

FOUNDATIONS PROGRAM

Frequently Asked Questions

I received the email with my PEN but the link to register is not letting me click 'Next'.

- If registered prior to February 2, 2024, please register by clicking [here](#).
- Login with your PEN and date of birth and verify your information.
- Once verified, you will be sent an email with a NEW course registration link.

How can I register for classes?

- Registration is a multi-step process. Please review the steps below:
- **Step 1:** Prepare and submit in documents for pre-approval in a [New Student Registration](#) form. The blue button on the webpage: 
- **Step 2:** Once documents have been approved, an email will be sent with a link to pay for the non-refundable English assessment test.
- **Step 3:** Once paid, an email will be sent with test instructions and login information. (test links are sent at the end of every week)
- **Step 4:** When you've completed your test, it will be sent to an academic advisor for review. Please wait 1-2 weeks to receive an email with your English foundations level.
- **Step 5:** When you have been activated in our system, you will get a final email with your PEN (Personal Education Number) and a link to select your courses.
- **Step 6:** Click on the link and follow the [Instructions on How to Select Courses](#).

When can I register for classes?

- Registration for evening classes will be open in August and January*
 - Registration for daytime classes will be open in August, November, March and June*
 - You may also check the homepage for the most up-to-date registration dates
- *All dates are subject to change

Why can't I find the course that I need/want?

- Check the course schedule in the brochure and on the website homepage to see if it is being offered.
- If the course is listed on the schedule, but not available for course selection, this means the course is cancelled or full. If you have questions, please contact the office at 604-296-6901.

I registered for the wrong class/location. What do I do?

- Visit the foundations page on our website [Foundations Program](#)
- Click on the 'Withdrawal' button, enter your PEN and date of birth to login.
- Select the class you wish to withdraw and verify the withdrawal information.
- Go back to the registration link and register for the correct class.

How do I know if my registration was successful?

- Visit the foundations page on our website [Foundations Program](#)
- Click on the 'Course Verification' button, enter your PEN and DOB and click 'Next'
- This will show all courses you are currently registered in.

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I submitted my registration and paid the deposit. When will I receive class confirmation?

- You will be sent a confirmation email within 1 week before class begins.

Why was my course registration cancelled?

- If you do not pay the \$150 materials deposit within 48 hours, you will be automatically removed from any class that you register for.
- There may have been an insufficient number of registrants to run the course.

I am in Foundations Level 7 and I am trying to register for Composition 11, but it is not an option in my course list.

- Please contact the office at 604-296-6901. Your student account may need updating.

I am a newcomer and would like to improve my English skills so that I can better communicate with people around me. Is this program right for me?

- This program is for students interested in completing a high school diploma. If you are only interested in speaking and listening, you may want to consider the [LINC program](#).