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s.3

Gordon, JoAnne AVED:EX

From: Azaransky, Debbie L AVED:EX
Sent: Thursday, November 19, 2015 8:43 AM
To: Wilson, Kevin M AVED:EX
Subject: FW: Meeting outcome
Attachments: s.13

From: Wai, Bonnie O AVED:EX
Sent: Tuesday, February 10, 2015 8:38 AM
To: Azaransky, Debbie L AVED:EX; Monica Lust
Subject: RE: Meeting outcome

Hi, attached is s.13

From: Azaransky, Debbie L AVED:EX
Sent: Monday, February 9, 2015 9:53 AM
To: Monica Lust
Cc: Wai, Bonnie O AVED:EX
Subject: Fwd: Meeting outcome

I can't access it on my iPhone for some reason . Will have Bonnie send to you Tuesday morning .

s.3

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s.3

Gordon, JoAnne AVED:EX

From: Azaransky, Debbie L AVED:EX
Sent: Thursday, November 19, 2015 8:44 AM
To: Wilson, Kevin M AVED:EX
Subject: FW: S.13
Attachments: Response Table - AVED - Recommendations.docx; ATT00001.htm

From: Wai, Bonnie O AVED:EX
Sent: Wednesday, February 11, 2015 2:16 PM
To: Avison, Claire AVED:EX
Cc: Azaransky, Debbie L AVED:EX; Thiessen-Wale, Katherine AVED:EX; Wyllie, Sandra AVED:EX
Subject: FW: draft responses to Ombudsperson recommendations

Hi Claire – was asked to forward the attached to you. Please let me know if you are looking for something else. Thanks.

From: Azaransky, Debbie L AVED:EX
Sent: Tuesday, January 20, 2015 6:59 PM
To: Wai, Bonnie O AVED:EX; Wilson, Kevin M AVED:EX
Subject: Fwd: s.13

FYI

Sent from my iPhone

Begin forwarded message:

From: "Massey, Christine AVED:EX" <Christine.Massey@gov.bc.ca>
Date: January 20, 2015 at 6:13:10 PM PST
To: "Avison, Claire AVED:EX" <Claire.Avison@gov.bc.ca>
Cc: "Azaransky, Debbie L AVED:EX" <Debbie.Azaransky@gov.bc.ca>, "Poirier, Dorice AVED:EX" <Dorice.Poirier@gov.bc.ca>
Subject: s.13

Claire – Attached are the s.13

Christine Massey, Executive Director, Sector Core Review, Ministry of Advanced Education, 250-356-6246 Mobile:
250-415-0590

Gordon, JoAnne AVED:EX

From: Azaransky, Debbie L AVED:EX
Sent: Thursday, November 19, 2015 8:44 AM
To: Wilson, Kevin M AVED:EX
Subject: FW: Bill #7 Private Training Act introduced in the legislature today
Attachments: s.13

From: Bronee, Rueben AVED:EX
Sent: Wednesday, February 11, 2015 2:25 PM
To: Azaransky, Debbie L AVED:EX
Subject: FW: Bill #7 Private Training Act introduced in the legislature today

FYI...

s.3

Wilson, Kevin M AVED:EX

From: Minister, AVED AVED:EX
Sent: Tuesday, February 17, 2015 9:18 AM
To: Carter, Kim
Cc: Carroll, Sandra AVED:EX
Subject: Our Ref: 98957 Letter from Minister Wilkinson to Kim Carter
Attachments: 98957_Minister's response to Ombudsperson draft report_Feb2015.pdf

Hello Ms. Carter.

Please find attached Minister Wilkinson's response to the Ombudsperson draft report.

Thank you.

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From: Azaransky, Debbie L AVED:EX
Sent: Thursday, November 19, 2015 9:08 AM
To: Wilson, Kevin M AVED:EX
Subject: FW: Estimates update (vis a vis Ombudsperson report)

Importance: High

From: Wai, Bonnie O AVED:EX
Sent: Tuesday, March 24, 2015 8:13 AM
To: Azaransky, Debbie L AVED:EX
Cc: Wilson, Kevin M AVED:EX
Subject: RE: Estimates update (vis a vis Ombudsperson report)
Importance: High

From page 11 of the Executive Summary:

<https://www.bcombudsperson.ca/images/pdf/In the Public Interest/In the Public Interest - Executive Summary.pdf>

Ministry Response to Recommendations

The Office of the Ombudsperson's draft report and recommendations were provided to both the public administrator of PCT IA and the Ministry of Advanced Education in December 2014. Both had the opportunity to review the report, to provide any factual clarifications and in the case of PCT IA, to provide additional information. The Minister of Advanced Education's response to the draft report, dated February 17, 2015, is included as an appendix. As the public administrator of PCT IA is the Deputy Minister of Advanced Education, and as all the recommendations in the report are directed to actions the ministry needs to take, I have accepted the minister's letter as a complete response to the report and recommendations. The minister's letter does not provide specific responses to the 36 recommendations in this report.

However, on February 11, 2015, the minister introduced in the legislature *Bill 7 – 2015 Private Training Act*. Six of the recommendations relate to matters that, in my view, should be addressed in legislation. Having reviewed Bill 7, I can conclude that it proposes a system of progressive enforcement that can be applied to persons and institutions. While the details of the administrative penalties that are part of this system need to be set out in regulations that are not yet finalized, I am satisfied that the ministry has accepted and implemented in part this recommendation (R21).

Based on my review of Bill 7, I can conclude that the ministry will not implement in legislation those recommendations related to the establishment of an advisory body (R1), the right of the oversight body to meet with students (R19(a)), and an expanded student complaints process (R27, 29 and 30). The lack of an expanded process for students to complain to the oversight body is particularly concerning. Bill 7 also contains provisions for the ministry to publish, on a website, information about enforcement action against private career training institutions (including unregistered and formerly registered institutions), which partially addresses R22. The majority of the recommendations in this report can be implemented through regulation or policy. Bill 7 establishes a framework that allows the ministry to implement additional recommendations, including:

- establishing requirements in regulation for private career training institutions' complaint processes (R24)
- establishing in regulation program approval criteria, and program changes requiring prior approval from the oversight body (R12 and R13)

• establishing in regulation compliance standards and requirements for certification and the application process, which could include regulations for site visits before and after certification (R9, R10, R11, and R17)

As the ministry has not yet made public any regulations or policy, I am unable to conclude at this time whether or not the ministry's actions in response to these recommendations will adequately and appropriately address the administrative unfairness and procedural deficiencies identified in the report. As it works to finalize the new regulatory framework, the ministry has an opportunity to develop regulations and policy that provide more effective protection for students. The Office of the Ombudsperson will regularly monitor and report publicly on the actions taken by the ministry to implement all of the recommendations in this report.

From: Azaransky, Debbie L AVED:EX
Sent: Tuesday, March 24, 2015 8:02 AM
To: Wai, Bonnie O AVED:EX
Subject: RE: Estimates update

s.13

. Let's be prepared and get out the report, our responses etc. We can discuss this morning. Also, she says we only meet 1 out of 6. Let's see if we have responses to the other 5. Thanks.

Debbie

From: Wai, Bonnie O AVED:EX
Sent: Tuesday, March 24, 2015 7:59 AM
To: Azaransky, Debbie L AVED:EX; Wilson, Kevin M AVED:EX
Subject: RE: Estimates update

Assume there might be some additional questions re: Ombudsperson report given it was tabled yesterday.

From: Azaransky, Debbie L AVED:EX
Sent: Monday, March 23, 2015 10:05 PM
To: Wai, Bonnie O AVED:EX; Wilson, Kevin M AVED:EX
Subject: Fwd: Estimates update

FYI

Sent from my iPhone

Begin forwarded message:

From: "Bronee, Rueben AVED:EX" <Rueben.Bronee@gov.bc.ca>
Date: March 23, 2015 at 6:39:16 PM PDT
To: Monica Lust <mlust@pctia.bc.ca>, "Azaransky, Debbie L AVED:EX" <Debbie.Azaransky@gov.bc.ca>
Subject: Fwd: Estimates update

FYI: as expected, it doesn't look like PCTIA/PTA will be a major topic for estimates. May come up under international, overall funding and the individual questions I suppose.

Begin forwarded message:

From: "Wyllie, Sandra AVED:EX" <Sandra.Wyllie@gov.bc.ca>
Date: March 23, 2015 at 6:28:22 PM PDT
To: "Stewart, Jacqui AVED:EX" <Jacqui.Stewart@gov.bc.ca>, "Bronee, Rueben AVED:EX"

<Rueben.Bronee@gov.bc.ca>, "Shaw, Mary A AVED:EX" <Mary.Shaw@gov.bc.ca>,
"Brown, Susan B AVED:EX" <Susan.B.Brown@gov.bc.ca>
Cc: "Avison, Claire AVED:EX" <Claire.Avison@gov.bc.ca>
Subject: Fw: Estimates update

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Brewster, Kevin AVED:EX <Kevin.Brewster@gov.bc.ca>
Sent: Monday, March 23, 2015 17:07
To: Meadows, Jennifer L AVED:EX; Plecas, Bobbi AVED:EX; Avison, Claire AVED:EX; Soares, Ramona AVED:EX
Cc: Carroll, Sandra AVED:EX; Wyllie, Sandra AVED:EX
Subject: Estimates update

s.13

Gordon, JoAnne AVED:EX

From: Azaransky, Debbie L AVED:EX
Sent: Thursday, November 19, 2015 8:49 AM
To: Wilson, Kevin M AVED:EX
Subject: FW: DQAB update - Ombudsperson Report on PCTIA

From: Mayer, Craig W AVED:EX
Sent: Thursday, March 26, 2015 9:01 AM
To: Azaransky, Debbie L AVED:EX
Subject: DQAB update - Ombudsperson Report on PCTIA

Hi Debbie – is the following fine for inclusion in Claire’s Ministry update to the DQAB on Monday?
thanks, Craig

3. Ombudsperson Report - PCTIA

- On March 23, 2015, the Office of the Ombudsperson released *In the Public Interest: Protecting Students through Effective Oversight of Private Career Training Institutions*
- The report contains 31 findings and 36 recommendations directed to the Ministry of Advanced Education.
- Recommendations were made in five main areas:
 - a governance structure that ensures input from all stakeholders.
 - clear and accessible information for students.
 - adequate monitoring that uses consistent and appropriate standards and regularly hears from students.
 - a system of progressive enforcement that uses administrative penalties and publishes enforcement decisions.
 - an expanded and fairer complaints process for students, at the institution level and at the oversight level .
- The Report is available from the Office of the Ombudsperson website:
<https://www.bcombudsperson.ca/component/content/article/34-systemic-investigations/13058-in-the-public-interest>

Private Training Act
Questions and Answers

Ombudsperson Report

Why is this bill being rushed through the house before the Ombudsperson has completed her report on PCTIA?

The Office of the Ombudsperson launched its investigation in February 2014. The Ombudsperson and her staff met with PCTIA staff and Ministry officials several times in 2014 to discuss the investigation and the planned transition of PCTIA into the Ministry of Advanced Education.

In keeping with standard practice, the Ombudsperson provided the Ministry and PCTIA with a confidential draft report of the investigation in December 2014 for review and consideration. This practice enables factual clarifications and allows the preparation of a response which may be included in the final report.

The Ministry has undertaken this work. A written response to the draft report from the Minister has been forwarded to the Ombudsperson.

The timing of the release of the final report is the purview of the Office of the Ombudsperson.

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