

**McLeod, Lorie E AVED:EX**

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**From:** McLeod, Lorie E AVED:EX  
**Sent:** Friday, May 9, 2014 11:28 AM  
**To:** Shaw, Judy E AVED:EX  
**Subject:** RE: FOR EDUC: Att: Janine Hannis - s.22  
School Board

Vancouver

Great, thanks Judy! Completed and sent to Teresa for closing.

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Lorie McLeod  
Communications Officer  
Ministerial Correspondence and Research Unit  
Office of the Deputy Minister  
Ministry of Advanced Education  
Tel: 250. 952-7408

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**From:** Shaw, Judy E AVED:EX  
**Sent:** Friday, May 9, 2014 10:26 AM  
**To:** McLeod, Lorie E AVED:EX  
**Subject:** RE: FOR EDUC: Att: Janine Hannis s.22

Vancouver School Board

Thanks Lorie. Did you update the Cliff and eApprovals to reflect this call outcome? It can all be added and closed.

Judy Shaw  
Manager, Business Services & Ministerial Correspondence  
and Research Unit  
Office of the Deputy Minister  
Ministry of Advanced Education  
Telephone: 250 356-6284  
Fax: 250 356-5468

This message may contain information that is privileged and confidential. If you have received this message in error, please notify me immediately and delete the original transmission without making a copy.

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**From:** McLeod, Lorie E AVED:EX  
**Sent:** Thursday, May 8, 2014 4:23 PM  
**To:** Shaw, Judy E AVED:EX  
**Subject:** FOR EDUC: Att: Janine Hannis s.22

Vancouver School Board

Hi Judy,

Per the email chain below, the concerns raised by the student that fall within AVED's responsibility have been addressed and the call outcome is included below.

AVED staff recommend that s.22 inquiry be forwarded to Ms. Janine Hannis, Education Officer - Adult and Alternate Programs, EDUC, along with the request that Ms. Hannis contact the student to discuss s.22 concerns regarding s.22 experience with the s.22 Vancouver School Board.

Thanks very much!

Lorie

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**Lorie McLeod**  
**Communications Officer**  
**Ministerial Correspondence and Research Unit**  
Office of the Deputy Minister  
Ministry of Advanced Education  
Tel: 250. 952-7408

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**From:** Binczyk, Barbara AVED:EX  
**Sent:** Thursday, May 8, 2014 10:21 AM  
**To:** McLeod, Lorie E AVED:EX  
**Cc:** Dreilich, Bryan AVED:EX  
**Subject:** RE: s.22

Hi Lorie. Just to let you know that I spoke with/listened to this s.22 for a good length of time yesterday. s.22 covered all the issues raised in s.22 email. I told s.22 I regret s.22 had a bad experience with a s.22 and s.22 admitted s.22 has s.22 and that s.22 a fair hearing. s.22 simply frustrated overall that s.22 can't seem to successfully qualify for entry into a s.22 course. It sounds as though s.22 questions now are focussed on the VSB and s.22 I explained the differences between the two ministries and assured s.22 email would be forwarded to the appropriate department/person at the Ministry of Education.

Please let me know if you need anything further. Thanks Lorie!

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**From:** McLeod, Lorie E AVED:EX  
**Sent:** Wednesday, May 7, 2014 11:15 AM  
**To:** Binczyk, Barbara AVED:EX  
**Cc:** Dreilich, Bryan AVED:EX  
**Subject:** RE: s.22

Hi Barb,

Thank you! As s.22 is taking s.22 I thought perhaps s.22 might also taking upgrading at our s.22  
s.22 If during your discussion s.22 wishes to pursue s.22 concerns re  
s.22 and would like contact information please let me know.

Thanks very much for the EDUC contact information and for your assistance Barb!

Lorie

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**Lorie McLeod**  
**Communications Officer**  
**Ministerial Correspondence and Research Unit**  
Office of the Deputy Minister  
Ministry of Advanced Education  
Tel: 250. 952-7408

**From:** Binczyk, Barbara AVED:EX  
**Sent:** Wednesday, May 7, 2014 10:47 AM  
**To:** McLeod, Lorie E AVED:EX  
**Cc:** Dreilich, Bryan AVED:EX  
**Subject:** s.22

Hi Lorie. I'm going to call this person to be sure, but I'm fairly confident this issue has nothing to do with us. s.22 uses the acronym s.22

s.22 If it turns out to be our major complaint and request deals with s.22 which is one of the s.22 This is Education's issue. The complaint should be sent to Janine Hannis at that ministry. She oversees Adult Basic Education in that ministry.

In the meantime, I'll give s.22 a call and do some listening and provide you with further outcomes.

Let me know if you have any questions. Thanks Lorie!

Barb Binczyk  
387-6174

**From:** Preziuso, Carrie EDUC:EX  
**Sent:** Tuesday, May 6, 2014 9:57 AM  
**To:** Shaw, Judy E AVED:EX  
**Cc:** Burnett, Teresa M AVED:EX  
**Subject:** RUSH Please Review - s.22  
**Importance:** High

Judy – I believe writer is referring to s.22

Carrie  
s.22

**From:**  
**Sent:** Tuesday, April 29, 2014 3:46 PM  
**To:** EDUC Student Certification Branch EDUC:EX; EDUC Correspondence EDUC:EX  
**Subject:** s.22

s.22

Page 4 redacted for the following reason:

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s.22

## McLeod, Lorie E AVED:EX

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**From:** Minister, AVED AVED:EX  
**Sent:** Thursday, April 3, 2014 2:00 PM  
**To:** AVED MCRU Incoming Corresp Working Box AVED:EX  
**Cc:** Robson, William AVED:EX; Gill, Manjit AVED:EX  
**Subject:** s.22

**Categories:** Minister

Please prepare response on behalf of the Premier as follows:

Branch: s.22

Issue: s.22

Please copy both the Premier and Minister on our response. Thanks

Judy Shaw  
Manager, Business Services & Ministerial Correspondence  
and Research Unit  
Office of the Deputy Minister  
Ministry of Advanced Education  
Telephone: 250 356-6284  
Fax: 250 356-5468

This message may contain information that is privileged and confidential. If you have received this message in error, please notify me immediately and delete the original transmission without making a copy.

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**From:** Skwarok, Lindsey PREM:EX  
**Sent:** Thursday, April 3, 2014 1:37 PM  
**To:** Minister, AVED AVED:EX  
**Subject:** FW: s.22

Hello,

Can AVED provide input on where to direct a complaint regarding s.22

Thanks

Lindsey Skwarok  
Premier's Correspondence Office  
(250) 356-5128

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**From:** s.22  
**Sent:** April-03-14 9:47 AM  
**To:** OfficeofthePremier, Office PREM:EX  
**Subject:** s.22

Page 6 redacted for the following reason:

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s.22

Text Attachment: Log ID s.22

s.22

Reply

From: AVED ADM Institutions and Programs AVED:EX  
Sent: Friday, April 25, 2014 4:00 PM  
To: s.22  
Cc: 'PremiersOffice@gov.bc.ca'; Minister, AVED AVED:EX  
Subject: s.22

Our Ref

s.22

Thank you for your e-mail of s.22 sent to the Honourable Christy Clark, Premier, regarding the s.22  
s.22 As post-secondary education falls within the responsibility of  
the Honourable Amrik Virk, Minister of Advanced Education, your e-mail has been forwarded to me for response on the  
Minister's behalf.

While the Ministry of Advanced Education provides funding for British Columbia's public post secondary institutions, these institutions operate under provincial legislation, including the College and Institute Act and the University Act, which provides that the governing bodies of the institutions have jurisdiction over all matters relating to the management and administration of the institutions. Under the University Act, s.22 has the responsibility for program policies, including dispute resolution. Consequently, Government does not intervene in these matters.

In your e-mail, you reference the Ombudsperson. It is not clear whether this is a reference to the Ombudsperson at s.22 or the provincial Ombudsperson. Individuals who have exhausted all internal appeal processes at a public post-secondary institution and who believe that a resolution of their concerns has not been reached may wish to contact the British Columbia Office of the Ombudsperson. The Office of the Ombudsperson receives inquiries and complaints about the practices and services provided by public agencies. While not an advocate, the Ombudsperson can conduct impartial and confidential investigations to determine if a public agency is being fair to the people it serves. Contact information for the Ombudsperson is:

The Office of the Ombudsperson  
Second Flr - 947 Fort Street  
Victoria BC

PO Box 9039 STN PROV GOVT  
Victoria BC V8W 9A5

Telephone: (250) 387-5855 (Victoria)  
1-800-567-3247 (all of BC)  
Fax: (250) 387-0198  
Website: [www.ombudsman.bc.ca](http://www.ombudsman.bc.ca)

I note your allegations of criminal wrongdoing against certain named individuals at s.22 Please note that neither the Ministry of Advanced Education nor the British Columbia Attorney General authorizes criminal investigations or otherwise directs the police. Whenever an individual has reason to believe that someone has been involved in criminal activity, the proper course of action is for that individual to report his or her allegations to the police. If the police determine that an investigation is warranted, they will conduct one. They are also in the best position to determine whether a particular allegation involves a criminal matter or one to be addressed through civil law.

Alternatively, individuals who believe that they have been subjected to inappropriate and harassing behaviour in a post-secondary setting, may wish to contact the British Columbia Human Rights Tribunal. The Tribunal is an independent, quasi-judicial body that handles human rights complaints that fall within the British Columbia Human Rights Code. For an overview of the Tribunal, including information about how to file a complaint, please visit the Tribunal website at: [www.bchrt.bc.ca/index.htm](http://www.bchrt.bc.ca/index.htm). Contact information for the Tribunal is as follows:

British Columbia Human Rights Tribunal  
1170 – 605 Robson St  
Vancouver, BC V6B 5J3

Telephone: (604) 775-2000  
Toll-free: 1-888-440-8844 (within British Columbia)  
Facsimile: (604) 775-2020  
E-Mail: BCHumanRightsTribunal@gov.bc.ca

Sincerely,

Tony Loughran  
Executive Director  
Research Universities, International Education and  
Health Programs Branch  
Ministry of Advanced Education

pc: Honourable Christy Clark  
Premier

Honourable Amrik Virk  
Minister of Advanced Education

s.22



Page 9 redacted for the following reason:

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s.22

**McLeod, Lorie E AVED:EX**

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**From:** AVED Governance and Quality Assurance AVED:EX  
**Sent:** Wednesday, February 19, 2014 12:04 PM  
**To:** s.22  
**Subject:** s.22

s.22

Thank you for your e-mail of <sup>s.22</sup> sent to the Ministry of Advanced Education, regarding your experience as a student at <sup>s.22</sup>

I commend your commitment to furthering your education, and acknowledge your disappointment that your program has not qualified you for employment with some employers. As you are likely aware, individual employers develop their own hiring practises and policies.

While the Province of British Columbia is responsible for the legislation that governs private career training in British Columbia, it does not directly oversee private career training institutions such as <sup>s.22</sup>  
<sup>s.22</sup> These institutions are regulated by the Private Training Institutions Agency (PCTIA), a Crown agency created by the Province under the authority of the *Private Career Training Institutions Act*.

Typically, for PCTIA to investigate a student complaint regarding an institution, the complaint must be made within six months of the incident occurring. As you have indicated that the incidents you experienced at <sup>s.22</sup> this exceeds the six month period for filing a complaint.

Should you wish to contact PCTIA to make it aware of this matter, PCTIA may be contacted at:

Private Career Training Institutions Agency  
203 - 1155 West Pender St  
Vancouver, BC V6E 2P4

Telephone: (604) 569-0033  
Fax: (778) 945-0606  
E-mail: [studentsupport@pctia.bc.ca](mailto:studentsupport@pctia.bc.ca)  
Website: [www.pctia.bc.ca/students/file-a-complaint](http://www.pctia.bc.ca/students/file-a-complaint)

It is important for students to check with future employers or professional organizations in order to ensure that the certificate or diploma they are pursuing will be recognized as a qualification for employment in a chosen field. In some cases, credentials from certain schools are accepted as qualifications for employment or enrolment in higher level programs while credentials from other schools are not accepted. It is the responsibility of students to ensure that the program they are enrolled in will qualify them for the career they have chosen.

I acknowledge the challenges you face in pursuing your post-secondary goals, and I assure you that Government is committed to providing all students with access to student financial aid, and to maintaining repayment assistance programs to the furthest extent possible.

To assist students who experience difficulties repaying their student loans, StudentAid BC has developed a number of programs that ensure students have access to repayment assistance. Further information on repayment programs is provided on the following StudentAid BC webpage:  
<https://studentaidbc.ca/repay/repayment-help>.

The Ministry is working with our post-secondary sector to strengthen British Columbia's quality assurance system. Thank you for letting the Ministry know of your concerns.

Sincerely,

Katherine Thiessen-Wale  
*on behalf of*  
Valarie Bakowski  
Executive Director  
Governance and Quality Assurance Branch  
Ministry of Advanced Education

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s.22

s.22

Text Attachment: Log ID s.22

Incoming ------Original Message-----  
s.22To: EDUC Minister EDUC:EX; ALMD Minister ALMD:EX  
Subject: Fw: s.22

Dear Honourable Margaret MacDiarmid:

s.22

--- On Tue, 1/5/10, EnquiryBC wrote:

&gt; From: EnquiryBC

&gt; s.22

&gt;

&gt; Received: s.22

Thank you for your

&gt; enquiry.

&gt;

> You may wish to forward your e-mail to the Honourable Margaret  
> MacDiarmid, Minister of Education and Minister Responsible for Early  
> Learning and Literacy, at: [minister.educ@gov.bc.ca](mailto:minister.educ@gov.bc.ca).> Alternately, you may wish to reach her office in any of the following  
> ways:

&gt;

&gt; Phone: (250) 387-1977

&gt; Fax: (250) 387-3200

&gt; Address: PO Box 9045, Stn Prov Gov't, Victoria, BC V8W 9E2 Web

> site: [www.bced.gov.bc.ca](http://www.bced.gov.bc.ca)

&gt;

> You may wish to forward your e-mail to the Honourable Moira Stilwell,  
> Minister of Advanced Education and Labour Market Development, at:> [AVED.Minister@gov.bc.ca](mailto:AVED.Minister@gov.bc.ca).> Alternately, you may wish to contact her office in any of the  
> following ways:

&gt;

&gt; Mailing Address: PO Box 9059, Stn Prov Gov't

&gt;

&gt; Victoria, BC V8W 9E2

&gt; Phone number: (250) 356-2771

&gt; Fax number: (250) 356-3000

&gt;

> To reach a long-distance telephone number from your area if you are  
> calling from within BC, you may contact Service BC at the applicable

> number listed below for a toll free transfer.  
>  
>  
> SERVICE BC CALL CENTRE  
> Hours of Operation: 7:30am to 5pm, Monday through Friday, except on  
> statutory holidays.  
> In Vancouver (604) 660-2421  
> In Victoria (250) 387-6121  
> Elsewhere in BC 1-(800) 663-7867 (toll free)

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> --Original Message--  
s.22

> To: Enquirybc@gov.bc.ca  
> s.22

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> --- On Mon, 1/4/10, EnquiryBC  
> wrote:  
>  
> > From: EnquiryBC  
> > s.22  
> >  
> > Received: Monday, January 4, 2010, 10:18 PM Thank you for your  
> > enquiry.  
> >  
> > You may wish to contact the BC Human Rights Tribunal  
> > of the  
> > Ministry of the Attorney General, as they provide information  
> > concerning possible cases of  
> > discrimination or  
> > harassment. You may wish to reach the office in Vancouver at:  
> > (604) 775-2000 or toll free for  
> > the rest  
> > of BC at: 1-(888) 440-8844. Alternately,  
> > you may  
> > wish to visit the web site  
> > at: [www.bchrt.bc.ca](http://www.bchrt.bc.ca) or you may wish  
> > to  
> > reach the office via e-mail at: [BCHumanRightsTribunal@gov.bc.ca](mailto:BCHumanRightsTribunal@gov.bc.ca).  
> >  
> > You may wish to contact the BC Public Service Agency  
> > of the  
> > Ministry of Citizens' Services in Victoria at:  
> > (250)  
> > 387-0518. To reach a long-distance telephone  
> > number  
> > from your area if you are calling from within BC, you  
> > may  
> > contact Service BC at the applicable number listed  
> > below for  
> > a toll free transfer. You may wish to visit the

> web  
>> site at: <http://www.bcpublicserviceagency.gov.bc.ca/>. The mailing  
>> address is: PO Box 9404, Victoria, BC V8W 9V1. Unfortunately, the  
>> office does not have  
> an  
>> e-mail address.

-----  
>> SERVICE BC CALL CENTRE  
>> Hours of Operation: 7:30am to 5pm, Monday through  
> Friday,  
>> except on statutory holidays.  
>> In Vancouver (604) 660-2421  
>> In Victoria (250) 387-6121  
>> Elsewhere in BC 1-(800) 663-7867 (toll free)  
>>

=====

>> --Original Message--

>> s.22

>>

>> To: EnquiryBC@gov.bc.ca

> s.22

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>

>>  
s.22

s.22



Not Responsive



Text Attachment: Log ID s.22

Reply to s.22

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From: ALMD Universities & Institutes ALMD:EX  
Sent: Friday, January 29, 2010 12:25 PM  
To: s.22  
Cc: ALMD Minister ALMD:EX  
Subject: s.22

Our Ref.

s.22

Thank you for your e-mail of s.22, sent to the Honourable Margaret MacDiarmid, Minister of Education. As matters related to post-secondary institutions fall under the responsibility of the Ministry of Advanced Education and Labour Market Development, your e-mail has been forwarded to me for response on behalf of the Honourable Moira Stilwell, Minister.

As stated in the letter we sent to you September 30, 2010, criminal matters, such as threats or intimidation, should be immediately directed to the police. You may wish to contact a lawyer about obtaining a restraining order or other civil remedies if you feel your personal safety is under threat. It is not within the Ministry's powers to assist in these matters.

I hope this information is of assistance to you.

Sincerely,

Deborah Hull  
Executive Director  
Universities and Institutes Branch  
Post Secondary Education Division  
Ministry of Advanced Education  
and Labour Market Development

pc: Honourable Moira Stilwell, MD FRCP (C)  
Minister of Advanced Education  
and Labour Market Development

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-----Original Message-----

From: s.22  
Sent: Tuesday, January 5, 2010 3:50 PM  
To: EDUC Minister EDUC:EX; ALMD Minister ALMD:EX  
Subject: Fw: Re: s.22

Dear Honourable Margaret MacDiarmid:

s.22