

Nichols, Beth AVED:EX

From: AVED Degree Quality Assessment Board Secretariat AVED:EX
Sent: Wednesday, August 5, 2015 6:28 PM
To: s.22
Cc: AVED Degree Quality Assessment Board Secretariat AVED:EX
Subject: RE: Degree Authorization Website Inquiry

Dear s.22

Thank you for your June 9, 2015 email concerning s.22 University Canada West (UCW) and the circumstances s.22 I apologise for the delay in response.

The role of the Ministry of Advanced Education (the Ministry) is to ensure that an institution operates in compliance with the Degree Authorization Act (DAA). While the Ministry is able to act on complaints that an institution is not operating in compliance of its obligations under the DAA, the Ministry cannot intervene in the day-to-day operational decisions made by the institution.

You may wish to review s.22 to determine whether UCW has acted within its s.22 s.22 If you have any questions about the s.22 please contact the s.22 s.22

As you state that you believe s.22 you may wish to review the s.22 s.22

You may also wish to review the s.22 s.22 this website also provides links to s.22

I hope this information is helpful to you.

Sincerely,

Dorothy Rogers, Director
Quality Assurance

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

From s.22
Sent: Friday, June 5, 2015 4:18 PM
To: Graham, Rudy AVED:EX
Subject: Degree Authorization Website Inquiry

name:
s.22

from:
s.22

Page 002

Withheld pursuant to/removed as

s.22

Nichols, Beth AVED:EX

From: AVED Deputy Minister AVED:EX
Sent: Wednesday, August 26, 2015 12:50 PM
To: AVED MCRU Incoming Corresp Working Box AVED:EX
Subject: 100496 - INFO/FILE: Lawsuit - Vancouver Career College & Learning Wise Education
Attachments: 2015-08-25 - Letter.pdf

Importance: High

Categories: Info/File

Please info/file as follows:

Branch: Gov & QA

Issue: Private Institution

Cliff Subject Line: Vancouver Career College is taking legal action against Learning Wise Education (University Canada West)

Judy Johnstone
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: Amber Alrifai [<mailto:Amber.Alrifai@primacorpventures.com>]
Sent: Wednesday, August 26, 2015 10:12 AM
To: AVED Deputy Minister AVED:EX; Minister, AVED AVED:EX; AVED Degree Quality Assessment Board Secretariat AVED:EX
Subject: Lawsuit - Vancouver Career College & Learning Wise Education
Importance: High

To Whom It May Concern,

Please be advised, it is with regret that Vancouver Career College is in the process of suing Learning Wise Education (owned by The Global University System). Please see the attached for further details of the lawsuit for breach of contract between Learning Wise & Vancouver Career College.

Thank you,

Amber Alrifai

Executive Assistant to the Chairman

office 604.915.7288 x2103

email amber.alrifai@primacorpventures.com

Commerce Place | 1800-400 Burrard St. | Vancouver, BC | V6C 3A6





Blake, Cassels & Graydon LLP
Barristers & Solicitors
Patent & Trade-mark Agents
595 Burrard Street, P.O. Box 49314
Suite 2600, Three Bentall Centre
Vancouver BC V7X 1L3 Canada
Tel: 604-631-3300 Fax: 604-631-3309

August 25, 2015

Robin L. Reinertson
Partner
Dir: 604-631-3323
rlr@blakes.com

VIA REGULAR MAIL

Reference: 98818/8

Degree Quality Assessment Board Secretariat
Ministry of Advanced Education
PO Box 9177 Stn Prov Govt
Victoria BC V8W 9H8

**RE: Vancouver Career College (Burnaby) Inc. v. Global University Systems B.V., et al,
SCBC Action No. S156676, Vancouver Registry**

Dear Sirs/Mesdames:

Please find enclosed for your records a copy of the Petition of Vancouver Career College (Burnaby) Inc. against Learningwise Education Inc., which operates University Canada West.

Yours truly,

Robin L. Reinertson

RLR/mkr
Encl.

50958853.1

AUG 14 2015



S=156676

No. _____
Vancouver Registry

IN THE SUPREME COURT OF BRITISH COLUMBIA

BETWEEN

VANCOUVER CAREER COLLEGE (BURNABY) INC.

PETITIONER

AND

**GLOBAL UNIVERSITY SYSTEMS B.V., LEARNINGWISE EDUCATION INC.
and KOFFMAN KALEF LLP**

RESPONDENTS

PETITION TO THE COURT

ON NOTICE TO:

Global University Systems B.V.
22 College Street, Suite 300
Toronto ON M5G 1K2
Attention: Yuliya Etingen

Koffman Kalef LLP
1900 – 885 West Georgia Street
Vancouver BC V6C 3H4
Attention: Mark A. Bickford

Learningwise Education Inc.
1900 – 885 West Georgia Street
Vancouver BC V6C 3H4

This proceeding is brought for the relief set out in Part 1 below by,

[x] the person named as petitioner in the style of proceedings above.

If you intend to respond to this petition, you or your lawyer must

(a) file a Response to Petition in Form 67 in the above-named Registry of this Court within the time for Response to Petition described below, and

(b) serve on the Petitioner

(i) 2 copies of the filed Response to Petition, and

(ii) 2 copies of each filed Affidavit on which you intend to rely at the hearing

Orders, including orders granting the relief claimed, may be made against you, without any further notice to you, if you fail to file the Response to Petition within the time for response.

Time for Response to Petition

A Response to Petition must be filed and served on the Petitioner,

- (a) if you were served with the Petition anywhere in Canada, within 21 days after that service,
- (b) if you were served with the Petition anywhere in the United States of America, within 35 days after that service,
- (c) if you were served with the Petition anywhere else, within 49 days after that service, or
- (d) if the time for response has been set by order of the court, within that time;

(1)	The address of the registry is: 800 Smithe Street, Vancouver BC
(2)	<p>The ADDRESS FOR SERVICE of the Petitioner is:</p> <p>Blake, Cassels & Graydon LLP Barristers & Solicitors Suite 2600, Three Bentall Centre 595 Burrard Street, PO Box 49314 Vancouver, BC V7X 1L3 Attention: Robin L. Reinertson</p>
	<p>Fax number address for service of the Petitioner:</p> <p>604-631-3309</p>
(3)	<p>The name and office address of the Petitioner's lawyer is:</p> <p>Blake, Cassels & Graydon LLP Barristers & Solicitors Suite 2600, Three Bentall Centre 595 Burrard Street, PO Box 49314 Vancouver, BC V7X 1L3 Attention: Robin L. Reinertson</p>

CLAIM OF THE PETITIONER

PART 1: ORDERS SOUGHT

1. A direction that Koffman Kalef LLP as escrow agent pay forthwith the sum of \$648,457 from the funds held in escrow by it to the Petitioner Vancouver Career College (Burnaby) Inc. ("VCC") within 2 business days. For greater certainty, the payment to VCC is to be made without any payment to Learningwise Education Inc. or Global University Systems B.V. from the escrowed funds.

2. A declaration that the amount of any set-off from any payment to VCC under the Share Purchase Agreement dated September 15, 2014 or the Promissory Note dated October 20, 2014 is to be retained by the escrow agent as part of the escrowed funds until all possible future claims or entitlement by VCC to such funds under the Promissory Note has been exhausted. The parties are then at liberty to apply to the Court for determination as to the appropriate distribution of the remainder of the escrowed funds, if any, if the parties cannot agree.

Part 2: FACTUAL BASIS

Parties

3. Learningwise Education Inc. ("Learningwise") is a federal company continued into British Columbia. Learningwise operates a private, for-profit university, doing business as "University Canada West".

4. Vancouver Career College (Burnaby) Inc. ("VCC") is a British Columbia company. At material times up to September 15, 2014, VCC was the legal and beneficial owner of all issued and outstanding shares in Learningwise.

5. Global University Systems B.V. ("GUS") is a company incorporated under the laws of the Netherlands. It has an address for service under the material agreements in Toronto, Ontario.

6. Koffman Kalef LLP is a law firm constituted as a British Columbia limited liability partnership. In addition to acting as escrow agent, Koffman Kalef LLP is currently counsel for Learningwise and GUS and was counsel to GUS with respect to the transaction described in this petition.

Share Sale Transaction

7. As of September 15, 2014, all of the issued and outstanding shares of Learningwise were sold by VCC to GUS ("**Transaction**"). Koffman Kalef LLP was appointed as escrow agent pursuant to the terms of the Escrow Agreement, described below.

8. The Transaction was effected through a series of interrelated agreements and other documents, including:

- (a) the initial Share Purchase Agreement dated September 15, 2014 ("**SPA**" or "**Share Purchase Agreement**");
- (b) the First Amended and Consolidated Share Purchase Agreement dated October 17, 2014 ("**Consolidated Share Purchase Agreement**");
- (c) the Promissory Note dated October 20, 2014 ("**Promissory Note**");
- (d) the Bill of Sale dated October 20, 2014 ("**Bill of Sale**");
- (e) the Escrow Agreement dated October 21, 2014 ("**Escrow Agreement**");

(collectively, the "**Transaction Documents**").

9. The Transaction Documents were drafted by Koffman Kalef LLP in its capacity as counsel for GUS.

Share Purchase Agreement

10. The initial Share Purchase Agreement was made between VCC and GUS as of September 15, 2014 with a closing date of October 15, 2014. The Consolidated Share Purchase Agreement was made between VCC and GUS as of October 17, 2014 with a closing date of October 21, 2014. In addition to the initial purchase price, the consideration to VCC for the sale of the shares included the payment of other amounts as required by an Earnout Agreement between the parties and the Promissory Note from Learningwise in favour of VCC.

11. Pursuant to the terms of the Promissory Note and section 2.2 of the Escrow Agreement, funds in the amount of \$2.8 million were deposited with Koffman Kalef LLP as escrow agent

("Escrowed Funds") shortly after the closing date. The full amount of the Escrowed Funds (plus interest) continue to be held by Koffman Kalef LLP pursuant to the Escrow Agreement.

Promissory Note

12. Among other terms, the Promissory Note required Learningwise to promptly pay \$500,000 to VCC and to pay \$2.8 million to Koffman Kalef LLP as escrow agent no later than November 7, 2014 (sections 2.2 and 2.3).

13. The Promissory Note between Learningwise and VCC obliges Learningwise to pay VCC upon the occurrence of certain events or milestones regarding the renewal of consents by the BC Ministry of Advanced Education ("**Ministry**") for University Canada West to operate using the term university (the "**University Consent**") and to operate a Master of Business Administration graduate degree program (the "**MBA Consent**") (collectively, the "**Milestones**").¹ In particular, pursuant to sections 2.5 and 2.6 of the Promissory Note, Learningwise must make a payment of \$1.2 million to VCC on the occurrence of each of the renewal of the University Consent and the MBA Consent if the renewal is for a period of less than 2 years, subject to certain holdbacks and adjustments.

14. In accordance with the terms of the Promissory Note, VCC may be entitled to total payments from Learningwise of up to \$4 million, if all of the Milestones are reached. This would exceed the balance of the Escrowed Funds, by \$1.2 million.

15. There is no provision in the Promissory Note that VCC make any payment at any time to Learningwise or GUS, or that any of the escrowed funds be released to Learningwise or Gus.

16. The time for all the potential payments to VCC for satisfying all of the Milestones in the Promissory Note has not yet elapsed. Payments of up to \$1.6 million may be made if the Ministry grants further renewals of the University Consent and MBA Consent. Additionally, payments totaling \$1.2 million will become due to VCC pursuant to the terms of the holdback (set out in section 2.10), with the last payment scheduled for October 20, 2017.

Escrow Agreement

17. Pursuant to the Escrow Agreement between Koffman Kalef LLP, VCC and Learningwise,

¹ The University Consent and MBA Consent previously granted to University Canada West were scheduled to expire on February 9, 2015 absent renewal.

Koffman Kalef LLP is appointed as Escrow Agent (section 2.1) to hold the Escrowed Funds contemplated under the Promissory Note (section 2.2).

18. The Escrow Agreement provides that funds are to be paid out of escrow as follows (section 3.1):

Release of Escrowed Funds. The Escrow Agent shall release the Escrowed Funds and all interest thereon upon receipt of a joint written irrevocable authorization and direction from the Participants, directing the Escrow Agent as to the payee, the amount of the Escrowed Funds to be paid, and the date of payment, provided the date of payment will be at least 48 hours from the time of receipt of the authorization and direction by the Escrow Agent.

19. The escrow agent may also make a payment from the Escrowed Funds as required by court order (section 4.6).

20. The Escrow Agreement further provides under section 6.11 that nothing in its terms "derogates from the rights and obligations of [VCC and Learningwise] under the Promissory Note".

21. There is no provision in the Escrow Agreement for payments from the Escrowed Funds to Learningwise or GUS.

VCC's Entitlement to Payment from the Escrowed Funds

22. As of February 3, 2015, the Ministry renewed the University Consent and the MBA Consent for a period of 18 months, satisfying two of the Milestones in the Promissory Note, and entitling VCC to payment from Learningwise and from the Escrowed Funds in the amount of \$1,200,000 for each of the Milestones (pursuant to sections 2.5(b) and 2.6(b)), as follows:

- (a) Learningwise must designate the first \$1,200,000 as the holdback, which will be paid to VCC in installments ending in October 20, 2017 (under sections 2.7 and 2.10 of the Promissory Note); and
- (b) the second \$1,200,000 is to be paid by Learningwise "promptly authorizing and directing the escrow agent to release ... part of the Escrowed Funds then owing to [VCC]".

23. The Escrow Agent is to continue to hold \$1,600,000 pending a further renewal of the University Consent and MBA Consent for a period of at least 6 months (i.e. \$800,000 for each Milestone), pursuant to sections 2.8 and 2.9 of the Promissory Note.

24. As a result of the combined operation of sections 2.5 to 2.9 of the Promissory Note, VCC is entitled to an immediate payment of \$1,200,000 from Learningwise by the release of Escrowed Funds (the "Entitlement"), subject to certain adjustments as permitted by the Transaction Documents.

25. VCC understands that GUS and Learningwise do not dispute that VCC is currently entitled to such funds (subject to adjustments).

Offset Amounts

26. The Share Purchase Agreement provides a right of set-off from any payment to VCC in connection with the agreement (in section 17.5 of the Consolidated Share Purchase Agreement):

Right of Offset. Despite any term of this Agreement, the Purchaser [GUS] may offset any monies owing to the Purchaser by the Vendor [VCC] under this Agreement or any other agreement or document delivered by the Vendor in connection with this Agreement, against any monies owing to the Vendor by the Purchaser under this Agreement or any other agreement or document delivered by the Purchaser in connection with this Agreement.

27. The Promissory Note also provides for a right of set-off against any monies owing to VCC (in section 4.1):

Right of Offset

(a) Despite any term of this note and save and except for the holdback in section 2.10(a)(ii), the Payor [Learningwise] may offset any monies owing (including without limitation under any indemnity granted by the Payee [VCC]) to the Payor or Global University Systems B.V. (or assignee) by the Payee under this note, the Bill of Sale, or the Share Purchase Agreement, or more than one, or any other agreement or document delivered by the Payee in connection with this note, the Bill of Sale, or the Share Purchase Agreement, or more than one, against any monies owing to the Payee by the Payor under this note, the Bill of Sale, the Share Purchase Agreement, or more than one, or any other agreement or document delivered by the Payor in connection with his note, the Bill of Sale, the Share Purchase Agreement, or more than one.

... (d) Nothing under this section 4.1 limits the right of Payor to claim from the Payee with respect to Payor Losses under the Share Purchase Agreement.

28. VCC acknowledges that set-offs in the amount of \$551,543 are properly made from the Entitlement in accordance with the Transaction Documents (the "**Set-off**").

29. The amount immediately due from Learningwise to VCC is thus \$648,457 (the "**Payment**"), or the Entitlement less the proper Set-off.

The Respondents Refuse to Authorise the Payment

30. Learningwise and GUS acknowledge that the Entitlement, after set-off, is due and owing to VCC in accordance with the terms of the Transaction Documents.

31. However, Learningwise and GUS initially claimed set-offs, adjustments to the financial statements, indemnities and other expenses in the amount of \$712,904, as of February 18, 2015. By way of letter dated June 17, 2015, Learningwise and GUS claimed set-offs in the amount of \$786,760. Certain of these set-offs are disputed by VCC. More critically, for the first time since the payment to VCC for the Milestones became due in February 2015, Learningwise and GUS requested that the amount claimed as set-off (\$786,760) be paid in cash from the Escrowed Funds to Learningwise at the same time as the payment to VCC for the Milestones in the Promissory Notes. Since that time, Learningwise and Gus have refused to provide their written irrevocable direction to the Escrow Agent to authorise payment to VCC from the Escrowed Funds pursuant to the Promissory Note (in any amount), unless the amount of the set-off is paid in cash from the Escrowed Funds to Learningwise or GUS.

32. Koffman Kalef LLP, as Escrow Agent, has refused to release the Payment to VCC without the joint irrevocable direction from the parties or a Court order.

33. There is no provision in the Transaction Documents for payment of any set-off amount or other amount to GUS or Learningwise. It was not in the parties' contemplation and is neither express nor implied in the terms of the written agreements.

PART 3: LEGAL BASIS

34. The Entitlement is due and owing from Learningwise to VCC. VCC does not dispute that Learningwise and GUS are entitled to set-off certain amounts from VCC's Entitlement.

35. The primary disagreement between the parties relates to the interpretation of the Transaction Documents. In particular, the parties do not agree as to whether GUS or Learningwise is entitled to receive in cash the amount of any set-off from the Entitlement at the same time VCC receives its Payment, when further payments may become due to VCC upon the occurrence of some or all of the Milestones, and where such payments will likely exceed the balance of the Escrowed Funds.

36. The right of set-off in this matter arises by agreement of the parties, specifically the Transaction Documents, and is thus a form of contractual set-off. Contractual set-off is governed by the law of contracts. The scope and availability of contractual set-off is determined by the terms of the contract itself, and may be wider, narrower or similar to what which would be available, either at law or in equity. A contract providing for a right to set-off is to be interpreted by a court in a manner that gives effect to the intentions of the parties as reflected in the words of the contract.

Trilogy Energy LP v. SemCAMS ULC, 2009 ABCA 275 at para. 14
Caisse populaire Desjardins v. Canada, 2009 SCC 29 at para. 22
Halsbury's Laws of Canada – Restitution, X.5, HRE-154

37. In the Transaction Documents, the parties provided for a "Right of Offset" in the Consolidated Share Purchase Agreement (section 17.5) and Promissory Note (section 4.1). The definition of "offset" in Black's Law Dictionary is for the noun: "[s]omething (such as an amount or claim) that balances or compensates for something else; setoff"; or for the verb: "to balance or calculate against; to compensate for <the gains offset the losses>." Similarly Black's definition of setoff includes the following:

A debtor's right to *reduce the amount of a debt* by any sum the creditor owes the debtor; the counterbalancing sum owed by the creditor. ... Set-off signifies the *subtraction or taking away of one demand from another* opposite or cross-demand ..."

Black's Law Dictionary, 10th ed. (St. Paul, MN: Thomson Reuters, 2014) at 1581

38. The Oxford English Dictionary defines "offset" as "to set off as an equivalent *against* something else, or part of something else; to balance by something on the opposite side or of contrary nature."

The Oxford English Dictionary Online,
sub verbo "offset, v.", accessed August 12, 2015

< <http://www.oed.com/view/Entry/130722?rskey=O5uGhY&result=3> >

39. In *Belliveau v. Royal Bank*, the New Brunswick Court of Appeal considered the meaning of "offset" in s. 146(2)(c.3)(i) of the *Income Tax Act* and cited both the Black's Law Dictionary definition (6th ed.) and the Oxford English Dictionary definition (1970).

Belliveau v. Royal Bank of Canada (2000), 224 N.B.R. (2d) 354 (C.A.)

40. Although Learningwise has a contractual right to set-off certain amounts from the Entitlement due to VCC upon satisfaction of the Milestones, there is no contractual provision in the Transaction Documents that permits Learningwise or GUS to receive the amount of the set-off itself in cash from the Escrowed Funds. Though a set-off may decrease the amount that Learningwise is indebted to VCC, and therefore reduce the amount of a payment from the Escrowed Funds to VCC, nothing in the Transaction Documents entitles Learningwise or GUS to receive the difference (the set-off) from the Escrowed Funds in cash, particularly when the Escrow Agent is to retain the remaining funds for potential further payments to VCC upon the occurrence of further Milestones.

41. The guiding principles of contractual interpretation to be applied by this Court in interpreting the Transaction Documents are well established. The goal in interpreting an agreement is to discover, objectively, the parties' intention at the time the contract was made. The most significant tool is the language of the agreement itself, where the words should be given their plain and ordinary meaning, while being construed in the context of the agreement as a whole.

Gilchrist v. Western Star Trucks Inc. 2000 BCCA 70 at paras. 17-18
Jardine v. General Hydrogen Corp. 2007 BCSC 119 at para. 23

42. In interpreting a contract, an interpretation that would result in a commercial absurdity should be avoided. A decision maker must interpret a contract in a manner that is consistent with achieving commercial efficacy. Courts must not interpret contracts in a manner that will lead existing transactions to become unsettled or uncertain.

Jardine v. General Hydrogen Corp. 2007 BCSC 119 at paras. 33-34
Bramalea Ltd. v. Vancouver (City) School Board No. 39,
[1992] B.C. W.L.D. 1168 (C.A.) at para. 13

43. On a plain reading of the Transaction Documents, VCC may be entitled to payments from Learningwise pursuant to the Promissory Note that exceed the amount currently in escrow. VCC has an interest in the remaining Escrowed Funds until all of the conditions under the Promissory Note are either fulfilled (and the Escrowed Funds are exhausted or VCC has received the maximum available to it) or are incapable of being fulfilled (by the passage of time or the failure to meet the contractual preconditions for payment).

44. The Escrowed Funds were paid by Learningwise to Kofman Kaléf LLP as escrow agent pursuant to the terms of and its obligations under the Promissory Note. The parties' intent and the plain wording of the Promissory Note contemplate payments only to VCC. The interpretation of the Transaction Documents advanced by GUS and Learningwise – which would require payment of part of the Escrowed Funds to Learningwise before all potential payments from the Escrowed Funds to VCC pursuant to the Promissory Note are satisfied – is not commercially reasonable and would undermine the intent of the Escrowed Funds, which is to provide security to VCC for its entitlements under the Promissory Note.

45. If the Respondents had intended to impose a novel term in Transaction Documents that would require payment of set-off amounts to Learningwise from the Escrowed Funds, it could have been included in the written terms of the Transaction Documents. Rather, there is no provision under the SPA, the Promissory Note, or the Escrow Agreement providing for payment of any of the Escrowed Funds to Learningwise or GUS. The Payment must be made to VCC only, and the remaining Escrowed Funds must remain held in escrow unless and until they are paid out in whole to VCC or there is no possibility of future payment to VCC under the Promissory Note.

46. Under the law of contractual set-off and on a proper construction of the totality of the Transaction Documents, neither Learningwise nor GUS is entitled to receive in cash the balance or excess of any amounts properly set-off from VCC's Entitlement, when VCC still has a potential further entitlement to payments from the Escrowed Funds that could exhaust the entire amount.

47. Further, Koffman Kalef LLP drafted the Transaction Documents, for the benefit of its clients Learningwise and GUS, and if there is any ambiguity in the terms, it must be resolved against the Respondents pursuant to the rule of *contra proferentem*.

O'Reilly's Irish Bar Inc. v. 10385 Nfld. Ltd., 2006 NLCA 16 at paras. 42-45
Hillis Oil & Sales Ltd. v. Wynn's Canada Ltd., [1986] 1 S.C.R. 57 at 68-69
Eli Lilly & Co. v. Novopharm Ltd., [1998] 2 S.C.R. 129 at paras. 53-53

48. By refusing to make the payments and by conditioning payment on a term not found in the Transaction Documents, the Respondents are in breach of their duty of good faith contractual performance.

Bhasin v. Hrynew, 2014 SCC 71

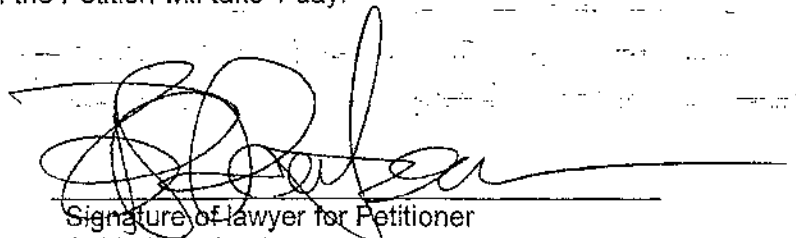
49. VCC respectfully requests an order that Koffman Kalef LLP as Escrow Agent must pay the amount of \$648,457 to VCC from the Escrowed Funds forthwith, without any payment to Learningwise or GUS from the Escrowed Funds.

PART 4: MATERIALS TO BE RELIED ON

50. Affidavit No. 1 of R. Willy, made August 13, 2015.

The Petitioner estimates that the hearing of the Petition will take 1 day.

Date: August 13, 2015



Signature of lawyer for Petitioner
Robin L. Reinertson

To be completed by the court only:

Order made

☐ in the terms requested in paragraphs of Part 1 of
this petition

☐ with the following variations and additional terms:

.....
.....
.....

Date:[dd/mm/yyyy].....

Signature of ☐ Judge ☐ Master

Nichols, Beth AVED:EX

From: Simmons, Vicki AVED:EX on behalf of AVED Education Quality Assurance AVED:EX
Sent: Thursday, October 22, 2015 2:24 PM
To: s.22
Cc: AVED Education Quality Assurance AVED:EX
Subject: RE: Education Quality Assurance Website Inquiry

Dear s.22

From your emails it appears that you have not been made aware of the formal complaints mechanisms available to you as a student at UCW.

UCW is required to have all policies affecting students publicly available. I see that UCW's Complaints Resolution policy is included in the Academic Calendar available on its website at <https://ucanwest.ca/media/203010/ucw-calendar-2015-2016.pdf> (see pages 80-81).

I urge you to initiate a formal complaint through this process. The Ministry cannot intervene unless UCW does not follow their policy in this regard, so your first step is to go through this process.

I hope this is helpful for you. If you wish to provide details of the outcome of your complaint with UCW, please contact us once the process is complete and we will be happy to assist you.

Sincerely,
Vicki Simmons

Vicki Simmons
Senior Policy Analyst
Governance and Quality Assurance Branch
BC Ministry of Advanced Education

3rd Floor, 835 Humboldt St
PO Box 9883 Stn Prov Govt
Victoria BC V8W 9T6
(T) 250-356-2067 | (F) 250-387-3750 | (E) vicki.simmons@gov.bc.ca

From: s.22
Sent: Thursday, October 22, 2015 11:44 AM
To: AVED Education Quality Assurance AVED:EX
Subject: Re: Education Quality Assurance Website Inquiry

Good day Vicky,

I have had my concerns sent to s.22 and everyone i can think of through ucw. Even s.22
s.22

and still no one has gotten back to me or has even told me about how to file a formal complaint. This is not good as it is causing a pile up of assignments for me. I have work from last week that im just getting this week with only one day to complete. No instructions, no access, and no assistance in helping them organize their class so that i can get the work and complete them. Its frustrating and i am flustered. I am constantly being

pressured with the responsibilities of digging into matters concerning these issues. I have no where else to turn. They keep beating around the bush.. I font get straight answers. Even profs. s.22
I.e. s.22 and it was i who had to clarify so that i could understand what she meant since on the web site there was not any sort or instructions. I would bot have even done the first assignment if i did s.22
The assignment was not even on the portal. Ive sent complaints to every department that i could think of and even one prof said that i should not do that and that i should talk to her instead. But with all my classes significantly lacking instructions... I do am not able to function as a student rather as an admin... trying to get them to organize their classes.

On Tuesday, October 20, 2015, AVED Education Quality Assurance AVED:EX <EQA@gov.bc.ca> wrote:

Dear s.22

Thank you for your permission to look into the matter with UCW. However, it is unclear whether you have submitted a formal complaint through UCW's process. From your email it appears that you have only raised your concerns verbally with s.22

As with all complaints, students must submit formal through the existing processes in place at the institution prior to the Ministry becoming involved. We urge you to pursue this option with UCW if you have not already done so.

Once the formal internal complaint process is complete and if you have not found resolution through the institution, the Ministry can assist you. In order to assist us in our search for answers to your questions at that time, you will need to provide us with:

- Information and documentation as to why you believe UCW is not meeting its obligations under the *Degree Authorization Act* or has not followed its policies specific to your matter of concern;
- Information and documentation on the formal complaint you submitted;
- All responses received or actions taken by UCW in regards to your complaint;
- The reason you believe the results were not satisfactory and what you are asking the Ministry to do.

Please note that the Ministry does not have authority to negotiate a specific resolution for a student, however, the outcome of your complaint may facilitate improvements to UCW's policies regarding quality assurance.

Thank you again for bringing this matter to our attention. If you wish to provide clarification on the details of the outcome of your complaint with UCW as outlined above, please contact us and we will be happy to assist you.

Sincerely,

Vicki Simmons

Vicki Simmons
Senior Policy Analyst

Governance and Quality Assurance Branch

BC Ministry of Advanced Education

3rd Floor, 835 Humboldt St
PO Box 9883 Stn Prov Govt
Victoria BC V8W 9T6
(T) 250-356-2067 | (F) 250-387-3750 | (E) vicki.simmons@gov.bc.ca

From: s.22
Sent: Friday, October 16, 2015 8:59 PM
To: AVED Education Quality Assurance AVED:EX
Subject: Re: Education Quality Assurance Website Inquiry

Good day vicky,

Thank you your reply. I have sent my concerns to UCW about the lack of instructions in my courses. I ended up getting s.22 we are still having the same issues s.22

s.22

s.22

s.22

s.22

s.22

This is not the first time and i have complained several times before s.22 Regarding the refund, i only realized now that they did not do it but faulted the professor and s.22

s.22 I am lost for places to turn for answers. No one has gotten back to me yet and i have been told recently that my s.22 for the last s.22 Please help. And you definitely have my permission to look into the matter so long as the school does not get mad at me for allowing you to. I am afraid of how they will react. When i have tried to reach out for help before to them, they react in a way that makes me feel as if im pushing it with them or asking for too much. Even so much as changing their tone of

voice, particularly s.22 I believe her name is s.22 It was condescending and even though i shared my complaints and was trying to get some answers about how things could be processed wrong s.22 all she could say way that the other person did not know about the processes and that this is the way to do it. I said okay in response and proceeded to s.22 I do need your help at least to clarify and have some sort of order and in instructions in classes. Not just one class but all classes should have clear instructions. I've saved all my emails from them to show.

Thank you again for your reply.. I feel hopeful and not alone. You have my permission.

Sincerely,

s.22

On Friday, October 16, 2015, AVED Education Quality Assurance AVED:EX <EQA@gov.bc.ca> wrote:

Dear s.22

Thank you for your correspondence regarding University Canada West (UCW).

The role of the Ministry of Advanced Education is to ensure that private degree granting institutions, such as UCW, comply with the Degree Authorization Act (DAA) and continually meet the Minister's quality standards. I can confirm that UCW has completed several quality reviews, and was found to meet the Minister's quality standards and to be in compliance with the DAA.

With respect to refunds, institutions are required to have appropriate policies and procedures for tuition refunds and are responsible for ensuring that students are aware of these policies prior to enrolment. The Ministry does not prescribe a specific refund policy, nor intervene in individual disputes on these matters.

With all concerns regarding institutions, the first step is to make a formal request through the institution's internal processes. Most complaints can be resolved informally and dealt with through the existing processes in place at the institution. From your email it is unclear as to whether you have initiated a formal request through UCW, what actions UCW has taken regarding your complaint, and what you are asking the Ministry to do.

If you wish to have the Ministry look into the matter on your behalf with UCW, we will need your permission to do so.

I appreciate you sharing your concerns with the Ministry with regard to your experience at UCW.

Sincerely,

Vicki Simmons

Vicki Simmons
Senior Policy Analyst
Governance and Quality Assurance Branch
BC Ministry of Advanced Education
| E | Vicki.Simmons@gov.bc.ca | T | 250.356.2067

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

From: s.22
Sent: Thursday, October 8, 2015 8:12 AM
To: AVED Education Quality Assurance AVED:EX
Subject: Education Quality Assurance Website Inquiry

name:

s.22

email:

s.22

comments:

Hi there,

My name is s.22 . I would like to know if university canada west is accredited and registered. Ive been having a very difficult time getting their guidelines, getting instructions from professors\instructors. I paid twice for the same course which they never refunded me for the first time. Can you help?

Sincerely,

s.22

Nichols, Beth AVED:EX

From: Simmons, Vicki AVED:EX
Sent: Thursday, October 22, 2015 3:15 PM
To: Wyllie, Sandra AVED:EX; Poirier, Dorice AVED:EX
Cc: Culleton, Anita Y AVED:EX; Rogers, Dorothy AVED:EX
Subject: RE: PUBLIC CALLER: s.22

I phoned him back and spoke with him for almost an hour. Do you want a summary of all the items discussed or will this suffice?

Vicki Simmons

Senior Policy Analyst
Governance and Quality Assurance Branch
BC Ministry of Advanced Education

3rd Floor, 835 Humboldt St
PO Box 9883 Stn Prov Govt
Victoria BC V8W 9T6
(T) 250-356-2067 | (F) 250-387-3750 | (E) vicki.simmons@gov.bc.ca

From: Wyllie, Sandra AVED:EX
Sent: Thursday, October 22, 2015 12:27 PM
To: Poirier, Dorice AVED:EX; Simmons, Vicki AVED:EX
Cc: Culleton, Anita Y AVED:EX
Subject: FW: PUBLIC CALLER: s.22

Gidday, can you please action and provide us with an outcome. Thanks so much.

Sandra

From: Clifford, Kate AVED:EX
Sent: Thursday, October 22, 2015 12:21 PM
To: Wyllie, Sandra AVED:EX
Cc: Poirier, Dorice AVED:EX
Subject: PUBLIC CALLER: s.22

Hi Sandra,

We've had a call from a man by the name of s.22 who would like to express a complaint about University Canada West. s.22 and feels that the university "borders on the lines of bogus" and that students are graduating with much less education than they should be receiving. He would like someone to call him back regarding his issues. Please have staff call him back on s.22 and advise any outcomes of the call.

Thanks in advance,

Kate Clifford | Senior Executive Assistant
Office of the Deputy Minister
Ministry of Advanced Education
P: [250-356-5173](tel:250-356-5173) | F: [250-356-5468](tel:250-356-5468)

Rogers, Dorothy AVED:EX

From: House, Dawn M AVED:EX
Sent: Tuesday, February 23, 2016 4:12 PM
To: Rogers, Dorothy AVED:EX
Subject: RE: FWD from Minister's Office, Public Caller s.22

Hi Dorothy,

Laurie says she copied s.22 concerns to her email - I did not receive a copy in what you forwarded to me.

Vicki mentioned Laurie's, s.22 concerns previously to me in terms of this being a tuition deposit, which is standard practice and applied against the cost of tuition.

The UCW calendar (p. 45) states there is an \$150 Application fee for Domestic and International students. Tuition Deposits are as follows:

- Undergraduate: \$500 (Domestic); \$6300 (International)
- Graduate: \$500 (Domestic); \$6480 (International)

Other fees are also noted at the link noted above. Also see Refunds for International Students policy on p. 49.

Hope this helps.

Cheers,
Dawn

From: Rogers, Dorothy AVED:EX
Sent: Tuesday, February 23, 2016 3:38 PM
To: House, Dawn M AVED:EX; Simmons, Vicki AVED:EX
Subject: FW: FWD from Minister's Office, Public Caller s.22

Dawn, you are more familiar with the UCW materials lately, does this sound familiar? \$6,500 is pretty high for a deposit.

From: Brucker, Laurie AVED:EX
Sent: Tuesday, February 23, 2016 3:15 PM
To: Culleton, Anita Y AVED:EX; Clemente, Christina AVED:EX
Cc: Clifford, Kate AVED:EX; Rogers, Dorothy AVED:EX; Simmons, Vicki AVED:EX
Subject: RE: FWD from Minister's Office, Public Caller s.22

Anita and Christina,

I called s.22 and spoke with him in more detail about his concerns related to University Canada West. I've noted his concerns and will also share them with our Ministry colleagues in quality assurance (copied here for reference purposes). I also indicated that if he wishes to make a specific complaint about the institution (or, preferably, if his client wishes to do so), that he should detail the concern and submit it to the DQAB Secretariat mailbox, along with a note that the Ministry has permission to use this information if contacting the institution for follow up.

The caller was satisfied with this response.

Regards,
Laurie

Laurie Brucker

Senior Policy Advisor, International Education
Ministry of Advanced Education
Phone: (250) 356-5432
Email: Laurie.Brucker@gov.bc.ca

From: Clemente, Christina AVED:EX
Sent: Tuesday, February 23, 2016 2:06 PM
To: Culleton, Anita Y AVED:EX
Cc: Clifford, Kate AVED:EX
Subject: FWD from Minister's Office, Public Caller s.22

Hello,

I have been forwarded a public caller from the Minister's office by the name of s.22 s.22
s.22 and would like to speak with someone in the ministry about some issues he has witnessed at University
Canada West. Specifically he has taken issues with the fact that the school requires international students to pay a non-
refundable deposit of \$6500, which he believes is above the norm for other institutes and is being used to take
advantage of international students.

If you could have staff from your branch please call back s.22 as soon as possible, and advise of
outcome, that would be much appreciated.

Many thanks,
Christina



Christina Clemente, Document Coordinator
Office of the Deputy Minister
Ministry of Advanced Education
☎ 250 356-5170 | 📠 250-356-5468

Nichols, Beth AVED:EX

From: House, Dawn M AVED:EX
Sent: Thursday, February 25, 2016 8:17 AM
To: Simmons, Vicki AVED:EX; Rogers, Dorothy AVED:EX
Subject: RE: FWD from Minister's Office, Public Caller s.22

Thanks Vicki. Yes, the issue appears to be whether UCW has an appropriate refund policy for international students who don't have a study permit, either through denial or not applying for one prior to changing their minds about UCW. Dorothy asked that we wait till s.22 contacts us as noted in Laurie's email to hear the full story.

From: Simmons, Vicki AVED:EX
Sent: Thursday, February 25, 2016 7:34 AM
To: Rogers, Dorothy AVED:EX; House, Dawn M AVED:EX
Subject: RE: FWD from Minister's Office, Public Caller s.22

Laurie asked me about this and I mentioned that most institutions require a deposit of one term of tuition from international students. This amount would basically equate to that given the tuition fees for UCW. I think the issue is whether UCW has an appropriate refund policy for it (i.e. it should be 100% refundable if a study permit is denied).

Vicki Simmons

Senior Policy Analyst
Governance and Quality Assurance Branch
BC Ministry of Advanced Education

3rd Floor, 835 Humboldt St
PO Box 9883 Stn Prov Govt
Victoria BC V8W 9T6
(T) 250-356-2067 | (F) 250-387-3750 | (E) vicki.simmons@gov.bc.ca

From: Rogers, Dorothy AVED:EX
Sent: Tuesday, February 23, 2016 3:38 PM
To: House, Dawn M AVED:EX; Simmons, Vicki AVED:EX
Subject: FW: FWD from Minister's Office, Public Caller s.22

Dawn, you are more familiar with the UCW materials lately, does this sound familiar? \$6,500 is pretty high for a deposit.

From: Brucker, Laurie AVED:EX
Sent: Tuesday, February 23, 2016 3:15 PM
To: Culleton, Anita Y AVED:EX; Clemente, Christina AVED:EX
Cc: Clifford, Kate AVED:EX; Rogers, Dorothy AVED:EX; Simmons, Vicki AVED:EX
Subject: RE: FWD from Minister's Office, Public Caller s.22

Anita and Christina,

I called s.22 and spoke with him in more detail about his concerns related to University Canada West. I've noted his concerns and will also share them with our Ministry colleagues in quality assurance (copied here for reference purposes). I also indicated that if he wishes to make a specific complaint about the institution (or, preferably, if his client wishes to do so), that he should detail the concern and submit it to the DQAB Secretariat mailbox, along with a note that the Ministry has permission to use this information if contacting the institution for follow up.

The caller was satisfied with this response.

Regards,
Laurie

Laurie Brucker

Senior Policy Advisor, International Education
Ministry of Advanced Education
Phone: (250) 356-5432
Email: Laurie.Brucker@gov.bc.ca

From: Clemente, Christina AVED:EX
Sent: Tuesday, February 23, 2016 2:06 PM
To: Culleton, Anita Y AVED:EX
Cc: Clifford, Kate AVED:EX
Subject: FWD from Minister's Office, Public Caller s.22

Hello,

I have been forwarded a public caller from the Minister's office by the name of s.22 and would like to speak with someone in the ministry about some issues he has witnessed at University Canada West. Specifically he has taken issues with the fact that the school requires international students to pay a non-refundable deposit of \$6500, which he believes is above the norm for other institutes and is being used to take advantage of international students.

If you could have staff from your branch please call back s.22 as soon as possible, and advise of outcome, that would be much appreciated.

Many thanks,
Christina



Christina Clemente, Document Coordinator
Office of the Deputy Minister
Ministry of Advanced Education
☎ 250 356-5170 | 📠 250-356-5468

2016/17 EQA Checklist

Institution Name: University Canada West

Corporate Registry https://www.bconline.gov.bc.ca/ User ID pc92104 PW: see Janet	Date(s) Completed: APR 28 2016
CANLII http://canlii.org/en/ca/	Date Completed: MAY 05 2016
The Courts of British Columbia http://www.courts.gov.bc.ca/search_judgments.aspx	Date Completed: MAY 05 2016
BC Human Rights Tribunal http://www.bchrt.gov.bc.ca/search/index.htm	Date Completed: MAY 05 2016
Student Aid Compliance Unit (if SFA designated) avedcomplianceunit@gov.bc.ca N:\GENERAL\Quality Assurance Unit\Quality Assurance Policies and Plans\EQA\2014 Repayment Rate ltrs	Date Completed: MAY 05 2016
Institutions of Interest \\Crowbar\S24049\GENERAL\QUALITY ASSURANCE UNIT\Degree Authorization\DAA\DAA Contraventions & Policy\Institutions of Interest - Status Sheet.xls	Date Completed:
Private Career Training Institutions Agency http://www.pctia.bc.ca/listings	Date Completed: N/A MAY 05 2016
Website Scan	Date Completed:
Student Complaints (PCTIA institutions)	Date Completed: MAY 05 2016
Regulatory Bodies (Vicki)	Date Completed: N/A
Prior Applicant Suitability	Yes -- DN # No
Comments: <i>*Student complaint rec'd Oct 8, 2015. (see attached)</i> <i>Approved June 7/16.</i>	
Update EQA Database https://myeqa.bceqa.ca/apply/apply/Home	Date Completed: JUN 03 2016
Send notification email to institution (if approved), and move emails from inbox	Date Completed: JUN 07 2016
Update "EQA Applications Under Review" sheet \\Crowbar\S24049\GENERAL\QUALITY ASSURANCE UNIT\Quality Assurance Policies and Plans\EQA\EQA (Recent)\EQA Applications Under Review.docx	Date Completed: JUN 03 2016

Application Summary

RE-APPLICATION

STATUS: UNDER REVIEW

Invoice N/A
 PCTIA Not Applicable
 LC Not Applicable
 Ministry Initiated

MINISTRY OF
 ADVANCED EDUCATION

APR 27 2016

POLICY AND SYSTEM QUALITY
 BRANCH

Institution Profile

University Canada West

www.ucanwest.ca

100 - 626 West Pender Street

Vancouver, V6B 1V9

David W. Wiens

Size of institution by *enrolment*: 100-499

Percentage of international students based on *enrolment*: 70%

Target markets: Asia, Europe, Africa, Americas, North America

Payment/Refund

PAYMENT Order: 101133, Amount:0.00, Date: Apr 27, 2016

Contacts

Executive Director, Compliance, Accreditation and Evaluation

David Wiens - Institutional Representative

604-915-9607

David.Wiens@ucanwest.ca

Application

Type of post-secondary institution:

Private Degree Granting

What is the legal name of your institution as listed in the Corporate Registry?

LeamingWise Education Inc.

BC Incorporation Number: BC 0849692

Is your institution currently doing business under any other name? If none, please enter N/A.

(could be multiple)

University Canada West

What is the name of the owner of the legal entity?

Global University Systems

Type of post-secondary education offered:

Associate Degree

University Transfer

☒ Undergraduate Degree

☒ Graduate Degree

Career Training

Language Training

Theological

Trades / Apprenticeship Training

Institution's programs meet quality assurance standards through:

☐ Public Institution Legislation

- ☐ Ministry Review Process
☒ Ministers consent under the Degree Authorization Act (DAA)
☐ Private Career Training Institutions Agency (PCTIA) Accreditation

Does institution have SABC designation?

☒ Yes ☐ No

Institutional Representative Signature:

David W. Wiens

Permission to use EQA Brand

Intended medium for brand use:

(check all that apply)

- ☒ Pamphlet
☒ Brochure
☒ Website
☒ Poster
☒ Banner
☒ Billboard/Signage
☐ Other

List any other marks, logos or symbols that may appear in conjunction with the EQA Brand:

University Canada West logo as well as BCCAT and Imagine

List any official affiliations or partnerships institution has with other institutions:

UCW has numerous transfer credit agreements and Memoranda of Understanding within Canada and abroad.

I have read and understand the conditions of use pertaining to the following:

- ☒ Brand permissions
☒ Use & misuse of brand
☒ Brand compliance

Institutional Representative Signature:

David Wiens

Notes

END

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 **BRITISH
COLUMBIA**

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Campus	Address Line 1	City	Postal Code	Primary Address	
University Canada West	100 - 626 West Pender Street	Vancouver	V6B 1V9	Yes	Edit

[Add](#)



BC Company Summary

For
LEARNINGWISE EDUCATION INC.

Date and Time of Search: April 28, 2016 02:16 PM Pacific Time

Currency Date: March 01, 2016

ACTIVE

Incorporation Number: C0849692

Name of Company: LEARNINGWISE EDUCATION INC.

Recognition Date and Time: Continued into British Columbia on April 14, 2009 08:24 PM Pacific Time

In Liquidation: No

Last Annual Report Filed: April 14, 2015

Receiver: No

PREVIOUS FOREIGN JURISDICTION INFORMATION

Identifying Number in Foreign Jurisdiction:

4442474

Name in Foreign Jurisdiction:

Learningwise Inc.

Date of Incorporation, Continuation or Amalgamation
in Foreign Jurisdiction:

September 04, 2007

Foreign Jurisdiction:

FEDERAL

EXTRAPROVINCIAL REGISTRATION INFORMATION

Previous Registration Number in BC:

A0074235

Extraprovincial Company's Name in BC:

LEARNINGWISE INC.

REGISTERED OFFICE INFORMATION

Mailing Address:

19TH FLOOR
885 WEST GEORGIA STREET
VANCOUVER BC V6C 3H4
CANADA

Delivery Address:

19TH FLOOR
885 WEST GEORGIA STREET
VANCOUVER BC V6C 3H4
CANADA

RECORDS OFFICE INFORMATION

Mailing Address:

19TH FLOOR
885 WEST GEORGIA STREET
VANCOUVER BC V6C 3H4
CANADA

Delivery Address:

19TH FLOOR
885 WEST GEORGIA STREET
VANCOUVER BC V6C 3H4
CANADA

DIRECTOR INFORMATION

Last Name, First Name, Middle Name:

Ceragioli, Elisabetta

Mailing Address:

9 HOLBORN
LONDON EC1N 2LL
UNITED KINGDOM

Delivery Address:

9 HOLBORN
LONDON EC1N 2LL
UNITED KINGDOM

Last Name, First Name, Middle Name:

Etingen, Arkady

Mailing Address:

9 HOLBORN
LONDON EC1N 2LL
UNITED KINGDOM

Delivery Address:

9 HOLBORN
LONDON EC1N 2LL
UNITED KINGDOM

Last Name, First Name, Middle Name:

Voronov, Ida

Mailing Address:

9 HOLBORN
LONDON EC1N 2LL
UNITED KINGDOM

Delivery Address:

9 HOLBORN
LONDON EC1N 2LL
UNITED KINGDOM

NO OFFICER INFORMATION FILED AS AT April 14, 2015.



April 1, 2016

Our Ref. 101824

Dr. Arthur Coren
President and Vice-Chancellor
University Canada West
Suite 100 - 626 W Pender St
Vancouver BC V6B 1V9

Dear Dr. Coren:

This letter provides the latest Canada Student Loans Program repayment rate results for your institution. The Ministry uses repayment rate as key indicator of the financial risk of institutions that are designated for student financial assistance.

Your institution's repayment rates over the past three years are outlined in the table below including all activity under both institution codes. No data has been provided for institution code APDH as this code is no longer active. The repayment rate is measured on July 31 each year. The most recent rate (2015), for example, is based on borrowers who consolidated their loans between August 1, 2013 and July 31, 2014, and have either paid in full or made regular payments. This represents repayment of the federal portion of student loans.

Year measured (cohort)	2013 (2011/12)	2014 (2012/13)	2015 (2013/14)
Principal Paid in Full	\$56,365	\$51,407	\$38,458
Principal in Good Standing	\$171,270	\$206,865	\$139,939
Principal in Delinquency ¹	\$107,248	\$112,118	\$46,988
Principal in Consolidation	\$334,888	\$370,389	\$225,382
Number of Borrowers	35	39	16
Repayment Rate ²	68.0%	69.7%	79.2%
National Threshold	85.2%	85.2%	85.2%
Minimum Threshold	60.0%	60.0%	60.0%

1. Principal in delinquency is provided for your information; it is not part of the repayment rate calculation. Loans which have missed payments are considered delinquent. After borrowers remain delinquent for 270 days (about nine consecutive months), they become loans in default. Loans covered by repayment assistance plans are deemed to be in good standing.
2. The repayment rate calculation is: $[(\text{principal paid} + \text{principal in good standing}) \div \text{principal at consolidation}] \times 100\%$.

The results above are the most recent available. More repayment data can be found in the attached appendices, including repayment rates by sector and program. Current and historical repayment rates for all institutions with over 10 borrowers are also posted at <http://tools.canlearn.ca/cslgs-scpse/cln-cln/rtr-rrl/af.rrl-eng.do>.

... /2

Ministry of
Advanced Education

Post-Secondary Audit and
Accountability Branch

Mailing Address:
PO Box 9157 Stn Prov Govt
Victoria BC V8W 9H2

Location Address:
5th Floor – 835 Humboldt Street
Victoria BC V8V 4W8

Telephone: (250) 356-1779
Facsimile: (250) 356-1377

As outlined in the Designation Policy Framework, available at <https://studentaidbc.ca/institution-officials>, institutions play a key role in managing the financial risk of student loan programs. The Ministry's annual repayment letter is part of an ongoing dialogue with designated institutions about performance expectations. The aim of reporting this information is to maximize student loan repayment.

In accordance with the Designation Policy Framework, the Ministry assigns institutions to one of three risk zones, based on repayment rate thresholds defined by the federal government. These thresholds are raised from time to time. The three risk zones are: Green, Yellow and Red.

Green zone institutions have a Repayment Rate of more than 85.2 percent and are exempt from any intervention.

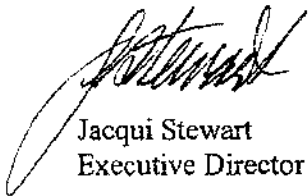
Yellow zone institutions - those with a repayment rate between 60 percent and 85.1 percent - are encouraged to implement default management strategies and may be required to submit improvement plans to the Ministry.

Red zone institutions have a repayment rate of less than 60 percent and are subject to Ministry intervention. These institutions are required to submit improvement plans to the Ministry. An improvement plan sets out specific strategies that the institution intends to implement in order to improve repayment rates and promote student success. Institutions are expected to outline the results they intend to achieve and timelines for achieving these results. Progress on implementing the plans is monitored by the Ministry.

A Repayment Resource Guide to assist institutions in developing default management strategies can be found at <https://studentaidbc.ca/institution-officials>.

If you have any questions or require additional information please contact Sharlane Callow, Director, Compliance and Investigations, at Sharlane.Callow@gov.bc.ca or (250) 356-7210.

Sincerely,



Jacqui Stewart
Executive Director

Attachments

Call Outcome

- Time and date of call:
September 2, 2016, 1:20pm.
- Name and title of Ministry staff member who spoke to correspondent:
Laurie Brucker, A/Director International Education and Intergovernmental Relations
- Details of what was discussed:
The correspondent was advised that as per previous response on August 16, 2016, the Ministry does not get involved unless an institution is not consistent with its publicly available refund policies and the student is not able to resolve the matter directly with the institution. The tuition refund policy is posted on the UCW website and appears to be consistent with what was indicated in the correspondence.

The correspondent was further advised that international students are responsible for ensuring they are in compliance with the conditions of their study permits, as outlined by the federal Department of Immigration, Refugees and Citizenship Canada (IRCC). He was advised to confirm with IRCC that his status in Canada is in keeping with IRCC requirements, given that he is now in Canada on a study permit but is not currently studying.
- Is the correspondent satisfied with the information provided or do they expect/require follow-up communication?
The correspondent was satisfied with the information provided.

Nichols, Beth AVED:EX

From: Minister, AVED AVED:EX
Sent: Monday, August 22, 2016 8:53 AM
To: AVED MCRU Incoming Corresp Working Box AVED:EX
Cc: AVED Strategic Sector Engagement AVED:EX; Chalmers, Jennifer AVED:EX; Bajwa, Raman AVED:EX; Sketchley, Rani AVED:EX
Subject: 103040 - FOR ED RESPONSE: Our Ref. 102820 - Re: Funding and Tuition Refund from UCW

Categories: Minister

Please prepare response for ED signature as follows:

Branch: SP&P
Issue International Education
X-Ref: 102820

Please copy the Ministers Bernier and Wilkinson on our response.

Judy Johnstone
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: s.22
Sent: Monday, August 22, 2016 8:34 AM
To: AVED Strategic Policy and Planning AVED:EX; Minister, AVED AVED:EX; Minister, EDUC EDUC:EX
Subject: Re: Our Ref. 102820 - Re: Funding and Tuition Refund from UCW

Email Regarding the reference number : **102820**

Sir , I want to tel you Some thing ,For Starting^{s.22} from Beginning I need money like 7000-8000\$.As far as I am Concerned Sir i belong to a very poor family of Pakistan and i cannot afford such a heavy loss of tuition fee . My Parents struggled very hard to send me to canada for higher studies which is not easy if you dnt have money or a good job which can pay for your studies .

So It will be a request by me if you send an email to University Canada west at registrar@ucanwest.ca info@ucanwest.ca regarding the refund of mv tuition fee so that i can pursue education in a good and my desirable university in which there are^{s.22} courses for studying .

Sir It will be a Honour for me if you do this favour for me ...I am a Poor Student and i cannot give u anything as you are a Minister But i will remember you in my prayers all the time and i will not forget you for my whole life as you will be some one who did something for my career.
Secondly at the end i will write you down that please help me sir Honourable minister

On Tuesday, August 16, 2016 10:19 AM, AVED Strategic Policy and Planning AVED:EX
<AVED.StrategicPolicyandPlanning@gov.bc.ca> wrote:

August 16, 2016
Our Ref. 102820

s.22

Dear s.22

Thank you for your correspondence of July 16 and July 24, 2016, sent to the Honourable Andrew Wilkinson, Minister of Advanced Education, and other provincial representatives, regarding funding to pursue your masters of electrical engineering in Canada, and a tuition refund from University Canada West (UCW). Your e-mails have been forwarded to me for response.

With respect to a tuition refund from UCW, in British Columbia, post-secondary institutions set their own admission policies, including establishing tuition fees and tuition refund policies. The Ministry does not get involved unless an institution is not consistent with its publicly available refund policies and the student is not able to resolve the matter directly with the institution. The UCW MBA Foundation tuition refund policy is posted on its [website](#) and appears to be consistent with what you have indicated in your correspondence.

Regarding your request for financial assistance to pursue a s.22 although the Government of British Columbia does not provide financial assistance to international students, our international education website, [LearnLiveBC](#), includes information regarding scholarships for international students, as well as important information about studying, living and working in the province. You may also want to make enquiries with specific institutions about scholarships, bursaries and other financial awards that are available to international graduate students. Contact information for all of the public post-secondary institutions in British Columbia is available on [LearnLiveBC](#).

You also mention the possibility of finding work in Canada to help pay for your education. Policies governing the entry of persons wishing to study, visit, work or do business in Canada rest with the federal government of Canada. You may wish to contact the federal government's Department of [Immigration, Refugees and Citizenship Canada](#) to obtain information regarding work permit programs available to international students in British Columbia.

I hope the information provided is helpful to you, and I wish you success with your goals for the future.

Sincerely,

Kate Cotie for ...
Susan Brown
Executive Director
Strategic Policy and Planning Branch
Ministry of Advanced Education

pc: Honourable Andrew Wilkinson, Minister of Advanced Education
Honourable Mike Bernier, Minister of Education
Honourable Bill Bennett, Minister of Energy and Mines
Honourable Shirley Bond, Minister of Jobs, Tourism and Skills Training
Honourable Mike de Jong, Minister of Finance

From: s.22
Sent: Sunday, July 24, 2016 10:58 PM
To: Minister, AVED AVED:EX
Subject: A Students Request about higher studies

Hello Sir How Are You?

I am s.22

I am now a days in Canada Vancouver ,I came here on Study Visa in may 2016 and i got admission in University Canada west in MBA foundation ,Now For my Previous education i have done s.22 s.22 and i want to pursue here an education in the related field of Engineering .

My Question is that i want to take my fees back from University Canada West ,I have talked to them several times before the start of class in july 2016 and after some days of class start that i want to take admission into another institution where there is some related field of Engineering .

I want to get my fees back But the staff of university said that fee only refundable if your visa gets rejected .

I am a Poor Student and belongs to a Poor family So Can you plz help me in getting my fees back?

It will create a better effect on them ,if you will email them about me that let me continue my desired education and so get my tuition fee back.

Regards

s.22

From: s.22
Sent: Saturday, July 16, 2016 3:22 PM
To: Minister, EDUC EDUC:EX; Minister, AVED AVED:EX; Minister, MEM MEM:EX; Minister, FIN FIN:EX; Minister, JTST JTST:EX
Subject: Application for a Request

Hello Sir

i am s.22

s.22 , I came into Canada this year and i have done s.22
...i have heard a lot about Canada that there are so many opportunities in Canada but i havenot found a job related to Electrical Engineering ... Also I want to Continue My Masters in Canada s.22 But i dnt have enough money to complete my studies in Canada So plz help me either in getting a job or getting a Scholarship or financial aid by the ministry .

Thank you

s.22

i will be glad to hear a response from you

Nichols, Beth AVED:EX

From: s.22
Sent: Friday, November 18, 2016 6:47 PM
To: AVED Governance and Quality Assurance AVED:EX
Subject: Re: Our Ref. 98045 - Re: Request for Tuition refund from University Canada West

Follow Up Flag: Follow up
Flag Status: Flagged

I would like to have this situation revised. I still believe I am eligible for a refund. This school is doing business dirty - they knew they were closing, took my money and ran - foreign all the staff while they were at it. To expect me to move to Vancouver or enrol online is not what I signed up for. They need to be responsible for the business they provide and I am now trying to apply at Camosun - unable to transfer any of my credits earned. Total waste of money, time and trust in the educational system.

On Wed, Oct 8, 2014 at 1:14 PM AVED Governance and Quality Assurance AVED:EX

<AVED.GovernanceandQualityAssurance@gov.bc.ca> wrote:

October 8, 2014

Our Ref 98045

s.22

s.22
Dear _____

I am writing in response to correspondence shared with the Honourable Amrik Virk, Minister of Advanced Education, regarding your request for a tuition refund from University Canada West (UCW). I am responding to your concerns on behalf of Minister Virk.

I understand that your concern is related to the 2011 consolidation of UCW operations to its Vancouver campus and the closure of its Victoria campus, where you were enrolled in the s.22
s.22

In 2011, UCW officials advised Ministry staff that they had met with all affected students to discuss the various options available to them, including: continuing their education through online studies with UCW; assistance with relocation to UCW's Vancouver campus; in-class or blended instruction at UCW's Vancouver campus; or assistance with transferring to another institution. UCW indicated that all students were provided with these options, and for those who decided not to continue with their program, a tuition refund for all non-completed courses was to be provided.

Ministry staff have reviewed your documents and would appreciate discussing your particular circumstances with you to fully understand the facts of the situation. Ms. Dorothy Rogers, Director, Governance and Quality Assurance Branch, will be contacting you shortly to discuss your concerns. Should you wish to contact Ms. Rogers, she can be reached at: DQABsecretariat@gov.bc.ca, or at: (250) 387-6298.

I trust this information is helpful to you.

Sincerely,

Susan Brown

Interim Executive Director

Governance and Quality Assurance Branch

Ministry of Advanced Education

cc: Honourable Amrik Virk

Minister of Advanced Education

Legislative Office
Room 201, Parliament Buildings
Victoria, BC V8V 1X4

Constituency Office
2909 West Broadway
Vancouver, BC V8K 2G6



MINISTRY OF ADVANCED EDUCATION			
CLIFF NUMBER _____			
REFER TO _____			
RECEIVED			
SEP 15 2014			
<input type="checkbox"/> DRAFT MIN	<input type="checkbox"/> DRAFT REPLY MIN'S BEHALF	<input type="checkbox"/> DM ADM DIR	<input type="checkbox"/> INFO / FILE
<input type="checkbox"/> RLU	<input type="checkbox"/> MINISTER	<input type="checkbox"/> IMA	<input type="checkbox"/> EA <input type="checkbox"/> AC
NOTES _____			

September 15, 2014

Amrik Virk
Minister of Advanced Education
Victoria, BC
VIA FAX: 250 952-0260

Dear Minister Virk:

Re: University Canada West and ^{s.22}
^{s.22}

for ^{s.22} and any other aggrieved
students who had tuition money taken by University Canada West (UCW) for their (now closed) Victoria
Campus and were unable to complete their school year.

^{s.22} has provided me with a number of documents related to her time at UCW. As you recall,
she was unable to complete her program when the school closed their Victoria campus the day after their
refund deadline. The total amount of her student loan was ^{s.22}

^{s.22} is expecting to hear from you given your public commitment to assist her. Her address is
^{s.22} I have enclosed the
documents she provided me. If your office requires further documentation, please let her know.

Thank you in advance for fulfilling your obligation to protect BC students from fraud, negligence and
incompetence in our advanced education sector.

Yours truly,

David Eby
MLA, Vancouver Point Grey

cc. ^{s.22}
Kathy Corrigan, BC NDP Advanced Education Critic, via e-mail

Enclosures: Student loan documents provided by ^{s.22}
fbcgeu.

Page 043

Withheld pursuant to/removal as

s.22

Page 044

Withheld pursuant to/removal as

s.22

Page 045

Withheld pursuant to/removed as

s.22

Page 046

Withheld pursuant to/removed as

s.22

Page 047

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s.22

Page 048

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s.22

Page 049

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s.22

Page 050

Withheld pursuant to/removed as

s.22

Rogers, Dorothy AVED:EX

From: s.22
Sent: Thursday, January 5, 2017 2:37 PM
To: Rogers, Dorothy AVED:EX
Subject: Re: University Canada West.

On Thu, Jan 5, 2017 at 2:35 PM Rogers, Dorothy AVED:EX <Dorothy.Rogers@gov.bc.ca> wrote:

s.22

Sorry I typed it wrong

Hi s.22

I can't seem to get through on your cell phone, it says it is out of service.

From: s.22

Sent: Wednesday, January 4, 2017 6:37 PM

To: Rogers, Dorothy AVED:EX

Subject: Re: University Canada West.

Yes I will be free at 230!

My cell is ^{s.22}

On Wed, Jan 4, 2017 at 4:59 PM Rogers, Dorothy AVED:EX <Dorothy.Rogers@gov.bc.ca> wrote:

Hi ^{s.22}

How are you? I hope you are well. Are you available tomorrow sometime for a phone call? I am available in the afternoon if you are.

All the best,

Dorothy

From:

s.22

Sent: Wednesday, January 4, 2017 10:20 AM

To: Rogers, Dorothy AVED:EX

Subject: Re: University Canada West.

Hi Dorthy

I don't think we ever got an actual confirmation of a solution to this e mail thread.

I am thinking of taking more courses and I need this to be clear.

Could we connect over phone or meet in person?

On Wed, Nov 5, 2014 at 7:59 AM, Rogers, Dorothy AVED:EX <Dorothy.Rogers@gov.bc.ca> wrote:

Hi ^{s.22}

I realized that I had not responded to your email. I apologize for the delay.

I am awaiting information

from UCW.

I hope you are well.

Dorothy

* * * * *

Dorothy Rogers

Director, Quality Assurance

Governance and Quality Assurance Branch

Ministry of Advanced Education

250-387-6298

Cell

250-217-0689

From:

s.22

s.22

Sent: Tuesday, October 28, 2014 7:33 PM

To: Rogers, Dorothy AVED:EX

Subject: Re: University Canada West.

Hi Dorthy~ I was just by st Ann's and wondering how the process is going? Are you still in your office for the day?

Cheers!

On Friday, October 10, 2014^{s.22}

> wrote:

Yes thank you that all looks correct. I would be happy for you to look further into this for me. I can't tell you how happy I am to see my government helping me to reach a fair

solution to this nightmare. I trust something good will come from this.

Happy thanksgiving and I am more then happy to see this find a solution.

Kind regards,

s.22

On Friday, October 10, 2014, Rogers, Dorothy AVED:EX <Dorothy.Rogers@gov.bc.ca> wrote:

Dear ^{s.22}

Thank you for the discussion yesterday regarding your experience when University
Canada West (UCW)

closed its Victoria campus.

I understand from our conversation that you were provided options by UCW with regard to transferring

to Vancouver or taking your degree online. Both options would not work for your situation. You received, from what you recall, a full refund for the courses you were enrolled in starting in the s.22 term. According to your

documentation, you completed

6 courses at UCW from s.22 institution, and, as you live in s.22 difficulty due to the pre-requisites

needed to enrol at s.22

You considered transferring to another . However, there was some

s.22 that were not required to have when you entered UCW. Hopefully I have summarized the information correctly.

As discussed, your information and our discussion

is protected under the

Freedom of Information and Protection of Privacy Act. Therefore, you will need to grant permission for the Ministry to look into the matter further on your behalf with the UCW.

Please let me know if your permission is provided.

Have a good weekend and enjoy the Thanksgiving holiday.

Regards,

Dorothy

* * * * *

Dorothy Rogers

Director, Quality Assurance

Governance and Quality Assurance Branch

Ministry of Advanced Education

250-387-6298

Cell

250-217-0689

From:

s.22

s.22

Sent: Friday, October 10, 2014 1:55 PM

To: Rogers, Dorothy AVED:EX

Subject: Re: Our Ref. 98045 - Re: Request for Tuition refund from University Canada West

Are you sending me the e mail today to give you permission?

On Thursday, October 9, 2014, ^{s.22}

> wrote:

Can I call you now?

On Wednesday, October 8, 2014, ^{s.22}

> wrote:

Yes

On Wednesday, October 8, 2014, Rogers, Dorothy AVED:EX <Dorothy.Rogers@gov.bc.ca> wrote:

You will call me? My number is at

250-387-6298.

* * * * *

: Dorothy Rogers

Director, Quality Assurance

Governance and Quality Assurance Branch

Ministry of Advanced Education

250-387-6298

Cell

250-217-0689

From:

s.22

s.22

Sent: Wednesday, October 8, 2014 5:03 PM

To: Rogers, Dorothy AVED:EX

Subject: Re: Our Ref. 98045 - Re: Request for Tuition refund from University Canada West

Perfect sounds great!

I cant wait!

On Wed, Oct 8, 2014 at 5:01 PM, Rogers, Dorothy AVED:EX <Dorothy.Rogers@gov.bc.ca> wrote:

Thanks for getting back to me so quickly!

Yes, tomorrow (Thursday) at 4:30 would work fine for me. I usually stay late.

Please let me know

if you want me to call you or you to call me.

I look forward to speaking to you tomorrow.

Dorothy

* * * * *

Dorothy Rogers

Director, Quality Assurance

Governance and Quality Assurance Branch

Ministry of Advanced Education

250-387-6298

Cell

s.17

From:

s.22

s.22

Sent: Wednesday, October 8, 2014 4:57 PM

To: Rogers, Dorothy AVED:EX

Subject: Rc: Our Ref. 98045 - Re: Request for Tuition refund from University Canada West

Can we have a phone call tomorrow around 430pm? When do you leave your office?

On Wed, Oct 8, 2014 at 4:42 PM, Rogers, Dorothy AVED:EX <Dorothy.Rogers@gov.bc.ca> wrote:

Dear ^{s.22}

As indicated in the attached email, I would appreciate an opportunity to discuss

your situation with

you.

Please let me know when you are available to discuss and a telephone number

I can reach you. Should

you prefer to contact me, please see my direct telephone number.

I look forward to hearing from you.

Dorothy

* * * * *

Dorothy Rogers

Director, Quality Assurance

Rogers, Dorothy AVED:EX

From: House, Dawn M AVED:EX
Sent: Thursday, January 5, 2017 11:12 AM
To: Rogers, Dorothy AVED:EX; Reeve, Jaclyn AVED:EX
Cc: Kanuha, Emily AVED:EX
Subject: RE: Public Caller: s.22

Hi All,

Caller Outcome Report: s.22

- 9 am today: I called s.22 . he advised it was not a good time so I arranged to call him back at 1:30 this afternoon.
- 11 am today: s.22 called me back. I advised him that I would need letter from s.22 granting ministry staff permission to enquire with University Canada West about his refund.
- I followed this with an email so s.22 could forward this request to s.22 and future correspondence could be directly between s.22 and me.

Hope this is satisfactory.

Dawn House, Education Officer
Governance and Quality Assurance Branch | Degree Quality Assessment Board Secretariat
Ministry of Advanced Education
Phone: 250-356-7700 | Fax: 250-387-3750
Dawn.M.House@gov.bc.ca

From: Rogers, Dorothy AVED:EX
Sent: Wednesday, January 4, 2017 2:01 PM
To: House, Dawn M AVED:EX
Cc: Reeve, Jaclyn AVED:EX
Subject: FW: Public Caller: s.22

Hi Dawn,

Can you please call? We will need written permission from s.22 to enquire with UCW about his refund.

Thanks,

Dorothy

From: Reeve, Jaclyn AVED:EX
Sent: Wednesday, January 4, 2017 1:46 PM
To: Rogers, Dorothy AVED:EX

Cc: Kanuha, Emily AVED:EX
Subject: FW: Public Caller: s.22

Hi Dorothy,

Please see email below from Emily in the DMO. Please advise who should manage this call.

Thanks,

Jackie Reeve
Administrative Assistant
Ministry of Advanced Education
☎ 250-356-5406

From: Kanuha, Emily AVED:EX
Sent: Wednesday, January 4, 2017 1:43 PM
To: Reeve, Jaclyn AVED:EX
Cc: Clifford, Kate AVED:EX; Poirier, Dorice AVED:EX
Subject: Public Caller: s.22

Hello,

I received a call in the DMO today from a gentleman by the name of s.22 is calling on behalf of his friend, s.22 who currently resides in Pakistan. s.22 applied for admissions into University Canada West, however was denied a student visa. Due to this, the University stated that he would receive a refund for this application. He requested the refund on August 28, 2016, however has not received anything. He, and his friend, have tried contacting the University multiple times and believe that the school is avoiding them so that the school does not have to refund s.22. I looked the school up and it states that it is an EQA institute. Would this be handled within your branch? If so, can you please have staff call s.22 back at s.22 and advise the DMO of the caller outcome?

Kind regards,
Emily



Emily Kanuha, Document Coordinator
Office of the Deputy Minister
Ministry of Advanced Education
☎ 250 356-5170 | 📠 250-356-5468

Nichols, Beth AVED:EX

From: s.22
Sent: Thursday, January 5, 2017 11:10 AM
To: House, Dawn M AVED:EX
Subject: Re: Letter from s.22

Dear Ms. Dawn,

Thanks for your email, i will forward it to s.22

Best Regards,

s.22

From: House, Dawn M AVED:EX
Sent: January 5, 2017 10:55:40 AM
To: s.22
Subject: Letter from s.22
Dear s.22

As noted in our phone conversation just now, please advise s.22 that I will need written permission from him in order to enquire with University Canada West (UCW) about his refund.

Please have s.22 mail a scanned letter attachment to me which outlines the issue and gives his permission for me to contact UCW on his behalf. The letter should be signed by s.22 and include his contact information (address and phone number).

If you or he have questions, please feel free to contact me directly at the email and phone number noted below.

Please be so kind as to acknowledge receipt of this email.

Best regards,
Dawn

Dawn House, Education Officer
Governance and Quality Assurance Branch | Degree Quality Assessment Board Secretariat
Ministry of Advanced Education
Phone: 250-356-7700 | Fax: 250-387-3750
Dawn.M.House@gov.bc.ca

Nichols, Beth AVED:EX

From: House, Dawn M AVED:EX
Sent: Monday, January 9, 2017 5:11 PM
To: s.22
Subject: RE: UCW refund issue s.22

Dear s.22

Thank you for providing your letter granting the Ministry of Advanced Education permission to investigate into this issue.

This note is to inform you that we started the investigation today and will get back to you on its progress by Wednesday next week s.22

Best regards,

Dawn House, Education Officer
Governance and Quality Assurance Branch | Degree Quality Assessment Board Secretariat
Ministry of Advanced Education
Phone: 250-356-7700 | Fax: 250-387-3750
Dawn.M.House@gov.bc.ca

From: s.22
Sent: Sunday, January 8, 2017 2:19 AM
To: House, Dawn M AVED:EX
Subject: UCW refund issue s.22

Dear Dawn M House

The attachment is my writing permission and detailed letter of the refund issue which you were requested so please read it carefully

So please consider my case on urgent basis

Thank you
s.22

Dear Dawn M house

Dear Dawn it's me ^{s.22}

date of birth ^{s.22}

passport number

^{s.22}

^{s.22}

I am writing you regarding about my refund issue with university Canada west already I requested the embassy of Pakistan in Canada actually I applied in the university of Canada west in ^{s.22} course in the year 2015 I paid ^{s.22} dollars to university which my ^{s.22} then my visa was refused in ^{s.22}

^{s.22} Then I requested the UCW for refund I send the refusal letter along with refund form to UCW .i also send a written affidavit that I didn't reapply and I want my refund but the university only delay my refund I waited more than 8 month for refund .i fullfill all the requirements of refund which the university needed even you can also ask from university my student reference number is ^{s.22} . Now the university forceing me to reapply and asking to with draw the refund request but I am not interested because already this university wasted my one year and I waited too long

I am giving you fully permission that you can please contact with university Canada west for my refund and I also requested from ministry of education to take action against such university that not only taking money from student but also destroyed their education career and because of this refund issue I didn't took admission in my home country.

So please consider my request on urgent basis and help me in this issues And if you need any further inquiries please feel free to contact me over my phone ^{s.22}

Thank you

Signature and date

^{s.22}

, 08-01-2017

Rogers, Dorothy AVED:EX

From: House, Dawn M AVED:EX
Sent: Wednesday, January 11, 2017 4:00 PM
To: Meadows, Jennifer L AVED:EX
Cc: Nichols, Beth AVED:EX; Rogers, Dorothy AVED:EX
Subject: RE: MO Request: Concerned University Student

Hi Jennifer,

I called ^{s.22} She is still working through the internal complaints policy at University Canada West (UCW), which gives the institution 10 working days to respond to a student complaint. As her complaint to UCW was submitted on ^{s.22} UCW has until ^{s.22} to respond to her.

I have advised her that if she does not receive a satisfactory response by ^{s.22} she would need to write me a letter of permission to contact UCW and look into the matter.

Thank you.

Dawn

Dawn House, Education Officer
Governance and Quality Assurance Branch | Degree Quality Assessment Board Secretariat
Ministry of Advanced Education
Phone: 250-356-7700 | Fax: 250-387-3750
Dawn.M.House@gov.bc.ca

From: Rogers, Dorothy AVED:EX
Sent: Wednesday, January 11, 2017 1:26 PM
To: House, Dawn M AVED:EX
Cc: Nichols, Beth AVED:EX
Subject: FW: MO Request: Concerned University Student
Importance: High

Hi Dawn,

I missed this yesterday, can you please call the student this afternoon and then provide an outcomes.

From: Meadows, Jennifer L AVED:EX
Sent: Tuesday, January 10, 2017 10:36 AM
To: Rogers, Dorothy AVED:EX
Cc: Wyllie, Sandra AVED:EX
Subject: MO Request: Concerned University Student

Hi Dorothy,

Please see incoming below, are you able to contact the student and provide assistance? Can you also please provide me with a brief update to share with the MLA office.

Thank you.
Jennifer

From: Bajwa, Raman AVED:EX
Sent: Monday, January 9, 2017 3:56 PM
To: Meadows, Jennifer L AVED:EX
Subject: FW: Concerned University Student

Do you know who we could direct her too?

From: Garvey, Cris [<mailto:Cris.Garvey@leg.bc.ca>]
Sent: Monday, January 9, 2017 3:53 PM
To: Bajwa, Raman AVED:EX
Subject: FW: Concerned University Student

Hi Raman,

s.22 decided to direct her complaints through internal channels at the educational institution. She is frustrated with the results and has turned to the MLA office nearest to University Canada West (UCW) in Vancouver.

Thank you for any assistance or advice that you may be able to provide.

Regards,

Cris

Cris Garvey
Constituency Assistant to
MLA Sam Sullivan
Vancouver-False Creek
Ph: (604) 775-2601
Fax: (604) 775-2607

From: s.22
Sent: January 9, 2017 10:59 AM
To: Garvey, Cris <Cris.Garvey@leg.bc.ca>
Subject: Re: Concerned University Student

Good day,

s.22

I am tired of letting this university put my education on the backburner. I refuse to sit quietly and wait for someone at the university to respond. This is my education, my career, and my life that they are ignoring and hindering. If Mr. Sullivan cannot help me, please direct me to someone who can.

Best regards,

s.22

From: Garvey, Cris <Cris.Garvey@leg.bc.ca>

Sent: December 7, 2016 3:35 PM

To: s.22

Subject: RE: Concerned University Student

Dear s.22

MLA Sullivan is in receipt of your email and would like to further discuss the nature of your concerns. Please contact the Constituency Office at your convenience (604) 775-2601.

Sincerely,

Cris Garvey
Constituency Assistant to
MLA Sam Sullivan
Vancouver-False Creek
Ph: (604) 775-2601
Fax: (604) 775-2607

From: s.22

Sent: November 29, 2016 4:41 PM

To: Sullivan.MLA, Sam <Sam.Sullivan.MLA@leg.bc.ca>

Subject: Concerned University Student

Good day,

I am writing to you today because I have some issues and concerns with my current educational institution and I am not sure where to turn to. I am currently enrolled as an online student at University Canada West (UCW) which is located in Vancouver. I reside just outside of s.22 and I study online. I have been a student at the university since s.22 I started out my journey in post secondary education with a sparkle in my eyes, unfortunately, UCW has dimmed that light. Over the past s.22, I have had several issues and communication errors with the staff. From withholding my student loan forms and money, to professors ignoring their students, UCW has put me in the position to question my education.

s.22

s.22

Best Regards,

s.22

Nichols, Beth AVED:EX

From: House, Dawn M AVED:EX
Sent: Thursday, January 12, 2017 3:59 PM
To: 'David Wiens'
Subject: RE: Student Tuition Refund Complaint - UCW Response to DQAB

Hi David,

Thanks for this. I am also confused as to why s.22 was wired the refund. Could you please clarify?

I only heard of s.22 yesterday and learned that he was also working on s.22 behalf with another part of the Ministry. The person I was dealing with was a cousin of s.22

Thanks,
Dawn

From: David Wiens [mailto:David.Wiens@ucanwest.ca]
Sent: Thursday, January 12, 2017 3:47 PM
To: House, Dawn M AVED:EX
Subject: Re: Student Tuition Refund Complaint - UCW Response to DQAB

Hi Dawn,
Your email sent me back to the document to read it again, and I caught something in the first bullet that will have caused some confusion: a date and an explanation -

The version you received stated:

- s.22 indicates that he applied in 2015 and that his visa was rejected on s.22. In fact, the student applied in s.22 and received a visa rejection letter dated s.22

It should state:

- s.22 indicates that he applied in 2015 and that his visa was rejected on s.22. In fact, the student applied in s.22 and received a Letter of Acceptance on s.22 the student's recruiter informed UCW that the student's visa was rejected, at which time the student asked for a deferral to start in the s.22 term.

I apologize for the confusion and attach the corrected document.
David

David Wiens
Executive Director of Accreditation, Compliance and Evaluation
University Canada West
Suite 100 – 626 West Pender Street, Vancouver, V6B 1V9, Canada
Switchboard : +1 604 915 9607
Email : David.Wiens@ucanwest.ca
Web : www.ucanwest.ca



Notice: All electronic mail messages and any attached files sent by University Canada West (UCW) are intended solely for the addressee(s) and may contain privileged and/or confidential information. If you have received the email in error, please do not use, disclose, copy, distribute or retain it or any part of it. If you are not an intended recipient please email info@ucanwest.ca by reply immediately or alternatively notify us by telephone at + 1-800-360-7213 (toll free international) or by fax at + 1 778 331 8264. Whereas attachments are checked, neither the sender nor UCW accepts any liability in respect of any virus or malware that has not been detected. Any views and opinions expressed in communications sent by UCW staff belong to the individuals only and do not necessarily reflect the positions of UCW. UCW, therefore, accepts no responsibility for such views or opinions.

On Jan 11, 2017, at 4:28 PM, House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca> wrote:

Hi David,

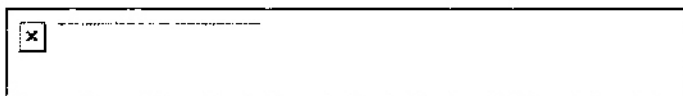
Thank you for the explanation and next steps. I may need to seek clarification after reading this explanation a few more times; just wanted to let you know I received it in good order.

Best,
Dawn

From: David Wiens [<mailto:David.Wiens@ucanwest.ca>]
Sent: Wednesday, January 11, 2017 3:03 PM
To: House, Dawn M AVED:EX
Subject: Re: Student Tuition Refund Complaint - UCW Response to DQAB

Hi Dawn,
I attach our detailed response to ^{s.22} complaint letter which you brought to our attention earlier this week.
If you have any questions, I will be happy to respond.
Thank you.
Take care.
David

David Wiens
Executive Director of Accreditation, Compliance and Evaluation
University Canada West
Suite 100 – 626 West Pender Street, Vancouver, V6B 1V9, Canada
Switchboard : +1 604 915 9607
Email : David.Wiens@ucanwest.ca
Web : www.ucanwest.ca



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On Jan 9, 2017, at 5:06 PM, House, Dawn M AVED:EX
<Dawn.M.House@gov.bc.ca> wrote:

Hi David,

Thank you for agreeing to provide the information by next Monday.

Best regards,
Dawn

From: David Wiens [<mailto:David.Wiens@ucanwest.ca>]
Sent: Monday, January 9, 2017 12:10 PM
To: House, Dawn M AVED:EX
Cc: Arthur Coren; Rogers, Dorothy AVED:EX
Subject: Re: Student Tuition Refund
Importance: High

Hi Dawn,
We are investigating and will send you the explanation within the timeline.
Thank you.
David

David Wiens
Executive Director of Accreditation, Compliance and Evaluation
University Canada West
Suite 100 – 626 West Pender Street, Vancouver, V6B 1V9, Canada
Switchboard : +1 604 915 9607
Email : David.Wiens@ucanwest.ca
Web : www.ucanwest.ca



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On Jan 9, 2017, at 9:26 AM, House, Dawn M AVED:EX
<Dawn.M.House@gov.bc.ca> wrote:

Dear David,

Attached is a letter from ^{s.22} giving the Ministry permission
to enquire on his behalf as to why his tuition was not refunded by
University Canada West in a timely manner after his student visa was
denied.

Please provide an explanation for the delay in refunding ^{s.22}
tuition costs and outline the actions University Canada West will take to

address this issue in five working days, that is, by **Monday, January 16, 2017.**

Please contact me with questions.

Best regards,
Dawn

Dawn House, Education Officer
Governance and Quality Assurance Branch | Degree Quality Assessment Board
Secretariat
Ministry of Advanced Education
Phone: 250-356-7700 | Fax: 250-387-3750
Dawn.M.House@gov.bc.ca



11 January 2017

Dawn House, *Education Officer*
Governance and Quality Assurance Branch | Degree Quality Assessment Board Secretariat
Ministry of Advanced Education

Dear Dawn,

I am writing in response to your inquiry regarding s.22 communication with your office about his application and request for a tuition deposit refund from University Canada West.

UCW has resolved this student's case and provided the student with the requested refund. After receipt of your inquiry into this complaint and further investigation, a tuition refund was issued for this student on Tuesday, s.22

As you can see from the detailed timeline below, the student's situation has been complicated through miscommunications between the student and his cousin which resulted in subsequent miscommunications to the recruiter.

I would also like to clarify several points:

- s.22 indicates that he applied in 2015 and that his visa was rejected on s.22 In fact, the student applied in s.22 and received a Letter of Acceptance on s.22 s.22 On s.22 the student's recruiter informed UCW that the student's visa was rejected, at which time the student asked for a deferral to start in the s.22 term.
- On s.22 an individual by the name of s.22 posted to the s.22 website [sic] s.22 is the victim of this fake university he applied in s.22 2015 and his visa were refused in s.22 and he we request more than 500 times for refund and every time university canada west making different excuses." At the University, we take this type of negative feedback very seriously – particularly considering the alleged age of this complaint – and did an investigation when staff returned from the holidays on s.22 We were unable to match the family name of s.22 to any file and thought this was just a mischievous posting. [By the way, now that we have now identified s.22 s.22 as being linked with s.22 file. On a personal note, I applaud s.22 forthrightness. Even though the posting was not complimentary and the specific facts were not accurate, he had the integrity to use his real name. That is commendable.]
- The only *Refund Request* form received by UCW was not signed by the student but by a third party not otherwise identified in the student's record. The signature is now identified as the s.22 who is not identified as being an authorized representative for the

student.

- Furthermore, on ^{s.22} 2017 UCW received the most recent request to defer the student's start term to Spring (April) 2017 from the student's approved agent.

Here's the timeline:

- ^{s.22} application for admission to UCW's ^{s.22} term was first submitted to the student's recruiter by the student's authorized representative, Agent ^{s.22}
- ^{s.22} - the application file was completed and forwarded to the Registrar's Office at UCW.
- ^{s.22} - after the full admission evaluation, receipt of official documents, and payment of the requested tuition deposit, an official *Letter of Acceptance (LOA)* was issued for the ^{s.22} program contingent on demonstrating the required English proficiency level through completion of six months of UCW's English for academic purposes courses. [Please note that the student complaint indicates that the amount sent was ^{s.22} The University received funds in the amount ^{s.22} This is due to sending and/or receiving fees for wire transfers.]
- ^{s.22} - the student's recruiter informed the UCW Registrar's Office that the student's application for a student visa was rejected *and that the student wished to defer his start term to* ^{s.22} 2016.
- ^{s.22} - a new official Letter of Acceptance was issued for the student with the revised start term as requested ^{s.22}
- ^{s.22} - the agent forwarded the refund request form *with the visa refusal letter dated* ^{s.22} The student was advised by Finance that a visa refusal letter for the ^{s.22} LOA was required for a refund. The Refund Request form was not signed by student *but by a third party* not otherwise indicated on the student's file, ^{s.22} (^{s.22})
- ^{s.22} - the Finance Office confirmed with the recruiter that official documentation confirming visa denial based on the second LOA was required for a refund.
- ^{s.22} - a hardcopy of the ^{s.22} letter was received by the Finance Office.
- ^{s.22} - Finance emailed the recruiter again explaining that the ^{s.22} intake term was required for a refund.
- ^{s.22} - An affidavit letter was sent to Finance from student stating he had not used the second LOA to re-apply for a visa.
- ^{s.22} - the student's agent emailed the recruiter *requesting a deferral of the start term to* ^{s.22}
- ^{s.22} - an email was received by Registrar's Office from an unidentified email address requesting a refund for the student with a scan of the affidavit.

- s.22 the student called and emailed the Registrar's Office indicating that he did not request a start term deferral for either the s.22 terms. The Registrar's Office initiated a review of the student's file.
- s.22 - Registrar's Office received a message from the recruiter requesting a deferment to the s.22 term as the agent reported the student had changed his mind.
- s.22 - Registrar's Office communicated with recruiters that the student's application was now over one year old and the student needed to update his application information and other specified documents to be considered for the s.22 term.
- s.22 UCW received the complaint letter from the Ministry and commenced an internal investigation.
- s.22 - A refund wire in the amount of s.22 was authorized via Toronto Dominion Bank to s.22 [This was computed based on s.22 received less a \$250 processing fee and a \$35.00 wire transfer fee, as stipulated in University policy and correspondences.]

I trust this detailed explanation demonstrates that UCW handled the situation as well as could be expected given the nature of the circumstances and the communications exchanged. We understand that the Ministry will be communicating this response to the student. In that communication, we also request—in the name of fairness—that you ask s.22 and/or his family or authorized representative to remove or correct the inaccurate online posting(s).

Respectfully yours,



David W. Wiens, M.A.
Executive Director: Accreditation, Compliance, Evaluation
University Canada West

Nichols, Beth AVED:EX

From: House, Dawn M AVED:EX
Sent: Thursday, January 12, 2017 4:26 PM
To: 'David Wiens'
Subject: RE: Student Tuition Refund Complaint - UCW Response to DQAB

Thanks for clarifying, David. Yes for Shakespeare, except fact is far messier than fiction.

From: David Wiens [mailto:David.Wiens@ucanwest.ca]
Sent: Thursday, January 12, 2017 4:20 PM
To: House, Dawn M AVED:EX
Subject: Re: Student Tuition Refund Complaint - UCW Response to DQAB

Hi Dawn

s.22 apparently paid the deposit for s.22 and the refund request named him as the recipient. We had no knowledge of his involvement either until we investigated the whole process.

Think of the fun Shakespeare would have had with tangled webs like these 😊

David W. Wiens MA
Executive Director
Accreditation Compliance Evaluation
UNIVERSITY CANADA WEST

iPhone responsible for typos (naturally)

David Wiens
Executive Director of Accreditation, Compliance and Evaluation
University Canada West
Suite 100 – 626 West Pender Street, Vancouver, V6B 1V9, Canada
Switchboard : +1 604 915 9607
Email : David.Wiens@ucanwest.ca
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On Jan 12, 2017, at 3:59 PM, House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca> wrote:

Hi David,

Thanks for this. I am also confused as to why s.22 was wired the refund. Could you please clarify?

I only heard of s.22 yesterday and learned that he was also working on s.22 behalf with another part of the Ministry. The person I was dealing with was a s.22 s.22 s.22

Thanks,
Dawn

From: David Wiens [<mailto:David.Wiens@ucanwest.ca>]
Sent: Thursday, January 12, 2017 3:47 PM
To: House, Dawn M AVED:EX
Subject: Re: Student Tuition Refund Complaint - UCW Response to DQAB

Hi Dawn,
Your email sent me back to the document to read it again, and I caught something in the first bullet that will have caused some confusion: a date and an explanation -

The version you received stated:

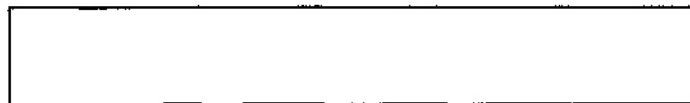
- s.22 indicates that he applied in 2015 and that his visa was rejected on s.22 2015. In fact, the student applied in s.22 2016 and received a visa rejection letter dated s.22 , 2016.

It should state:

- s.22 indicates that he applied in 2015 and that his visa was rejected on s.22 2015. In fact, the student applied in December 2015 and received a Letter of Acceptance or s.22 2016. On s.22 14, 2016 the student's recruiter informed UCW that the student's visa was rejected, at which time the student asked for a deferral to start in the s.22 2016 term.

I apologize for the confusion and attach the corrected document.
David

David Wiens
Executive Director of Accreditation, Compliance and Evaluation
University Canada West
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On Jan 11, 2017, at 4:28 PM, House, Dawn M AVED:EX
<Dawn.M.House@gov.bc.ca> wrote:

Hi David,

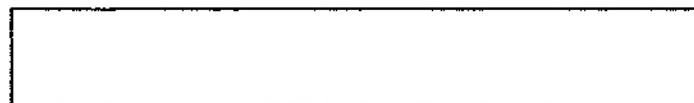
Thank you for the explanation and next steps. I may need to seek clarification after reading this explanation a few more times; just wanted to let you know I received it in good order.

Best,
Dawn

From: David Wiens [<mailto:David.Wiens@ucanwest.ca>]
Sent: Wednesday, January 11, 2017 3:03 PM
To: House, Dawn M AVED:EX
Subject: Re: Student Tuition Refund Complaint - UCW Response to DQAB

Hi Dawn,
I attach our detailed response to ^{s.22} complaint letter which you brought to our attention earlier this week.
If you have any questions, I will be happy to respond.
Thank you.
Take care.
David

David Wiens
Executive Director of Accreditation, Compliance and Evaluation
University Canada West
Suite 100 – 626 West Pender Street, Vancouver, V6B 1V9, Canada
Switchboard : +1 604 915 9607
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Hi David,

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Best regards,
Dawn

From: David Wiens [<mailto:David.Wiens@ucanwest.ca>]
Sent: Monday, January 9, 2017 12:10 PM

To: House, Dawn M AVED:EX
Cc: Arthur Coren; Rogers, Dorothy AVED:EX
Subject: Re: Student Tuition Refund
Importance: High

Hi Dawn,
We are investigating and will send you the explanation within the timeline.
Thank you.
David

David Wiens
Executive Director of Accreditation, Compliance and Evaluation
University Canada West
Suite 100 – 626 West Pender Street, Vancouver, V6B 1V9, Canada
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Ministry permission to enquire on his behalf as to why
his tuition was not refunded by University Canada West
in a timely manner after his student visa was denied.

Please provide an explanation for the delay in refunding
^{s.22} tuition costs and outline the actions
University Canada West will take to address this issue in
five working days, that is, by Monday, January 16,
2017.

Please contact me with questions.

Best regards,
Dawn

Dawn House, Education Officer
Governance and Quality Assurance Branch | Degree Quality
Assessment Board Secretariat
Ministry of Advanced Education

Phone: 250-356-7700 | Fax: 250-387-3750
Dawn.M.House@gov.bc.ca

Nichols, Beth AVED:EX

From: House, Dawn M AVED:EX
Sent: Thursday, January 19, 2017 1:43 PM
To: s.22
Subject: RE: UCW

s.22

I just noticed there is no date on the screen shot. Can you tell me when this was sent to you?
Thank you!

From: s.22
Sent: Thursday, January 19, 2017 1:21 PM
To: House, Dawn M AVED:EX
Subject: Re: UCW
Hello Dawn,

s.22

I have copied a screen shot of the email on this email.

Regards,

s.22

Page 107

Withheld pursuant to/removed as

s.22

Dear s.22
s.22

This does not affect your degree in any way. All coursework is the same because they are the same programs, just with a different name. That is why your pathway did not change. It is perfectly fine that you are taking the same courses. My confusion was that in our phone conversation I understood you to say that you were still enrolled in the s.22
s.22 which no longer is in operation. s.22

s.22
I need to have a clear understanding of your situation in order to move forward.
Thanks again.
Best regards,
Dawn

From: s.22

Sent: Thursday, January 19, 2017 9:32 AM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello Dawn,

My apologies for not including the degree name. s.22
s.22

s.22

s.22

Thanks,

s.22

On Jan 19, 2017, at 10:27 AM, House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca> wrote:

Dear s.22

Thank you for your email providing permission to the ministry to look into this issue with UCW. Thanks also for the course outline which is very helpful.

As mentioned in my previous email, I need you to tell me in writing the name of the degree program you are currently enrolled in. The reason is that UCW does not have authority to offer a s.22
s.22

and UCW has authority to offer this degree program. I think you said previously over the phone that you were in the s.22 program and if this is the case, the issue is more complex.

Please confirm the name of the degree program you are enrolled in as soon as possible.

Thank you.

Dawn

From: s.22

Sent: Thursday, January 19, 2017 7:30 AM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello,

s.22

s.22

This cannot be dragged out, this is my education. Please keep me informed with any steps that you make so that I can continue making note of my correspondence and action I've taken. As I stated in my last email, I will continue to escalate this to the appropriate parties until UCW is held accountable.

Best regards,

s.22

From: House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca>

Sent: January 18, 2017 5:51 PM

To: s.22

Subject: RE: UCW

Dear s.22

Thank you for this letter. I will initiate the enquiry tomorrow with regard s.22

s.22 In the meantime, please confirm the name of the degree program you are enrolled in and provide the name and number of the course where UCW asked you to buy a textbook and write a book report.

Thanks again.

Best regards,

Dawn

Dawn House, Education Officer

Governance and Quality Assurance Branch | Degree Quality Assessment Board Secretariat

Ministry of Advanced Education

Phone: 250-356-7700 | Fax: 250-387-3750

Dawn.M.House@gov.bc.ca

From: s.22

Sent: Wednesday, January 18, 2017 4:40 PM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Well, it is now the end of the day for me. I am well aware that UCW is s.22 but they've had 10 business days to respond and choosing to wait until the last hour of the day to resolve a very important issue, well, that's just bad business.

I would also like it to be noted that the lack of response and resolution has caused a significant delay in my course, course work and education, s.22

s.22

s.22

I do not

believe that the issues that I have dealt with over the ^{s.22} and again specifically ^{s.22}, have been handled appropriately or compassionately from UCW. The scarcity of communication from not only professors but other faculty has become increasingly unacceptable. No student should be treated with such disregard. No student should have to fear if they will ever graduate due to the absence of planning by the educational institution. I am not only discouraged, I am now appalled. To be

^{s.22} from graduating and be faced with so many roadblocks from the institution that should be pressing for success, is absolutely absurd.

At this point, I feel as if I have no other choice than to continue to escalate my concerns to the appropriate parties until UCW is held accountable for their gross negligence of responsibilities to their online students.

I now, in writing, hand over my concerns and give the ministry of advanced education my permission to handle the situation appropriately.

Sincerely,

s.22

On Jan 12, 2017, at 1:22 PM, House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca> wrote:

H;^{s.22}

Thank you for your question. We had discussed Policy 1510 over the phone and I put a link to the policy to have it in writing. I am not suggesting you missed anything. I am confirming with you that this is the relevant policy which gives the institution 10 working days to respond.

Regards,
Dawn

From: ^{s.22}

Sent: Thursday, January 12, 2017 11:41 AM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello,

Just to be clear, following policy 1510, you mean that I have to wait until the s.22 for a response? Or are you suggesting that I am missing a step or action required by policy 1510?

s.22

You keep reiterating that I need to follow policy 1510 as if I am missing something. If this is the case, then please expand on your suggestion.

Best regards,

s.22

From: House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca>

Sent: January 12, 2017 11:39 AM

To: s.22

Subject: UCW

Dear s.22

Just a note to confirm that I talked with my supervisor about your complaint and she agrees that we need to follow UCW Policy 1510

(<https://ucanwest.ca/media/44987/1510-complaints-resolution-march-2013.pdf>)

Purpose - Vancouver & Online University

ucanwest.ca

March 2013 Page 2 . If the complaint involves the Senior Administrator of the department, the student(s) should submit the complaint to the Registrar.

, which gives the institution 10 working days to respond to a student complaint. As you noted that your complaint was submitted to UCW on s.22 UCW has until s.22 to respond to you.

If you do not receive a satisfactory response by end of day on s.22 please contact me immediately. We will need your written permission granting the Ministry of Advanced Education to contact UCW on your behalf. (The letter will need to state the program you are in, the issue, the number of courses you need to complete to be granted a degree.)

Please feel free to contact me if you have further questions or concerns.

Best regards,

Dawn

Dawn House, Education Officer

Governance and Quality Assurance Branch | Degree Quality Assessment Board Secretariat

Ministry of Advanced Education

Phone: 250-356-7700 | Fax: 250-387-3750

Dawn.M.House@gov.bc.ca

Page 112

Withheld pursuant to/removed as

s.22

Page 113

Withheld pursuant to/removed as

s.22

Page 114

Withheld pursuant to/removed as

s.22

Page 115

Withheld pursuant to/removed as

s.22

Page 116

Withheld pursuant to/removal as

s.22

Page 117

Withheld pursuant to/removed as

s.22

Nichols, Beth AVED:EX

From: s.22
Sent: Thursday, January 19, 2017 1:50 PM
To: House, Dawn M AVED:EX
Subject: Re: UCW

Hello,

No, there has not been any further communication via email or skype between s.22 and myself, aside from me emailing him my assignments.

On Jan 19, 2017, at 2:31 PM, House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca> wrote:

Dear s.22,

Sorry for not making myself clearer in the last email. One last question. Please confirm whether or not there have been any class discussions or discussions via Skype with the instructor.

The screen shot works perfectly in lieu of an email. Thank you for this.

Best regards,

Dawn

From: s.22

Sent: Thursday, January 19, 2017 1:21 PM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello Dawn,

s.22

I have copied a screen shot of the email on this email.

Regards,

s.22

From: House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca>

Sent: January 19, 2017 12:34 PM

To: s.22

Subject: RE: UCW

Dear

s.22

Thank you!

Dawn

From: House, Dawn M AVED:EX

Sent: Thursday, January 19, 2017 9:48 AM

To: s.22

Subject: RE: UCW

Dear s.22

Thank you for clarifying that you are in the s.22 JCW has authority to offer this program. The name was officially changed from s.22

s.22 This does not affect your degree in any way.

All coursework is the same because they are the same programs, just with a different name. That is why your pathway did not change. It is perfectly fine that you are taking the same courses.

My confusion was that in our phone conversation I understood you to say that you were still enrolled in the s.22 which no longer is in operation. s.22

s.22

I need to have a clear understanding of your situation in order to move forward.

Thanks again.

Best regards,

Dawn

From: s.22

Sent: Thursday, January 19, 2017 9:32 AM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello Dawn,

My apologies for not including the degree name. I was in a s.22 but when they had to change the name of the program, I was moved into the s.22

s.22 I was unaware that they were not authorized to offer this program... I was told the name change of the program was strictly to offer a broader term to the program. I'd like to know how the name change now affects my degree. Also, is like to know that if they cannot offer a s.22

s.22 why my degree pathway didn't change... I am still taking the same courses that I would have had to do for the old degree..

Thanks,

s.22

On Jan 19, 2017, at 10:27 AM, House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca> wrote:

Dear s.22

Thank you for your email providing permission to the ministry to look into this issue with UCW. Thanks also for the course outline which is very helpful.

As mentioned in my previous email, I need you to tell me in writing the name of the degree program you are currently enrolled in. The reason is that UCW does not have

s.22

authority to offer a ... the name was
changed to s.22 ... and UCW has authority to
offer this degree program. I think you said previously over the phone that you were in
the s.22 ... program and if this is the case, the
issue is more complex.
Please confirm the name of the degree program you are enrolled in as soon as possible.
Thank you.

Dawn

From: s.22

Sent: Thursday, January 19, 2017 7:30 AM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello,

s.22

s.22

This cannot be
dragged out, this is my education. Please keep me informed with any steps that you
make so that I can continue making note of my correspondence and action I've taken.
As I stated in my last email, I will continue to escalate this to the appropriate parties until
UCW is held accountable.

Best regards,

s.22

From: House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca>

Sent: January 18, 2017 5:51 PM

To: s.22

Subject: RE: UCW

Dear s.22

Thank you for this letter. I will initiate the enquiry tomorrow with regard ^{s.22}
^{s.22}

In the meantime, please confirm the name of the degree program you are enrolled in and provide the name and number of the course where UCW asked you to buy a textbook and write a book report.

Thanks again.

Best regards,

Dawn

Dawn House, Education Officer

Governance and Quality Assurance Branch | Degree Quality Assessment Board

Secretariat

Ministry of Advanced Education

Phone: 250-356-7700 | Fax: 250-387-3750

Dawn.M.House@gov.bc.ca

From ^{s.22}

Sent: Wednesday, January 18, 2017 4:40 PM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Well, it is now the end of the day for me. I am well aware that UCW ^{s.22}

^{s.22} but they've had 10 business days to respond and choosing to wait until the last hour of the day to resolve a very important issue, well, that's just bad business.

I would also like it to be noted that the lack of response and resolution has caused a significant delay in my course, course work and education, ^{s.22}

^{s.22}

^{s.22}

^{s.22} ^{s.22} ^{s.22} , and most recently

^{s.22} ^{s.22} I do not believe that the issues that I have dealt with over the ^{s.22}

^{s.22} and again specifically over the last ^{s.22} have been handled appropriately or compassionately from UCW. The scarcity of communication from not only professors but other faculty has become increasingly unacceptable. No student should be treated with such disregard. No student should have to fear if they will ever graduate due to the absence of planning by the educational institution. I am not only discouraged, I am now appalled. ^{s.22} from graduating and be faced with so many roadblocks from the institution that should be pressing for success, is absolutely absurd.

At this point, I feel as if I have no other choice than to continue to escalate my concerns to the appropriate parties until UCW is held accountable for their gross negligence of responsibilities to their online students.

I now, in writing, hand over my concerns and give the ministry of advanced education my permission to handle the situation appropriately.

Sincerely,

^{s.22}

On Jan 12, 2017, at 1:22 PM, House, Dawn M AVED:EX

[<Dawn.M.House@gov.bc.ca>](mailto:Dawn.M.House@gov.bc.ca) wrote:

Hi s.22

Thank you for your question. We had discussed Policy 1510 over the phone and I put a link to the policy to have it in writing. I am not suggesting you missed anything. I am confirming with you that this is the relevant policy which gives the institution 10 working days to respond.

Regards,

Dawn

From s.22

Sent: Thursday, January 12, 2017 11:41 AM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello,

Just to be clear, following policy 1510, you mean that I have to wait until the s.2 for a response? Or are you suggesting that I am missing a step or action required by policy 1510?

s.22

You keep reiterating that I need to follow policy 1510 as if I am missing something. If this is the case, then please expand on your suggestion.

Best regards,

s.22

From: House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca>

Sent: January 12, 2017 11:39 AM

To: s.22

Subject: UCW

Dear s.22

Just a note to confirm that I talked with my supervisor about your complaint and she agrees that we need to follow UCW Policy 1510 (<https://ucanwest.ca/media/44987/1510-complaints-resolution-march-2013.pdf>)

Purpose - Vancouver & Online University

ucanwest.ca

March 2013 Page 2 . If the complaint involves the Senior Administrator of the department, the student should submit the complaint to the Registrar.

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complaint. As you noted that your complaint was submitted to UCW on s.22 UCW has until s.22 to respond to you. If you do not receive a satisfactory response by end of day on s.22 s. please contact me immediately. We will need your written permission granting the Ministry of Advanced Education to contact UCW on your behalf. (The letter will need to state the program you are in, the issue, the number of courses you need to complete to be granted a degree.)

Please feel free to contact me if you have further questions or concerns.

Best regards,

Dawn

Dawn House, Education Officer

Governance and Quality Assurance Branch | Degree Quality

Assessment Board Secretariat

Ministry of Advanced Education

Phone: 250-356-7700 | Fax: 250-387-3750

Dawn.M.House@gov.bc.ca

Nichols, Beth AVED:EX

From: House, Dawn M AVED:EX
Sent: Thursday, January 19, 2017 1:55 PM
To: s.22
Subject: RE: UCW

Perfect! Thank you. Now please let me know whether there have been discussion as per my email sent at 1:31 Pacific Time.

Thanks again.

Dawn

From: s.22
Sent: Thursday, January 19, 2017 1:52 PM
To: House, Dawn M AVED:EX
Subject: Re: UCW

Page 125

Withheld pursuant to/removed as

s.22

Nichols, Beth AVED:EX

From: House, Dawn M AVED:EX
Sent: Thursday, January 19, 2017 3:23 PM
To: s.22
Subject: RE: UCW

Dear s.22

Thank you for clarifying this.

Best regards,

Dawn

From: s.22
Sent: Thursday, January 19, 2017 2:00 PM
To: House, Dawn M AVED:EX
Subject: Re: UCW

Hello,

No problem, let me know if you need anything else.

I'm not sure if you received my email but I did respond to your previous questions about communication. I will add my response again on this email.

No, there has been no further communication via email or skype between s.22 and myself, aside from me emailing him my assignments.

Best,

s.22

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I just noticed there is no date on the screen shot. Can you tell me when this was sent to you?

Thank you!

From: s.22
Sent: Thursday, January 19, 2017 1:21 PM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello Dawn,

s.22

I have copied a screen shot of the email on this email.

Regards,

s.22

From: House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca>

Sent: January 19, 2017 12:34 PM

To: s.22

Subject: RE: UCW

Dear s.22,

s.22

Thank you!

Dawn

From: House, Dawn M AVED:EX

Sent: Thursday, January 19, 2017 9:48 AM

To: s.22

Subject: RE: UCW

Dear s.22

Thank you for clarifying that you are in the s.22. UCW has authority to offer this program. The name was officially changed from s.22

s.22. This does not affect your degree in any way. All coursework is the same because they are the same programs, just with a different name. That is why your pathway did not change. It is perfectly fine that you are taking the same courses.

My confusion was that in our phone conversation I understood you to say that you were still enrolled in the s.22, which no longer is in operation. s.22

s.22

I need to have a clear understanding of your situation in order to move forward.

Thanks again.

Best regards,

Dawn

From: s.22

Sent: Thursday, January 19, 2017 9:32 AM

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Subject: Re: UCW

Hello Dawn,

My apologies for not including the degree name. I was in a s.22

s.22 but when they had to change the name of the program, I was moved into the s.22 I was unaware that they were not authorized to offer this program... I was told the name change of the program was strictly to offer a broader term to the program. I'd like to know how the name change now affects my degree. Also, is like to know that if they cannot offer a s.22 why my degree pathway didn't change... I am still taking the same courses that I would have had to do for the old degree..

Thanks,

s.22

On Jan 19, 2017, at 10:27 AM, House, Dawn M AVED:EX

<Dawn.M.House@gov.bc.ca> wrote:

Dear s.22,

Thank you for your email providing permission to the ministry to look into this issue with UCW. Thanks also for the course outline which is very helpful.

As mentioned in my previous email, I need you to tell me in writing the name of the degree program you are currently enrolled in. The reason is that UCW does not have authority to offer a s.22

s.22); the name was changed to s.22

s.22 and UCW has authority to offer this degree program. I think you said previously over the phone that you were in the s.22) program and if this is the case, the issue is more complex.

Please confirm the name of the degree program you are enrolled in as soon as possible.

Thank you.

Dawn

From: s.22

Sent: Thursday, January 19, 2017 7:30 AM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello,

s.22

s.22

This cannot

be dragged out, this is my education. Please keep me informed with any steps that you make so that I can continue making note of my correspondence and action I've taken. As I stated in my last email, I will continue to escalate this to the appropriate parties until UCW is held accountable.

Best regards,

s.22

From: House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca>

Sent: January 18, 2017 5:51 PM

To: s.22

Subject: RE: UCW

Dear s.22

Thank you for this letter. I will initiate the enquiry tomorrow with

regard s.22

In the meantime, please

confirm the name of the degree program you are enrolled in and provide the name and number of the course where UCW asked you to buy a textbook and write a book report.

Thanks again.

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Sincerely,

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Dear s.22

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Purpose - Vancouver & Online University

March 2013 Page 2 . If the complaint involves the Senior Administrator of the department, should submit the complaint to the Registrar.

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s. UCW has until ^{s.22} to respond to you.

If you do not receive a satisfactory response by end of day on ^{s.22} please contact me immediately. We will need your written permission granting the Ministry of Advanced Education to contact UCW on your behalf. (The letter will need to state the program you are in, the issue, the number of courses you need to complete to be granted a degree.)

Please feel free to contact me if you have further questions or concerns.

Best regards,

Dawn

Dawn House, Education Officer
Governance and Quality Assurance Branch | Degree Quality
Assessment Board Secretariat
Ministry of Advanced Education
Phone: 250-356-7700 | Fax: 250-387-3750
Dawn.M.House@gov.bc.ca

Nichols, Beth AVED:EX

From: House, Dawn M AVED:EX
Sent: Thursday, January 19, 2017 5:25 PM
To: s.22
Subject: RE: UCW course - s.22

Hi s.22

Thanks for letting me know.

Best regards,

Dawn

From: s.22

Sent: Thursday, January 19, 2017 5:23 PM

To: House, Dawn M AVED:EX

Subject: Re: UCW course - s.22

Hi Dawn,

UCW often reuses past courses and course outlines. The dates often do not match the current dates. For example, I have had courses that have due dates of 2013, when it was 2016. This is a minor issue but another issue I have consistently brought up to UCW. They do not update their courses to follow the actual date of the curriculum. It makes it very difficult to know when assignments are due, especially when the month is wrong (i.e. due date says December but the course is a summer course...).

I am aware that this was not brought up in my current concerns, but please note that the inconsistencies with dates has been an ongoing concern of mine with my professors and UCW staff.

s.22

On Jan 19, 2017, at 5:42 PM, House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca> wrote:

Hi s.22

Do you know why the course start date is noted as January 4, 2016 and not 2017?

Thanks,

Dawn

Dawn House, Education Officer

Governance and Quality Assurance Branch | Degree Quality Assessment Board Secretariat

Ministry of Advanced Education

Phone: 250-356-7700 | Fax: 250-387-3750

Dawn.M.House@gov.bc.ca

Nichols, Beth AVED:EX

From: House, Dawn M AVED:EX
Sent: Monday, January 23, 2017 3:24 PM
To: s.22
Subject: RE: UCW

Dear s.22

Thank you for the list of courses, completed, in process, and those you need to take. This is very helpful, as is your explanation of why you are taking a second year course.

My apologies for misunderstanding.

Best,

Dawn House, Education Officer

Governance and Quality Assurance Branch | Degree Quality Assessment Board Secretariat

Ministry of Advanced Education

Phone: 250-356-7700 | Fax: 250-387-3750

Dawn.M.House@gov.bc.ca

s.22

From: s.22
Sent: Monday, January 23, 2017 2:42 PM
To: House, Dawn M AVED:EX
Subject: Re: UCW

Hello,

Dawn, I feel like there is a vast miscommunication going on between us. I feel like you don't really understand the situation with UCW. I have s.22 I, by all accounts, s.22 s.22 of university. However, and I cannot stress this enough, UCW has not offered the courses I need to finish my degree. The way UCW has their courses sorted is in 4 tiers. Tier one has 101 courses, tier two has 201 courses, tier three has 301 courses, and tier four has 401 courses. s.22

s.22

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Withheld pursuant to/removed as

s.22

Page 136

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s.22

Page 137

Withheld pursuant to/removed as

s.22

Page 138

Withheld pursuant to/removed as

s.22

I'm not sure what more you need from me but I am starting to feel as if the ministry of advanced education is not really understanding the scope of my issues. I'm not sure what else you will need but if you need anything else, please let me know.

Thanks,

s.22

From: House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca>

Sent: January 23, 2017 3:06 PM

To: s.22

Subject: RE: UCW

Dear s.22

Thank you for your response.

By "what year are you in?", I didn't mean how many years you have spent at UCW, but if you were to transfer to another institution, what year would you be transferring to?

Could you also clarify how many courses you have taken and how many credits you have accrued so far?

From the information you have given – that you had 10 courses to complete as of the beginning of January – I am assuming that you have completed 10 courses, thus are at the end of 2nd year.

s.22 would also appear to be a 2nd year course, so we are just seeking clarification that you are somewhere in 2nd or 3rd year of a four-year (120 credit) degree.

Thanks again.

Dawn

From: s.22

Sent: Friday, January 20, 2017 6:18 PM

To: House, Dawn M AVED:EX

Subject: Re: UCW

s.22

Regards,
s.22

On Jan 20, 2017, at 6:33 PM, House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca> wrote:

Dear s.22

My supervisor reviewed my letter to UCW beginning the investigation and she has a few additional questions, as follows:

YPI Are you a part-time or full-time student?

YPI Are you a working adult student?

YPI Did you want to take only one course in the term beginning in January 2017 or more than one course?

YPI What year are you in?

Could you please respond to these questions as soon as possible?

Thank you very much.

Best regards,

Dawn

Dawn House, Education Officer

Governance and Quality Assurance Branch | Degree Quality Assessment Board Secretariat

Ministry of Advanced Education

Phone: 250-356-7700 | Fax: 250-387-3750

Dawn.M.House@gov.bc.ca

From: House, Dawn M AVED:EX

Sent: Thursday, January 19, 2017 3:23 PM

To: s.22

Subject: RE: UCW

Dear s.22

Thank you for clarifying this.

Best regards,

Dawn

From: s.22

Sent: Thursday, January 19, 2017 2:00 PM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello,

No problem, let me know if you need anything else.

I'm not sure if you received my email but I did respond to your previous questions about communication. I will add my response again on this email.

No, there has no been any further communication via email or skype between s.22 and myself, aside from me emailing him my assignments.

Best,
s.22

On Jan 19, 2017, at 2:55 PM, House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca> wrote:

Perfect! Thank you. Now please let me know whether there have been discussion as per my email sent at 1:31 Pacific Time.

Thanks again.

Dawn

From: s.22

Sent: Thursday, January 19, 2017 1:52 PM

To: House, Dawn M AVED:EX

Subject: Re: UCW

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<Dawn.M.House@gov.bc.ca> wrote:

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I just noticed there is no date on the screen shot. Can you tell me when this was sent to you?

Thank you!

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To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello Dawn,

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I have copied a screen shot of the email on this email.

Regards,

s.22

From: House, Dawn M AVED:EX <Dawn.M.House@gov.bc.ca>

Sent: January 19, 2017 12:34 PM

To: s.22

Subject: RE: UCW

Deal s.22

s.22

s.22

Thank you!
Dawn

From: House, Dawn M AVED:EX
Sent: Thursday, January 19, 2017 9:48 AM
To: s.22
Subject: RE: UCW

Dear s.22,

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was officially changed from s.22

s.22 This does not
affect your degree in any way. All coursework is the same because they
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pathway did not change. It is perfectly fine that you are taking the same
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My confusion was that in our phone conversation I understood you to
say that you were still enrolled in the s.22

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s.22

I need to have a clear understanding of your situation in order to move
forward.

Thanks again.
Best regards,
Dawn

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offer this program... I was told the name change of the program
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Dear s.22

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Sent: Thursday, January 19, 2017 7:30 AM

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Subject: Re: UCW

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Best regards,

s.22

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Sent: January 18, 2017 5:51 PM

To: s.22

Subject: RE: UCW

Dear s.22

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Thanks again.

Best regards,

Dawn

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Governance and Quality Assurance Branch | Degree Quality

Assessment Board Secretariat

Ministry of Advanced Education

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Dawn.M.House@gov.bc.ca

From: s.22

s.22

Sent: Wednesday, January 18, 2017 4:40 PM

To: House, Dawn M AVED:EX

Subject: Re: UCW

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from UCW. The scarcity of
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become increasingly unacceptable.
No student should be treated with
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discouraged, I am now appalled. s.22
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At this point, I feel as if I have no
other choice than to continue to
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appropriate parties until UCW is
held accountable for their gross

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I now, in writing, hand over my concerns and give the ministry of advanced education my permission to handle the situation appropriately.

Sincerely,

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Regards,
Dawn

From: s.22
s.22

Sent: Thursday, January 12, 2017
11:41 AM

To: House, Dawn M AVED:EX

Subject: Re: UCW

Hello,

Just to be clear, following policy 1510, you mean that I have to wait until the s.22 for a response? Or are you suggesting that I am missing a step or action required by policy 1510?

s.22

You keep reiterating that I need to follow policy 1510 as if I am missing something. If this is the case, then please expand on your suggestion.
Best regards,
Samantha

From: House, Dawn M AVEDEX
<Dawn.M.House@gov.bc.ca>
Sent: January 12, 2017 11:39 AM
To: s.22
Subject: UCW
Dear s.22

Just a note to confirm that I talked with my supervisor about your complaint and she agrees that we need to follow UCW Policy 1510 (<https://ucanwest.ca/media/44987/1510-complaints-resolution-march-2013.pdf>)

Purpose - Vancouver & Online University

ucanwest.ca

March 2013 Page 2 . If the complaint involves the Senior Administrator of the department should submit the complaint to the Registrar.

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Best regards,

Dawn

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| Degree Quality Assessment Board
Secretariat
Ministry of Advanced Education
Phone: 250-356-7700 | Fax: 250-387-3750
Dawn.M.House@gov.bc.ca

Nichols, Beth AVED:EX

From: Burnett, Teresa M AVED:EX on behalf of AVED Governance, Quality Assurance and Strategic Policy Branch AVED:EX
Sent: Monday, February 6, 2017 11:57 AM
To: s.22
Cc: Minister, EDUC EDUC:EX; Minister, AVED AVED:EX; EDUC DM EDUC:EX
Subject: Our Ref. 103791 - Re: Refund from University Canada West

February 6, 2017
Our Ref. 103791

s.22

Dear s.22

Thank you for your correspondence of January 3, 2017, sent to the Honourable Mike Bernier, Minister of Education, and Mr. David Byng, Deputy Minister of Education, concerning a refund from University Canada West (UCW). As post-secondary education falls within the responsibility of the Honourable Andrew Wilkinson, Minister of Advanced Education, your e-mail was forwarded to me for reply on behalf of Minister Wilkinson.

While the Ministry of Advanced Education has no authority to issue refunds to students, Ministry staff may contact the institution on your behalf with your written permission. I understand you provided written permission on January 8, 2017, and Ministry staff contacted UCW regarding reasons why the refund had not yet been provided. I understand that UCW issued a refund cheque on January 11, 2017.

I hope that this has now resolved the issue for you. Should you have further questions or concerns, please contact: DQABsecretariat@gov.bc.ca.

Sincerely,

Kate Cotie for
Mary Shaw
Executive Director
Governance, Quality Assurance and Strategic Policy Branch
Ministry of Advanced Education

pc: Honourable Mike Bernier
Minister of Education

Honourable Andrew Wilkinson
Minister of Advanced Education

Mr. David Byng, Deputy Minister
Ministry of Education

From: s.22

Sent: Tuesday, January 3, 2017 3:45 AM

To: Minister, EDUC EDUC:EX

Subject: Fw: Refund tuition fee university Canada west s.22 Canadian dollar

Dear Hounrable minister

Actually sir I faced difficulties in my refund I paid to university Canada west s.22 Canadian dollars last year my visa was refused in June 2016 then I requested to university more than 1000 times for refund i fullfill all the requirements of refund process but still I am waiting for refund and every time the university telling different different stories so that is why I am writing you sir

I am going to send you all the necessary documents of refund along with my passport copy so kindly please take action against such fake university because they not only destroyed careers of student but also put a negative fact on Canada education system

So please help me in this situation

And please send me the number I want to talk to you in more details

Thank you

s.22

Refund Request Form

Finance Office
University Canada West
Suite 100 - 626 West Pender Street
Vancouver, BC, V6B 1V9
Phone: 604-915-9607 / 1-877-431-6887

For Finance Office use only

Date Received:
Refund amount (in Canadian Dollars):

Today's Date (YYYY/MM/DD): 2016-08-28

Student Number: ^{s.22} _____

Please allow **30 business days** for the refund to be processed.

Part I: Contact Information

Last Name: ^{s.22} _____ First Name: ^{s.22} _____

Phone #: _____ Email: ^{s.22} _____

Program of Study: BA

Reason for refund request: VISA REJECTION

Documents (please check documents attached with your completed Refund Request Form)

Letter of explanation: _____ Original Visa Rejection Letter (copy are not accepted): attached

Part II: Refund Delivery Option

Refunds will be issued to the same method of payment as the original payment (example: credit card transactions will be credited to the original credit card used).

If original payment method was a bank wire transfer (please provide clear and complete wire transfer details on page 2 of this form).

My Current Address: ^{s.22} _____ Pakistan

Mailing Address (if different from above): _____

University Canada West is committed to using personal information collected in accordance with applicable provincial and federal privacy legislation. By completing this form, I consent to have the University use the submitted information for the purposes consistent with academic and support services of a post-secondary educational institution.

^{s.22} _____ 10-09-2016
Date

Refund Request Form

WIRE PAYMENT REQUEST

Bank Details

s.22

1	Beneficiary bank account #
2	SWIFT (for international transfer) ABA # (for USA only) Bank # (for Canada only)
3	Bank Name
4	Bank Address
5	City, Province/ State
6	Country

Beneficiary details

s.22

1	Beneficiary name
2	Address
3	City, Province/State
4	Country

Intermediary bank details (when applicable)

s.22

1	Intermediary bank name
2	Address, city, province, country
3	SWIFT
4	Account #

This template has been completed or reviewed by the beneficiary's banking institution to confirm that the information disclosed is complete and accurate, thus ensuring a direct and immediate transfer of funds.

Bank stamp and signature:

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Withheld pursuant to/removed as

s.22



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Ul. Stanisława Żaryna 2A
02-593 Warszawa
www.bankmillennium.pl

Confirmation of transaction performance

Transaction type	INTL TRANSFER OUT		
Daily transaction number	7		
Effective date	2016-02-15		
Transaction date	2016-02-15		
Source account	s.22		
Originator	s.22		
Destination account	s.22		
Beneficiary	LEARNINGWISE EDUCATION INC		
Transaction amount	8,040.00 CAD		
Amount posted	-23,568.46 PLN		
Selling rate	1 CAD = 2.9314 PLN		
Description	TUITION FEE s.22	UCW NUMBER s.22	
	APPLICANT NUMBER s.22	REASON TUITION	
	FEE		
Charges payment option	SHA		
Reference number	s.22		

Date of the document: 2016-08-29

Confirmation of transaction performance was generated electronically and requires no signature or stamp.
The Document was produced pursuant to art. 7 of the Banking Law (Journal of Laws No. 140 of 1997, item 939 as amended).

Bank Millennium S.A. with its seat in Warszawa, ul. Stanisława Żaryna 2A, 02-593 Warszawa, entered under the number KRS 0000010186 in the Register of Entrepreneurs of the National Court Register, kept by the Local Court for the Capital city of Warszawa, 15th Business Department of the National Court Register, with Taxpayer Identification Number (NIP) 525 021 24



Date: June 13, 2016

UCI: s.22

Application no.: s.22



s.22

Dear s.22

Thank you for your interest in studying in Canada. After a careful review of your study permit application and supporting documentation, I have determined that your application does not meet the requirements of the *Immigration and Refugee Protection Act and Regulations*. I am refusing your application.

In making a decision on an application, a number of factors are considered. These may include but are not limited to:

- whether the person has been accepted to study at a Canadian educational institution;
- the information in the travel and identity documents;
- the person's ability to pay for the trip, to pay tuition fees and to support himself or herself while in Canada;
- whether the person is likely to respect the conditions of his or her admission to Canada;
- whether the person is inadmissible to Canada; and
- whether the person would be likely to leave Canada at the end of his/her authorized stay.

To help you understand my decision, the reason(s) are provided on the following pages.

You are welcome to reapply if you feel that you can respond to these concerns and can demonstrate that your situation meets the requirements. All new applications must be accompanied by a new processing fee.

Sincerely,
High Commission of Canada
Visa Section
P.O. Box 1042
Islamabad
Pakistan
Application Enquiry: <https://dmp-portal.cic.gc.ca/cicemail/intro-eng.aspx?mission=islamabad>
www.pakistan.gc.ca
www.cic.gc.ca



Subsection 11(1) of the *Immigration and Refugee Protection Act (IRPA)* provides that any person wishing to become a temporary resident of Canada must satisfy an officer that he or she is not inadmissible to Canada and that she or he meets the requirements of the Act.

Following an examination of your application, I am not satisfied that your application meets the requirements of the Act and the Regulations for the reasons explained below. Please note that only the grounds that are checked off apply to the refusal of your application.

☒ Pursuant to Section 219 of the *Immigration and Refugee Protection Regulation*, I am not satisfied that you:

- ☐ have submitted written documentation from the educational institution at which you intend to study that states that you have been accepted to study there
- ☒ have sufficient and available financial resources, without working in Canada, to pay the tuition fees for the course or program of studies that you intend to pursue
- ☐ have sufficient and available financial resources, without working in Canada, to maintain yourself and any family members who are accompanying you during your proposed period of study
- ☐ have sufficient and available financial resources, without working in Canada, to pay the costs of transporting yourself and any family members who are accompanying you to and from Canada.

☐ You have not submitted a *Certificat d'acceptation du Québec (CAQ)*.

☒ You have not satisfied me that you would leave Canada at the end of your stay. In reaching this decision, I considered several factors, including:

- ☒ travel history
- ☐ immigration status in country of residence
- ☒ family ties in Canada and in country of residence
- ☐ length of proposed stay in Canada
- ☐ purpose of visit
- ☒ employment prospects in country of residence
- ☒ current employment situation
- ☒ personal assets and financial status.
- ☐ your history of having contravened the conditions of admission on a previous stay in Canada

☐ You have submitted documentation which lacks authenticity as part of your application. This has diminished the overall credibility of your submission. I was therefore not satisfied that you are not inadmissible to Canada and that you meet the requirements of the Act and Regulations. Specifically, I was not satisfied that the following documentation is authentic:

☐ You have not complied with our request for information, as per section 16(1) of the *Immigration and Refugee Protection Act*. To date, you have failed to comply with our request for:

- ☐ Completion of a medical examination
- ☐ An interview
- ☐ The following documents:

☐ From the documents which you have submitted in support of your application, I am not satisfied that you have answered all questions truthfully, as required by subsection 16(1) of the Act. Specifically, I am not satisfied that the following information is truthful:

☐ Other reasons:

- ☐ You are a member of an inadmissible class of persons described in the *Immigration and Refugee Protection Act*. As a result, you are inadmissible to Canada pursuant to the following Section(s):

On security grounds for:

- ☐ Section 34(1)(a): Engaging in an act of espionage or subversion against a democratic government, institution or process as they are understood in Canada;
- ☐ Section 34(1)(b): Engaging in or instigating the subversion by force of any government;
- ☐ Section 34(1)(b.1): Engaging in an act of espionage that is against Canada or that is contrary to Canada's interests;
- ☐ Section 34(1)(c): Engaging in terrorism;
- ☐ Section 34(1)(d): Being a danger to the security of Canada;
- ☐ Section 34(1)(e): Engaging in acts of violence that would or might endanger the lives or safety of persons in Canada;
- ☐ Section 34(1)(f): Being a member of an organization that there are reasonable grounds to believe engages or will engage in acts referred to in paragraph (a), (b) or (c).

On grounds of violating human or international rights for:

- ☐ Section 35(1)(a): Committing an act outside Canada that constitutes an offence referred to in sections 4 to 7 of the *Crimes Against Humanity and War Crimes Act*;
- ☐ Section 35(1)(b): Being a prescribed senior official in the service of a government that, in the opinion of the Minister, engages or has engaged in terrorism, systematic or gross human rights violations, or genocide, a war crime or a crime against humanity within the meaning of subsections 6(3) to (5) of the *Crimes Against Humanity and War Crimes Act*;
- ☐ Section 35(1)(c): Being a person, other than a permanent resident, whose entry into or stay in Canada is restricted pursuant to a decision, resolution or measure of an international organization of states or association of states, of which Canada is a member, that imposes sanctions on country against which Canada has imposed or has agreed to impose sanctions in concert with that organization or association.

On grounds of serious criminality for:

- ☐ Section 36(1)(a): Having been convicted in Canada of an offence under an *Act of Parliament* punishable by a maximum term of imprisonment of at least 10 years, or of an offence under an *Act of Parliament* for which a term of imprisonment of more than six months has been imposed;
- ☐ Section 36(1)(b): Having been convicted of an offence outside Canada that, if committed in Canada, would constitute an offence under an *Act of Parliament* punishable by a maximum term of imprisonment of at least 10 years;
- ☐ Section 36(1)(c): Committing an act outside Canada that is an offence in the place where it was committed and that, if committed in Canada, would constitute an offence under an *Act of Parliament* punishable by a maximum term of imprisonment of at least 10 years.

On grounds of criminality for:

- ☐ Section 36(2)(a): Having been convicted in Canada of an offence under an Act of Parliament punishable by way of indictment, or of two offences under any Act of Parliament not arising out of a single occurrence;
- ☐ Section 36(2)(b): Having been convicted outside Canada of an offence that, if committed in Canada, would constitute an indictable offence under an Act of Parliament, or of two offences not arising out of a single occurrence that, if committed in Canada, would constitute offences under an Act of Parliament;
- ☐ Section 36(2)(c): Committing an act outside Canada that is an offence in the place where it was committed and that, if committed in Canada, would constitute an indictable offence under an Act of Parliament;
- ☐ Section 36(2)(d): Committing, on entering Canada, an offence under an Act of Parliament prescribed by regulations.

On grounds of organized criminality for:

- ☐ Section 37(1)(a): Being a member of an organization that is believed on reasonable grounds to be or to have been engaged in activity that is part of a pattern of criminal activity planned and organized by a number of persons acting in concert in furtherance of the commission of an offence punishable under an *Act of Parliament* by way of indictment, or in furtherance of the commission of an offence outside Canada that, if committed in Canada, would constitute such an offence, or engaging in activity that is part of such a pattern;
- ☐ Section 37(1)(b): Engaging, in the context of transnational crime, in activities such as people smuggling, trafficking in persons or money laundering.

On health grounds as your health condition:

- ☐ Section 38(1): Is likely to be a danger to public health or to public safety, or might reasonably be expected to cause excessive demand on health or social services.

For financial reasons:

- ☐ Section 39: You are or will be unable or unwilling to support yourself or any other person who is dependent on you, and have not satisfied an officer that adequate arrangements for care and support, other than those that involve social assistance, have been made.

On misrepresentation:

- ☐ Section 40(1)(a): For directly or indirectly misrepresenting or withholding material facts relating to a relevant matter that induces or could induce an error in the administration of this Act;
- ☐ Section 40(1)(a) and Section 40(2)(a): You are still inadmissible to Canada as a period of two years has not passed since your prior refusal.
- ☐ Section 40(1)(a) and Section 40(2)(a): You are still inadmissible to Canada as a period of five years has not passed since your prior refusal.