. UCW reserves the right to deduct bank transfer payments from commission, should the information was provided incorrectly which resulted in bank transfer fee loss.

Please use the below format to provide us the bank details: ([Link](#))

Please note that we reserve the right to refuse to make the payment in the event that the bank account appears under a contradictory name to the one stated as your legal entity on the contract.

4. **Other methods of payment** – The University allows commission to be paid by cheque, should you hold a Canadian bank account. Please indicate your payment preference in your response and provide us with your Canadian postal address.
5. **No response** – please note that UCW will not execute commission transfer in the event the financial statement has not been approved / accepted in writing.
6. **Delay in response** – please note that any delay in response will inevitably affect our ability to pay your commission in a timely manner.

For more information please refer to clause 9.3 in the Contract of Service.

**Financial calculations:**

1. All Commission(s) amounts payable under UCW valid Contract, including an Advance Commission(s) Payment and Standard Commission(s) Payments, shall be calculated and paid in Canadian dollars.
2. Advance Commission are applicable only to you if those are part of Contractual Service agreement. If not, please refer to Standard Commission(s) Payments process.  
  
Advance Commission are paid only with 10,000 CAD limit. Once the credit limit is reached, UCW reverts to Standard Commission Payments.  
  
Any negative balance accumulated will be carried forward to your next commission reconciliation.
3. All commission are made in relation to revenue recognised against the student's programme net for each term, excluding scholarships, refunds, and tuition deposits.
4. The revenue received from the student is recognised only against the programme that the student has undertaken. Therefore, commissions due are calculated only against the recognised revenue by the University.
5. For agents who select wires as the preferred payment, a processing fee of \$45 per wire is deducted from the commissions.