

**Reardon, Cora AVED:EX**

---

**From:** Callow, Sharlane AVED:EX  
**Sent:** Wednesday, March 19, 2014 11:46 AM  
**To:** Meadows, Jennifer L AVED:EX; Wyllie, Sandra AVED:EX  
**Cc:** AVED Compliance Unit AVED:EX; AVED Escalations AVED:EX  
**Subject:** FW: Incoming request: Delta North Constituency Concern

Hi Jennifer/Sandra

Just closing the loop on the inquire regarding s.22

+++++

In response to the recent inquiry from the DMO.

s.22 attended CDI Surrey from s.22 and was in receipt of StudentAid BC funding for s. 34 week Rehabilitation Assistant Program. s.22 expressed concern regarding the school's business practices. Spencer Sograt, a Compliance Officer with the Ministry conducted a thorough review to clarify the student's concerns.

1. The student stated the school withheld s. living allowance in the amount of s.22 until graduation.

- On March 13, 2014, a conversation between the Ministry and Balbinder Bains, a Financial Aid Officer at CDI took place. Balbinder recalled having a conversation with the student and all necessary adjustments were made to accommodate the student financially. Balbinder denies any such practice of withholding a student's living allowance at the school.

- On March 13, 2014, a conversation between the Ministry and s.22 took place. s.22 was advised, upon review of StudentAid BC records and a financial transaction report from the school, that all financial aid disbursements to the school had been accounted for and were disbursed as scheduled to the appropriate account at the school. **No further action is required.**

2. The student has not received a diploma or transcript after graduation.

- On March 13, 2014, a conversation between the Ministry and an Administrator at CDI took place. Copies of the student's transcript and diploma were received by the Ministry via email from the school. The student can contact the school at any time to request the documents if necessary. **No further action is required.**

3. The student is displeased that the credits earned through this particular program are not transferable to University Programs.

- On March 13, 2014, a Compliance Officer with the Ministry asked the student if s. was mislead by the Institution in regard to the transferability of credits. s.22 indicated that :s was not mislead. The student was advised that it is s. responsibility to ask the appropriate questions regarding the transferability of credits prior to enrolling in a program. **No further action is required.**

Sharlane Callow  
Director, Compliance and Investigations | Post Secondary Audit and Accountability Branch  
Ministry of Advanced Education  
5th Floor - 835 Humboldt Street | Victoria BC | Office: 250.356.7210 | Mobile: s.17

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**From:** Callow, Sharlane AVED:EX  
**Sent:** Thursday, March 13, 2014 11:00 AM  
**To:** Sullivan, Susan E AVED:EX; Sorgat, Spencer AVED:EX  
**Cc:** Meadows, Jennifer L AVED:EX; AVED Escalations AVED:EX  
**Subject:** RE: Incoming request: Delta North Constituency Concern

Thank you Susan. our compliance officer Spencer Sorgat will take the lead on moving this forward.

Spencer, please connect back with me once you have contacted the school administrator.

Thanks  
Sharlane

**From:** Sullivan, Susan E AVED:EX  
**Sent:** Thursday, March 13, 2014 10:56 AM  
**To:** AVED Escalations AVED:EX; Callow, Sharlane AVED:EX  
**Cc:** Meadows, Jennifer L AVED:EX; Sorgat, Spencer AVED:EX  
**Subject:** RE: Incoming request: Delta North Constituency Concern

I was in touch with the student this morning, the correct spelling of S. name is  
S.22

- Student had a student loan with CDI-Surrey (APIM school code) from S.22 confirmed S. was in class from S.22 and then was in a Practicum until the end of S.22
- S.2 was awarded S.22 and indicated that the school took their tuition in two parts and held back the living allowance until S. graduated. S. grace period started from S.22 started making payments S.22
- The student has concerns with the school holding back the living allowance during the study period until the end of studies as well as the fact S. has still not received S. diploma from the school.
- There is nothing that the student would be appealing from the standpoint of Case Review as S. issues are in regards to the conduct of the school. This would be a case for the Compliance area to deal with.

Regards,

*Susan*

Susan Sullivan  
Case Review Adjudicator  
Student Compliance and Review  
Post Secondary Audit and Accountability Branch  
Ministry of Advanced Education

Phone #: 250-387-6134  
Fax#: 250-356-5440

**From:** AVED Escalations AVED:EX  
**Sent:** Monday, March 10, 2014 3:46 PM  
**To:** Callow, Sharlane AVED:EX  
**Cc:** Meadows, Jennifer L AVED:EX  
**Subject:** RE: Incoming request: Delta North Constituency Concern

Good afternoon Jennifer:

I cannot find the student on SFAS to determine what type of funding s. has. I have left a message for the student to clarify this issue.

Regards,

*Susan*

Susan Sullivan  
Case Review Adjudicator  
Student Compliance and Review  
Post Secondary Audit and Accountability Branch  
Ministry of Advanced Education

Phone #: 250-387-6134  
Fax#: 250-356-5440

**From:** Callow, Sharlane AVED:EX  
**Sent:** Monday, March 10, 2014 3:20 PM  
**To:** AVED Escalations AVED:EX; AVED Compliance Unit AVED:EX  
**Subject:** FW: Incoming request: Delta North Constituency Concern

Hi there.....this may require a joint approach. Spencer & Susan, please connect to help address the concern identified below.

Thanks  
Sharlane

**From:** Azaransky, Debbie L AVED:EX  
**Sent:** Monday, March 10, 2014 3:09 PM  
**To:** Callow, Sharlane AVED:EX  
**Cc:** Wylie, Sandra AVED:EX; Meadows, Jennifer L AVED:EX  
**Subject:** FW: Incoming request: Delta North Constituency Concern

Hi Sharlane,

Can you please call s.22 I believe this is a compliance issue that fits under your area. Thanks.

Debbie

Debbie Azaransky

Director, Stakeholder Relations  
Ministry of Advanced Education  
(250) 387-6160  
email: [Debbie.Azaransky@gov.bc.ca](mailto:Debbie.Azaransky@gov.bc.ca)

**From:** Meadows, Jennifer L AVED:EX  
**Sent:** Monday, March 10, 2014 1:22 PM  
**To:** Azaransky, Debbie L AVED:EX  
**Cc:** Wyllie, Sandra AVED:EX  
**Subject:** Incoming request: Delta North Constituency Concern

Hi Debbie,

Please see incoming request from a constituent. Are you or one of your staff able to call S.22  
S.22

thanks  
Jennifer

**From:** Robson, William AVED:EX  
**Sent:** Monday, March 10, 2014 11:13 AM  
**To:** Meadows, Jennifer L AVED:EX  
**Cc:** Gill, Manjit AVED:EX; Facey, Nick AVED:EX  
**Subject:** FW: Delta North Constituency Concern

Hi Jennifer,

Please have staff look into this student loan concern. I'm trying to reach the Constituent Assistant to learn more of the details as the case is slightly odd. It would probably be best for staff to directly contact the constituent.

Scott had a constituent sit down with the student on Friday with some concerns of CDI College. S.22 graduated from CDI 5 year ago from a Rehab assistant program. S. was saying to Scott that S. had to apply for a loan through CDI and that they held back S. living allowance until S. graduated from her program. S.22 has not received S. Diploma or transcripts yet either.

- Is this a normal practise?
  - I thought a living allowance was used to help support a student while they were going to school?
- Why is the Rehab Assistant program with CDI is not transferable?

Thanks,  
Will

## Reardon, Cora AVED:EX

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**From:** Callow, Sharlane AVED:EX  
**Sent:** Wednesday, March 19, 2014 11:47 AM  
**To:** Flanagan, Anne AVED:EX  
**Subject:** RE: Hi Sharlane. I have corrected the spelling, as the student's name was wrong and I made some wording changes.

Thank you Anne.....appreciate it. I've cc escalations on the reply back to the DMO to close the loop on your side.

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**From:** Flanagan, Anne AVED:EX  
**Sent:** Wednesday, March 19, 2014 11:36 AM  
**To:** Callow, Sharlane AVED:EX  
**Subject:** Hi Sharlane. I have corrected the spelling, as the student's name was wrong and I made some wording changes.

Good morning Sharlane,

In response to the recent inquiry from the DMO.

s.22 attended CDI Surrey from s.22 and was in receipt of StudentAid BC funding for s.22 34 week Rehabilitation Assistant Program. s.22 expressed concern regarding the school's business practices. Spencer Sorgat, a Compliance Officer with the Ministry conducted a thorough review to clarify the student's concerns.

1. The student stated the school withheld s. living allowance in the amount of s.22 until graduation.
  - On March 13, 2014, a conversation between the Ministry and Balbinder Bains, a Financial Aid Officer at CDI took place. Balbinder recalled having a conversation with the student and all necessary adjustments were made to accommodate the student financially. Balbinder denies any such practice of withholding a student's living allowance at the school.
  - On March 13, 2014, a conversation between the Ministry and s.22 took place. s.22 was advised, upon review of StudentAid BC records and a financial transaction report from the school, that all financial aid disbursements to the school had been accounted for and were disbursed as scheduled to the appropriate account at the school. No further action is required.
2. The student has not received a diploma or transcript after graduation.
  - On March 13, 2014, a conversation between the Ministry and an Administrator at CDI took place. Copies of the student's transcript and diploma were received by the Ministry via email from the school. The student can contact the school at any time to request the documents if necessary. No further action is required.
3. The student is displeased that the credits earned through this particular program are not transferable to University Programs.
  - On March 13, 2014, a Compliance Officer with the Ministry asked the student if s. was misled by the Institution in regard to the transferability of credits. s.22 indicated that s. was not misled. The student was advised that it is s. responsibility to ask the appropriate questions regarding the transferability of credits prior to enrolling in a program. No further action is required.

Regards,  
Anne

## Reardon, Cora AVED:EX

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**From:** Cushner, Trina M AVED:EX  
**Sent:** Tuesday, March 18, 2014 4:55 PM  
**To:** Callow, Sharlane AVED:EX  
**Cc:** Sorgat, Spencer AVED:EX; Bennett, Mark AVED:EX  
**Subject:** RE: Incoming request: Delta North Constituency Concern

Hi Sharlane,

Sorry – was not aware of the DM office protocol. Mike must have dealt with this part of it in the past.

I'm just heading out now s.22 Spencer did a good job of summarizing the main points, so perhaps Mark could go into VSS for you and cut and paste them tomorrow?

Trina

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**From:** Callow, Sharlane AVED:EX  
**Sent:** Tuesday, March 18, 2014 4:48 PM  
**To:** Cushner, Trina M AVED:EX  
**Cc:** Sorgat, Spencer AVED:EX; Bennett, Mark AVED:EX  
**Subject:** RE: Incoming request: Delta North Constituency Concern

Great to hear. It seems that the missing piece is the closing the loop back with the Deputy Minister's Office who in turn will connect with the Minister's office. As I was also involved with the initial inquire a CC to me would have been anticipated as well.

In Spencer's s.22 can you provide a brief summary (a few high level bullets with dates) that we can send to the DMO?

FYI – The DMO expects inquires sent from their office to have a 48 hour turnaround. The initial reply from the Escalations unit met this target, however they also expect to be kept in the loop as the inquire progresses and provided with the outcome. Most of the inquires forwarded from the DMO originate from the Minister's office, a MLA's office or sometimes the ombudsmen office.

Cheers,  
Sharlane

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**From:** Cushner, Trina M AVED:EX  
**Sent:** Tuesday, March 18, 2014 4:12 PM  
**To:** Callow, Sharlane AVED:EX  
**Cc:** Sorgat, Spencer AVED:EX; Bennett, Mark AVED:EX  
**Subject:** RE: Incoming request: Delta North Constituency Concern

Hi Sharlane,

Per VSS, Spencer dealt with all the issues and had discussions with both the school and the student. Nothing appears to be outstanding.

Trina

**From:** Callow, Sharlane AVED:EX

**Sent:** Tuesday, March 18, 2014 3:47 PM

**To:** Cushner, Trina M AVED:EX; Sorgat, Spencer AVED:EX; Bennett, Mark AVED:EX

**Subject:** FW: Incoming request: Delta North Constituency Concern

Hi Trina

Not sure if Spencer chatted to you about this file on Monday. If not I will chalk this up to the growing pains for our new processes.

I see that there is a email response from CDI in the Compliance email file under the institutions. If the file wasn't transferred to you Trina probably best to leave it for now unless there are notes in VSS that you can breadcrumb together.

All,

This probably warrants a more fulsome discussion with the compliance team on rules of engagement for managing inquires and how to work as a the team to (i.e. what does back-up coverage mean, how and when to hand off files etc.)

Thanks

Sharlane

**From:** Sullivan, Susan E AVED:EX

**Sent:** Tuesday, March 18, 2014 3:33 PM

**To:** AVED Escalations AVED:EX; Cushner, Trina M AVED:EX; Callow, Sharlane AVED:EX; Flanagan, Anne AVED:EX

**Cc:** Wyllie, Sandra AVED:EX; Meadows, Jennifer L AVED:EX

**Subject:** RE: Incoming request: Delta North Constituency Concern

**From:** AVED Escalations AVED:EX

**Sent:** Tuesday, March 18, 2014 3:29 PM

**To:** Cushner, Trina M AVED:EX

**Subject:** FW: Incoming request: Delta North Constituency Concern

Good afternoon Trina:

This email was sent to Spencer, s.22  
pertains to Compliance.

could you please review the information below as it

If you need further information, please and see me.

Regards,

*Susan*

Susan Sullivan

Case Review Adjudicator

Student Compliance and Review

Post Secondary Audit and Accountability Branch

Ministry of Advanced Education

Phone #: 250-387-6134

Fax#: 250-356-5440



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**From:** AVED Escalations AVED:EX  
**Sent:** Thursday, March 13, 2014 11:00 AM  
**To:** Sorgat, Spencer AVED:EX  
**Subject:** FW: Incoming request: Delta North Constituency Concern

Spencer:

This is the original information that was received.

Regards,

*Susan*

Susan Sullivan  
Case Review Adjudicator  
Student Compliance and Review  
Post Secondary Audit and Accountability Branch  
Ministry of Advanced Education

Phone #: 250-387-6134  
Fax#: 250-356-5440

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**From:** Callow, Sharlane AVED:EX  
**Sent:** Monday, March 10, 2014 3:20 PM  
**To:** AVED Escalations AVED:EX; AVED Compliance Unit AVED:EX  
**Subject:** FW: Incoming request: Delta North Constituency Concern

Hi there.....this may require a joint approach. Spencer & Susan, please connect to help address the concern identified below.

Thanks  
Sharlane

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**From:** Azaransky, Debbie L AVED:EX  
**Sent:** Monday, March 10, 2014 3:09 PM  
**To:** Callow, Sharlane AVED:EX  
**Cc:** Wyllie, Sandra AVED:EX; Meadows, Jennifer L AVED:EX  
**Subject:** FW: Incoming request: Delta North Constituency Concern

Hi Sharlane,

Can you please call s.22 I believe this is a compliance issue that fits under your area. Thanks.

Debbie

Debbie Azaransky

Director, Stakeholder Relations  
Ministry of Advanced Education  
(250) 387-6160  
email: [Debbie.Azaransky@gov.bc.ca](mailto:Debbie.Azaransky@gov.bc.ca)

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**Sent:** Monday, March 10, 2014 1:22 PM  
**To:** Azaransky, Debbie L AVED:EX  
**Cc:** Wyllie, Sandra AVED:EX  
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Hi Debbie,

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s 22

thanks  
Jennifer

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**Sent:** Monday, March 10, 2014 11:13 AM  
**To:** Meadows, Jennifer L AVED:EX  
**Cc:** Gill, Manjit AVED:EX; Facey, Nick AVED:EX  
**Subject:** FW: Delta North Constituency Concern

Hi Jennifer,

Please have staff look into this student loan concern. I'm trying to reach the Constituent Assistant to learn more of the details as the case is slightly odd. It would probably be best for staff to directly contact the constituent.

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- Is this a normal practise?
  - I thought a living allowance was used to help support a student while they were going to school?
- Why is the Rehab Assistant program with CDI is not transferable?

Thanks,  
Will

## Reardon, Cora AVED:EX

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**From:** Colter, Mike AVED:EX  
**Sent:** Tuesday, January 7, 2014 8:54 AM  
**To:** Callow, Sharlane AVED:EX  
**Subject:** RE: Request Draft Bullets S.22 - CDI College Complaint and Refund on Student Loans with CRA in Collections

Sharlane:

I have reviewed my notes and letters on the school file; my interest in the school was primarily in regard to program delivery and there was a complaint I reviewed in regard to a student named S.22  
I do not recall a complaint from S.22

Mike

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**From:** Callow, Sharlane AVED:EX  
**Sent:** Monday, January 6, 2014 12:36 PM  
**To:** Colter, Mike AVED:EX  
**Subject:** FW: Request Draft Bullets S.22 - CDI College Complaint and Refund on Student Loans with CRA in Collections

Hi Mike

Do you happen to recall receiving a complaint from a S.22 regarding S. withdrawal from CDI in S.2 Just wanting to make sure we are exercising due diligent regarding any potential communications with or from the ministry. There is no record on VSS of a previous complaint from this individual but wondering if the complaint from S.2 may be connected?

Thanks  
Sharlane

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**From:** Cushner, Trina M AVED:EX  
**Sent:** Monday, January 6, 2014 10:48 AM  
**To:** Callow, Sharlane AVED:EX  
**Subject:** RE: Request Draft Bullets S.22 - CDI College Complaint and Refund on Student Loans with CRA in Collections

The school was visited 4 times between S.22. No mention on VSS of the student named below or the issue S raised.

Mike did indicate he visited the school in early S.2 due to a complaint received from "a student who had been withdrawn", however neither the name of the student or the nature of the complaint is specified in VSS.

I will log this complaint in VSS.

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**From:** Callow, Sharlane AVED:EX  
**Sent:** Monday, January 6, 2014 9:54 AM  
**To:** Cushner, Trina M AVED:EX  
**Subject:** FW: Request Draft Bullets S.22 - CDI College Complaint and Refund on Student Loans with CRA in Collections

Hi Trina

Not sure if this was run by anyone in compliance. Can you quickly check the VSS log for CDI Abbotsford and see if there have been any other inquiries from S.22 Looks like S attended the institution in S.2 Please and thanks.

Sharlane

**From:** Wilcox, Elizabeth AVED:EX  
**Sent:** Friday, January 3, 2014 12:04 PM  
**To:** Wilson, Kevin M AVED:EX; AVED Escalations AVED:EX  
**Cc:** Carnegie, Lynn AVED:EX; Kisilewich, Nicole AVED:EX; Callow, Sharlane AVED:EX  
**Subject:** Request Draft Bullets S.2 - CDI College Complaint and Refund on Student Loans with CRA in Collections

Hi Kevin, Lidia:

Please find attached the incoming requiring draft bullets for response. This is for ED signature. As this requires bullets from two branches, this is being sent outside of eApprovals via Outlook. Please advise which branch will lead. Once bullets for a response are received from both of you, I will upload to eApprovals.

**Due:** January 8. Thanks!

**Lidia:** Although S.22 indicates that S file is with CRA, are we able to provide the steps required for the best outcome? Thanks!

**Kevin:** I see that the CDI in Abbotsford is presently registered and accredited with PCTIA, but I'm not sure if that was the case in S.2 when this student was initially enrolled. Regardless, the six month threshold for filing a complaint has obviously expired.

Please provide bullets as you see fit.

Thanks.

Best,  
Elizabeth

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**ELIZABETH WILCOX**  
COMMUNICATIONS OFFICER  
Ministerial Correspondence and Research Unit  
Office of the Deputy Minister  
Ministry of Advanced Education  
☎ 250.952.7409

2015

Institution	Location	Program	Month/D	Nature of enquiry	Status	Student/ Institution or other	Notes
			s.22				
			s.22				
CDI College		LPN					I've given [redacted] the number for a legal aid society in Vancouver. Also, I've contacted our student aid folks and arranged for this individual to send me high-level information on [redacted] behalf; this will be passed on to student aid and they will be in contact with [redacted] to discuss student aid relief programs. I will pass this information on to PCTIA as an FYI – given the time passed, it is almost certainly not something they can put forward as a student complaint.
Vancouver Career College	Vancouver		s.22		student answered, no further avenues available thru PCTIA	Student from [redacted]	
Vancouver Career College	Vancouver	unstated	s.22		approval - Individual directed to PCTIA, and to BC Human Rights Tribunal (if it is a matter of discrimination)	[redacted] of student	
Vancouver Career College	Vancouver				outside complaint time, but student will follow up with PCTIA		
		Care Aid program.					
Vancouver Career College	Vancouver						Directed to PCTIA and student loans has provided info.

2014

Institution	Location	Program	Month/Day	Nature of enquiry	Status	Student/ Institution or Other	Notes
				s.22			
Vancouver Career College	Vancouver	License Practical Nursing program	s.22		Uncertain		Directed towards PCTIA and given info. regarding STCF repayment
Vancouver Career College	Vancouver	Unknown			Uncertain	student	Student indicated s will contact PCTIA (s understands there is no alternative process through the Ministry).
Vancouver College of Art and Design	Vancouver				Uncertain	student	

**Culleton, Anita Y AVED:EX**

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**From:** AVED Governance and Quality Assurance AVED:EX  
**Sent:** s.22  
**To:**  
**Cc:** 'PremiersOffice@gov.bc.ca'; Minister, AVED AVED:EX  
**Subject:** Our Ref. s.22 - Re: CDI College, Burnaby campus

s.22

Dear s.22

Thank you for your e-mail sent to the Honourable Christy Clarke, Premier, regarding the Medical Laboratory Assistant program at the Burnaby campus of CDI College. 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.

I am sorry to read about the difficulties you describe as a student attending the Burnaby campus of CDI College.

In British Columbia, the Private Career Training Institutions Agency (PCTIA), a Crown Agency of Government, has the authority under the *Private Career Training Institutions Act* to regulate private career training institutions. This includes the mandatory registration and voluntary accreditation of private post-secondary institutions and providing consumer protection to students. I note that CDI College is both registered and accredited with PCTIA.

If a student has concerns about a post-secondary institution, the first course of action is through the institution's formal complaint and dispute resolution process. I understand from your e-mail that you have raised some issues with the College. If you have exhausted all methods of resolution under CDI College's formal dispute resolution process, you may wish to raise your concerns with PCTIA. For further information regarding the steps involved in registering a complaint with PCTIA, please visit: [www.pctia.bc.ca/students/file-a-complaint](http://www.pctia.bc.ca/students/file-a-complaint).

General contact information for PCTIA is as follows:

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

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

Your e-mail suggests that you have concerns if the training you are receiving will qualify you for your career goals. It is important that you check with your future employer or professional organization in order to ensure

that the certificate or diploma that you receive is recognized as a qualification for employment in your chosen work. 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 trust this information is helpful to you.

Sincerely,

Valarie Bakowski  
Executive Director  
Governance and Quality Assurance Branch  
Ministry of Advanced Education

pc: Honourable Christy Clark, Premier  
Honourable Amrik Virk, Minister of Advanced Education

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

From: OfficeofthePremier, Office PREM:EX  
Sent: s.22  
To: s.22  
Cc: Minister, AVED AVED:EX  
Subject: RE: Complaint regarding a BC post secondary school s.22

Hello, s.22 and thank you for your email. We appreciate your taking the time to write and share your concerns regarding CDI College Burnaby campus. This is a quick note to let you know we have shared your email with the Honourable Amrik Virk, Minister of Advanced Education, so he too has the opportunity to review your comments. Please be assured the appropriate ministerial staff will be made aware of the information you have provided.

Again, thank you for writing. We wish you all the best over this Holiday Season.

cc: Honourable Amrik Virk

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

From: s.22  
Sent: s.22  
To: OfficeofthePremier, Office PREM:EX  
Subject: Complaint regarding a BC post secondary school s.22

s.22



**Culleton, Anita Y AVED:EX**

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**From:** AVED Governance and Quality Assurance AVED:EX  
**Sent:** s.22  
**To:**  
**Cc:** Minister, AVED AVED:EX; Minister, EDUC EDUC:EX  
**Subject:** Our Ref. s.22 - Re: Visual College of Art and Design of Vancouver

s.22

Dear s.22

Thank you for your e-mail of s.22 sent to the Honourable Peter Fassbender, Minister of Education, regarding your experience at Visual College of Art and Design of Vancouver (VCAD). 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 Minister Virk's behalf.

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. It is important to note that these institutions are regulated by the Private Career Training Institutions Agency (PCTIA), a Crown agency created by the Province under the authority of the *Private Career Training Institutions Act*.

I note that VCAD is registered and accredited with PCTIA. Under PCTIA's bylaws, an institution must have a fair, reasonable and effective written policy and procedure governing the student dispute resolution process. Through this process, students may request that an issue be reviewed by administration at a higher level within the institution. This is an option available to you if there is a matter you feel requires resolution or the school is not adhering to its own policies.

PCTIA does have a complaint process in place and if students feel that they have been misled they may file a complaint. The complaint must be filed with PCTIA within six months of the date upon which the events you complain about occurred or upon which you should reasonably have been expected to know about the matters at issue. Typically, PCTIA will only allow a student to file a complaint after a student has completed the school's dispute resolution process. For further information regarding filing a complaint with PCTIA, please visit PCTIA's *File a Complaint* web page at: [www.pctia.bc.ca/students/file-a-complaint](http://www.pctia.bc.ca/students/file-a-complaint), or contact PCTIA at:

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

Telephone: (604) 569-0033  
 Toll-free: 1-800-661-7441  
 Fax: (778) 945-0606  
 E-mail: [info@pctia.bc.ca](mailto:info@pctia.bc.ca)  
 Website: [www.pctia.bc.ca](http://www.pctia.bc.ca)

I trust this information is helpful to you.

Sincerely,

Valarie Bakowski  
Executive Director  
Governance and Quality Assurance Branch  
Ministry of Advanced Education

pc: Honourable Amrik Virk, Minister of Advanced Education  
Honourable Peter Fassbender, Minister of Education

---

**From:** EDUC Correspondence EDUC:EX  
**Sent:** s.22  
**To:** s.22  
**Cc:** Minister, AVED AVED:EX  
**Subject:** FW: Regarding my college, visual college of art and design

Dear s.22

Thank you for your email of s.22 to the Ministry of Education.

As this issue falls under the purview of the Ministry of Advanced Education, a copy has been forwarded to that Ministry for review and consideration.

Thank you again for taking the time to write.

Ministerial Correspondence Office  
Ministry of Education

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**From:** s.22  
**Sent:** s.22  
**To:** EDUC Correspondence EDUC:EX  
**Subject:** Regarding my college, visual college of art and design

s.22

**Culleton, Anita Y AVED:EX**

---

**From:** AVED Governance and Quality Assurance AVED:EX  
**Sent:** s.22  
**To:**  
**Subject:** Our Ref. s.22 Re: Vancouver Career College

s.22

Dear s.22

Thank you for your e-mail of s.22 sent to the Ministry of Advanced Education, regarding your experience as a student at Vancouver Career College.

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 Vancouver Career College. 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 Vancouver Career College occurred in 2010/11, 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

---

**From:** s.22  
**Sent:** s.22  
**To:** AVED General Inquiries AVED:EX  
**Subject:** How to file a complaint?

Good afternoon,

s.22

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Withheld pursuant to/removed as

s.22

## Culleton, Anita Y AVED:EX

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**From:** Shaw, Judy E AVED:EX  
**Sent:** Monday, June 16, 2014 4:16 PM  
**To:** AVED MCRU Incoming Corresp Working Box AVED:EX  
**Cc:** Gill, Manjit AVED:EX; Carey, Linda J AVED:EX  
**Subject:** Cliff & 2 - FOR RESPONSE: I am sharing my experiences!

Please prepare response for ED signature as follows:

Branch: Governance Br  
 Issue: Private Institute

Please copy the Minister of Education 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.

---

**From:** Prezioso, Carrie EDUC:EX  
**Sent:** Monday, June 16, 2014 4:13 PM  
**To:** Shaw, Judy E AVED:EX  
**Subject:** FW: I am sharing my experiences!

Hey Judy – another one.

Carrie

---

**From:** s.22  
**Sent:** 1  
**To:** Minister, EDUC EDUC:EX  
**Subject:** I am sharing my experiences!

Hello Honourable Peter Fassbender

s.22

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Withheld pursuant to/removed as

s.22

s.22

Call Outcome

s.22

Call Outcome

\* Time and date of call: s.22

\* Name and title of Ministry staff member who spoke to correspondent: Kevin Wilson, Senior Policy Analyst

\* Details of what was discussed: s.22

s.22

\* Is the correspondent satisfied with the information provided or do they expect/require follow-up communication? Individual knows about the option of complaining through PCTIA - but does not wish to pursue that. s.22 indicated s.22 was satisfied with the knowledge that the information s.22 provided would be shared with my supervisor and would inform us as we go forward to create new legislation for private career training in the province.



**Laberge, Shelly A AVED:EX**

---

**From:** AVED ADM Sector Strategy and Quality Assurance AVED:EX  
**Sent:** s.22  
**To:**  
**Cc:** Minister, AVED AVED:EX; Minister, EDUC EDUC:EX  
**Subject:** Our Ref. s.22 Re: CDI College Surrey Campus

s.22

Dear s.22

Thank you for your e-mail sent to the Honourable Peter Fassbender, Minister of Education, regarding the Surrey campus of CDI College. 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.

In British Columbia, the Private Career Training Institutions Agency (PCTIA), a Crown agency of Government, has the authority under the *Private Career Training Institutions Act* to regulate private career training institutions. This includes the mandatory registration and voluntary accreditation of private post-secondary institutions and providing consumer protection to students. I note that CDI College is both registered and accredited with PCTIA.

PCTIA has a complaint process in place and if students believe that they have been misled, they can file a complaint. The complaint must be filed with PCTIA within six months of the date upon which the events you complain about occurred or upon which you should reasonably have been expected to know about the matters at issue. Typically, PCTIA will only allow a student to file a complaint after a student has completed the school's dispute resolution process. The Ministry of Advanced Education does not have an alternative complaint process.

Should you wish to contact PCTIA to discuss this matter further and make them aware of your concerns regarding this school, contact information is below. For further information regarding filing a complaint with PCTIA, please visit PCTIA's [\*File a Complaint\*](#) web page.

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

Telephone: (604) 569-0033  
Fax: (778) 945-0606  
E-mail: [info@pctia.bc.ca](mailto:info@pctia.bc.ca)  
Student Support Enquiries: [studentsupport@pctia.bc.ca](mailto:studentsupport@pctia.bc.ca)  
Website: [www.pctia.bc.ca](http://www.pctia.bc.ca)

I appreciate that you have taken the time to convey your concerns to Government.

Sincerely,

*Debbie Azaransky for*  
Christine Massey  
Executive Director  
Sector Core Review Branch  
Ministry of Advanced Education

pc: Honourable Amrik Virk, Minister of Advanced Education  
Honourable Peter Fassbender, Minister of Education

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**From:** EDUC Correspondence EDUC:EX  
**Sent:** s.22  
**To:** s.22  
**Cc:** Minister, AVED AVED:EX  
**Subject:** FW: CDI College Surrey Campus

Dear s.22

Thank you for your email of s.22 to Honourable Peter Fassbender, Minister of Education.

As this issue falls under the purview of the Ministry of Advanced Education, a copy has been forwarded to that Ministry for review and consideration.

Thank you again for taking the time to write.

Ministerial Correspondence Office  
Ministry of Education

=====  
**From:** s.22  
**Sent:**  
**To:** Minister, EDUC EDUC:EX  
**Subject:** RE: CDI College Surrey Campus

Dear Sir,  
s.22

s.22          Call Outcome

Call Outcome

\*          Time and date of call: s.22

\*          Name and title of Ministry staff member who spoke to correspondent: Kevin Wilson, Senior Policy Analyst

\*          Details of what was discussed: s.22

s.22

I provided the individual with information about the Private Career Training Institutions Agency (PCTIA) and their role in handling complaints that a student was misled. I explained that that was all PCTIA could look into, and that if this involved issues of human rights (discrimination based on race, religion, gender, etc.) that they would need to contact the BC Human Rights Tribunal. The s.22 also understands that the Ministry does not have an additional role to play.

\*          Is the correspondent satisfied with the information provided or do they expect/require follow-up communication? The s.22 indicated s would follow up with PCTIA.

Kevin Wilson  
Governance and Quality Assurance Branch  
Ministry of Advanced Education  
Tel: (250) 387-6195  
E-mail: Kevin.M.Wilson@gov.bc.ca

## **Wilson, Kevin M AVED:EX**

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**From:** Wilson, Kevin M AVED:EX on behalf of PCTIA Transition AVED:EX  
**Sent:** s.22  
**To:** s.22  
**Subject:** RTA graduate CDI college

Dear S.22

Thank you for your correspondence of S.22 regarding CDI College of Business, Technology and Health Care and specifically your concerns about the transferability and international recognition of your RTA program diploma.

In British Columbia, Government does not directly oversee private career training institutions. These institutions are regulated by the Private Career Training Institutions Agency (PCTIA), a Crown agency created by the Province under the authority of the *Private Career Training Institutions Act*. As you mention in your letter, CDI College is registered and accredited with PCTIA and as such is required to meet quality assurance standards as well as provide consumer protection.

You state that CDI advised you that the RTA program would be internationally recognized and that in fact your credits and diploma obtained in S.2 are not. At the time of your program you had the option to go through the institution's internal dispute resolution mechanism if you felt you were being misled. If the issue was not resolved through CDI's dispute process, you had the further option of filing a student complaint under PCTIA within 6 months upon which the events you complain about occurred or upon which you reasonably could have been expected to know about the matters. Unfortunately, since the events occurred from S.22, the time for filing a student complaint under PCTIA has now passed. Please refer to the PCTIA website for further information regarding student complaints. <http://www.pctia.bc.ca/students/frequently-asked-questions#a86>

In respect to your diploma not being recognized in the United States, both Canada and the United States post-secondary institutions have a degree of autonomy in accepting credits for transfer. As well, employers have discretion as to the value of a particular credential.

I am sorry for your disappointment and do wish you the very best of luck in your future endeavours.

Sincerely,

Rueben Bronee  
Executive Director  
Sector Core Review Branch

**From:** S.22  
**Sent:** 1  
**To:** PCTIA Transition AVED:EX  
**Subject:** s.22 RTA graduate CDI college

s.22

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Withheld pursuant to/removed as

s.22

## **Wilson, Kevin M AVED:EX**

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**From:** Wilson, Kevin M AVED:EX  
**Sent:** Friday, February 7, 2014 4:07 PM  
**To:** Meadows, Jennifer L AVED:EX  
**Cc:** Azaransky, Debbie L AVED:EX  
**Subject:** RE: MO question: Constituent Matter

I guess a few things here- you say school fees – do you mean tuition? The Student protection fund has a mechanism for tuition refunds, but not for other incidental feed (admission fees, books, equipment purchases, etc.).

Second, you certainly can direct S. towards PCTIA, but even if it is tuition, the fund only covers being misled by the institution – which on the surface it doesn't look like happened here. But that's something PCTIA can talk to S. about and decide.

Third, it doesn't say when S. went to school – it would typically have to have been within 6 months for S. to lodge a complaint – this last part S. should probably mention.

Kevin Wilson  
Governance and Quality Assurance Branch  
Ministry of Advanced Education,

Tel: (250) 387-6195  
E-mail: [Kevin.M.Wilson@gov.bc.ca](mailto:Kevin.M.Wilson@gov.bc.ca)

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**From:** Meadows, Jennifer L AVED:EX  
**Sent:** Friday, February 7, 2014 4:00 PM  
**To:** Wilson, Kevin M AVED:EX  
**Cc:** Azaransky, Debbie L AVED:EX  
**Subject:** MO question: Constituent Matter

Hi Kevin,

Just want to confirm that I am providing Will with the correct information. Student has the option to file a complaint against the institution through PCTIA. Information on filing a complaint can be found on the PCTIA website at <http://www.pctia.bc.ca/students/file-a-complaint> or the student can contact PCTIA at [studentsupport@pctia.bc.ca](mailto:studentsupport@pctia.bc.ca).

Is this correct? Any other relevant information I should provide?

Thanks  
Jennifer

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**From:** Robson, William AVED:EX  
**Sent:** Friday, February 7, 2014 3:51 PM  
**To:** Meadows, Jennifer L AVED:EX  
**Subject:** FW: Constituent Matter

Please see attached S.22

It looks like s.22 will have to appeal through PCTIA for this case. Please advise who S. should contact to appeal CDI's decision. No formal response needed.

s.22

Thank you,  
Will



## Wilson, Kevin M AVED:EX

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**From:** Poirier, Dorice AVED:EX  
**Sent:** Tuesday, April 21, 2015 2:49 PM  
**To:** Wilson, Kevin M AVED:EX  
**Subject:** RE: FOR ACTION: MO Phone call - s.22

Thanks!

**Dorice Poirier** | Executive Administrative Assistant to Assistant Deputy Minister, Claire Avison - Sector Strategy and Quality Assurance | Ministry of Advanced Education | ( 250 356-0826 8 [dorice.poirier@gov.bc.ca](mailto:dorice.poirier@gov.bc.ca))

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**From:** Wilson, Kevin M AVED:EX  
**Sent:** Tuesday, April 21, 2015 2:46 PM  
**To:** Poirier, Dorice AVED:EX  
**Cc:** Hansen, Erin AVED:EX; Azaransky, Debbie L AVED:EX  
**Subject:** RE: FOR ACTION: MO Phone call - s.22

Dorice it is me – I contacted the individual. S. attended VCC up to s.22 spent a large amount of money on book fees accessing material online that is now hard to access over time, and cannot get the institution to provide s.2 with info. on applications that would work for access. S. also indicates that s.22 and that while at VCC.

I explained the PCTIA process, and that while S. was outside the timeline for a student complaint that S. may want to contact PCTIA to see if there was anything they could do for S. (it may be that a phone call from PCTIA could find some solution).

The s.22 will take a look at that option.

---

**From:** Poirier, Dorice AVED:EX  
**Sent:** Tuesday, April 21, 2015 2:26 PM  
**To:** Wilson, Kevin M AVED:EX  
**Cc:** Hansen, Erin AVED:EX  
**Subject:** FW: FOR ACTION: MO Phone call - s.22  
**Importance:** High

Hi Kevin,  
Would it be you that follow-up with this person?  
If so can you give an outcome.  
Thanks

**Dorice Poirier** | Executive Administrative Assistant to Assistant Deputy Minister, Claire Avison - Sector Strategy and Quality Assurance | Ministry of Advanced Education | ( 250 356-0826 8 [dorice.poirier@gov.bc.ca](mailto:dorice.poirier@gov.bc.ca))

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**From:** Hansen, Erin AVED:EX  
**Sent:** Tuesday, April 21, 2015 2:11 PM  
**To:** Poirier, Dorice AVED:EX  
**Cc:** Wyllie, Sandra AVED:EX

**Subject:** FOR ACTION: MO Phone call - S.22  
**Importance:** High

Hi Dorice.

Please have staff contact S.22 and provide a call outcome I can share with the Minister's office.

Thank you.  
Erin

---

**From:** Carey, Linda J AVED:EX  
**Sent:** Tuesday, April 21, 2015 1:36 PM  
**To:** Hansen, Erin AVED:EX  
**Subject:** phone call - S.22

Good afternoon Erin ,

Would you kindly have staff call S.22 is concerned with how Vancouver Career College is conducting their business. S. doesn't feel that they treat students fairly and wants to register a complaint.

Thanks,

Linda Carey  
Support Staff for  
Honourable Andrew Wilkinson  
Minister of Advanced Education  
Room 133, Parliament Buildings  
Victoria, BC V8W 9E2  
Ph: 250-356-0179  
E-mail: [linda.carey@gov.bc.ca](mailto:linda.carey@gov.bc.ca)

**Wilson, Kevin M AVED:EX**

---

**From:** s.22  
**Sent:**  
**To:** Wilson, Kevin M AVED:EX  
**Subject:** Re: FW: Issues regarding CDI College Surrey BC S.22

s.22

On s.22 Wilson, Kevin M AVED:EX <[Kevin.M.Wilson@gov.bc.ca](mailto:Kevin.M.Wilson@gov.bc.ca)> wrote:

Just a note to let you know I received your information and will pass it on to our student aid area. To clarify, what student aid will be able to look at and discuss is any options related specifically to the loan (interest paid, amount of overall payments, any possible relief measures) but not the dispute between s.22 and CDI itself (unless there is some aspect of the student loan disbursement that applies). I wanted to make sure you are good proceeding with that in mind.

s.22 we had discussed the possibility of student aid contacting you by phone – I thought it might be simplest to start though, with them simply respond to your initial e-mail and then between you, you can arrange any needed follow-up phone calls. Let me know if that works for you. If not, I can request that they phone you directly at the numbers you gave the Ministry initially: s.22

All the best,

Kevin Wilson  
Governance and Quality Assurance Branch  
Ministry of Advanced Education  
Tel: (250) 387-6195  
E-mail: [Kevin.M.Wilson@gov.bc.ca](mailto:Kevin.M.Wilson@gov.bc.ca)

**From:** s.22  
**Sent:** s.22  
**To:** Wilson, Kevin M AVED:EX  
**Cc:** s.22  
**Subject:** Issues regarding CDI College Surrey BC s.22

Mr. Kevin M Wilson, Ministry of Advanced Education, Victoria BC  
s.22

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Withheld pursuant to/removed as

s.22

## **Wilson, Kevin M AVED:EX**

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**From:** Wilson, Kevin M AVED:EX  
**Sent:** Tuesday, April 28, 2015 2:02 PM  
**To:** Poirier, Dorice AVED:EX  
**Cc:** Brandt, Keely AVED:EX; Wyllie, Sandra AVED:EX; Azaransky, Debbie L AVED:EX  
**Subject:** FW: MO PHONE CALL - s.22

Dorice, I spoke to this individual – see summary below;

s.22

- I've given s. the number for a legal aid society in Vancouver. Also, I've contacted our student aid folks and arranged for this individual to send me high-level information on s.22's behalf; this will be passed on to student aid and they will be in contact with s. to discuss student aid relief programs.
- I will pass this information on to PCTIA as an FYI – given the time passed, it is almost certainly not something they can put forward as a student complaint. This individual understands that the Ministry has no other avenue of redress, and that the time limit for complaint at PCTIA has passed.

---

**From:** Poirier, Dorice AVED:EX  
**Sent:** Tuesday, April 28, 2015 12:28 PM  
**To:** Wilson, Kevin M AVED:EX  
**Cc:** Brandt, Keely AVED:EX; Wyllie, Sandra AVED:EX  
**Subject:** MO PHONE CALL - s.22  
**Importance:** High

Hi Kevin,  
Sorry I am sending you this a bit late, would it be you to call? If so can we do it as soon as possible?  
Thanks

**Dorice Poirier** | Executive Administrative Assistant to Assistant Deputy Minister, Claire Avison - Sector Strategy and Quality Assurance | Ministry of Advanced Education | ( 250 356-0826 8 [dorice.poirier@gov.bc.ca](mailto:dorice.poirier@gov.bc.ca))

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**From:** Brandt, Keely AVED:EX  
**Sent:** Tuesday, April 28, 2015 8:39 AM  
**To:** Poirier, Dorice AVED:EX; Wyllie, Sandra AVED:EX  
**Cc:** Hansen, Erin AVED:EX  
**Subject:** MO PHONE CALL - s.22

Hello,

The MO received a call from the person above who is very upset as S.22 is experiencing problems with a Private College. Unfortunately the name of the school was not mentioned. Could you please have someone call S.22 back and provide a call outcome. Thank you.

*Keely Brandt*

A/Senior Executive Assistant

Office of the Deputy Minister of Advanced Education

Phone: 250 356-5173

Email: [Keely.Brandt@gov.bc.ca](mailto:Keely.Brandt@gov.bc.ca)

**Wilson, Kevin M AVED:EX**

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**From:** Wilson, Kevin M AVED:EX  
**Sent:** s.22  
**To:**  
**Subject:** RE: FW: Issues regarding CDI College Surrey s.22

s.22 I wanted to get a better idea from you of what you wanted to meet about, and whether it would actually benefit you to meet. As discussed, I am not directly involved with student aid so would not be able to give any first-hand knowledge in that area. Regarding s.22 situation with VCC/CDI, I would not have any ability to intercede, or be able to direct PCTIA in any manner. The oversight of career training is moving into government, but that will not happen until likely the Fall, 2015, and will not impact complaints and issues that took place during the time of PCTIA's regulation s.22

If you can let me know what you are hoping I might be able to help with, I can look into that and see what can be done.

Sincerely,

Kevin Wilson  
Governance and Quality Assurance Branch  
Ministry of Advanced Education  
Tel: (250) 387-6195  
E-mail: [Kevin.M.Wilson@gov.bc.ca](mailto:Kevin.M.Wilson@gov.bc.ca)

**From:** s.22  
**Sent:**  
**To:** Wilson, Kevin M AVED:EX  
**Subject:** Re: FW: Issues regarding CDI College Surrey BC s.22

Hi Kevin,  
s.22

On s.22 Wilson, Kevin M AVED:EX <[Kevin.M.Wilson@gov.bc.ca](mailto:Kevin.M.Wilson@gov.bc.ca)> wrote:

Thanks for letting me know s.22 – I'm glad our SABC folks got back to you and I hope s.22 and CDI are able to work things out.

Regarding Legal Aid and the Human Rights Tribunal – just want to clarify that I'm not suggesting s.22 take any particular course of action with them – but did want s. and you to be aware of these options.

I realize this has been a difficult situation for you and s.22

and hope that some resolution can be found.

Sincerely,

Kevin Wilson  
Governance and Quality Assurance Branch  
Ministry of Advanced Education  
Tel: (250) 387-6195  
E-mail: [Kevin.M.Wilson@gov.bc.ca](mailto:Kevin.M.Wilson@gov.bc.ca)

**From:** s.22

**Sent:**

**To:** Wilson, Kevin M AVED:EX

**Subject:** Re: FW: Issues regarding CDI College Surrey BC s.22

Kevin M Wilson

s.22



## **Wilson, Kevin M AVED:EX**

---

**From:** Wilson, Kevin M AVED:EX  
**Sent:** s.22  
**To:**  
**Subject:** RE: FW: Issues regarding CDI College Surrey S.22

S.22 Ministry staff don't have the authority to investigate private career training institutions for the issues you raise. Regulatory authority over institutions such as CDI is given to the Private Career Training Institutions Agency (PCTIA) under the PCTI Act. The timeline for issuing a student complaint is within six months of the event happening; as the incidents occurred long before six months ago, you would be outside the timeline for S.22 to submit a claim based on a student complaint. However, you may wish to follow up with Claire Dollan, the Student Support Coordinator at PCTIA, to make her aware of your continued concerns about this institution and to see if she has any additional thoughts. Ms. Dollan can be reached at:

Claire Dollan Student Support Coordinator  
[studentsupport@pctia.bc.ca](mailto:studentsupport@pctia.bc.ca)  
778-945-0605 Or Toll-free: 1-800-661-7441 (and then follow the phone tree)

I hope this information is helpful to you.

Kevin Wilson  
Governance and Quality Assurance Branch  
Ministry of Advanced Education  
Tel: (250) 387-6195  
E-mail: [Kevin.M.Wilson@gov.bc.ca](mailto:Kevin.M.Wilson@gov.bc.ca)

**From:** s.22  
**Sent:**  
**To:** Wilson, Kevin M AVED:EX  
**Subject:** Re: FW: Issues regarding CDI College Surrey BC S.22

s.22

On Mon, Jun 8, 2015 at 10:01 AM, Wilson, Kevin M AVED:EX <[Kevin.M.Wilson@gov.bc.ca](mailto:Kevin.M.Wilson@gov.bc.ca)> wrote:

## **Meadows, Jennifer L AVED:EX**

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**From:** Wyllie, Sandra AVED:EX  
**Sent:** Wednesday, March 19, 2014 11:54 AM  
**To:** Robson, William AVED:EX  
**Cc:** Gill, Manjit AVED:EX; Facey, Nick AVED:EX; Meadows, Jennifer L AVED:EX  
**Subject:** FW: Incoming request: Delta North Constituency Concern

Hi there, my apologies for the delay in getting back to you regarding the Delta North Constituency Concern.

S.22 attended CDI Surrey from S.22 and was in receipt of StudentAid BC funding for S. 34 week Rehabilitation Assistant Program. S.22 expressed concern regarding the school's business practices. Spencer Sorgat, a Compliance Officer with the Ministry conducted a thorough review to clarify the student's concerns.

1. The student stated the school withheld S. living allowance in the amount of \$800.00, until graduation.
  - On March 13, 2014, a conversation between the Ministry and Balbinder Bains, a Financial Aid Officer at CDI took place. Balbinder recalled having a conversation with the student and all necessary adjustments were made to accommodate the student financially. Balbinder denies any such practice of withholding a student's living allowance at the school.
  - S.22 a conversation between the Ministry and S.22 took place. S.22 was advised, upon review of StudentAid BC records and a financial transaction report from the school, that all financial aid disbursements to the school had been accounted for and were disbursed as scheduled to the appropriate account at the school. **No further action is required.**
2. The student has not received a diploma or transcript after graduation.
  - On March 13, 2014, a conversation between the Ministry and an Administrator at CDI took place. Copies of the student's transcript and diploma were received by the Ministry via email from the school. The student can contact the school at any time to request the documents if necessary. **No further action is required.**
3. The student is displeased that the credits earned through this particular program are not transferable to University Programs.
  - S.22 a Compliance Officer with the Ministry asked the student if S. was mislead by the Institution in regard to the transferability of credits. S.22 indicated that S. was not mislead. The student was advised that it is S. responsibility to ask the appropriate questions regarding the transferability of credits prior to enrolling in a program. **No further action is required.**

Please let me know if you need anything further.

Sandra

**From:** Robson, William AVED:EX  
**Sent:** Monday, March 10, 2014 11:13 AM  
**To:** Meadows, Jennifer L AVED:EX

**Cc:** Gill, Manjit AVED:EX; Facey, Nick AVED:EX  
**Subject:** FW: Delta North Constituency Concern

Hi Jennifer,

Please have staff look into this student loan concern. I'm trying to reach the Constituent Assistant to learn more of the details as the case is slightly odd. It would probably be best for staff to directly contact the constituent.

Scott had a constituent sit down with the student on Friday with some concerns of CDI College. S.22 graduated from CDI 5 year ago from a Rehab assistant program. S. was saying to Scott that S. had to apply for a loan through CDI and that they held back S. living allowance until S. graduated from her program. S.22 has not received S. Diploma or transcripts yet either.

- Is this a normal practise?
  - I thought a living allowance was used to help support a student while they were going to school?
- Why is the Rehab Assistant program with CDI is not transferable?

Thanks,  
Will

## Meadows, Jennifer L AVED:EX

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**From:** Meadows, Jennifer L AVED:EX  
**Sent:** Friday, February 7, 2014 4:21 PM  
**To:** Robson, William AVED:EX  
**Subject:** RE: Constituent Matter

Hi Will,

Information on filing a complaint through PCTIA can be found on the PCTIA website at <http://www.pctia.bc.ca/students/file-a-complaint> or the student can contact PCTIA at [studentsupport@pctia.bc.ca](mailto:studentsupport@pctia.bc.ca)

Thank you.  
Jennifer

**From:** Robson, William AVED:EX  
**Sent:** Friday, February 7, 2014 3:51 PM  
**To:** Meadows, Jennifer L AVED:EX  
**Subject:** FW: Constituent Matter

Please see attached Certificate of Authority for s.22                      It looks like s.22    will have to appeal through PCTIA for this case. Please advise who s.    should contact to appeal CDI's decision. No formal response needed.

s.22

Thank you,  
Will

June 25, 2015  
14:45:53

Ministry of Advanced Education  
Verification Statistics System  
Case Comments

J

SIN	S.22	School Name	Vancouver Career College - Surrey	
Last Name	VANCOUVER CAREE	Year Of Audit	02/03	
First Name		Open Date	2003-07-08	Status Active

MABE 2014-06-18      Received compliance referral from student, S.22      advised  
S. did not complete a StudentAid BC application and believes the school may have submitted without consent. The application has been cancelled and no funds will be disbursed.

Call to school: FO advised S.22 may have been confused of which forms S was completing as there are a number of forms enrolling students must complete. FO advised students complete student loan applications on their own while at the school, however, school staff are available to help students if needed.

Note: during future site visits to this institution, ensure only students are completing student loan applications.

No further action req'd at this time.

MABE 2014-04-22      From: Callow, Sharlane AVED:EX  
Sent: Tuesday, April 22, 2014 9:40 AM  
To: 'Courtney Grenville'  
Cc: 'Eddie Jonathan'  
Subject: RE: Improvement Plan - CDI College

Ms. Grenville,

This is to confirm we are in receipt of your institution's repayment plan. Thank you for your attention to this matter.

Sharlane Callow

MABE 2014-04-16      As per Sharlane Callow:

Dear Ms. Grenville,

In response to your email below, we defer to the institution to make the determination of how best to structure the improvement plan and its strategies based on their individual business model (i.e. one plan for all, one plan for each institution or combination based on business practices, areas of concern, programs delivered, etc).

I trust this addresses your inquire. If you require any additional information or

June 25, 2015  
14:45:54

Ministry of Advanced Education  
Verification Statistics System

2

**Case Comments**

<b>SIN</b>	S.22	<b>School Name</b>	Vancouver Career College - Surrey	
<b>Last Name</b>	VANCOUVER CAREE	<b>Year Of Audit</b>	02/03	
<b>First Name</b>		<b>Open Date</b>	2003-07-08	<b>Status</b> Active

clarification please do not hesitate to contact me directly.

Regards,

Sharlane Callow

**Reardon, Cora AVED:EX**

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**From:** Porter, Rodney GCPE:EX  
**Sent:** Thursday, June 11, 2015 1:23 PM  
**To:** 'Monica Lust'; Callow, Sharlane AVED:EX; Stewart, Jacqui AVED:EX  
**Cc:** Avison, Claire AVED:EX; Bronee, Rueben AVED:EX  
**Subject:** RE: Follow-up - Vancouver Career College Tuition Refunds

Thanks Monica.

**Rodney Porter** | Communications Director  
Government Communications & Public Engagement  
B.C. Ministry of Advanced Education

**Mobile:** S.17 | **email:** [rodney.porter@gov.bc.ca](mailto:rodney.porter@gov.bc.ca)

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**From:** Monica Lust [<mailto:mlust@pctia.bc.ca>]  
**Sent:** Thursday, June 11, 2015 12:48 PM  
**To:** Porter, Rodney GCPE:EX; Callow, Sharlane AVED:EX; Stewart, Jacqui AVED:EX  
**Cc:** Avison, Claire AVED:EX; Bronee, Rueben AVED:EX  
**Subject:** RE: Follow-up - Vancouver Career College Tuition Refunds

Sharlane and I met briefly about this, among other things, yesterday.

We have developed a plan to review jointly and we are gathering the relevant data. I expect to have a better idea of a course of action (if any) by the middle of next week.

Monica Lust  
*Registrar & CEO*  
P: 604-569-0031

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**From:** Porter, Rodney GCPE:EX [<mailto:Rodney.Porter@gov.bc.ca>]  
**Sent:** June-11-15 12:45 PM  
**To:** Sharlane Callow; Stewart, Jacqui AVED:EX; Monica Lust  
**Subject:** Follow-up - Vancouver Career College Tuition Refunds

Hi Sharlane, Monica and Jacqui – Just checking in on the VCC allegations around tuition refund. Any new developments?

## Reardon, Cora AVED:EX

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**From:** Goodman, Karen AVED:EX  
**Sent:** Thursday, August 28, 2014 9:05 AM  
**To:** Cushner, Trina M AVED:EX; Bennett, Mark AVED:EX  
**Subject:** IVR call

Hi there,  
I retrieved a call on the IVR stating there is a fraud re Vancouver Career College. No other information was given.

Name: S.22  
Phone:  
Cell: S.22

Could one of you please return the call?

Thanks!

*Karen Goodman*

Senior Verification Officer  
Post Secondary Audit and Accountability Branch  
Ministry of Advanced Education  
Tel: (250) 387-6115  
Fax: (250) 356-5440  
e-mail: [Karen.Goodman@gov.bc.ca](mailto:Karen.Goodman@gov.bc.ca)



## Reardon, Cora AVED:EX

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**From:** Wilcox, Elizabeth AVED:EX  
**Sent:** Friday, January 3, 2014 12:04 PM  
**To:** Wilson, Kevin M AVED:EX; AVED Escalations AVED:EX  
**Cc:** Carnegie, Lynn AVED:EX; Kisilewich, Nicole AVED:EX; Callow, Sharlane AVED:EX  
**Subject:** Request Draft Bullets S.22 - CDI College Complaint and Refund on Student Loans with CRA in Collections  
**Attachments:** Re: S.22 Complaint - CDI College; DRAFT REPLY S.22

Hi Kevin, Lidia:

Please find attached the incoming requiring draft bullets for response. This is for ED signature. As this requires bullets from two branches, this is being sent outside of eApprovals via Outlook. Please advise which branch will lead. Once bullets for a response are received from both of you, I will upload to eApprovals.

**Due:** January 8. Thanks!

Lidia: Although S.22 indicates that S file is with CRA, are we able to provide the steps required for the best outcome? Thanks!

Kevin: I see that the CDI in Abbotsford is presently registered and accredited with PCTIA, but I'm not sure if that was the case in 2008 when this student was initially enrolled. Regardless, the six month threshold for filing a complaint has obviously expired.

Please provide bullets as you see fit.

Thanks.

Best,  
Elizabeth

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**ELIZABETH WILCOX**  
COMMUNICATIONS OFFICER  
Ministerial Correspondence and Research Unit  
Office of the Deputy Minister  
Ministry of Advanced Education  
☎ 250.952.7409

## **Reardon, Cora AVED:EX**

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**From:** Bennett, Mark AVED:EX  
**Sent:** Monday, June 15, 2015 9:21 AM  
**To:** Callow, Sharlane AVED:EX  
**Cc:** Reardon, Cora AVED:EX; Thorleifson, Ingrid AVED:EX; Cushner, Trina M AVED:EX  
**Subject:** Approximate CDI tuition refunds  
**Attachments:** CDI Withdrawals and Refund amounts.xlsx

Good morning,

With the help of Gitta's team, as well as a spreadsheet created by Hugh, we were able to determine which withdrawn students were eligible for, but did not receive their tuition refunds. The attached spreadsheet lists each student's withdrawal percentage (the duration of the program completed up to the withdrawal date), as well as the approximate refund amount owing. The approximate refund amount was calculated using the amount of tuition charged as per the Appendix 3, the amount of funding disbursed to the school, and the duration of the program completed.

Note: The figures are approximate values as it is impossible to determine an actual refund amount without confirming the details on the student enrolment contracts; however, the approximate values should be close to the actual amount.

If anyone requires further information, please do not hesitate to contact me.

Thank you,

Mark

LAST_NAME	FIRST_NAME SIN	Withdraw %	Refund Yes/No
s.22		1%	No
		1%	No
		1%	No
		1%	No
		3%	No
		4%	No
		4%	No
		5%	No
		5%	No
		6%	No
		6%	No
		7%	No
		7%	No
		8%	No
		8%	No
		8%	No
		8%	No
		8%	No
		9%	No
		10%	No
		10%	No
		10%	No
		11%	No
		11%	No
		11%	No
		12%	No
		14%	No
		14%	No
		14%	No
		14%	No
		15%	No
		15%	No
		15%	No
		16%	No
		16%	No
		16%	No
		16%	No
		17%	No
		17%	No
		18%	No
		18%	No
		18%	No
		18%	No
		19%	No
		19%	No
		20%	No

s.22

20%	No
20%	No
21%	No
21%	No
21%	No
21%	No
21%	No
21%	No
22%	No
22%	No
22%	No
22%	No
22%	No
22%	No
22%	No
22%	No
22%	No
23%	No
23%	No
23%	No
23%	No
24%	No
24%	No
24%	No
26%	No
26%	No
26%	No
26%	No
27%	No
27%	No
28%	No
29%	No
29%	No
29%	No
29%	No

Comments:

School rec'd \$5300, but can keep \$2954, refund of \$2346 owing  
Student eligible for refund for 2nd year, school rec'd \$6,840, refund owing.  
Student eligible for refund for 2nd year, school rec'd \$4,428, refund owing.  
School rec'd \$7,975, but can keep \$4,117.50, refund of \$3,857.50 owing  
School rec'd \$9,870, but can keep \$2,630, refund of \$7,240 owing  
School rec'd \$5,672, but can keep \$2,341, refund of \$3,331 owing  
School rec'd \$11,520, but can keep \$4,947, refund of \$6,573 owing  
School rec'd \$12,420, but can keep \$4,872, refund of \$7,548 owing  
School rec'd \$10,420, but can keep \$5,541, refund of \$4,879 owing  
Student withdrew both years of program, refund owing for both years.  
School rec'd \$6,955, but can keep \$3,009, refund of \$3,946 owing  
School rec'd \$8,430, but can keep \$4,117, refund of \$4,313 owing  
School rec'd \$10,920, but can keep \$2,555, refund of \$8,365 owing  
Student withdrew both years of program, refund owing for both years.  
School rec'd \$9,870, but can keep \$4,117, refund of \$5,773 owing  
Student withdrew both years of program, refund owing for both years.  
School rec'd \$4,030, but can keep \$2,555, refund of \$1,475 owing  
School rec'd \$7,000, but can keep \$3,862, refund of \$3,138 owing  
School rec'd \$6,300, but can keep \$3,067, refund of \$3,233 owing  
School rec'd \$7,870, but can keep \$6,177, refund of \$1,693 owing  
School rec'd \$12,420, but can keep \$8,121, refund of \$4,299 owing  
Student withdrew both years of program, refund owing for both years.  
School rec'd \$5,300, but can keep \$4,769, refund of \$531 owing  
School rec'd \$8,190, but can keep \$8,279, no refund owing.  
Student rec'd all disbursements. Refund amount unknown.  
school rec'd \$6,300, but can keep \$4,384, refund of \$1,916 owing  
School rec'd \$9,030, but can keep \$2,844, refund of \$6,186 owing  
Student withdrew both years of program, refund owing for both years.  
School rec'd \$8,415, but can keep \$4,506, refund of \$3,909 owing  
School rec'd \$12,473, but can keep \$9,235, refund of \$3,238 owing  
School rec'd \$12,473, but can keep \$9,235, refund of \$3,238 owing  
School rec'd \$5,252, but can keep \$4,769, refund of \$483 owing  
School rec'd \$6,650, but can keep \$4,114, refund of \$2,536 owing  
School rec'd \$6,300, but can keep \$5,015, refund of \$1,285 owing  
School rec'd \$9,030, but can keep \$6,862, refund of \$2,168 owing  
School rec'd \$8,030, but can keep \$6,437, refund of \$1,593 owing  
School rec'd \$8,948, but can keep \$5,571, refund of \$3,377 owing  
School rec'd \$9,030, but can keep \$6,862, refund of \$2,168 owing  
School rec'd \$7,425, but can keep \$6,437, refund of \$988 owing  
Student withdrew both years of program, refund owing for both years.  
School rec'd \$5,177, but can keep \$4,769, refund of \$408 owing  
Student withdrew both years of program, refund owing for both years.  
School rec'd \$10,420, but can keep \$9,235, refund of \$1,185 owing  
School rec'd \$9,030, but can keep \$6,862, refund of \$2,168 owing  
School rec'd \$9,030, but can keep \$6,177, refund of \$2,853 owing  
School rec'd \$9,030, but can keep \$6,437, refund of \$2,593 owing

School rec'd \$9,030, but can keep \$6,437, refund of \$2,593 owing  
 Student withdrew both years of program, refund owing for both years.  
 School rec'd \$9,030, but can keep \$5,670, refund of \$3,360 owing  
 School rec'd \$6,950, but can keep \$4,769, refund of \$2,181 owing  
 Student withdrew both years of program, refund owing for both years.  
 Student withdrew both years of program, refund owing for both years.  
 School rec'd \$9,030, but can keep \$6,862, refund of \$2,168 owing  
 School rec'd \$5,460, but can keep \$4,769, refund of \$691 owing  
 Student withdrew both years of program, refund owing for both years.  
 School rec'd \$9,030, but can keep \$6,437, refund of \$2,593 owing  
 School rec'd \$6,300, but can keep \$5,015, refund of \$1,285 owing  
 School rec'd \$8,190, but can keep \$8,279, no refund owing.  
 Student withdrew both years of program, refund owing for both years.  
 School rec'd \$10,123, but can keep \$6,875, refund of \$3,248 owing  
 School rec'd \$9,870, but can keep 7,050, refund of \$2,820 owing  
 School rec'd \$8,190, but can keep \$6,016, refund of \$2,174 owing.  
 School rec'd \$9,190, but can keep \$5,733, refund of \$3,457 owing.  
 School rec'd \$6,423, but can keep \$5,015, refund of \$1,408 owing.  
 School rec'd \$8,190, but can keep \$8,279, no refund owing.  
 School rec'd \$7,400, but can keep \$6,862, refund of \$538 owing  
 School rec'd \$8,250, but can keep \$6,875, refund of \$1,375 owing  
 School rec'd \$8,190, but can keep \$8,279, no refund owing.  
 School rec'd \$9,415, but can keep \$6,875, refund of \$2,540 owing.  
 School did not receive disbursements, paid directly to student. (Refund owed to student)  
 School rec'd \$9,030, but can keep \$6,862, refund of \$2,168 owing  
 School did not receive disbursements, paid directly to student. (Refund owed to student)  
 Student withdrew both years of program, refund owing for both years.  
 School rec'd \$11,245, but can keep \$9,235, refund of \$2,010 owing  
 School rec'd \$8,030, but can keep \$6,437, refund of \$1,593 owing  
 School rec'd \$9,370, but can keep \$5,571, refund of \$3,799 owing  
 School rec'd \$9,870, but can keep \$9,235, refund of \$635 owing  
 Student withdrew both years of program, refund owing for both years.  
 School rec'd \$7,736, but can keep \$7,150, refund of \$586 owing.

**Total: 79 students, \$163,355**

## Reardon, Cora AVED:EX

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**From:** Monica Lust <mlust@pctia.bc.ca>  
**Sent:** Friday, June 12, 2015 8:15 AM  
**To:** Callow, Sharlane AVED:EX  
**Subject:** campus support refund reports

Hi Sharlane, can you confirm you will have something for me by Wednesday? I want to bring them in for a meeting late next week to discuss their financials and would like, at that time, to let them know we'll be investigating the refunds.

Thanks,

Monica Lust  
*Registrar & CEO*



**Private Career Training Institutions Agency of BC (PCTIA)**  
203 – 1155 West Pender St, Vancouver, BC V6E 2P4  
P: 604-569-0033 | F: 778-945-0606 | Toll Free: 1-800-661-7441



*PCTIA is a BC Provincial Crown Corporation under the Ministry of Advanced Education.*

*Our Mission: To support quality education in British Columbia's private post-secondary career training sector through regulating standards and providing protection to students.*

**Reardon, Cora AVED:EX**

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**From:** Bennett, Mark AVED:EX  
**Sent:** Monday, June 15, 2015 10:06 AM  
**To:** Callow, Sharlane AVED:EX  
**Subject:** CDI refund info for PCTIA  
**Attachments:** CDI withdrawals and refunds for PCTIA.xlsx

Good morning Sharlane,

I have attached a spreadsheet which lists student enrolment data for CDI and Vancouver Career College for the 2013/2014 program year. The spreadsheet lists each student's withdrawal percentage (the duration of the program completed up to the withdrawal date), as well as the approximate refund amount owing.

The approximate refund amount was calculated using the amount of tuition charged (as per the Appendix 3, excluding additional fees for books and supplies), the amount of student financial aid funding that was disbursed to the school, and the duration of the program completed up to the withdrawal date. Students who withdrew prior to reaching 10% duration are eligible for a 50% refund and student who reached 10% but withdrew prior to 30% are eligible for a 30% refund. Based on these values, an approximate refund was calculated for each student.

Note: All refund amounts are approximate values. Student enrolment contract data must be reviewed to accurately determine the refund amount.

If anyone requires further information, please do not hesitate to contact me.

Thank you,

Mark



Institution Information		Student Information				
Institution Code	Name:	Last Name:	First Name:	D.O.B	Start Date:	End Date:
APBX	CDI COLLEGE BUS,TECH & HEAL	S.22				
APIM	CDI COLLEGE BUS,TECH & HEAL					
APIM	CDI COLLEGE BUS,TECH & HEAL					
APZJ	VANCOUVER CAREER COLLEGE-					
APWR	VANCOUVER CAREER COLLEGE -					
APUL	VISUAL COLLEGE OF ART & DESI					
APIM	CDI COLLEGE BUS,TECH & HEAL					
APIM	CDI COLLEGE BUS,TECH & HEAL					
APBX	CDI COLLEGE BUS,TECH & HEAL					
APUL	VISUAL COLLEGE OF ART & DESI					
APIM	CDI COLLEGE BUS,TECH & HEAL					
APSH	CDI COLLEGE BUS,TECH & HEAL					
APZJ	VANCOUVER CAREER COLLEGE-					
APWR	VANCOUVER CAREER COLLEGE -					
APZQ	VANCOUVER CAREER COLLEGE -					
APIM	CDI COLLEGE BUS,TECH & HEAL					
APIM	CDI COLLEGE BUS,TECH & HEAL					
AQBQ	PCU COLLEGE OF HOLISTIC MEC					
APSH	CDI COLLEGE BUS,TECH & HEAL					
APSH	CDI COLLEGE BUS,TECH & HEAL					
APIM	CDI COLLEGE BUS,TECH & HEAL					
APIM	CDI COLLEGE BUS,TECH & HEAL					
APSH	CDI COLLEGE BUS,TECH & HEAL					
APZJ	VANCOUVER CAREER COLLEGE-					
APZQ	VANCOUVER CAREER COLLEGE -					
APZQ	VANCOUVER CAREER COLLEGE -					
APIM	CDI COLLEGE BUS,TECH & HEAL					
APUL	VISUAL COLLEGE OF ART & DESI					
APBX	CDI COLLEGE BUS,TECH & HEAL					
APUL	VISUAL COLLEGE OF ART & DES					
APIN	CDI COLLEGE BUS,TECH & HEAL					
AQAZ	VANCOUVER CAREER COLLEGE-					

APIM	CDI COLLEGE BUS,TECH & HEALTH s.22
APIM	CDI COLLEGE BUS,TECH & HEALTH
APZQ	VANCOUVER CAREER COLLEGE - C
APIN	CDI COLLEGE BUS,TECH & HEALTH
APMW	VANCOUVER CAREER COLLEGE-AI
APIM	CDI COLLEGE BUS,TECH & HEALTH
APIN	CDI COLLEGE BUS,TECH & HEALTH
APIM	CDI COLLEGE BUS,TECH & HEALTH
APMW	VANCOUVER CAREER COLLEGE-AI
APUW	CDI COLLEGE BUS,TECH & HEALTH
APIN	CDI COLLEGE BUS,TECH & HEALTH
APIM	CDI COLLEGE BUS,TECH & HEALTH
APUL	VISUAL COLLEGE OF ART & DESIG
APSH	CDI COLLEGE BUS,TECH & HEALTH
APZJ	VANCOUVER CAREER COLLEGE-SL
APIM	CDI COLLEGE BUS,TECH & HEALTH
APWR	VANCOUVER CAREER COLLEGE - E
AQAZ	VANCOUVER CAREER COLLEGE-KI
APIM	CDI COLLEGE BUS,TECH & HEALTH
APIN	CDI COLLEGE BUS,TECH & HEALTH
APIM	CDI COLLEGE BUS,TECH & HEALTH
AQAZ	VANCOUVER CAREER COLLEGE-KI
APUL	VISUAL COLLEGE OF ART & DESIG
APIM	CDI COLLEGE BUS,TECH & HEALTH
APMW	VANCOUVER CAREER COLLEGE-AI
AQAZ	VANCOUVER CAREER COLLEGE-KI
APWR	VANCOUVER CAREER COLLEGE - E
APZJ	VANCOUVER CAREER COLLEGE-SL
APUL	VISUAL COLLEGE OF ART & DESIG
APUW	CDI COLLEGE BUS,TECH & HEALTH
AQAZ	VANCOUVER CAREER COLLEGE-KI
APUL	VISUAL COLLEGE OF ART & DESIG
APWR	VANCOUVER CAREER COLLEGE - E
AQBQ	PCU COLLEGE OF HOLISTIC MEDIC

APWR	VANCOUVER CAREER COLLEGE - E
APIN	CDI COLLEGE BUS,TECH & HEALTH
APUL	VISUAL COLLEGE OF ART & DESIGN
APUL	VISUAL COLLEGE OF ART & DESIGN
APWR	VANCOUVER CAREER COLLEGE - E
APSH	CDI COLLEGE BUS,TECH & HEALTH
APIM	CDI COLLEGE BUS,TECH & HEALTH
APZJ	VANCOUVER CAREER COLLEGE-SL
APZJ	VANCOUVER CAREER COLLEGE-SL
APUW	CDI COLLEGE BUS,TECH & HEALTH
APSH	CDI COLLEGE BUS,TECH & HEALTH
APZQ	VANCOUVER CAREER COLLEGE - C
APZJ	VANCOUVER CAREER COLLEGE-SL
APIM	CDI COLLEGE BUS,TECH & HEALTH
APWR	VANCOUVER CAREER COLLEGE - E
APZJ	VANCOUVER CAREER COLLEGE-SL
APZJ	VANCOUVER CAREER COLLEGE-SL
APWR	VANCOUVER CAREER COLLEGE - E
APZJ	VANCOUVER CAREER COLLEGE-SL
APMW	VANCOUVER CAREER COLLEGE-AI
APUL	VISUAL COLLEGE OF ART & DESIGN
APMW	VANCOUVER CAREER COLLEGE-AI
AQAZ	VANCOUVER CAREER COLLEGE-KI
APWR	VANCOUVER CAREER COLLEGE - E
APIM	CDI COLLEGE BUS,TECH & HEALTH
APIM	CDI COLLEGE BUS,TECH & HEALTH
APUL	VISUAL COLLEGE OF ART & DESIGN
AQAZ	VANCOUVER CAREER COLLEGE-KI
APZJ	VANCOUVER CAREER COLLEGE-SL
APZJ	VANCOUVER CAREER COLLEGE-SL
APBX	CDI COLLEGE BUS,TECH & HEALTH
AQAZ	VANCOUVER CAREER COLLEGE-KI
APUW	CDI COLLEGE BUS,TECH & HEALTH
APUW	CDI COLLEGE BUS,TECH & HEALTH

APIM	CDI COLLEGE BUS,TECH & HEALTH s.22
APUL	VISUAL COLLEGE OF ART & DESIGN
APSH	CDI COLLEGE BUS,TECH & HEALTH
APZJ	VANCOUVER CAREER COLLEGE-SL
APZJ	VANCOUVER CAREER COLLEGE-SL
APMW	VANCOUVER CAREER COLLEGE-AI
APSH	CDI COLLEGE BUS,TECH & HEALTH
APZQ	VANCOUVER CAREER COLLEGE - E
APWR	VANCOUVER CAREER COLLEGE - E
APIN	CDI COLLEGE BUS,TECH & HEALTH
APWR	VANCOUVER CAREER COLLEGE - E
APWR	VANCOUVER CAREER COLLEGE - E
APWR	VANCOUVER CAREER COLLEGE - E
APWR	VANCOUVER CAREER COLLEGE - E
APWR	VANCOUVER CAREER COLLEGE - E
APBX	CDI COLLEGE BUS,TECH & HEALTH
APSH	CDI COLLEGE BUS,TECH & HEALTH
APUL	VISUAL COLLEGE OF ART & DESIGN
APIN	CDI COLLEGE BUS,TECH & HEALTH
APUL	VISUAL COLLEGE OF ART & DESIGN
APWR	VANCOUVER CAREER COLLEGE - E
APMW	VANCOUVER CAREER COLLEGE-AI
APZJ	VANCOUVER CAREER COLLEGE-SL
APSH	CDI COLLEGE BUS,TECH & HEALTH
APZJ	VANCOUVER CAREER COLLEGE-SL
APWR	VANCOUVER CAREER COLLEGE - E
APMW	VANCOUVER CAREER COLLEGE-AI
AQAZ	VANCOUVER CAREER COLLEGE-KE
APWR	VANCOUVER CAREER COLLEGE - E
APBX	CDI COLLEGE BUS,TECH & HEALTH
APBX	CDI COLLEGE BUS,TECH & HEALTH
APIM	CDI COLLEGE BUS,TECH & HEALTH
APWR	VANCOUVER CAREER COLLEGE - E
APWR	VANCOUVER CAREER COLLEGE - E

APNE VANCOUVER CAREER COLLEGE-V/ s.22  
APBX CDI COLLEGE BUS,TECH & HEALTH  
AQAZ VANCOUVER CAREER COLLEGE-KE  
APIM CDI COLLEGE BUS,TECH & HEALTH  
APNE VANCOUVER CAREER COLLEGE-V/

Program Information:					Withdrawal/Refund Information:	
Total Weeks Funded:	Tuition Amount:	Withdrawal Date:	Course Load:	Total Program	Withdraw Duration %	Refund Yes/No
30	9065	s.22	100	29	1%	No
30	8228		100	30	1%	No
13	4900		100	14	1%	No
43	14200		100	44	1%	No
30	10505		100	28	2%	Yes
52	20765		100	48	3%	Yes
30	9244		100	28	3%	No
43	18460		100	45	3%	No File
30	8280		100	1	4%	No
52	16642		80	48	4%	No
43	18460		100	45	4%	Yes
47	13177		100	44	4%	Yes
47	14575		100	44	4%	Yes
30	10014		100	28	5%	Yes
30	9065		100	29	5%	Yes
52	16718		100	48	5%	No
47	18946		100	46	5%	No
43	11750		100	43	5%	Yes
47	14200		100	44	5%	Yes
30	10014		100	28	5%	Yes
43	14200		100	44	5%	Yes
30	7804		100	28	6%	No
30	8561		100	28	6%	Yes
30	10505		100	28	6%	No
30	9065		100	29	6%	Yes
30	9065		100	29	6%	Yes
47	14200		100	44	6%	Yes
52	12214		60	48	6%	Yes
43	14200		100	44	7%	No
39	7371		60	36	7%	Yes
47	18460		100	45	7%	Yes
47	14225		100	48	7%	No File

30	8200	s.22	100	29	7%	No File
43	8993		100	43	7%	No
30	8200		100	29	8%	Yes
47	18460		100	45	8%	No
47	14200		100	44	8%	No
26	10014		100	28	8%	No
47	18460		100	45	8%	Yes
39	8993		100	37	8%	No
43	13350		100	43	8%	No
43	13350		100	43	8%	Yes
30	10700		100	30	9%	No
30	7459		100	29	9%	Yes
52	12519		60	48	9%	Yes
47	12830		100	44	10%	No
43	13350		100	43	10%	Yes
52	16718		100	48	10%	No
26	4505		100	24	10%	No
43	13350		100	44	10%	Yes
30	10014		100	28	11%	No
39	17033		100	37	11%	No
47	18946		100	46	11%	No
47	14225		100	48	11%	Yes
52	20765		100	48	12%	Yes
30	9244		100	28	12%	No
26	10014		100	28	13%	Yes
47	14225		100	48	13%	Yes
30	10014		100	30	14%	Yes
34	5689		100	33	14%	No
52	20108		100	51	14%	No
43	13350		100	43	14%	No
30	10014		100	29	14%	Yes
52	12256		60	48	14%	Yes
47	18946		100	45	14%	Yes
47	11471		100	48	14%	Yes

47	18946	s.22	100	46	14%	No
26	9244		100	28	15%	Yes
52	12255		60	51	15%	Yes
52	19450		100	48	15%	Yes
47	13750		100	48	15%	No
30	10014		100	28	15%	No
30	8703		100	30	15%	No
30	10505		100	28	16%	No
43	14200		100	44	16%	No
43	13332		100	43	16%	No
30	10014		100	28	16%	Yes
43	14775		100	43	16%	Yes
34	10424		100	33	16%	Yes
47	11618		100	45	16%	No
47	18946		100	46	16%	Yes
43	14200		100	45	17%	No
43	13350		100	43	17%	No
30	10505		100	28	18%	No
43	14200		100	45	18%	Yes
30	10014		100	30	18%	No
52	12215		60	48	18%	No
30	8228		100	30	18%	No
47	18946		100	47	18%	No
30	10505		100	28	19%	Yes
43	12561		100	44	19%	No
43	12830		100	44	19%	No
39	9009		80	36	19%	Yes
47	14225		100	48	20%	Yes
43	13350		100	43	20%	No
30	10505		100	28	20%	No
30	9023		100	31	20%	No
13	0		100	13	20%	No
43	13350		100	43	21%	No
30	10014		100	30	21%	No



43	12830	s.22	100	44	21%	No
39	7371		60	36	21%	No
30	10014		100	28	21%	Yes
43	14200		100	44	21%	Yes
43	14200		100	45	21%	No
26	10014		100	28	22%	No
43	13350		100	43	22%	No
43	13350		100	44	22%	No
30	10505		100	28	22%	No
39	17033		100	37	22%	No
47	14225		100	47	22%	Yes
47	14225		100	47	22%	Yes
47	14225		100	47	22%	Yes
47	14225		100	47	22%	No
47	14225		100	48	22%	No
47	14575		100	46	22%	No
47	14200		100	44	22%	Yes
52	20326		100	48	23%	Yes
39	12508		100	36	23%	No
39	11466		100	36	23%	No
30	10505		100	27	23%	No
39	17033		100	37	23%	No
43	13350		100	43	23%	Yes
47	14200		100	44	24%	No
43	32200		100	44	24%	Yes
47	13750		100	48	24%	No
39	17033		100	37	24%	No
47	14225		100	48	26%	Yes
47	13750		100	48	26%	No
43	14200		100	44	26%	No
43	14200		100	44	26%	No
13	4900		100	14	26%	No
47	18946		100	45	27%	No
47	18946		100	45	27%	No

s.22

43	13350	100	43	28%	No
47	11618	100	45	29%	No
47	18946	100	47	29%	No
52	8993	100	51	29%	No
43	14775	100	43	29%	No

Refund amount:	Refund Date:	Comments:
		School rec'd \$5300, but can keep \$2954, refund of \$2346 owing
		Student eligible for refund for 2nd year, school rec'd \$6,840, refund owing.
		Student eligible for refund for 2nd year, school rec'd \$4,428, refund owing.
		School rec'd \$7,975, but can keep \$4,117.50, refund of \$3,857.50 owing
\$ 5,879.25	09/22/2014	
\$ 12,764.36	02/10/2015	
		School rec'd \$9,870, but can keep \$2,630, refund of \$7,240 owing
		School rec'd \$5,672, but can keep \$2,341, refund of \$3,331 owing
		School rec'd \$11,520, but can keep \$4,947, refund of \$6,573 owing
\$ 1,707.01	03/18/2015	
\$ 2,861.66	01/02/2015	
\$ 10,448.04	02/26/2014	
\$ 3,159.86	03/17/2014	
\$ 2,512.28	09/17/2014	
		School rec'd \$12,420, but can keep \$4,872, refund of \$7,548 owing
		School rec'd \$10,420, but can keep \$5,541, refund of \$4,879 owing
\$ 3,420.00	10/21/2014	
\$ 4,609.66	04/01/2015	
\$ 5,817.89	09/10/2014	
\$ 3,829.70	05/09/2014	
		Student withdrew both years of program, refund owing for both years.
\$ 1,308.92	02/03/2014	
		School rec'd \$6,955, but can keep \$3,009, refund of \$3,946 owing
\$2,523.27	10/17/2014	
\$1,530.11	09/12/2014	
3,725.47	10/09/2014	
\$630.77	04/07/2014	
		School rec'd \$8,430, but can keep \$4,117, refund of \$4,313 owing
\$3,039.72	08/19/14	
\$3,595.37	01/23/2014	

\$2,132.75	08/15/2014	School rec'd \$10,920, but can keep \$2,555, refund of \$8,365 owing
		Student withdrew both years of program, refund owing for both years.
		School rec'd \$9,870, but can keep \$4,117, refund of \$5,773 owing
		Student withdrew both years of program, refund owing for both years.
\$3,381.62	06/03/2014	
		School rec'd \$4,030, but can keep \$2,555, refund of \$1,475 owing
		School rec'd \$7,000, but can keep \$3,862, refund of \$3,138 owing
\$420.78	12/11/2013	
		School rec'd \$6,300, but can keep \$3,067, refund of \$3,233 owing
\$1,147.22	02/26/2015	
\$5,212.94	08/19/2014	
		School rec'd \$7,870, but can keep \$6,177, refund of \$1,693 owing
\$1,705.34	06/27/2014	
		School rec'd \$12,420, but can keep \$8,121, refund of \$4,299 owing
		Student withdrew both years of program, refund owing for both years.
\$8,458.00	01/20/2015	
		School rec'd \$5,300, but can keep \$4,769, refund of \$531 owing
		School rec'd \$8,190, but can keep \$8,279, no refund owing.
		Student rec'd all disbursements. Refund amount unknown.
\$ 2,535.00	10/07/2014	
\$ 2,760.30	08/19/2014	
		school rec'd \$6,300, but can keep \$4,384, refund of \$1,916 owing
\$ 4,756.12	10/24/2014	
\$ 6,951.35	5/02/2014	
\$ 2,153.71	10/24/2014	
		School rec'd \$9,030, but can keep \$2,844, refund of \$6,186 owing
		Student withdrew both years of program, refund owing for both years.
		School rec'd \$8,415, but can keep \$4,506, refund of \$3,909 owing
\$ 1,089.36	12/15/2014	
\$ 1,389.78	2/26/2015	
\$ 700.80	5/20/2014	
\$ 1,188.80	4/11/2014	

		School rec'd \$12,473, but can keep \$9,235, refund of \$3,238 owing
\$	6,650.00	04/17/2015
\$	598.36	06/03/2014
\$	4,826.36	04/17/2015
		School rec'd \$12,473, but can keep \$9,235, refund of \$3,238 owing
		School rec'd \$5,252, but can keep \$4,769, refund of \$483 owing
		School rec'd \$6,650, but can keep \$4,114, refund of \$2,536 owing
		School rec'd \$6,300, but can keep \$5,015, refund of \$1,285 owing
		School rec'd \$9,030, but can keep \$6,862, refund of \$2,168 owing
		School rec'd \$8,030, but can keep \$6,437, refund of \$1,593 owing
\$	797.58	03/05/2014
\$	18.21	03/27/2014
\$	1,009.96	03/17/2014
		School rec'd \$8,948, but can keep \$5,571, refund of \$3,377 owing
\$	79.30	03/04/2014
		School rec'd \$9,030, but can keep \$6,862, refund of \$2,168 owing
		School rec'd \$7,425, but can keep \$6,437, refund of \$988 owing
		Student withdrew both years of program, refund owing for both years.
\$661.60		03/24/2014
		School rec'd \$5,177, but can keep \$4,769, refund of \$408 owing
		Refund not req'd
		Student withdrew both years of program, refund owing for both years.
		School rec'd \$10,420, but can keep \$9,235, refund of \$1,185 owing
\$900.83		12/23/2013
		School rec'd \$9,030, but can keep \$6,862, refund of \$2,168 owing
		School rec'd \$9,030, but can keep \$6,177, refund of \$2,853 owing
\$325.50		04/11/2014
\$2,997.28		10/15/2014
		School rec'd \$9,030, but can keep \$6,437, refund of \$2,593 owing
		School rec'd \$9,030, but can keep \$6,437, refund of \$2,593 owing
		No refund owing
		Student withdrew both years of program, refund owing for both years.
		School rec'd \$9,030, but can keep \$5,670, refund of \$3,360 owing
		School rec'd \$6,950, but can keep \$4,769, refund of \$2,181 owing

		Student withdrew both years of program, refund owing for both years.
		Student withdrew both years of program, refund owing for both years.
\$316.75	04/29/2014	
\$711.51	03/27/2014	
		School rec'd \$9,030, but can keep \$6,862, refund of \$2,168 owing
		School rec'd \$5,460, but can keep \$4,769, refund of \$691 owing
		Student withdrew both years of program, refund owing for both years.
		School rec'd \$9,030, but can keep \$6,437, refund of \$2,593 owing
		School rec'd \$6,300, but can keep \$5,015, refund of \$1,285 owing
		School rec'd \$8,190, but can keep \$8,279, no refund owing.
\$3,217.74	01/14/2014	
\$3,697.74	01/14/2014	
\$2,795.74	01/14/2014	
		Student withdrew both years of program, refund owing for both years.
		School rec'd \$10,123, but can keep \$6,875, refund of \$3,248 owing
		School rec'd \$9,870, but can keep 7,050, refund of \$2,820 owing
\$2,139.55	01/02/2015	
\$4,497.60	05/20/2014	
		School rec'd \$8,190, but can keep \$6,016, refund of \$2,174 owing.
		School rec'd \$9,190, but can keep \$5,733, refund of \$3,457 owing.
		School rec'd \$6,423, but can keep \$5,015, refund of \$1,408 owing.
		School rec'd \$8,190, but can keep \$8,279, no refund owing.
\$468.75	07/16/2014	
		School rec'd \$7,400, but can keep \$6,862, refund of \$538 owing
\$515.74	09/08/2014	
		School rec'd \$8,250, but can keep \$6,875, refund of \$1,375 owing
		School rec'd \$8,190, but can keep \$8,279, no refund owing.
\$2,853.73	10/07/2014	
		School rec'd \$9,415, but can keep \$6,875, refund of \$2,540 owing.
		School did not receive disbursements, paid directly to student. (Refund owing)
		School rec'd \$9,030, but can keep \$6,862, refund of \$2,168 owing
		School did not receive disbursements, paid directly to student. (Refund owing)
		Student withdrew both years of program, refund owing for both years.
		School rec'd \$11,245, but can keep \$9,235, refund of \$2,010 owing

School rec'd \$8,030, but can keep \$6,437, refund of \$1,593 owing  
School rec'd \$9,370, but can keep \$5,571, refund of \$3,799 owing  
School rec'd \$9,870, but can keep \$9,235, refund of \$635 owing  
Student withdrew both years of program, refund owing for both years.  
School rec'd \$7,736, but can keep \$7,150, refund of \$586 owing.

**Total: 79 students, \$163,355 (Approximate value)**

**Reardon, Cora AVED:EX**

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**From:** Cushner, Trina M AVED:EX  
**Sent:** Tuesday, June 2, 2015 11:44 AM  
**To:** Callow, Sharlane AVED:EX  
**Cc:** Thorleifson, Ingrid AVED:EX; Bennett, Mark AVED:EX  
**Subject:** CDI Victoria Galaxy Refunds

Hi,

Re: the 4 early withdrawals found at CDI at the Oct/14 inspection

After being questioned about the refunds in the Nov.18, 2014 inspection report, CDI returned the following refunds to the NSLSC on Jan.2 - 4, 2015. The students in question had withdrawn from CDI 9 – 17 months earlier.

s.22

Trina Cushner  
Compliance Officer  
Ministry of Advanced Education  
Post-Secondary Audit and Accountability Branch  
PO Box 9870 STN PROV GOVT  
Victoria BC V8W 9T5

Tel: 250-356-5937  
Fax: 250-356-5440



## **Reardon, Cora AVED:EX**

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**From:** Callow, Sharlane AVED:EX  
**Sent:** Friday, June 12, 2015 9:05 AM  
**To:** AVED Compliance Unit AVED:EX  
**Cc:** Reardon, Cora AVED:EX; Fekete, Gitta AVED:EX  
**Subject:** FW: CDI DW Applications Extract June 11 2015.xlsx  
**Attachments:** CDI DW Applications Extract June 11 2015.xlsx

Hi Mark

As discussed if you could please review the attached to determine if a refund is warrant and if so how much for each student that withdrew. Please add whatever columns are needed to capture the analysis. Once complete we can allocate additional resources from Gitta teams to determine if a payment was made on Galaxy. ,

Thanks  
Sharlane

**From:** Judd, Hugh AVED:EX  
**Sent:** Thursday, June 11, 2015 11:27 AM  
**To:** Callow, Sharlane AVED:EX  
**Subject:** CDI DW Applications Extract June 11 2015.xlsx

Hi Sharlane...will this do the trick for CDI? It is just the usual report, but it does include withdrawal date.

## Reardon, Cora AVED:EX

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**From:** Callow, Sharlane AVED:EX  
**Sent:** Monday, June 15, 2015 1:33 PM  
**To:** Monica Lust (mlust@pctia.bc.ca)  
**Cc:** Stewart, Jacqui AVED:EX  
**Subject:** FW: Revised CDI spreadsheet  
**Attachments:** CDI withdrawals and refunds for PCTIA - protected\_June\_15\_2015.xlsx; Vancouver Career College (Burnaby) Inc.pdf; Vancouver Career College.pdf

Hi Monica

As per our earlier discussion regarding Vancouver Career College (Burnaby) Inc, attached is the analysis on expected student refunds (i.e. meeting PCTIA by-law for refunds 30%) for the 2013/14 program year. FYI - I've also attached their 2014 & 2015 repayment letters.

Please note the following caveats:

- Student withdrawals are self-reported by the institution.
- Refund amounts are estimates only and should be confirmed against the student contract.

Password to access the document will be sent by separate email. Let me know if you have any questions or need additional information.

Cheers,  
Sharlane

Sharlane Callow  
Director, Compliance and Investigations | Post Secondary Audit and Accountability Branch  
Ministry of Advanced Education  
5th Floor - 835 Humboldt Street | Victoria BC | Office: 250.356.7210 | Mobile: 250.217.4874

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**From:** Bennett, Mark AVED:EX  
**Sent:** Monday, June 15, 2015 11:49 AM  
**To:** Callow, Sharlane AVED:EX  
**Subject:** Revised CDI spreadsheet

Hi Sharlane,

s.21

Please let me know if further revisions are required.

Thanks,

Mark

## Reardon, Cora AVED:EX

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**From:** Callow, Sharlane AVED:EX  
**Sent:** Tuesday, June 2, 2015 12:00 PM  
**To:** AVED Compliance Unit AVED:EX  
**Subject:** FW: SABC and PCTIA refund policy

FYI

**From:** Callow, Sharlane AVED:EX  
**Sent:** Tuesday, June 2, 2015 12:00 PM  
**To:** Porter, Rodney GCPE:EX  
**Cc:** Stewart, Jacqui AVED:EX  
**Subject:** FW: SABC and PCTIA refund policy

Hi Rodney

In follow-up to our discussion, below is the SABC policy related to refunds, as well as specific PCTIA bylaws.

I've also included further details related to the refund issue identified on the our last site inspection:

October 21, 2014 - Four early withdrawals and the associated refunds were brought to CDI's attention during our inspection.

November 18, 2014 - These were noted in our inspection report, with corrective action statements requiring CDI to provide an explanation by Dec 19/14

December 19, 2014 – Follow-up email sent to CDI prompting a reply to the above noted issue.

December 22, 2014 - Email correspondence from CDI states they mailed the cheques to the National Student Loan Centre (NSLSC) on December 19, 2014

Follow-up with NSLSC records indicated the payments were processed Jan.2 - 4, 2015. It should be noted the students in question had withdrawn from CDI 9 – 17 months prior to our inspection in Oct/14.

Please let us know if you need any additional information or clarification.

Regards,  
Sharlane

**From:** Thorleifson, Ingrid AVED:EX  
**Sent:** Tuesday, June 2, 2015 9:48 AM  
**To:** Stewart, Jacqui AVED:EX; Callow, Sharlane AVED:EX  
**Cc:** Cushner, Trina M AVED:EX  
**Subject:** SABC and PCTIA refund policy

**SABC Withdrawal Overaward Policy:** [https://studentaidbc.ca/sites/all/files/school-officials/policy\\_manual\\_14\\_15.pdf](https://studentaidbc.ca/sites/all/files/school-officials/policy_manual_14_15.pdf)

### Chapter 2: Program Eligibility

#### Tuition refund policy

If a student is eligible for a tuition refund and tuition was paid from StudentAid BC funding, the institution must direct the full tuition refund amount to the National Student Loan Service Centre so that the refund can be applied to the student's outstanding debt.

## Chapter 9: Maintaining Eligibility

### 3. Calculate the withdrawal overaward

The overaward is the difference between the original assessment and a pro-rated assessment based on the number of weeks a student attended. The pro-rated award is calculated using the formula:

Pro-rated assessment = total award × (weeks attended/total weeks originally assessed)

When the withdrawal notification is received, StudentAid BC will:

1. Pro-rate the award.
2. Place the student's name on the restricted list for an 'overaward'.
3. Notify the student.
4. Notify the service provider of the new end date.

If a student is not transferring to another post-secondary institution, is withdrawing entirely or never started, any tuition refunds should be returned to the National Student Loans Service Centre. The student is responsible for repaying any overawards.

**PCTIA Refund Policy:** <http://www.pctia.bc.ca/tuition-refund-policy>

## Tuition Refund Policy for Students

A student may withdraw from a program by providing written notice to the institution. All institutions, at a minimum, should follow the requirements outlined below.

### 1) Refunds before the program of study begins:

(a) If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.

(b) If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.

(c) If written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition due under the contract to a maximum of \$1300.

### 2) Refunds after the program of study starts:

(a) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition.

(b) If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition.

(c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.

**3) Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.**

## **Consumables and Technical Equipment**

4) Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.

5) Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:

- (a) The student must return the equipment unopened or as issued within 14 calendar days; and
- (b) If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

## **Information for International Students:**

6) If a student did not complete the Study Permit by the start date in the Letter of Acceptance, the student must notify the institution and the institution may issue an additional Letter of Acceptance for a later start date. In that case, the institution may charge an additional \$200 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application.

7) If a student advises the institution in writing, prior to the start date, he/she was denied a Study Permit and provides a copy of the Study Permit denial letter issued by Citizenship and Immigration Canada, the institution may retain the lesser of 10% of the total fees due under the contract or \$400. Should a student fail to advise the institution, or choose to withdraw for other reasons, the refund policy set out in Part 1 above will apply.

Refunds owed to students must be paid within 30 days of the institutions receiving a copy of the Study Permit denial letter.

Ingrid Thorleifson  
Compliance Officer  
Post Secondary Audit and Accountability Branch  
Ministry of Advanced Education

Phone: 250.387.0976

Page 79 to/à Page 80

Withheld pursuant to/removed as

s.22;s.15

Page 81

Withheld pursuant to/removed as

s.15



Page 82 to/à Page 83

Withheld pursuant to/removed as

s.22;s.15

## Reardon, Cora AVED:EX

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**From:** Bennett, Mark AVED:EX  
**Sent:** Monday, June 15, 2015 11:49 AM  
**To:** Callow, Sharlane AVED:EX  
**Subject:** Revised CDI spreadsheet  
**Attachments:** CDI withdrawals and refunds for PCTIA.xlsx

Hi Sharlane,

Per your request, I revised the spreadsheet by adding a summary table at the bottom of the spreadsheet. Please see below for details:

s.21

Please let me know if further revisions are required.

Thanks,

Mark

**Reardon, Cora AVED:EX**

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**From:** Porter, Rodney GCPE:EX  
**Sent:** Thursday, June 11, 2015 1:23 PM  
**To:** 'Monica Lust'; Callow, Sharlane AVED:EX; Stewart, Jacqui AVED:EX  
**Cc:** Avison, Claire AVED:EX; Bronee, Rueben AVED:EX  
**Subject:** RE: Follow-up - Vancouver Career College Tuition Refunds

Thanks Monica.

**Rodney Porter** | Communications Director  
Government Communications & Public Engagement  
B.C. Ministry of Advanced Education

Mobile<sup>s.17</sup> | email: [rodney.porter@gov.bc.ca](mailto:rodney.porter@gov.bc.ca)

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**From:** Monica Lust [<mailto:mlust@pctia.bc.ca>]  
**Sent:** Thursday, June 11, 2015 12:48 PM  
**To:** Porter, Rodney GCPE:EX; Callow, Sharlane AVED:EX; Stewart, Jacqui AVED:EX  
**Cc:** Avison, Claire AVED:EX; Bronee, Rueben AVED:EX  
**Subject:** RE: Follow-up - Vancouver Career College Tuition Refunds

Sharlane and I met briefly about this, among other things, yesterday.

We have developed a plan to review jointly and we are gathering the relevant data. I expect to have a better idea of a course of action (if any) by the middle of next week.

Monica Lust  
Registrar & CEO  
P: 604-569-0031

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**From:** Porter, Rodney GCPE:EX [<mailto:Rodney.Porter@gov.bc.ca>]  
**Sent:** June-11-15 12:45 PM  
**To:** Sharlane Callow; Stewart, Jacqui AVED:EX; Monica Lust  
**Subject:** Follow-up - Vancouver Career College Tuition Refunds

Hi Sharlane, Monica and Jacqui – Just checking in on the VCC allegations around tuition refund. Any new developments?

## Reardon, Cora AVED:EX

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**From:** Goodman, Karen AVED:EX  
**Sent:** Thursday, August 28, 2014 9:05 AM  
**To:** Cushner, Trina M AVED:EX; Bennett, Mark AVED:EX  
**Subject:** IVR call

Hi there,

I retrieved a call on the IVR stating there is a fraud re Vancouver Career College. No other information was given.  
s.22

Could one of you please return the call?

Thanks!

*Karen Goodman*

Senior Verification Officer  
Post Secondary Audit and Accountability Branch  
Ministry of Advanced Education  
Tel: (250) 387-6115  
Fax: (250) 356-5440  
e-mail: [Karen.Goodman@gov.bc.ca](mailto:Karen.Goodman@gov.bc.ca)

June 25, 2015  
13:07:43

Ministry of Advanced Education  
Verification Statistics System

Case Comments

SIN	s.22	School Name	CDI Career Development Institute	
Last Name	CDICAREER DEV INS	Year Of Audit	07/08	
First Name	ABBOTSFORD	Open Date	2008-04-28	Status Active

TCUS 2014-01-07 E-mail referred by Sharlane C. to check if this student made any complaints in 2008.  
DM's office is responding.

Thank you for your assistance.

In regards to my complaint, please see below. This involves the CDI College Campus at  
31838 South Fraser Way, Abbotsford, BC.

s.22

s.22

On Mon, Dec 16, 2013 at 5:34 PM, AVED General Inquiries AVED:EX  
<AVED.GeneralInquiries@gov.bc.ca> wrote:  
Dear s.22

Thank you for your e-mail sent to the Ministry of Advanced Education, requesting  
information about how to register a complaint regarding a private career training

June 25, 2015  
13:07:43

Ministry of Advanced Education  
Verification Statistics System

2

**Case Comments**

SIN	s.22	School Name	C D I Career Development Institute	
Last Name	CDICAREER DEV INS	Year Of Audit	07/08	
First Name	ABBOTSFORD	Open Date	2008-04-28	Status Active

institution in British Columbia.

In order to assist you further, please respond to this e-mail address and provide the following information:

- to which CDI College and program you are referring; and
- the nature of the complaint.

Thank you for your inquiry.

Ministry of Advanced Education  
Website: [www.gov.bc.ca/aved/](http://www.gov.bc.ca/aved/)

From: s.22  
Sent: Monday, December 16, 2013 3:03 PM  
To: AVED General Inquiries AVED:EX  
Subject: Complaint / CDI College

Good afternoon,  
I would like to file a complaint regarding CDI College, who would I email for that?  
Thank you very much,  
s.22

June 25, 2015  
13:58:26

Ministry of Advanced Education  
Verification Statistics System

1

Case Comments

SIN	s.22	School Name	C D I CAREER DEVELOPMENT INST.LT	
Last Name	CDI	Year Of Audit	06/07	
First Name	SURREY	Open Date	2006-09-18	Status Active

ITHQ 2015-06-02 Student Complaint: s.22

Student attended VCC Surrey campus from s.22 was  
enrolled in the s.22

Student's issue discussed over telephone call with CO Ingrid: s.22  
s.22

After reviewing the information presented by the student, it appears that the school was compliant in how they handled this situation. The student failed s.22 program and they allow s.22 to retake the lab and the practicum so that s.22 could complete and graduate. The only issue that SABC would have is that the student was reported as an unsuccessful completion as s.22 failed s.22 program.

I have left a msg with the VCC surrey campus to find out the school's take on this situation and if a UC has been filed.

MABE 2014-06-03 Student complaint

Name: s.22

s.22

Adv'd student to submit an appeal form to have the withdrawal removed from S.  
StudentAid BC file. Student understands.

Also, student advised that s.22 is dissatisfied with the curriculum and lack of instructor support at the institution. Student advised instructors are hardly present for class as they run personal businesses aside from teaching at CDI.

June 25, 2015  
13:58:27

Ministry of Advanced Education  
Verification Statistics System

2

Case Comments

SIN	s.22	School Name	C D I CAREER DEVELOPMENT INST.LT	
Last Name	CDI	Year Of Audit	06/07	
First Name	SURREY	Open Date	2006-09-18	Status Active

The student filed a complaint with the Better Business Bureau, but CDI advised they are not accredited or registered with the BBB. Student requests StudentAid to investigate as s.22 feels the institution does provide adequate support to students and the instructors are not qualified.

As per previous CO notes:

At any future school visits, careful review of the instructional hours provided by the school should be considered:

- is the instructor sharing his time between 2 or more classrooms at the same time (not providing full instructional hours to one classroom).
- is the instructor also working for another company and doing both jobs at the same time thereby not giving students the full benefit of his time in the classroom
- have dedicated instructors been assigned to the program of study for a minimum of 20 hours per week.

MABE 2014-04-24 Compliance referral from student: s.22  
s.22 advised s.22 had enrolled in the s.22 program - Advanced Option at CDI Surrey which ran from s.22 was informed in s.22 that the Advanced Option was not available due to a shortage of enrolled students, but was given the option to transfer to VCC to complete the courses required to satisfy the Advanced Option. s.22 did not wish to transfer to a different school and requested a refund. The School issued a refund to the NSLSC.

Call to FO at CDI: FO advised that students are well informed upon enrolment that if there is a shortage of students enrolled in the Advanced Option of the s.22 s.22 program that those interested would have to transfer to VCC to complete the program. Students acknowledge the transfer option when signing their contracts.

No further action required at this time.

MABE 2014-04-22 From: Callow, Sharlane AVED:EX  
Sent: Tuesday, April 22, 2014 9:40 AM  
To: 'Courtney Grenville'  
Cc: 'Eddie Jonathan'  
Subject: RE: Improvement Plan - CDI College

Ms. Grenville,

This is to confirm we are in receipt of your institution's repayment plan. Thank you for your attention to this matter.



## **Williams, Marty F AVED:EX**

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**From:** Shaw, Judy E AVED:EX  
**Sent:** Tuesday, December 17, 2013 10:20 AM  
**To:** AVED MCRU Incoming Corresp Working Box AVED:EX  
**Subject:** DRAFT REPLY Cliff 96266 -s.22  
**Attachments:** Re:s.22 - Complaint - CDI College

**Categories:** General Inquiries

Please prepare for ED signature as per recommendation below. 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:** Wilcox, Elizabeth AVED:EX  
**Sent:** Tuesday, December 17, 2013 9:48 AM  
**To:** Shaw, Judy E AVED:EX  
**Subject:** s.22

Hi Judy:

To be Clified.

**Branch:** G&QA

**Issue:** Private

Advise Writer that incoming should be shared with AVED Escalations to review student's file.

Thanks.

Best,  
Elizabeth

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*ELIZABETH WILCOX*  
COMMUNICATIONS OFFICER  
Ministerial Correspondence and Research Unit  
Office of the Deputy Minister  
Ministry of Advanced Education  
☎ 250.952.7409

**Williams, Marty F AVED:EX**

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**From:** s.22  
**Sent:**  
**To:** AVED General Inquiries AVED:EX  
**Subject:** Re: s.22 - Complaint - CDI College  
**Categories:** Minister

Thank you for your assistance.

s.22

s.22 AVED General Inquiries AVED:EX  
<[AVED.GeneralInquiries@gov.bc.ca](mailto:AVED.GeneralInquiries@gov.bc.ca)> wrote:

Dear s.22

Thank you for your e-mail sent to the Ministry of Advanced Education, requesting information about how to register a complaint regarding a private career training institution in British Columbia.

In order to assist you further, please respond to this e-mail address and provide the following information:

- to which CDI College and program you are referring; and
- the nature of the complaint.

Thank you for your inquiry.

Ministry of Advanced Education

Website: [www.gov.bc.ca/aved/](http://www.gov.bc.ca/aved/)

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**From:** s.22

**Sent:** |

**To:** AVED General Inquiries AVED:EX

**Subject:** Complaint / CDI College

Good afternoon,

s.22

**Williams, Marty F AVED:EX**

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**From:** AVED Policy Planning and Intergovernmental Relations AVED:EX  
**Sent:** s.22  
**To:**  
**Subject:** s.22 - Re: CDI College and student loans

s.22

s.22

s.22  
Dear

Thank you for your e-mail sent to the Ministry of Advanced Education, regarding your student loans and the Abbotsford Campus of CDI College, which you attended in S.22 Your e-mail has been forwarded to me for response.

I am sorry to read of the difficulties you outline in your e-mail with regard to your post-secondary experience.

s.22

While the Province of British Columbia is responsible for the legislation that governs private career training in British Columbia, Government does not directly oversee private career training institutions. These institutions, including CDI College, are regulated by the Private Career Training Institutions Agency (PCTIA), a Crown Agency created by the Province under the authority of the *Private Career Training Institutions Act*.

PCTIA has a complaint resolution mechanism in place to adjudicate student complaints. However, under PCTIA Bylaw 44.7, complaints must be filed with PCTIA within six months of the date upon which the events complained about occurred. As you indicate that the incidents with CDI College happened in 2008, your complaint would be outside of that six month window. The Ministry does not have an alternative complaint resolution mechanism. Should you wish to contact PCTIA to discuss this matter further, contact information is provided below:

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

Telephone: (604) 569-0033  
Fax: (778) 945-0606  
E-mail: [info@pctia.bc.ca](mailto:info@pctia.bc.ca)  
Student support enquiries: [studentsupport@pctia.bc.ca](mailto:studentsupport@pctia.bc.ca)  
Website: [www.pctia.bc.ca](http://www.pctia.bc.ca)

Your e-mail notes that your Canada Student Loan (CSL) is in default and is now in collections with Canada Revenue Agency. In addition, you indicate that you would like to consider furthering your post-secondary

studies; however, with loans in collections, you are restricted. In order to assist, StudentAid BC staff have reviewed your file and advise the following.

It is correct that in order to be considered eligible for further financial assistance; you will need a clearance letter from the Canada Student Loans Program stating that restrictions on your file are lifted. In order to bring your Canada Student Loan (CSL) back into good standing, you will need to contact the National Student Loans Service Centre (NSLSC) to discuss the matter. Please request to speak with a representative regarding returning your loans to good standing. NSLSC staff can discuss options and explain the steps that you will need to take in order to have the restriction removed from your file and establish your eligibility for CSL funding. For ease of reference, contact information for the NSLSC is provided below:

National Student Loans Service Centre  
PO Box 4030  
Mississauga ON L5A 4M4

Telephone: 1-888-815-4514 (Toll free within North America)  
1-800-2-225-2501 (outside North America)  
TTY: 1-888-815-4556  
Facsimile: 1-888-815-4657  
Website: <https://nslsc.canlearn.ca/>

It should also be noted that there is a s.22 overaward on your file resulting from the withdrawal from CDI College. If you intend to apply for additional StudentAid BC funding you may wish to appeal to have the CSL overaward set aside. However, no further funding may be issued until a clearance letter from the Canada Student Loans Program is provided.

I trust this information is helpful to you.

Sincerely,

Sharlane Callow  
Acting Executive Director  
Post-Secondary Audit & Accountability Branch  
Ministry of Advanced Education

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**From:** s.22  
**Sent:**  
**To:** AVED General Inquiries AVED:EX  
**Subject:** Re:s.22 Complaint - CDI College

Thank you for your assistance.

s.22

s.22

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s.22

AVED General Inquiries AVED:EX <[AVED.GeneralInquiries@gov.bc.ca](mailto:AVED.GeneralInquiries@gov.bc.ca)> wrote:

Dear<sup>s.22</sup>

Thank you for your e-mail sent to the Ministry of Advanced Education, requesting information about how to register a complaint regarding a private career training institution in British Columbia.

In order to assist you further, please respond to this e-mail address and provide the following information:

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- the nature of the complaint.

Thank you for your inquiry.

Ministry of Advanced Education

Website: [www.gov.bc.ca/aved/](http://www.gov.bc.ca/aved/)

=====

**From** s.22

**Sent:**

**To:** AVED General Inquiries AVED:EX

**Subject:** Complaint / CDI College

Good afternoon,

s.22