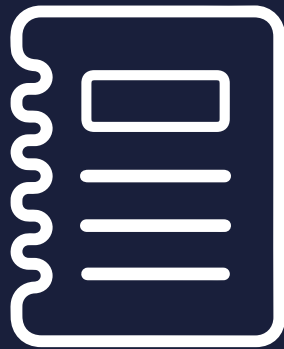




**Welcome**

G R E A T   S T A R T   C A N A D A

# Index



- ✓ Objectives and expectations
- ✓ Work model
- ✓ Clio
- ✓ Personal and family profile information
- ✓ Study plan
- ✓ Translation services

# Objectives and expectations

01

What are your objectives in Canada?



02

What are your expectations of working with GSC?



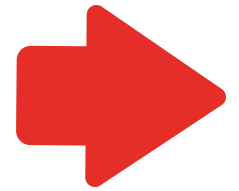
03

How long will your process take?





# **Our** working model



# Communication

## Email



The main method of contact is by email.

We do not handle contact by personal phone, WhatsApp, or any other unauthorized application.

All communication is made directly with the primary or designated applicant (only one (1) person).



Information and emails will be sent only to this person.

## Video call



If at any stage of the process we deem it necessary to schedule a video call, we will notify you via email.

# Response time

-  At GSC, we strive to address your concerns, doubts and questions as soon as possible and within a reasonable period of time.
-  Our commitment is to respond to your request within 72 hours (excluding weekends and holidays).

## Opening hours



**Monday to Friday**  
**09:00 to 17:00h (CST)**

# Times

**21**  
days

Time you have as a deadline to upload most supporting documents to Clio.

**24**  
hours




You have a maximum of time to respond to our emails.

**10**  
working  
days

Time it takes for the final review of your application by our certified Canadian immigration consultants.

If everything is complete and okay, the consultant personally proceeds with the submission of your application to IRCC.

# Teamwork

-  At GSC, we work in partnership with you to prepare the best possible application in order to minimize the risk of denial.
-  For this it is imperative that you work with your Case Worker hand in hand and meet the deadlines for the submission of supporting documents.
-  After everything is ready, this is passed on to the consultant who reviews and includes all the immigration laws and concepts that he/she deems necessary according to your case.

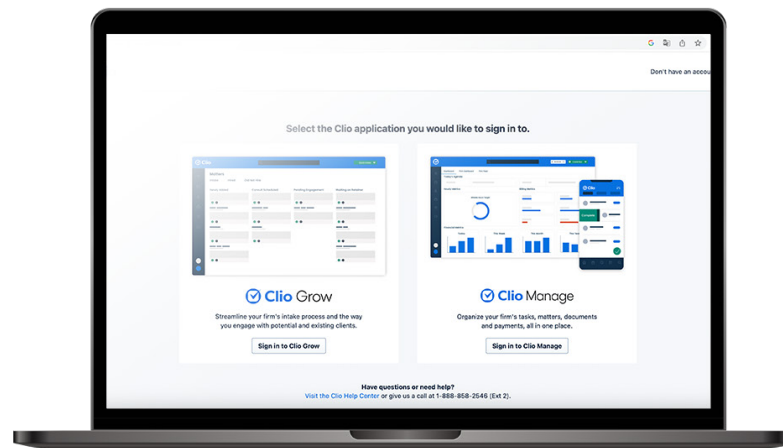




## ✓ What is Clio?

It is a portal for clients to communicate and collaborate with the immigration consultant.

\*Learn how to use it in the following link:  
[www.clio.com/clients-es/](https://www.clio.com/clients-es/)



# How to create your account?

## Step 1

- ✓ When your consultant emails you an invitation to the portal, click on the "Open secure portal" button. If you are using a cell phone, click on Download Clio for Clients to open the App Store on your cell phone.

## Step 2

- ✓ Once in the portal, enter the email address you provided to your immigration consultant.

## Step 3

- ✓ You will receive a new email from Clio to confirm your email address.

## Step 4

- ✓ After confirming your email address, you can log in to the portal and review the documents, messages, invoices and calendar events that your consultant has shared with you.

# Personal and family profile information



All information must be **complete and honest.**

You will receive an Excel file, which you must complete with all your personal and family information.



- « Personal information
- « Family information
- « Educational history
- « Employment history
- « Rootedness
- « Previous stays in Canada
- « Travel history

# Document format

01

All documents in Spanish must be accompanied by their respective certified English translation.

Merge first the translation and then the Spanish version.

02

Each file must be uploaded to Clio in pdf format and must be less than 4 MB in size less than 4 MB in size.

04

Each file must be uploaded to Clio in the folder corresponding to the applicant and document type.


03


Each file should be named as follows:


**Document Description**  
**Document Holder**  
**Example:**  
**Passport - (First and Last Name)**

# Documents



 Passports must be scanned as follows (see photo).

 Remember that they must be open page where they are complete and uncut and all pages with stamps or visas.

 All documents must be properly scanned with a high quality (300 dpi). A flatbed scanner must be used.

 Cell phone pictures are not acceptable.

**\*The English version (translation) must be submitted first and then the Spanish version.**

# Study plan



The study plan is a crucial and super important document where you **explain to the immigration officer your intention to study in Canada** and how it would benefit you to have a Canadian academic credential to improve your job prospects in your home country.



In due course your Case Worker will send you a guide for you to write it and support you in making improvements.



Due to its importance, this document will go through several revisions and final approval by the consultant.

# Translation services

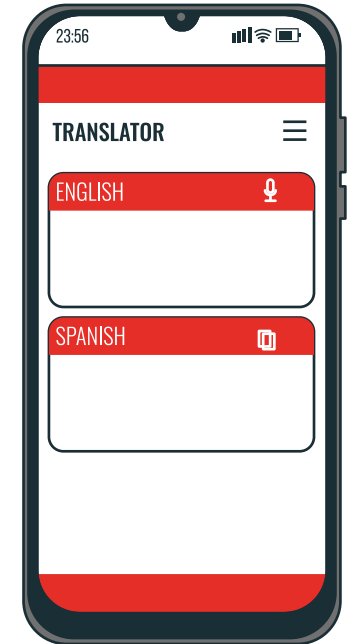


Our document translation service provides accurate and efficient translations.

We ensure that the translated document retains its original meaning and intent, while being culturally appropriate for the target audience.

Our team of experienced translators is fluent in several languages, including English and French.

We prioritize confidentiality and security to ensure that your confidential information remains safe during translation.



[www.totaltranslations.com/contact/](http://www.totaltranslations.com/contact/)

**NOTE:** When requesting your quote, be sure to include "**Top Rank Student**" as the referring agency for special pricing.

**\*If you decide to have your translations done by another translator, make sure he/she is certified.**

# We appreciate your trust and preference

We are committed to provide you with the  
best personalized advice.



@greatstartcanada

