

# Decision Note

## Advice to Executive Director

Date: September 9, 2019

Cliff #: 117016

Issue: Canadian School of Osteopathy Manual Practice - Vancouver (CSOMP)'s application for Education Quality Assurance designation

### Recommendation:

- Deny CSOMP's Education Quality Assurance (EQA) designation application.

### Reasons:

- Since September 13, 2018, CSOMP has not had its tuition rates or refund policies posted on its website.
- CSOMP does not meet the Corporate and Education Requirements under section 6.2 of EQA Policy.
- CSOMP became aware of the requirements through EQA suitability letters of September 13, 2018, October 12, 2018 and August 23, 2019. CSOMP provided no response to the October 12, 2018 or the August 23, 2019 letters.

### Background/Facts:

- Under the EQA Policy, if the Ministry has concerns about suitability, the Ministry will write to the institution, setting out the nature of the concern(s), and provide the institution with an opportunity to respond before making a decision.
- CSOMP is not an EQA designated institution.
- CSOMP previously applied for EQA on March 14, 2018. On May 11, 2018, CSOMP's application for EQA was denied as it did not meet the eligibility requirements to apply for EQA – CSOMP's legal entity that applied for EQA was a sole proprietorship.
- CSOMP submitted its current application for EQA on June 28, 2018 and applied under a legal entity that was eligible for EQA – a corporation.
- On September 13, 2018, suitability concerns were raised with CSOMP as it did not have its refund policies or tuition rates publicly posted on its website. CSOMP responded to the Ministry's letter on September 18, 2018 and informed EQA staff that its website was under construction. CSOMP also enquired as to whether it could post a link on its website to the Private Training Institutions Branch (PTIB) directory that has its tuition rates and refund policies posted. The Ministry responded with a letter on October 12, 2018 that informed CSOMP that in order to satisfy EQA policy the institution needed to have its refund policies and tuition rates posted on its website. No response was provided to the Ministry's letter of October 12, 2018.
- On January 29, 2019, a compliance order was sent to CSOMP by PTIB for a failure to provide required financial statements to the registrar. After receiving the compliance order, CSOMP provided PTIB with the required financial statements.
- The Ministry again wrote to CSOMP on August 23, 2019. The following EQA Policy concerns were outlined in the Ministry's letter:

*6.2.4 (14): An institution must provide public and accurate information regarding its operations, regulatory authority, program offerings, tuition rates and refund policies affecting prospective and current students, including in print materials and on the institution's website*

- CSOMP's website was reviewed by EQA staff and CSOMP did not have its tuition rates or refund policies posted on its website. This concern was also outlined in the Ministry's letters of September 13, 2018 and October 12, 2018.

*6.3.2 (2) Any suspensions, compliance orders or other penalties imposed by any of the following:*

- a. a quality assurance body;*
- b. a regulatory body, including the Ministry;*
- c. a government that has authority to review or make determinations about the institution, its programs or students attending its programs.*

- The Private Training Institutions Branch (PTIB) is a regulatory body in British Columbia responsible for administering the *Private Training Act* and associated regulations.


- On January 29, 2019, PTIB issued a compliance order against CSOMP (see attachment 2).

*6.3.3 (9) - Current or past practices of the institution, including those assessed in previous EQA assessments, that show a lack of integrity or unethical conduct in relations with students and the general public.*

- EQA staff wrote to CSOMP on September 13, 2018 and October 12, 2018 with suitability concerns that CSOMP did not have its tuition rates or refund policies publicly posted on its website. CSOMP did not respond to the Ministry's October 12, 2018 letter and the Ministry's suitability concerns remain outstanding.

### **Actions/Institutions Response:**

- CSOMP has not responded to the Ministry's August 23, 2019 letter by the September 6, 2019 deadline.
- Under section 3.6 of the EQA Policy, EQA staff have given the institution time to respond to the suitability concerns.
- The institution has not responded to concerns regarding the EQA Policy and Procedures Manual. In Addition, CSOMP still does not have its tuition rates or refund policies posted on its website.
- EQA staff recommend denying CSOMP's application for EQA designation.
- The lack of EQA designation will impact the institution's ability to host international students on study permits in programs longer than 6 months. Currently, there are no international students at the institution.
- Should the institution meet the Requirements for EQA designation at a later time, the institution may re-apply.

<b>Approved/Not Approved</b>	
	<b>September 25, 2019</b>
_____ <b>Jamie Edwardson</b>	_____ <b>Date</b>

- Attachments:**
- 1. Letter to CSOMP denying its EQA (to be signed by Executive Director).
  - 2. Attachments to letter to CSOMP.

**From:** [AEST Education Quality Assurance AEST:EX](#)  
**To:** ["richard.dupuis@ceasteo.ca"; "annie.dion@ceosteo.ca"](#)  
**Cc:** [AEST Education Quality Assurance AEST:EX](#); [AEST Private Training Institutions AEST:EX](#)  
**Subject:** EQA Letter  
**Date:** August 23, 2019 12:49:27 PM  
**Attachments:** [116692 - Canadian School of Osteopathy Manual Practice Vancouver- Signed.pdf](#)  
[116692 - CSOMP - Attachment 1.pdf](#)  
[116692 -CSOMP - Attachment 2.pdf](#)

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Please find attached your EQA letter

Regards,

Corporate Planning, International and Quality Assurance Branch  
Ministry of Advanced Education, Skills, and Training  
835 Humboldt St, Victoria, BC V8V 4W8

*I acknowledge that my place of work is within the  
ancestral, traditional and unceded territory of the Coast Salish Nations*





Our Ref. 116692  
File#: 60100-70/CSOMP

August 23, 2019

Richard Dupuis  
Canadian School of Osteopathy Manual Practice - Vancouver  
1-1150 Station St  
Vancouver, BC, V6A 4C7

**Sent by email:** [Richard.dupuis@ceosteo.ca](mailto:Richard.dupuis@ceosteo.ca), [annie.dion@ceosteo.ca](mailto:annie.dion@ceosteo.ca)

Dear Mr. Dupuis:

This letter is Canadian School of Osteopathy Manual Practice – Vancouver (CSOMP)’s final notice regarding CSOMP’s application for Education Quality Assurance (EQA) designation.

CSOMP previously applied for EQA designation on March 14, 2018. As you are aware, this application was denied on May 11, 2018 as the legal entity that applied for EQA designation, ‘Canadian School of Osteopathy Manual Practice – Vancouver’, was registered with the BC Corporate Registry as a Sole Proprietorship (FM0631040). Limited partnerships, partnerships, and sole proprietorships do not meet the Legal Entity and Corporate Status Requirements under the EQA Policy and Procedures Manual.

CSOMP submitted a new application for EQA on June 28, 2018 that is currently under Ministry review. The Ministry wrote to CSOMP on September 13, 2018 (see attachment 1) regarding concerns with CSOMP’s application for EQA - CSOMP did not have their tuition rates or refund policies publicly posted on their website. On September 18, 2018, CSOMP responded and stated their website was currently being constructed and the website would be updated upon completion. Additionally, CSOMP asked EQA staff if providing a link to the Private Training Institutions Branch (PTIB) website would satisfy the requirement noted in the Ministry’s letter of September 13, 2018.

On October 12, 2018, the Ministry wrote to CSOMP (see attachment 1) and informed CSOMP that providing a link to the PTIB would not be sufficient and CSOMP are required to have their tuition rates and refund policies posted on their website in order to be in compliance with EQA Policy. No response has been received to the Ministry’s October 12, 2018 letter and CSOMP still have not posted their tuition rates or refund policies on their website.

Institutions are assessed upon application and throughout the year to ensure they meet the requirements for EQA designation as outlined in the [EQA Policy and Procedures Manual](#).

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To be eligible for EQA designation, an institution must:

1. Demonstrate that it meets and maintains all the Corporate and Education Requirements set out in section 6.2; and
2. Demonstrate that it satisfies all the Suitability Considerations set out in section 6.3.

Ministry staff conducted a review of CSOMP and note the following compliance issues:

## **Section 6.2 Corporate and Educational Requirements for EQA Designation**

### **6.2.4 Representation Requirements**

*6.2.4(14) - an institution must provide public and accurate information regarding its operations, regulatory authority, program offerings, tuition rates and refund policies affecting prospective and current students, including in print materials and on the institution's website.*

- CSOMP's website has been reviewed and CSOMP do not have their tuition rates or refund policies posted on its website. This concern was outlined in the Ministry's September 13, 2018 and October 12, 2018 letters (see attachment 1).

## **Section 6.3 Suitability Considerations for EQA Designation**

### **6.3.2 Suspension, Compliance Orders or Penalty Considerations**

*6.3.2 (2) Any suspensions, compliance orders or other penalties imposed by any of the following:*

- a. a quality assurance body;*
  - b. a regulatory body, including the Ministry;*
  - c. a government that has authority to review or make determinations about the institution, its programs or students attending its programs.*
- The Private Training Institutions Branch (PTIB) is a regulatory body in British Columbia responsible for administering the *Private Training Act* and associated regulations.
  - On January 29, 2019, PTIB issued a compliance order against CSOMP (see attachment 2).

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### 6.3.3 Conduct Considerations

*6.3.3 (9) - Current or past practices of the institution, including those assessed in previous EQA assessments, that show a lack of integrity or unethical conduct in relations with students and the general public.*

- EQA staff wrote to CSOMP on September 13, 2018 and October 12, 2018 with suitability concerns that CSOMP did not have its tuition rates or refund policies publicly posted on its website. CSOMP did not respond to the Ministry's October 12, 2018 letter and the Ministry's suitability concerns remain outstanding.
- The continued non-compliance of the EQA Policy and Procedures Manual is a concern to the Ministry.

Before the Ministry makes a decision on whether CSOMP is eligible for EQA designation, you are being provided an opportunity to respond to the concerns identified above. Please provide a response by September 6, 2019 via e-mail to [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca). If no response is received, the Ministry may proceed in the assessment of CSOMP for EQA without further notification to CSOMP.

Sincerely,



Dorothy Rogers, Director, Quality Assurance Unit  
Ministry of Advanced Education, Skills and Training

Attachments

pc: Marianne Schwan, Director, Regulation  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training



Our Ref. 114064  
PTIB ID: 03908  
File#: 60100-70/CSOMPV

October 12, 2018

Richard Dupuis  
Canadian School of Osteopathy  
Manual Practice - Vancouver  
Unit #1, 1<sup>st</sup> Floor, 1150 Station St  
Vancouver BC V6A 4C7

**Email Address:** [richard.dupuis@ceosteo.ca](mailto:richard.dupuis@ceosteo.ca)

Dear Mr. Dupuis:

This is in response to the September 18, 2013 letter from Annie Dion, Assistant Academic Director and Coordinator regarding the Canadian School of Osteopathy Manual Practice – Vancouver’s application for Education Quality Assurance (EQA) designation (see attached).

Although recent changes have been implemented to section 17[3](b) of the Private Training Regulations (PTR), allowing institutions to post a link on their websites to the Private Training Institution’s Branch directory for their tuition rates, this does not meet EQA compliance requirements under section 6.2.4(14) of the [EQA Policy](#). Institutions must publicly post their refund policies and tuition rates directly on their website.

In order for potential students to be able to make the best decision regarding their post-secondary education, EQA designated institutions must ensure openness and transparency through publicly available and accurate information regarding its operations, regulatory authority, program offerings, tuition rates and refund policies.

This was also outlined to you in my September 13, 2018 letter regarding the EQA applicant suitability requirements.

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Before the Ministry makes a decision on whether the Canadian School of Osteopathy Manual Practice – Vancouver is eligible for EQA designation, you are being provided another opportunity to respond prior to a decision being made. Please respond by **October 26, 2018** via email to [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca) and [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca).

Sincerely,

A handwritten signature in black ink, appearing to read "D. Rogers". The signature is fluid and cursive, with the first letter "D" being large and prominent.

Dorothy Rogers  
Director, Quality Assurance  
Governance and Quality Assurance Branch  
Ministry of Advanced Education, Skills and Training

Attachment

pc: Ms. Marianne Schwan  
Director, Regulation  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training  
[PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)

Michael Apps  
Administrator, Compliance and Enforcement  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training



September 18, 2018

Dorothy Rogers  
Director, Quality Assurance  
Governance and Quality Assurance Branch  
Ministry of Advanced Education, Skills and Training

Dear Director Rogers,

Thank you for your response to our EQA application.

We have recently undergone a PTIB Designation Review Inspection, during which we have informed the inspectors that our website is currently under construction and will be updated in the coming months. We will ensure that the tuition rates and refund policies are made available and comply with any recommendations made in the Designation Review Report.

As the Amendment of the Private Training Regulation effective September 1<sup>st</sup> 2018 indicates that we may provide a link to the information on the website of the Private Training Institutions Branch of the Ministry (Section 17 (3) (b) (i)), our understanding is that providing this link on our website will fulfill the tuition rate requirement. Please inform us as soon as possible if this information is incorrect.

We sincerely hope that the CSO will be eligible for EQA designation following this update. As we have previously made one other EQA application that was denied due to an error in the application, if there is any other reason the CSO may not be eligible for designation, please let us know.

Sincerely,

Annie Dion  
Assistant Academic Director  
and Coordinator of the Osteopathy Study Program



Our Ref. 113840  
PTIB ID: 03908  
File#: 60100-70/CSOMPV

September 13, 2018

Richard Dupuis  
Canadian School of Osteopathy  
Manual Practice - Vancouver  
Unit #1, 1<sup>st</sup> Floor, 1150 Station St  
Vancouver BC V6A 4C7  
**Email Address:** [richard.dupuis@ceosteo.ca](mailto:richard.dupuis@ceosteo.ca)

Dear Mr. Dupuis:

I am writing regarding the application of Canadian School of Osteopathy Manual Practice – Vancouver (CSOMPV) for Education Quality Assurance (EQA) designation in British Columbia.

Institutions are assessed upon application to ensure they meet the requirements for EQA designation as outlined in the [EQA Policy](#). For private training institutions, a review is also conducted to ensure compliance with the *Private Training Act (PTA)* and/or the Private Training Regulation (PTR) based on the information and records available to us.

Under section 6.2.4(14) of the EQA Policy, an institution must provide public and accurate information regarding its operations, regulatory authority, program offerings, tuition rates and refund policies affecting prospective and current students, including in print materials and on the institution's website. In reviewing the CSOMPV website, it appears that the institution's refund policies and tuition rates are not publicly posted.

In addition, we have determined that the lack of tuition rates on your website contravenes the *PTA* and/or the *PTR*:

#	Contravention(s) of the <i>PTA</i> or <i>PTR</i>	<i>PTA</i> or <i>PTR</i> Section	Requirement
1	The institution's tuition rates are not publicly posted.	<a href="#">17[3](b)</a>	A certified institution that holds a designation certificate must make public information about the tuition and related fees for each program of instruction on the institution's website, if the institution has a website.

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Under section 6.2.2(5) of the EQA Policy, the institution must act in compliance with all applicable federal, provincial and municipal statutes, regulations and bylaws.

Before the Ministry makes a decision on whether CSOMPV is eligible for EQA designation, you are being provided an opportunity to respond to the concerns identified above. Please provide a response by **September 27, 2018** via e-mail to both [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca) and [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca).

Sincerely,

A handwritten signature in black ink that reads "D. Rogers". The signature is written in a cursive, flowing style.

Dorothy Rogers  
Director, Quality Assurance  
Governance and Quality Assurance Branch  
Ministry of Advanced Education, Skills and Training

pc: Ms. Marianne Schwan  
Director, Regulation  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training  
[PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)

Michael Apps  
Administrator, Compliance and Enforcement  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training





# Private Training Institutions Branch

January 27, 2019

**Sent by email:** [annie.dion@ceosteo.ca](mailto:annie.dion@ceosteo.ca), [claudia.cattoni@ceosteo.ca](mailto:claudia.cattoni@ceosteo.ca)

Annie Dion  
Canadian School of Osteopathy Manual Practice - Vancouver  
1150 Station Street  
Vancouver, BC V6A 4C7

ID-03908

## **RE: Compliance Order**

Dear Ms. Dion:

Please find attached a Compliance Order issued to Canadian School of Osteopathy Manual Practice - Vancouver (the "Institution").

Financial statements for CEO (Etudes en Osteopathie) Inc. CEO (Osteopathic Studies) Inc., the owner of the Institution, were due on November 30, 2018 (*Private Training Regulation*, s.51 (1)).

The Institution provided financial statements for CEO (Osteopathic Studies) Inc. (Canadian School of Osteopathy Manual Practice – Vancouver Campus), a division of CEO (Osteopathic Studies) Inc., on November 30, 2018, and for Les Ecuries de Senneville Inc. and 9130-3784 Quebec Inc. on December 28, 2018.

We reminded the Institution of the requirement to provide financial statements for CEO (Etudes en Osteopathie) Inc. CEO (Osteopathic Studies) Inc. on December 4, 17, 27 and 28, 2018.

To date, the Institution has not provided the required financial statements.

We remind you that the expiry date included in your current certificate is January 31, 2019. For further reference, the PTA and associated regulations are available at [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).

Should you have any questions, please contact us by phone at the telephone number below or by email at [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca).

Sincerely,

Monica Lust  
Registrar and Executive Director



## Private Training Institutions Branch

# Compliance Order

The following order is made by the registrar of the  
Private Training Institutions Branch pursuant to s. 32 of the *Private Training Act*.

Canadian School of Osteopathy Manual Practice - Vancouver (ID-03908), by failing to provide financial statements within 5 months of the institution's June 30, 2018 fiscal year end, has contravened s. 51(1) of the *Private Training Regulation*.

It is therefore ordered that Canadian School of Osteopathy Manual Practice - Vancouver provide financial statements meeting the requirements set out in ss.51-52 of the *Private Training Regulation* no later than **January 31, 2019**.

Issued:  
January 28, 2019

Monica Lust  
Registrar, Private Training Institutions  
Branch

If Canadian School of Osteopathy Manual Practice Vancouver fails to comply with this order, further action may be taken including imposition of an administrative penalty or suspension or cancellation of the institution's designation certificate.

pc: StudentAid BC, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Governance and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)



Our Ref. 117016  
File#: 60100-70/CSOMP

September 25, 2019

Richard Dupuis  
Canadian School of Osteopathy Manual Practice - Vancouver  
1150 Station St  
Vancouver, BC, V6A 4C7

**Sent by email:** [Richard.dupuis@ceosteo.ca](mailto:Richard.dupuis@ceosteo.ca)

Dear Mr. Dupuis:

This letter is a follow-up from the Ministry's September 13, 2018, October 12, 2018, and August 23, 2019 letters (see attached), regarding Canadian School of Osteopathy Manual Practice - Vancouver (CSOMP)'s application for Education Quality Assurance (EQA) designation.

### **Background/Summary**

CSOMP is not an EQA designated institution. CSOMP previously applied for EQA on March 14, 2018. On May 11, 2018, CSOMP's previous application for EQA was denied as it did not meet the eligibility requirements to apply for EQA – CSOMP's legal entity that applied for EQA was a sole proprietorship.

CSOMP submitted their current application for EQA on June 28, 2018. On September 13, 2018, suitability concerns were raised with CSOMP as it did not have its refund policies or tuition rates publicly posted on its website.

CSOMP responded to the Ministry's letter on September 18, 2018 and informed EQA staff that its website was under construction. CSOMP also enquired as to whether they could post a link on its website to the Private Training Institutions Branch (PTIB) directory that has its tuition rates and refund policies posted. The Ministry responded with a letter on October 12, 2018 that informed CSOMP that in order to satisfy EQA policy the institution needed to have its refund policies and tuition rates posted on its website. No response was provided to the Ministry's letter of October 12, 2018.

The Ministry again wrote to CSOMP on August 23, 2019, outlining a number of concerns that CSOMP was not in compliance with the EQA Policy and Procedures Manual (see the following):

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## Corporate Requirements and Suitability Considerations for EQA designation

To be eligible for EQA designation, an institution must:

1. Demonstrate that it meets and maintains all the Corporate and Education Requirements set out in section 6.2; and
2. Demonstrate that it satisfies all the Suitability Considerations set out in section 6.3.

### Section 6.2 Corporate and Educational Requirements for EQA Designation

#### 6.2.4 Representation Requirements

*6.2.4 (14) an institution must provide public and accurate information regarding its operations, regulatory authority, program offerings, tuition rates and refund policies affecting prospective and current students, including in print materials and on the institution's website.*

### Section 6.3 Suitability Considerations for EQA Designation

#### 6.3.2 Suspension, Compliance Orders or Penalty Considerations

*6.3.2 (2) Any suspensions, compliance orders or other penalties imposed by any of the following:*

- a. a quality assurance body;*
- b. a regulatory body, including the Ministry;*
- c. a government that has authority to review or make determinations about the institution, its programs or students attending its programs.*

#### 6.3.3 Conduct Considerations

*6.3.3 (9) - Current or past practices of the institution, including those assessed in previous EQA assessments, that show a lack of integrity or unethical conduct in relations with students and the general public.*

## Analysis

CSOMP has not responded to the Ministry's letter of August 23, 2019. A deadline of September 6, 2019 was provided to respond.

On September 9, 2019, EQA staff confirmed CSOMP still does not have its tuition rates or refund policies posted on its website.

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## Decision

I find that the concerns outlined in the Ministry's August 23, 2019 letter to CSOMP remain outstanding and therefore CSOMP does not meet the requirements to hold EQA.

CSOMP is still not compliant with section 6.2.4(14) of the EQA Policy and Procedures Manual. CSOMP has not had its tuition rates or refund policies posted on its website since September 13, 2018. It is important to recognize that international students are a particularly vulnerable group, and therefore any institution that receives EQA designation must ensure that the highest standards of quality are in place to ensure protection of these students.

Under section 3.6 of the EQA Policy, EQA staff has given the institution time to respond to the suitability concerns. The institution has not responded to concerns regarding sections 6.2.4(14), 6.3.2(2) and 6.3.3(9) of the EQA Policy and Procedures Manual.

This letter serves as notice to you that CSOMP's application for EQA designation has been denied.

CSOMP may reapply for EQA designation at any time once the institution meets the eligibility requirements at which time the application will be assessed for designation suitability.

Any questions regarding this letter can be directed to the Ministry at [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca).

Sincerely,



Jamie Edwardson  
Executive Director  
Corporate Planning, International and Quality Assurance Branch  
Ministry of Advanced Education, Skills and Training

Attachment

pc: Marianne Schwann, Director of Compliance  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training  
[PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)

# Decision Note

## Advice to Executive Director

Date: November 13, 2019

Cliff #: 117538

Issue: Pacific Rim Aviation Academy Inc. (Pacific Rim)'s application for Education Quality Assurance designation

### Recommendation:

- Deny Pacific Rim's application for Education Quality Assurance (EQA) designation.

### Reasons:

- Pacific Rim does not meet the Corporate and Education Requirements under section 6.2 of EQA Policy - Pacific Rim is offering and advertising three programs that are not registered with the Private Training Institutions Branch (PTIB) and therefore are not in compliance.

### Background/Facts:

- Under the EQA Policy, if the Ministry has concerns about suitability, the Ministry will write to the institution, setting out the nature of the concern(s), and provide the institution with an opportunity to respond before making a decision.
- On December 10, 2015, Pacific Rim was granted EQA designation.
- On November 19, 2018, PTIB conducted an inspection at Pacific Rim. One area of non-compliance that was identified was that the institution's website advertises three programs that have not been submitted to PTIB for approval. Pacific Rim was notified of this concern via a letter from PTIB on December 11, 2018.
- Pacific Rim reported six international students on study permits in the Spring 2019 compliance reporting period.
- The following EQA Policy concern was outlined in the Ministry's letter of July 16, 2019:  
*6.2.4 (14): An institution must provide public and accurate information regarding its operations, regulatory authority, program offerings, tuition rates and refund policies affecting prospective and current students, including in print materials and on the institution's website*
  - Pacific Rim's website advertises the following programs that are not registered with PTIB; night rating, multi engine instrument rating, single engine instrument rating.
  - PTIB wrote to Pacific Rim regarding concerns that a number of programs were not registered with PTIB on December 11, 2018. Pacific Rim has not rectified this concern and remains in non-compliance.

### Actions/Institutions Response:

- On July 19, 2019, Pacific Rim responded to the Ministry's letter stating it tried to update the information on registering the programs but could not enter it in the PTIB portal as their access was denied. Pacific Rim stated it would resolve the issue with PTIB.
- On July 25, 2019, Pacific Rim sent an email to the EQA office with six attachments – information required by PTIB in order to register its programs. On July 25, 2019, the EQA office responded to Pacific Rim asking if Pacific Rim has registered the programs EQA referenced in the Ministry's July

16, 2019 letter. EQA asked Pacific Rim to provide an update by July 30, 2019 – no update was provided by Pacific Rim.

- On August 2, 2019, the EQA office emailed Pacific Rim outlining once again the concern from the Ministry's letter of July 16, 2019. EQA asked for an update to be provided by August 9, 2019. On August 2, 2019, Pacific Rim replied to the EQA office and stated it updated its compliance on July 25, 2019 by email. EQA responded and referenced their response on July 25, 2019 and asked Pacific Rim if they had contacted PTIB to register its programs. Pacific Rim responded and stated it would send the forms to PTIB to register the programs. EQA asked for an update by August 16, 2019 – no update was provided by Pacific Rim.
- On August 26, 2019, EQA emailed PTIB to clarify whether Pacific Rim had registered its programs with PTIB. On October 17, 2019, PTIB responded and stated the program applications were submitted on August 2, 2019, but the application fees remain unpaid - PTIB cannot process the applications without payment of the fees.
- On October 17, 2019, EQA emailed Pacific Rim and stated that Pacific Rim had not yet paid its application fees. EQA gave Pacific Rim a date of October 31, 2019 to contact PTIB and pay the program fees. EQA staff stated they would proceed in assessing Pacific Rim for EQA designation after October 31, 2019 with no further notice to Pacific Rim. Pacific Rim responded on October 18, 2019 and stated it would update its application and make the payment to PTIB as soon as possible.
- On November 7, 2019, PTIB confirmed that Pacific Rim has not made payment to PTIB and is not responding to PTIB's reminders to pay.
- On November 8, 2019, EQA staff emailed Pacific Rim and stated it had not submitted payment to PTIB by the deadline of October 31, 2019 – no response was received. On November 13, 2019, PTIB confirmed Pacific Rim has not made payment to PTIB.
- To be eligible for EQA designation, an institution must demonstrate that it meets and maintains all the Corporate and Education requirements set out in section 6.2 of EQA policy; and demonstrates that it satisfies all the suitability considerations set out in section 6.3 of EQA policy.
- Under section 3.6 of the EQA Policy, EQA staff has given the institution sufficient time and multiple opportunities to respond to the suitability concerns addressed in the Ministry's letter of July 16, 2019. Pacific Rim is still not compliant with section 6.2 of the EQA Policy and Procedures Manual:  
*6.2.4 (14): An institution must provide public and accurate information regarding its operations, regulatory authority, program offerings, tuition rates and refund policies affecting prospective and current students, including in print materials and on the institution's website.*
  - Pacific Rim is still advertising programs that have not been approved by PTIB. In addition, they still have not submitted payment to PTIB for these programs to be reviewed by the Registrar. In the Ministry's letter of July 16, 2019, it was made clear to Pacific Rim it is an EQA requirement to register all of its programs with PTIB.
- EQA staff recommend denying Pacific Rim's application for EQA designation.
- Denial of EQA designation will impact the institution's ability to host new international students on study permits in programs longer than 6 months. International students with a study permit currently studying at Pacific Rim in Canada can continue their studies for the length of their current study permit.
- Should the institution meet the Requirements for EQA designation at a later time, the institution may re-apply.

Not Approved



\_\_\_\_\_  
Jamie Edwardson

November 21, 2019

\_\_\_\_\_  
Date

- Attachments:**
1. Letter to Pacific Rim denying its EQA (to be signed by Executive Director).
  2. Attachments to letter to Pacific Rim.



## Harper, Alexander AEST:EX

---

**From:** AEST Education Quality Assurance AEST:EX  
**Sent:** July 18, 2019 8:39 AM  
**To:** 'admin@pacificrimaviation.ca'  
**Cc:** AEST Education Quality Assurance AEST:EX  
**Subject:** Re: EQA Designation Pacific  
**Attachments:** 116329 - SIGNED- Pacific Rim Aviation.pdf

Joy,

Please see attached.

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***Education Quality Assurance  
Governance, Quality Assurance and Strategic Policy Branch  
Ministry of Advanced Education, Skills and Training***  
3rd Floor, 835 Humboldt St  
PO Box 9157 Stn Prov Govt  
Victoria BC V8W 9H2  
Email: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)



Our Ref. 116329

July 16, 2019

Joy Tian  
Pacific Rim Aviation Academy Inc.  
393-18799 Airport Way  
Pitt Meadows, BC, V3Y 2B4

**Sent by email:** [admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)

Dear Mr. Tian:

I am writing regarding Pacific Rim Aviation Academy Inc. (PRAA)'s application for Education Quality Assurance (EQA) designation in British Columbia. Institutions are assessed upon application and throughout the year to ensure they meet the requirements for EQA designation as outlined in the [EQA Policy and Procedures Manual](#).

To be eligible for EQA designation, an institution must:

1. Demonstrate that it meets and maintains all the Corporate and Education Requirements set out in section 6.2; and
2. Demonstrate that it satisfies all the Suitability Considerations set out in section 6.3.

Ministry staff conducted a review of PRAA and notes the following compliance issue:

## **Section 6.2 Corporate and Educational Requirements for EQA Designation**

### **6.2.4 Representation Requirements**

*6.2.4(14) - an institution must provide public and accurate information regarding its operations, regulatory authority, program offerings, tuition rates and refund policies affecting prospective and current students, including in print materials and on the institution's website.*

- PRAA's website has been reviewed and PRAA are advertising the following programs that do not appear to be registered with the Private Training Institutions Branch (PTIB); night rating, multi engine instrument rating, single engine instrument rating (see attachment 1).

.../2

- PTIB wrote to PRAA regarding certain programs not being registered with PTIB (see attachment 2) on December 11, 2018. It appears PRAA has not rectified this concern.

Before the Ministry makes a decision on whether PRAA is eligible for EQA designation, you are being provided an opportunity to respond to the concern identified above. Please provide a response by July 30, 2019 via e-mail to [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca). If no response is received, the Ministry may proceed in the assessment of PRAA for EQA without further notification to PRAA.

Sincerely,



Dorothy Rogers, Director, Quality Assurance Unit  
Ministry of Advanced Education, Skills and Training

Attachment

pc: Marianne Schwan, Director, Regulation  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training

## Harper, Alexander AEST:EX

---

**From:** AEST Education Quality Assurance AEST:EX  
**Sent:** July 18, 2019 8:51 AM  
**To:** AEST Education Quality Assurance AEST:EX; 'admin@pacificrimaviation.ca'  
**Subject:** RE: Re; EQA Designation Pacific  
**Attachments:** PRAA - Attachment 2.pdf; PRAA - Attachment 1.pdf

---

**From:** AEST Education Quality Assurance AEST:EX  
**Sent:** July 18, 2019 8:39 AM  
**To:** 'admin@pacificrimaviation.ca' <admin@pacificrimaviation.ca>  
**Cc:** AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>  
**Subject:** Re; EQA Designation Pacific

Joy,

Please see attached.

---

***Education Quality Assurance  
Governance, Quality Assurance and Strategic Policy Branch  
Ministry of Advanced Education, Skills and Training***  
3rd Floor, 835 Humboldt St  
PO Box 9157 Stn Prov Govt  
Victoria BC V8W 9H2  
Email: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)

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Withheld pursuant to/removed as

Copyright



# Private Training Institutions Branch

December 11, 2018

**Sent by email:** [simon@pacificrimaviation.ca](mailto:simon@pacificrimaviation.ca), [admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)

Simon Man Chi Wong  
Pacific Rim Aviation Academy Inc.  
393 - 18799 Airport Way  
Pitt Meadows, BC V3Y 2B4

ID-03266

Dear Mr. Wong:

## RE: Inspection Findings

On November 19, 2018 two representatives of the Private Training Institutions Branch conducted an inspection at the location listed below.

Program Name	Location	# Students Enrolled	# Students Interviewed	Student Records Reviewed	
				Current	Graduated/ Withdrawn/ Dismissed
Commercial Pilot Licence	Pitt Meadows	18	1	3	1
Instructor Rating	Pitt Meadows	15	0	2	4

As a result of the inspection, we have identified the following areas of non-compliance, set out below. We have also listed the requirements you must meet by **January 15<sup>th</sup>, 2019** to remedy the contraventions or to verify that you are in compliance.

If you wish to dispute anything contained in this letter, please provide your written submissions, together with any supporting evidence, no later than **January 15<sup>th</sup>, 2019**.

Please send your response and records by mail to the address below or by email to [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca).

After that date, the registrar will determine if any enforcement action is warranted, including issuance of a compliance order, administrative penalty, or suspension or cancellation of the institution's certificate.

#	Contravention	Statutory Reference <sup>1</sup>	Requirement
1.	<p>The institution's website includes a non-compliant refund policy as it states the following in section;</p> <p>“ 6) Refund policy (a) Refunds before the program of study begins for students;</p> <p>1. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.”</p>	PTR 30(1)	<p>Provide amend the website to reflect a compliant refund policy. Ensure the following statement has been removed:</p> <p>1. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.</p> <p>A sample refund policy may be found in the <a href="#">Forms, Templates and Resources</a> section on our website.</p>
2.	<p>The institution's website does not identify whether a program of instruction has been approved by the registrar.</p>	PTR 17(2)(a)	<p>Amend the website to identify whether the institution's programs are approved by the registrar of the Private Training Institutions Branch (PTIB).</p> <p>For programs that require approval, the following wording is suggested:</p> <p>“This program has been approved by the registrar of the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education, Skills &amp; Training”.</p> <p>For programs that do not require approval, the following wording is suggested:</p> <p>“This program does not require approval by the registrar of the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education, Skills &amp; Training. As such, the registrar did not review this program”.</p>

<sup>1</sup> PTA = Private Training Act, PTR = Private Training Regulation

3.	<p>Tuition and Fees do not match with what listed with PTIB for the following programs of instruction; in addition, the website does not make public the information about the tuition and related fees for these programs:</p> <ul style="list-style-type: none"> <li>• Commercial Pilot Licence</li> <li>• Instructor Rating</li> </ul> <p>PTIB - Commercial Pilot Licence:</p> <ul style="list-style-type: none"> <li>• Tuition \$3900.00</li> <li>• Textbooks \$499.00</li> </ul> <p>Institution website - Commercial Pilot Licence:</p> <ul style="list-style-type: none"> <li>• 90 hours solo flight time for time building @ \$14,850.00</li> <li>• 10 hours briefing with instructor @ \$600.00</li> <li>• Complete a flight test to the standard described in the Flight Test Guide @ \$535.00</li> </ul> <p>Total Estimated Cost (on the basis that the PPL was obtained in 45 hours)*: \$28,810.00</p> <p>PTIB - Instructor Rating:</p> <ul style="list-style-type: none"> <li>• Tuition - \$3300.00</li> <li>• Textbooks - \$100.00</li> </ul> <p>Institution website - Class IV Instructor Rating:</p> <ul style="list-style-type: none"> <li>• Total Estimated Cost (on C172)*: \$9,350.00</li> </ul>	PTR 17(3)(b) 56(2)(a)	<p>Update the website so it makes public the information about the tuition and related fees for the following programs or add a link to that information on the website of the Private Training Institutions Branch:</p> <ul style="list-style-type: none"> <li>• Commercial Pilot Licence</li> <li>• Instructor Rating</li> </ul> <p>And, if applicable,</p> <p>Submit an Institution Application updating the tuition and fees for all related programs.</p> <p>An Institution Application form may be found in the <a href="#">Forms, Templates and Resources</a> section on our website.</p>
4.	<p>The institution's website does not reflect the title of the program approved by the</p>	PTR 17(2)(b) PTR	<p>Amend the website to reflect the approved title for the following program:</p>



	<p>registrar for the following program:</p> <ul style="list-style-type: none"> <li>• Instructor Rating</li> </ul> <p>The institution uses the following title for the Instructor Rating program:</p> <ul style="list-style-type: none"> <li>• Class 4 Instructor Rating</li> </ul>	57(e)(i)	<ul style="list-style-type: none"> <li>• Instructor Rating</li> </ul> <p>Confirm the Instructor Rating program title approved by PTIB will be used.</p> <p>Or,</p> <p>Submit an institution application updating the program title for the Instructor Rating program.</p> <p>An Institution Application form may be found in the <a href="#">Forms, Templates and Resources</a> section on our website. You can also complete a new program application through the PTIB Portal.</p>
5.	<p>The institution's website advertises the following programs which have not been submitted to PTIB for approval:</p> <ul style="list-style-type: none"> <li>• Night Rating - Total Estimated Cost (on C172)*: \$3,410.00</li> <li>• Group 3 Instrument Rating (Aeroplane) (Single Engine Instrument Rating) - Total Estimated Cost (on C172, including ground briefing, books, and transport Canada Fees ) : \$9,150.00</li> <li>• Ground School - 4 separate Packages – <ol style="list-style-type: none"> <li>1. Package 1 – Entry - \$650.00</li> <li>2. Package 2 - Pilot Package - Price :\$850</li> <li>3. Package 3 - Professional Package - Price : \$1275</li> <li>4. Package 4 - Aviator Package - Price : \$1950</li> </ol> </li> </ul>	PTR 12	<p>Submit an Institution Application form for each of the following programs to determine whether it is a program requiring approval:</p> <ul style="list-style-type: none"> <li>• Night Rating</li> <li>• Group 3 Instrument Rating (Aeroplane) (Single Engine Instrument Rating)</li> <li>• Ground School (4 separate Packages) <ol style="list-style-type: none"> <li>1. Package 1 - Entry</li> <li>2. Package 2 - Pilot Package</li> <li>3. Package 3 - Professional Package</li> <li>4. Package 4 - Aviator Package</li> </ol> </li> </ul> <p>Although the programs listed above may not be not career-related and therefore will not require approval, certain information regarding these programs is required in order to list these programs as not requiring approval on the PTIB Institution Directory.</p> <p>An Institution Application form can be found in the <a href="#">Forms, Templates and Resources</a> section on our website or you can complete a new program application through the PTIB Portal.</p>

	Online Option available for \$250.		
6.	The institution's website does not include a copy of the its certificate.	PTA 7(5)(b)	Amend the website to include a copy of the institution's certificate.
7.	The institution's website does not provide a link to the PTIB website.	PTR 17(2)(f)	Amend the website to include a link to the PTIB Website.  <a href="http://www.privatetraininginstitutions.gov.bc.ca">www.privatetraininginstitutions.gov.bc.ca</a>
8.	Designation Mark is displayed on the institutions website, but the Designation Mark Certification Agreement & Terms of Use are not displayed.		Post the Designation Mark Certification Agreement & Terms of Use on the website as follows:  'Designated B.C. Private Training Institutions Branch & Shield Design' Mark is a certification mark owned by the Government of British Columbia and used under license.
9.	The institution's website makes outdated reference to the PCTIA and the associated Bylaws.		Amend the website, removing all outdated reference to the PCTIA and associated bylaws.
10.	None of the student records reviewed during the inspection contained a separate program cost for aircraft rental, The institutions website shows \$9350 including aircraft rental, which is not a fee listed with PTIB.	PTR 24(5)(b)	Submit an institution application adding the program fees for aircraft rental.  An Institution Application form may be found in the <a href="#">Forms, Templates and Resources</a> section on our website.  Or you can submit an application through the PTIB Portal.
11.	The following students have withdrawn or were dismissed. Their student contracts are missing start and/or end dates; s.22	PTR 24(4)(d)	A student enrolment contract must include all of the following information in relation to programs of instruction:  The start date and end date of the program or the part of the program of instruction that will be provided during the term of the student enrolment contract.  Provide written confirmation that going forward all the student enrolment contracts will include the start date and end date of the program of instruction.

12.	<p>The Commercial Pilot Licence program requires a class 1 medical.</p> <p>The following students only had proof of a class 3 medical in their records:</p> <p>s.22</p>	PTR 37(3)g)	<p>Provide copies of the following student's class 1 medical and confirm copies have been placed in their student record:</p> <p>s.22</p>
13.	<p>None of the student records reviewed during the inspection contained evidence of "approval of chief flight instructor" which is an admission requirement.</p> <p>The institution states that students go through an interview with the CFI, but the interview is not documented.</p>	<p>PTR 18(2)(a)(i)</p> <p>PTR 37(3)(g)</p>	<p>A certified institution must include in a student record evidence that the student has met the admission requirements for the approved program of instruction.</p> <p>Provide a copy of the template that is or will be used to document the "approval of chief flight instructor"</p> <p>And,</p> <p>Confirm all student records will contain evidence they met admission requirements prior to enrolling in their program of study.</p>
14.	<p>Admission requirements section of student's contract states a PPL (private pilot license) is required.</p> <p>The program outline and PTIB records state a CPL (commercial pilot license) is required for the following program:</p> <ul style="list-style-type: none"> <li>• Instructor Rating</li> </ul>	PTR 57(c)	<p>A change in the admission requirements for an approved program of instruction is a change requiring notification and consent of the Registrar.</p> <p>Submit an institution application to change the admission requirements for the following program.</p> <ul style="list-style-type: none"> <li>• Instructor Rating</li> </ul> <p>Or</p> <p>Confirm enrolment contracts will list the admission requirements as approved by PTIB.</p> <p>An Institution Application form may be</p>

			found in the <u>Forms, Templates and Resources</u> section on our website.
15.	The following students files do not contain a notice of withdrawal: s.22	PTR 37(3)(d)	<p>A certified institution must include the following in a student record:</p> <p>Copies of a notice of withdrawal or a notice of dismissal and documents in relation to the withdrawal or dismissal, including in relation to a refund of tuition or related fees.</p> <p>Provide a copy of the notice of withdrawal for each of the following students;</p> <p>s.22</p>
16.	The following current student records do not contain a study permit: s.22	PTR 37(3)(e)	<p>A certified institution must include the following in a student record:</p> <p>If the student is an international student who has been issued a study permit, a copy of the letter of acceptance and a copy of the study permit.</p> <p>Provide a copy of a valid study permit for the following current students and confirm they have been placed in their student record:</p> <p>s.22</p>
17.	<p>The institution's dispute resolution policy is non-compliant as it lists the assistant CFI title, which is not on the institution's organizational chart.</p> <p>The dispute resolution policy states the following;</p> <p>"If the CFI is absent or is named in a compliant, the student must provide the complaint to the</p>	<p>PTR 62(2) PTR 17(2)(c)</p>	<p>A certified institution must have a current organizational chart</p> <p>Provide a copy of an amended organizational chart which includes an assistant CFI.</p> <p>Or submit a revised dispute resolution policy which reflects accurate position titles.</p> <p>A sample dispute resolution policy may be found in the Forms, Templates and Resources section on our website.</p>

	Assistant CFI”.		
18.	The institution did not provide a policy which promotes the respectful and fair treatment of students.	PTR 45(2)	<p>A certified institution must establish a written policy that promotes the respectful and fair treatment of students.</p> <p>Provide a policy that promotes the respectful and fair treatment of students.</p> <p>Sample policies can be found in the <u>Forms, Templates and Resources</u> section on our website.</p>

We remind you that you have an ongoing obligation to comply with the *Private Training Act* and associated regulations.

For your reference, the *Private Training Act*, associated regulations, and Private Training Act Policy Manual are available on our website at <http://www.privatetraininginstitutions.gov.bc.ca>.

Sincerely,



Michael Apps  
Administrator, Compliance & Enforcement



PACIFIC RIM AVIATION ACADEMY

ID-03266

January 14, 2019

To whom it may concern,

**RE: Response to Inspection Findings**

In regards to the letter dated December 11, 2018 about the inspection findings, below are our responses to the listed findings. Each response is numbered with reference to the list on the initial notification. We have acted on and remedied the majority of the items. A few of the items require further clarification before action can be performed. We would appreciate if you could review the list of responses and let us know if any follow up actions are required.

1. The refund policy listed on the website has been amended according to the requirements.
2. Amendments has been made to the website to include a message stating whether each program is approved by the PTIB.
3. In a flight training program, the costs are usually divided into two major parts: the instructor tuition and the aircraft rental. After reviewing records from our previous certificate process, we noted that we were instructed to only include the tuition cost (rate of the instructor) on the contract but not the costs associated with the aircraft. The costs shown on the current contracts reflects the tuition costs only and thus there is a discrepancy with the total costs shown on the website, which includes aircraft rental. We are unsure at this point whether the certification requirements have changed for us to have to include the rental costs with PTIB as well. If this is the case, please advise accordingly. The information is available and we are ready to update the program costs at your instruction.
4. Program title on the website has been amended.
5. New program applications will be submitted through the PTIB portal for the listed program to help determine whether an approval by PTIB is required. The Ground School package page is a complement to another program page and is not in itself a separate program. Please confirm if separate approval is required for the showing of this page.
6. A copy of the PTIB certificate has been included on the website.



PACIFIC RIM AVIATION ACADEMY

ID-03266

7. A link to the PTIB website has been added to the website.
8. The Designation Mark Certification Agreement & Terms of Use has been displayed on the website.
9. Outdated reference to the PCTIA has been removed from the website.
10. In a flight training program, the costs are usually divided into two major parts: the instructor tuition and the aircraft rental. After reviewing records from our previous certificate process, we noted that we were instructed to only include the tuition cost (rate of the instructor) on the contract but not the costs associated with the aircraft. The costs shown on the current contracts reflects the tuition costs only and thus there is a discrepancy with the total costs shown on the website, which includes aircraft rental. We are unsure at this point whether the certification requirements have changed for us to have to include the rental costs with PTIB as well. If this is the case, please advise accordingly. The information is available and we are ready to update the program costs at your instruction.
11. The process of enrolment has been reviewed. Going forward, all student enrolment contracts will include the start date and the end date of the program of instruction.
12. The listed students are no longer enrolled in a program and thus no longer have current class 1 medical certificates. The enrolment process has been reviewed and going forward the process will ensure that the required medicals are properly attached to the student files.
13. A form has been created to document the approval by chief flight instructor. All student records will contain evidence that they met all admission requirements prior to enrolling in their program of study. (Refer to attachment 13)
14. Typo is identified in parts of the enrolment contracts. Amendments were made to reflect the correct admission requirements as approved by PTIB.
15. The notices of withdrawal was given verbally and no written copies were provided. Going forward, a process will be put in place to ensure that a written signed notice is documented for all withdrawals.
16. Copies of the study permits have been obtained from the listed students. The copies have been attached to the corresponding student files. Going forward, proper processes will be put in place to ensure that all necessary documentation are included in the student files. (Refer to attachments 16)
17. The current organizational chart has been updated to include the Assistant CFI. (Refer to attachment 17)
18. An updated Respectful and Fair Treatment of Students Policy has been provided. (Refer to attachment 18)



PACIFIC RIM AVIATION ACADEMY

ID-03266

Yours faithfully,

Matthew Ng

(For Simon Man Chi Wong, Accountable Executive)





**Program Admission Approval by Chief Flight Instructor**

I have reviewed all relevant information submitted by the applicant and have determined that all the admission requirements are met for the enrolment to the following program.

- ☐ Commercial Pilot License
- ☐ Instructor Rating

Applicant Name: \_\_\_\_\_

Applicant Date of Birth: \_\_\_\_\_

Note:

Approved by: \_\_\_\_\_

\_\_\_\_\_  
Chief Flight Instructor

Date: \_\_\_\_\_

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Withheld pursuant to/removed as

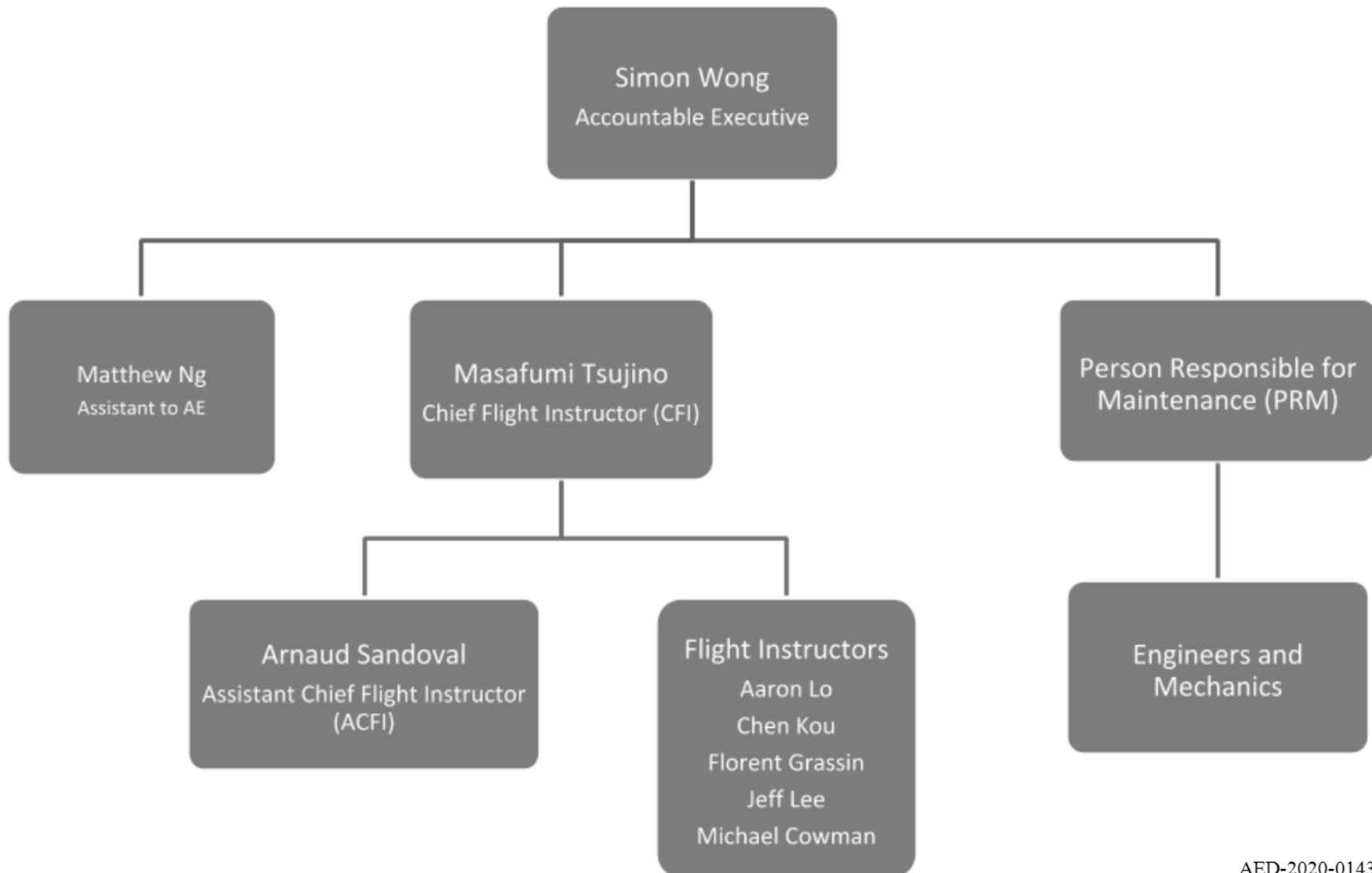
s.22



PACIFIC RIM AVIATION ACADEMY

## ORGANIZATIONAL CHART

Effective: January 2019





## **RESPECTFUL AND FAIR TREATMENT POLICY**

Pacific Rim Aviation Academy is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on Pacific Rim Aviation Academy premises or in the course of activities or events hosted by Pacific Rim Aviation Academy, the following activities shall be prohibited:

- **Harassment:** Harassment includes sexual harassment, and unwelcome comments or actions which may concern a person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, family status, gender, physical or mental disability, age or sexual orientation.
- **Bullying:** Bullying includes intentional intimidation in order to force compliance or assert dominance.
- **Discrimination:** Discrimination includes decisions/actions based on factors irrelevant to the matter at hand. These factors may include a person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, family status, gender, physical or mental disability, age or sexual orientation.

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

- If you feel that you are subject to harassment, bullying or discrimination, please discuss with a supervisor. Immediate actions will be taken to address the inappropriate activities.

## Harper, Alexander AEST:EX

---

**From:** AEST Education Quality Assurance AEST:EX  
**Sent:** November 8, 2019 9:53 AM  
**To:** PRAA ADMIN; AEST Education Quality Assurance AEST:EX  
**Cc:** Matthew NG; Simon Wong  
**Subject:** RE: EQA Application | Pacific Rim Aviation Academy

**Categories:** PTIB, Alex

Joy,

You have still not submitted payment to PTIB by the deadline of October 31, 2019. Please note, this will affect your suitability for EQA designation and provide grounds for denial of your recent application.

Sincerely,

Alex

**Alex Harper**  
Policy Analyst  
Quality Assurance Unit  
Ministry of Advanced Education, Skills and Training

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---

**From:** PRAA ADMIN <admin@pacificrimaviation.ca>  
**Sent:** October 18, 2019 11:11 AM  
**To:** Harper, Alexander AEST:EX <Alexander.Harper@gov.bc.ca>  
**Cc:** Matthew NG <matthew@pacificrimaviation.ca>; Simon Wong <simon@pacificrimaviation.ca>  
**Subject:** RE: EQA Application | Pacific Rim Aviation Academy

Dear Alex Harper

Thank you for your email. I am sorry for the delay. As the matter of fact, we are still waiting one of those application program to be available next month. So we would like to update our application today. And we will make the payment ASAP. At the meantime, I will ask Matthew to reapply our program today.

Thanks again!

All the best

Have a good day.



Pacific Rim Aviation Academy  
393-18799 Airport Way,  
Pitt Meadows, BC. Canada. V3Y 2B4  
CYPK

Email: [admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)  
website: [www.flighttraininginbc.ca](http://www.flighttraininginbc.ca)  
Tel: 1-604-465-3594  
phone: 1-778-893-0317

---

**From:** Harper, Alexander AEST:EX <[Alexander.Harper@gov.bc.ca](mailto:Alexander.Harper@gov.bc.ca)>  
**Sent:** Thursday, October 17, 2019 2:26:04 PM  
**To:** PRAA ADMIN <[admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)>  
**Cc:** AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>; AEST Private Training Institutions AEST:EX <[PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)>  
**Subject:** EQA Application | Pacific Rim Aviation Academy

Dear Joy,

This email is in regards to your application for EQA and in response to the letter sent by the Ministry on July 18, 2019.

On August 2, 2019, you submitted 3 program applications to PTIB. However, your application fees remain unpaid and PTIB can't process the applications without the payment of a fee.

By October 31, 2019, you are required to contact PTIB and pay the program fees. If the program fees are not paid by that date, EQA staff will proceed in assessing Pacific Rim Aviation Academy for EQA designation.

If you have any questions or concerns, please direct them to PTIB at [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca). Ensure you CC [eqa@gov.bc.ca](mailto:eqa@gov.bc.ca) on any correspondence.

Sincerely,

Alex

**Alex Harper**  
Policy Analyst  
Quality Assurance Unit  
Ministry of Advanced Education, Skills and Training

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## Harper, Alexander AEST:EX

---

**From:** PRAA ADMIN <admin@pacificrimaviation.ca>  
**Sent:** August 2, 2019 11:26 AM  
**To:** AEST Private Training Institutions AEST:EX  
**Cc:** AEST Education Quality Assurance AEST:EX  
**Subject:** PRAA new program summit  
**Attachments:** Multi Engine Rating - Determine if programme required approval.pdf; Multi Engine Rating programme outline - Determine if programme required approval.pdf; Night Rating - Determine if programme required approval.pdf; Night Rating programme outline - Determine if programme required approval.pdf; Single Engine Instrument Rating - Determine if programme required approval.pdf; Single Engine Instrument Rating programme outline - Determine if programme required approval.pdf

Dear PTIB

our institution would like to register Instructor Rating , Multi Engine Rating and Night Rating programs .

Please see the attachment of these applications.

Please let me know if you need anything else.

Thank you so much!

All the best



**Joy Tian**

Pacific Rim Aviation Academy

393-18799 Airport Way,

Pitt Meadows, BC. Canada. V3Y 2B4

CYPK

Email: admin@pacificrimaviation.ca

website: [www.flighttraininginbc.ca](http://www.flighttraininginbc.ca)

**Tel: 1-604-465-3594**

**phone: 1-778-893-0317**

## Harper, Alexander AEST:EX

---

**From:** AEST Education Quality Assurance AEST:EX  
**Sent:** August 2, 2019 11:02 AM  
**To:** PRAA ADMIN; AEST Education Quality Assurance AEST:EX  
**Cc:** AEST Private Training Institutions AEST:EX  
**Subject:** RE: Re; EQA Designation Pacific

Joy,

Please provide EQA with an update by August 16, 2019. I have cc'd PTIB on this email.

### Alex Harper

Policy Analyst  
Quality Assurance Unit  
Ministry of Advanced Education, Skills and Training

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**From:** PRAA ADMIN <admin@pacificrimaviation.ca>  
**Sent:** August 2, 2019 10:59 AM  
**To:** AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>  
**Subject:** Re: Re; EQA Designation Pacific

Hi Alex

Thank you for the email.

I will send those form to PTIB to update our programs .

Have a good day.

All the best



**Joy Tian**

Pacific Rim Aviation Academy

393-18799 Airport Way,



Pitt Meadows, BC. Canada. V3Y 2B4

CYPK

Email: [admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)

website: [www.flighttraininginbc.ca](http://www.flighttraininginbc.ca)

Tel: 1-604-465-3594

phone: 1-778-893-0317

---

**From:** AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>

**Sent:** August 2, 2019 8:39:04 AM

**To:** PRAA ADMIN <[admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)>; AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>

**Subject:** RE: Re; EQA Designation Pacific

Joy,

In my response to your July 25, 2019 email, on the same day, I asked the below and you provided no response.

*'The letters attached are dated in 2016 – PTIB asked for information regarding the programs in December of 2018. Have you contact PTIB about registering the programs EQA referenced in their July 18, 2019 letter? If not, please contact PTIB at [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca).'*

**Alex Harper**

Policy Analyst

Quality Assurance Unit


Ministry of Advanced Education, Skills and Training







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**From:** PRAA ADMIN <[admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)>  
**Sent:** August 2, 2019 8:37 AM  
**To:** AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>  
**Subject:** Re: Re; EQA Designation Pacific

Hi Alex


We updated our compliance on 25 July,2019 by email.

 **PRAA ADMIN**  
Thu 07-25, 10:54 AM  
[PTI@gov.bc.ca](mailto:PTI@gov.bc.ca) ✉

 Multi Engine Rating - D... 172 KB	 Multi Engine Rating pro... 94 KB	 Night Rating - Determin... 172 KB	
 Single Engine Instrumen... 172 KB	 Single Engine Instrumen... 95 KB		

📎 6 attachments (800 KB) Download all

...

 **PRAA ADMIN**  
Thu 07-25, 10:49 AM



Hi Alex

Actully, this email just for respond those email below. Now I understand that you are the right person w1

Sorry for the confusion.

Thanks!

AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>  
Thu 07-18, 8:51 AM  
AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>; PRAA ADMIN ✉

 PRAA - Attachment 2.pdf 1 MB	 PRAA - Attachment 1.pdf 2 MB
---	---

Here I attached all the forms to you with this email again.

Please let me know if there anything we need apply.

Thank you so much!

The best



**Joy Tian**

Pacific Rim Aviation Academy

393-18799 Airport Way,

Pitt Meadows, BC. Canada. V3Y 2B4

CYPK

Email: [admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)

website: [www.flighttraininginbc.ca](http://www.flighttraininginbc.ca)

Tel: 1-604-465-3594

phone: 1-778-893-0317

---

**From:** AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>

**Sent:** August 2, 2019 8:20:36 AM

**To:** PRAA ADMIN <[admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)>; AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>

**Subject:** RE: Re; EQA Designation Pacific

Joy,

The due date for a response to the Ministry's letter was July 30, 2019. Pacific Rim have not updated the Ministry on their compliance, or on how they are taking actions to become compliant with EQA policy.

The following concern was outlined in the Ministry's letter (see attached):

1. PRAA do not have the following programs registered with PTIB; Night Rating, Multi Engine Instrument Rating, Single Engine Instrument Rating.

Please provide a comprehensive update by August 9, 2019. If not update is provide, the Ministry will proceed in the assessment of Pacific Rim Aviation Academy for EQA designation with the information staff have available.

Sincerely,

Alex

**Alex Harper**

Policy Analyst

Quality Assurance Unit

Ministry of Advanced Education, Skills and Training

*This email is intended only for the use of the individual or organization to whom it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this in error, please telephone or e-mail the sender immediately and delete the message.*

---

**From:** PRAA ADMIN <[admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)>

**Sent:** July 25, 2019 10:49 AM

**To:** AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>

**Subject:** Re: Re; EQA Designation Pacific

Hi Alex

Actully, this email just for respond those email below. Now I understand that you are the right person who I should keep in touch.

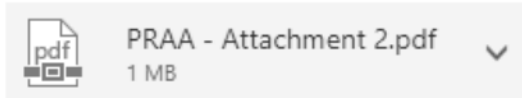
Sorry for the confusion.

Thanks!

AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>

Thu 07-18, 8:51 AM

AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>; PRAA ADMIN ▾



2 attachments (4 MB) Download all

...

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AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>

Joy, Please see attached. \_\_\_\_\_ Education Quality Assurance Governance, Quality Assurance



**Joy Tian**

Pacific Rim Aviation Academy

393-18799 Airport Way,

Pitt Meadows, BC. Canada. V3Y 2B4

CYPK

Email: [admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)

website: [www.flighttraininginbc.ca](http://www.flighttraininginbc.ca)

Tel: 1-604-465-3594

phone: 1-778-893-0317

---

**From:** AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>

**Sent:** July 25, 2019 10:38:05 AM

**To:** PRAA ADMIN <[admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)>; AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>

**Subject:** RE: Re; EQA Designation Pacific

Joy,

Is this information meant for the EQA office? There is not a Michael that works here.

The letters attached are dated in 2016 – PTIB asked for information regarding the programs in December of 2018. Have you contact PTIB about registering the programs EQA referenced in their July 18, 2019 letter? If not, please contact PTIB at [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca).

Please provide an update to EQA by July 30, 2019 – the due date.

Regards,

Alex

**Alex Harper**  
Policy Analyst  
Quality Assurance Unit  
Ministry of Advanced Education, Skills and Training

*This email is intended only for the use of the individual or organization to whom it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this in error, please telephone or e-mail the sender immediately and delete the message.*

---

**From:** PRAA ADMIN <[admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)>  
**Sent:** July 25, 2019 10:27 AM  
**To:** AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>  
**Subject:** Re: Re; EQA Designation Pacific

RE: 116329

Hi Michael

Please see attachment.

Please let me know if you need any information.

The Best

With Thanks



**Joy Tian**

Pacific Rim Aviation Academy

393-18799 Airport Way,

Pitt Meadows, BC. Canada. V3Y 2B4

CYPK

Email: [admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)

website: [www.flighttraininginbc.ca](http://www.flighttraininginbc.ca)

Tel: 1-604-465-3594

phone: 1-778-893-0317

---

**From:** AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>

**Sent:** July 18, 2019 8:51:16 AM

**To:** AEST Education Quality Assurance AEST:EX <[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)>; PRAA ADMIN  
<[admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)>

**Subject:** RE: Re; EQA Designation Pacific

---

**From:** AEST Education Quality Assurance AEST:EX

**Sent:** July 18, 2019 8:39 AM

**To:** 'admin@pacificrimaviation.ca' <[admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)>

## Harper, Alexander AEST:EX

---

**From:** PRAA ADMIN <admin@pacificrimaviation.ca>  
**Sent:** July 19, 2019 3:02 PM  
**To:** AEST Education Quality Assurance AEST:EX  
**Subject:** Re: Re; EQA Designation Pacific

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Alex

To Whom Ot May Concern

I tried to update our information ASAP yesterday, but some how I couldn't enter in PTIB portal .

I will figure it out ASAP.

The best

with thanks!



[Contact Us](#)

[Logoff](#)

## Not Authorized

Your user account is not authorized for access.

User not found or error validating user ID. Please contact the Portal Administrator for your institution.



## Forms

BC PTIB Designation Mark Terms of Use (PDF)

Institution Application (PDF) [Help with fill-in forms] *As of January 1, 2019, certified institutions must submit all n*  
*All other applications should be submitted using this Institution Application (PDF).*

Notice of Appeal (PDF)

Pre-Authorized Debit (PAD) Application (PDF)

Request for Reconsideration (PDF)

## Templates

### **Joy Tian**

Pacific Rim Aviation Academy

393-18799 Airport Way,

Pitt Meadows, BC. Canada. V3Y 2B4

CYPK

Email: [admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)

website: [www.flighttraininginbc.ca](http://www.flighttraininginbc.ca)

Tel: 1-604-465-3594

phone: 1-778-893-0317

---

**From:** AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>

**Sent:** July 18, 2019 8:38:56 AM

**To:** PRAA ADMIN <[admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)>

**Cc:** AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>

**Subject:** Re; EQA Designation Pacific

Joy,

Please see attached.

---

***Education Quality Assurance***

***Governance, Quality Assurance and Strategic Policy Branch***

***Ministry of Advanced Education, Skills and Training***

3rd Floor, 835 Humboldt St

PO Box 9157 Stn Prov Govt

Victoria BC V8W 9H2

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

## Single Engine Instrument Rating Program Outline

<b>Brief Program Description</b>	<i>The student will learn the skills and knowledge required to fly an airplane under instrument conditions.</i>
<b>Career Occupation* (if applicable)</b>	<i>Non-applicable</i>
<b>Admission Requirements</b>	<i>The student has to be a holder of a Private Pilot License or a Commercial Pilot License.</i>
<b>Learning Objectives*</b>	<i>At the end of this program the student will be able to demonstrate the knowledge and skills required to operate a flight under instrument conditions, including knowledge necessary aircraft systems, operating procedures, differences between flying under visual conditions and instrument conditions</i>
<b>Method(s) of Evaluation*</b>	<i>A Transport Canada flight test will be conducted before the rating can be issued.</i>
<b>Completion Requirements*</b>	<i>The student must complete the minimum training hours required by Transport Canada. The student must demonstrate a sufficient level of proficiency to be recommended for the flight test. Once the student passes the flight test, the programme is completed.</i>
<b>Program Duration</b>	<i>The programme consists of 40 instructional hours, typically delivered in a 6 week period. Any previous instrument time built by the student can be counted towards the required total. The programme duration can be shorter if the student already has previous instrument flying experience.</i>
<b>Delivery Method(s)</b>	<i>The programme is delivered by one of one flight instructions</i>
<b>Required course materials</b>	<i>Study material provided in the form of a binder</i>

### Program Organization\*

<b>Title of Course</b>	<b># of Hours*</b>
Single Engine Instrument Rating	40

## Institution Application Form

[Reset Form](#)[Print](#)[Submit by Email](#)[Save](#)

Application Type

Institution Operating Name

*Provide institution operating name for all application types.*

### Add a Program

Use this form to apply to PTIB for:

1. A determination of whether the program requires approval; and, if it does
2. Approval of the program that your institution wishes to offer.

You will need, at minimum, to provide information required for Step 1 (determination of whether the program needs approval) or program changes that require notification and consent from PTIB before being implemented.

Once you have been informed of the need for approval, you will need to complete the Additional Information that includes additional program details.

The information required for Step 1 (determination of need for approval) includes:

- Program title
- Variable tuition and duration information for a language program
- Employer provided program details, if applicable
- Learning objectives
- Term and hours for instruction
- Work experience
- Tuition and fees for the program as a whole, for international and domestic students
- Course list
- Program outline
- Location where the course is to be offered

A program that requires approval must be described in greater detail, including:

- The credential offered
- Schedule and method of education delivery
- Regulatory Authority / Governing Body approvals
- Student admission model and capacity
- Equipment and course materials
- Language of instruction



## Private Training Institutions Branch

### Institution Application Form

---

- Work experience policy and work site information
- Agreements on program delivery by other institutions
- Course outlines
- For Designated Institutions, an SME evaluation of the program
- For multi-year programs, details of instruction, work experience and fees by year

## Institution Application Form

## Programs

Program Title

*Program title must match a program title registered with the Branch*

Program Type

Program Type Description (if Other selected as Program Type)

An Employer Provided Program is a program of instruction in which all the students enrolled are funded by one employer or by one other third party.

Employer Provided Program

If this is an employer provided program, provide appropriate documentation.

Learning Objectives of the Program

NOC Code

Select the code that most accurately describes the career. Refer to the Employment Skills Development Canada web site: <http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>

Career Occupation(s) for Which the Program Prepares Student (Job Titles)

Weeks of Instruction (without breaks)

Hours of Instruction

Work Experience Included

Clinical Placement Hours

Preceptorship Hours

Cooperative Placement Hours

## Institution Application Form

Practicum Hours

0

### Domestic

Student **Assessment** Fee - Domestic

\$0.00

Student **Application** Fee - Domestic

\$0.00

Tuition - Domestic

\$8,545.00

Course Materials Fee - Domestic

\$0.00

Course Materials Fee is Mandatory

☐

Textbooks Fee - Domestic

\$0.00

Administrative Fee - Domestic

\$0.00

Administrative Fee is Mandatory

☐

Other Fee - Domestic

\$605.00

Other Fee Description - Domestic

Examination Fees

Other Fee is Mandatory

☒

### International

Student **Assessment** Fee - International

\$0.00

Student **Application** Fee - International

\$0.00

Tuition - International

\$8,545.00

Course Materials Fee - International

\$0.00

Course Materials Fee is Mandatory

☐

Textbooks Fee - International

\$0.00

Administrative Fee - International

\$0.00

Administrative Fee is Mandatory

☐

Other Fee - International

\$605.00

Other Fee Description - International

Examination Fees

Other Fee is Mandatory

☒

## Institution Application Form



Attach Program Outline (Please use the template provided on the PTIB website.)

Program Location Proposed

393-18799 Airport Way

Street Address

Pitt Meadows

City

The proposed location must match one of the addresses entered in the location section form.

### Courses in Order of Delivery

Course Title	Hours of Instruction	
Single Engine Instrument Rating	40	<div>+</div> <div>▲</div> <div>-</div> <div>▼</div>
Course Title	Hours of Instruction	

### Additional Information for Programs Requiring Approval

You should complete the 'Additional Requirements' section if the program requires approval by PTIB.

Program Class (provided by PTIB)

Schedule

☐ Full Time

☐ Part Time

Delivery Method

☐ In-Class

☐ Distance

☐ Combination of In-Class and Distance

Multi-Year Program

☐

Multi-Year Program Length (in years)

Professional Regulatory Authority/Governing Body

Please include documentary evidence of recognition by the regulatory authority / governing body

Curriculum is Complete

## Institution Application Form

Confirm that the program curriculum is complete and available for review. 'Curriculum' means a plan that sets out learning activities and how learning activities must be designed in order to meet the learning objectives of a program of instruction.

Student Intake Model

☐ Continuous Intake

☐ Intermittent Intake

Maximum Students in Program

Admission Requirements

The admission requirements must be applied consistently to all students applying to be enrolled in the program, and that make it likely that a student who meets those requirements will meet the learning objectives of the program.

If your Admission Requirements description is greater than 1,000 characters, please attach a document with the information.

Equipment and Facilities

If your Equipment and Facilities description is greater than 1,000 characters, please attach a document with the information.

Course Materials

The course materials description must include the language(s) in which the materials are provided.

If your Course Materials description is greater than 1,000 characters, please attach a document with the information.

Language(s) of Instruction

Specify whether the institution has entered into, or plans to enter into, an agreement with another entity to provide the program, or part of the program, except as it relates to work experience.

Agreement with another entity to provide part of the program



Attach Work Experience Policy

Please provide work experience policy as a separate attachment, inclusion.



## Institution Application Form



Attach Work Experience Host Organizations

Please provide work experience host organizations as a separate attachment, inclusion.



Attach Course Outline(s)

Please provide Course Outline(s) as separate attachment(s), inclusion(s).

A template for the course outline is available on the PTIB website. Refer to PTA Minister's Regulation Section 1.



Attach Evaluation of the Program by a Subject Matter Expert if the program of instruction is a Class A program offered at an institution that holds an interim designation certificate or a designation certificate, an evaluation of the program

Please provide Evaluation of the Program by a Subject Matter Expert as separate attachment(s), inclusion(s).

A template for the SME report is available on the PTIB website. Provide a copy of the SME report including the elements identified in Appendix 6 of the PTA Policy Manual.

### Program Years

*The 'Program Years' section only applies to multi-year programs.*

Program Year

Weeks of Instruction (w/o breaks)

Hours of Instruction

Work Experience Included

Clinical Placement Hours

Preceptorship Hours

Cooperative Placement Hours

Practicum Hours

#### Domestic

Tuition - Domestic

## Institution Application Form

Course Materials Fee - Domestic

Course Materials Fee is Mandatory ☐

Textbooks Fee - Domestic

Administrative Fee - Domestic

Administrative Fee is Mandatory ☐

Other Fee - Domestic

Other Fee Description - Domestic

Other Fee is Mandatory ☐

### **International**

Tuition - International

Course Materials Fee - International

Course Materials Fee is Mandatory ☐

Textbooks Fee - International

Administrative Fee - International

Administrative Fee is Mandatory ☐

Other Fee - International

Other Fee Description - International

Other Fee is Mandatory ☐

## Institution Application Form

### Private Training Institution - New Program

Please complete this page, print it, sign and include with your application.

This form includes the information required to add a new Program of Instruction.

### Declarations

- ☒ The signatory has the legal authority to act on behalf of the institution.
- ☒ All of the information contained in this application and any attachment is true, accurate and complete.

### Personal Information Collection Notice

Personal information may be collected by the Ministry of Advanced Education under section 26(a) and (c) of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* and *Private Training Act (PTA)* section 61(1), (2) and (3). Personal information will be collected, used and disclosed as necessary to assess the submission. Should you have any questions about the collection, disclosure and use of this personal information you may contact: Director, Regulation, Private Training Institutions Branch, Governance, Legislation and Strategic Policy Division, Ministry of Advanced Education, 203 - 1155 W. Pender St, Vancouver, BC V6E 2P4 (800-661-7441).

- ☒ I am authorized to submit personal information about any others that is necessary to complete this form

Authorized By

Simon (Man Chi) WONG

Authorized Title

Accountable Executive

BCeID User ID



SIGNATURE

MUST BE SIGNED

PRINT NAME

PRINT HERE

DATE SIGNED

YYYY-MM-DD

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## Night Rating Program Outline

<b>Brief Program Description</b>	<i>The student will learn the skills and knowledge required to fly an airplane at night time</i>
<b>Career Occupation* (if applicable)</b>	<i>Non-applicable</i>
<b>Admission Requirements</b>	<i>The student has to be a holder of a Private Pilot License</i>
<b>Learning Objectives*</b>	<i>At the end of this program the student will be able to demonstrate the knowledge and skills required to operate a flight at night under visual conditions.</i>
<b>Method(s) of Evaluation*</b>	<i>No Transport Canada flight test is required. The student's competency is determined by the Instructor providing the training.</i>
<b>Completion Requirements*</b>	<i>The student must complete the minimum training hours required by Transport Canada. The student must demonstrate a sufficient level of proficiency to be signed off for this rating.</i>
<b>Program Duration</b>	<i>The programme consists of 20 instructional hours, typically delivered in a 4 week period. Any previous instrument time built by the student can be counted towards the required total. The programme duration can be shorter if the student already has previous instrument flying experience.</i>
<b>Delivery Method(s)</b>	<i>The programme is delivered by one of one flight instructions</i>
<b>Required course materials</b>	<i>Study material provided in the form of a binder</i>

### Program Organization\*

<b>Title of Course</b>	<b># of Hours*</b>
Single Engine Instrument Rating	20

## Institution Application Form

[Reset Form](#)[Print](#)[Submit by Email](#)[Save](#)

Application Type

Institution Operating Name

*Provide institution operating name for all application types.*

### Add a Program

Use this form to apply to PTIB for:

1. A determination of whether the program requires approval; and, if it does
2. Approval of the program that your institution wishes to offer.

You will need, at minimum, to provide information required for Step 1 (determination of whether the program needs approval) or program changes that require notification and consent from PTIB before being implemented.

Once you have been informed of the need for approval, you will need to complete the Additional Information that includes additional program details.

The information required for Step 1 (determination of need for approval) includes:

- Program title
- Variable tuition and duration information for a language program
- Employer provided program details, if applicable
- Learning objectives
- Term and hours for instruction
- Work experience
- Tuition and fees for the program as a whole, for international and domestic students
- Course list
- Program outline
- Location where the course is to be offered

A program that requires approval must be described in greater detail, including:

- The credential offered
- Schedule and method of education delivery
- Regulatory Authority / Governing Body approvals
- Student admission model and capacity
- Equipment and course materials
- Language of instruction

## Institution Application Form

---

- Work experience policy and work site information
- Agreements on program delivery by other institutions
- Course outlines
- For Designated Institutions, an SME evaluation of the program
- For multi-year programs, details of instruction, work experience and fees by year

## Institution Application Form

## Programs

Program Title

Night Rating

*Program title must match a program title registered with the Branch*

Program Type

Other

Program Type Description (if Other selected as Program Type)

Add on rating for a pilot license

An Employer Provided Program is a program of instruction in which all the students enrolled are funded by one employer or by one other third party.

Employer Provided Program

No

If this is an employer provided program, provide appropriate documentation.

Learning Objectives of the Program

To learn the skills and knowledge required to fly visually at night time

NOC Code

Select the code that most accurately describes the career. Refer to the Employment Skills Development Canada web site:  
<http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>

Career Occupation(s) for Which the Program Prepares Student (Job Titles)

Weeks of Instruction (without breaks)

6

Hours of Instruction

20

Work Experience Included

No

Clinical Placement Hours

0

Preceptorship Hours

0

Cooperative Placement Hours

0

## Institution Application Form

Practicum Hours

0

### Domestic

Student **Assessment** Fee - Domestic

\$0.00

Student **Application** Fee - Domestic

\$0.00

Tuition - Domestic

\$3,760.00

Course Materials Fee - Domestic

\$0.00

Course Materials Fee is Mandatory

☐

Textbooks Fee - Domestic

\$0.00

Administrative Fee - Domestic

\$0.00

Administrative Fee is Mandatory

☐

Other Fee - Domestic

\$0.00

Other Fee Description - Domestic

Other Fee is Mandatory

☐

### International

Student **Assessment** Fee - International

\$0.00

Student **Application** Fee - International

\$0.00

Tuition - International

\$3,760.00

Course Materials Fee - International

\$0.00

Course Materials Fee is Mandatory

☐

Textbooks Fee - International

\$0.00

Administrative Fee - International

\$0.00

Administrative Fee is Mandatory

☐

Other Fee - International

\$0.00

Other Fee Description - International

Other Fee is Mandatory

☐



## Institution Application Form



Attach Program Outline (Please use the template provided on the PTIB website.)

Program Location Proposed

393-18799 Airport Way

Street Address

Pitt Meadows

City

The proposed location must match one of the addresses entered in the location section form.

### Courses in Order of Delivery

Course Title	Hours of Instruction	
Night Rating	20	<div> <div>+</div> <div>▲</div> <div>-</div> <div>▼</div> </div>
Course Title	Hours of Instruction	

### Additional Information for Programs Requiring Approval

You should complete the 'Additional Requirements' section if the program requires approval by PTIB.

Program Class (provided by PTIB)

Schedule

☐ Full Time

☐ Part Time

Delivery Method

☐ In-Class

☐ Distance

☐ Combination of In-Class and Distance

Multi-Year Program

☐

Multi-Year Program Length (in years)

Professional Regulatory Authority/Governing Body

Please include documentary evidence of recognition by the regulatory authority / governing body

Curriculum is Complete

## Institution Application Form

Confirm that the program curriculum is complete and available for review. 'Curriculum' means a plan that sets out learning activities and how learning activities must be designed in order to meet the learning objectives of a program of instruction.

Student Intake Model

☐ Continuous Intake

☐ Intermittent Intake

Maximum Students in Program

Admission Requirements

The admission requirements must be applied consistently to all students applying to be enrolled in the program, and that make it likely that a student who meets those requirements will meet the learning objectives of the program.

If your Admission Requirements description is greater than 1,000 characters, please attach a document with the information.

Equipment and Facilities

If your Equipment and Facilities description is greater than 1,000 characters, please attach a document with the information.

Course Materials

The course materials description must include the language(s) in which the materials are provided.

If your Course Materials description is greater than 1,000 characters, please attach a document with the information.

Language(s) of Instruction

Specify whether the institution has entered into, or plans to enter into, an agreement with another entity to provide the program, or part of the program, except as it relates to work experience.

Agreement with another entity to provide part of the program



Attach Work Experience Policy

Please provide work experience policy as a separate attachment, inclusion.

## Institution Application Form



Attach Work Experience Host Organizations

Please provide work experience host organizations as a separate attachment, inclusion.



Attach Course Outline(s)

Please provide Course Outline(s) as separate attachment(s), inclusion(s).

A template for the course outline is available on the PTIB website. Refer to PTA Minister's Regulation Section 1.



Attach Evaluation of the Program by a Subject Matter Expert if the program of instruction is a Class A program offered at an institution that holds an interim designation certificate or a designation certificate, an evaluation of the program

Please provide Evaluation of the Program by a Subject Matter Expert as separate attachment(s), inclusion(s).

A template for the SME report is available on the PTIB website. Provide a copy of the SME report including the elements identified in Appendix 6 of the PTA Policy Manual.

### Program Years

*The 'Program Years' section only applies to multi-year programs.*

Program Year

Weeks of Instruction (w/o breaks)

Hours of Instruction

Work Experience Included

Clinical Placement Hours

Preceptorship Hours

Cooperative Placement Hours

Practicum Hours

#### Domestic

Tuition - Domestic

## Institution Application Form

Course Materials Fee - Domestic

Course Materials Fee is Mandatory ☐

Textbooks Fee - Domestic

Administrative Fee - Domestic

Administrative Fee is Mandatory ☐

Other Fee - Domestic

Other Fee Description - Domestic

Other Fee is Mandatory ☐

### **International**

Tuition - International

Course Materials Fee - International

Course Materials Fee is Mandatory ☐

Textbooks Fee - International

Administrative Fee - International

Administrative Fee is Mandatory ☐

Other Fee - International

Other Fee Description - International

Other Fee is Mandatory ☐

## Institution Application Form

### Private Training Institution - New Program

*Please complete this page, print it, sign and include with your application.*

This form includes the information required to add a new Program of Instruction.

### Declarations

- ☒ The signatory has the legal authority to act on behalf of the institution.
- ☒ All of the information contained in this application and any attachment is true, accurate and complete.

### Personal Information Collection Notice

Personal information may be collected by the Ministry of Advanced Education under section 26(a) and (c) of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* and *Private Training Act (PTA)* section 61(1), (2) and (3). Personal information will be collected, used and disclosed as necessary to assess the submission. Should you have any questions about the collection, disclosure and use of this personal information you may contact: Director, Regulation, Private Training Institutions Branch, Governance, Legislation and Strategic Policy Division, Ministry of Advanced Education, 203 - 1155 W. Pender St, Vancouver, BC V6E 2P4 (800-661-7441).

- ☒ I am authorized to submit personal information about any others that is necessary to complete this form

Authorized By

Simon (Man Chi) WONG

Authorized Title

Accountable Executive

BCeID User ID



SIGNATURE

**MUST BE SIGNED**

PRINT NAME

**PRINT HERE**

DATE SIGNED

YYYY-MM-DD

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## Multi Engine Rating Program Outline

<b>Brief Program Description</b>	<i>The student will learn the skills and knowledge required to fly an airplane with more than one engine.</i>
<b>Career Occupation* (if applicable)</b>	<i>Non-applicable</i>
<b>Admission Requirements</b>	<i>The student has to be a holder of a Private Pilot License or a Commercial Pilot License.</i>
<b>Learning Objectives*</b>	<i>At the end of this program the student will be able to demonstrate the knowledge and skills required to operate a flight on a multi engine airplane, including knowledge on complex aircraft systems, operating procedures, differences between flying a multi engine airplane and a single engine airplane</i>
<b>Method(s) of Evaluation*</b>	<i>A Transport Canada flight test will be conducted before the rating can be issued.</i>
<b>Completion Requirements*</b>	<i>The student must demonstrate a sufficient level of proficiency to be recommended for the flight test. Once the student passes the flight test, the programme is completed.</i>
<b>Program Duration</b>	<i>The programme consists of 12 instructional hours, typically delivered in a 3 week period.</i>
<b>Delivery Method(s)</b>	<i>The programme is delivered by one of one flight instructions</i>
<b>Required course materials</b>	<i>Study material provided in the form of a binder</i>

### Program Organization\*

Title of Course	# of Hours*
Multi Engine rating	12

## Institution Application Form

[Reset Form](#)[Print](#)[Submit by Email](#)[Save](#)

Application Type

Institution Operating Name

*Provide institution operating name for all application types.*

### Add a Program

Use this form to apply to PTIB for:

1. A determination of whether the program requires approval; and, if it does
2. Approval of the program that your institution wishes to offer.

You will need, at minimum, to provide information required for Step 1 (determination of whether the program needs approval) or program changes that require notification and consent from PTIB before being implemented.

Once you have been informed of the need for approval, you will need to complete the Additional Information that includes additional program details.

The information required for Step 1 (determination of need for approval) includes:

- Program title
- Variable tuition and duration information for a language program
- Employer provided program details, if applicable
- Learning objectives
- Term and hours for instruction
- Work experience
- Tuition and fees for the program as a whole, for international and domestic students
- Course list
- Program outline
- Location where the course is to be offered

A program that requires approval must be described in greater detail, including:

- The credential offered
- Schedule and method of education delivery
- Regulatory Authority / Governing Body approvals
- Student admission model and capacity
- Equipment and course materials
- Language of instruction

## Institution Application Form

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- Work experience policy and work site information
- Agreements on program delivery by other institutions
- Course outlines
- For Designated Institutions, an SME evaluation of the program
- For multi-year programs, details of instruction, work experience and fees by year



## Institution Application Form

### Programs

Program Title

*Program title must match a program title registered with the Branch*

Program Type

Program Type Description (if Other selected as Program Type)

An Employer Provided Program is a program of instruction in which all the students enrolled are funded by one employer or by one other third party.

Employer Provided Program

If this is an employer provided program, provide appropriate documentation.

Learning Objectives of the Program

NOC Code

Select the code that most accurately describes the career. Refer to the Employment Skills Development Canada web site: <http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>

Career Occupation(s) for Which the Program Prepares Student (Job Titles)

Weeks of Instruction (without breaks)

Hours of Instruction

Work Experience Included

Clinical Placement Hours

Preceptorship Hours

Cooperative Placement Hours

## Institution Application Form

Practicum Hours

0

### Domestic

Student **Assessment** Fee - Domestic

\$0.00

Student **Application** Fee - Domestic

\$0.00

Tuition - Domestic

\$5,020.00

Course Materials Fee - Domestic

\$0.00

Course Materials Fee is Mandatory

☐

Textbooks Fee - Domestic

\$0.00

Administrative Fee - Domestic

\$0.00

Administrative Fee is Mandatory

☐

Other Fee - Domestic

\$700.00

Other Fee Description - Domestic

Examination Fees

Other Fee is Mandatory

☒

### International

Student **Assessment** Fee - International

\$0.00

Student **Application** Fee - International

\$0.00

Tuition - International

\$5,020.00

Course Materials Fee - International

\$0.00

Course Materials Fee is Mandatory

☐

Textbooks Fee - International

\$0.00

Administrative Fee - International

\$0.00

Administrative Fee is Mandatory

☐

Other Fee - International

\$700.00

Other Fee Description - International

Examination Fees

Other Fee is Mandatory

☒

## Institution Application Form



Attach Program Outline (Please use the template provided on the PTIB website.)

Program Location Proposed

393-18799 Airport Way

Street Address

Pitt Meadows

City

The proposed location must match one of the addresses entered in the location section form.

### Courses in Order of Delivery

Course Title	Hours of Instruction	
Multi Engine Rating	12	<div>+</div> <div>▲</div> <div>-</div> <div>▼</div>
Course Title	Hours of Instruction	

### Additional Information for Programs Requiring Approval

You should complete the 'Additional Requirements' section if the program requires approval by PTIB.

Program Class (provided by PTIB)

Schedule

☐ Full Time

☐ Part Time

Delivery Method

☐ In-Class

☐ Distance

☐ Combination of In-Class and Distance

Multi-Year Program

☐

Multi-Year Program Length (in years)

Professional Regulatory Authority/Governing Body

Please include documentary evidence of recognition by the regulatory authority / governing body

Curriculum is Complete

## Institution Application Form

Confirm that the program curriculum is complete and available for review. 'Curriculum' means a plan that sets out learning activities and how learning activities must be designed in order to meet the learning objectives of a program of instruction.

Student Intake Model

☐ Continuous Intake

☐ Intermittent Intake

Maximum Students in Program

Admission Requirements

The admission requirements must be applied consistently to all students applying to be enrolled in the program, and that make it likely that a student who meets those requirements will meet the learning objectives of the program.

If your Admission Requirements description is greater than 1,000 characters, please attach a document with the information.

Equipment and Facilities

If your Equipment and Facilities description is greater than 1,000 characters, please attach a document with the information.

Course Materials

The course materials description must include the language(s) in which the materials are provided.

If your Course Materials description is greater than 1,000 characters, please attach a document with the information.

Language(s) of Instruction

Specify whether the institution has entered into, or plans to enter into, an agreement with another entity to provide the program, or part of the program, except as it relates to work experience.

Agreement with another entity to provide part of the program



Attach Work Experience Policy

Please provide work experience policy as a separate attachment, inclusion.

## Institution Application Form



**Attach Work Experience Host Organizations**

Please provide work experience host organizations as a separate attachment, inclusion.



**Attach Course Outline(s)**

Please provide Course Outline(s) as separate attachment(s), inclusion(s).

A template for the course outline is available on the PTIB website. Refer to PTA Minister's Regulation Section 1.



**Attach Evaluation of the Program by a Subject Matter Expert if the program of instruction is a Class A program offered at an institution that holds an interim designation certificate or a designation certificate, an evaluation of the program**

Please provide Evaluation of the Program by a Subject Matter Expert as separate attachment(s), inclusion(s).

A template for the SME report is available on the PTIB website. Provide a copy of the SME report including the elements identified in Appendix 6 of the PTA Policy Manual.

### Program Years

*The 'Program Years' section only applies to multi-year programs.*

Program Year

Weeks of Instruction (w/o breaks)

Hours of Instruction

Work Experience Included

Clinical Placement Hours

Preceptorship Hours

Cooperative Placement Hours

Practicum Hours

#### Domestic

Tuition - Domestic

**Institution Application Form**

Course Materials Fee - Domestic

Course Materials Fee is Mandatory ☐

Textbooks Fee - Domestic

Administrative Fee - Domestic

Administrative Fee is Mandatory ☐

Other Fee - Domestic

Other Fee Description - Domestic

Other Fee is Mandatory ☐**International**

Tuition - International

Course Materials Fee - International

Course Materials Fee is Mandatory ☐

Textbooks Fee - International

Administrative Fee - International

Administrative Fee is Mandatory ☐

Other Fee - International

Other Fee Description - International

Other Fee is Mandatory ☐

## Institution Application Form

### Private Training Institution - New Program

Please complete this page, print it, sign and include with your application.

This form includes the information required to add a new Program of Instruction.

### Declarations

- ☒ The signatory has the legal authority to act on behalf of the institution.
- ☒ All of the information contained in this application and any attachment is true, accurate and complete.

### Personal Information Collection Notice

Personal information may be collected by the Ministry of Advanced Education under section 26(a) and (c) of the *Freedom of Information and Protection of Privacy Act (FOIPPA)* and *Private Training Act (PTA)* section 61(1), (2) and (3). Personal information will be collected, used and disclosed as necessary to assess the submission. Should you have any questions about the collection, disclosure and use of this personal information you may contact: Director, Regulation, Private Training Institutions Branch, Governance, Legislation and Strategic Policy Division, Ministry of Advanced Education, 203 - 1155 W. Pender St, Vancouver, BC V6E 2P4 (800-661-7441).

- ☒ I am authorized to submit personal information about any others that is necessary to complete this form

Authorized By

Simon (Man Chi) WONG

Authorized Title

Accountable Executive

BCeID User ID



SIGNATURE

MUST BE SIGNED

PRINT NAME

PRINT HERE

DATE SIGNED

YYYY-MM-DD

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Our Ref. 117538  
File#: 60100-70/PRAA

November 22, 2019

Joy Tian  
Pacific Rim Aviation Academy Inc.  
393 – 18799 Airport Way  
Pitt Meadows, BC, V3Y 2B4

**Sent by email:** [admin@pacificrimaviation.ca](mailto:admin@pacificrimaviation.ca)

Dear Ms. Tian:

This letter is a follow-up from the Ministry's July 16, 2019, letter (see attachment 1), regarding Pacific Rim Aviation Academy Inc. (Pacific Rim)'s application for Education Quality Assurance (EQA) designation.

### **Background/Summary**

The Private Training Institutions Branch (PTIB) is the regulatory body in British Columbia (BC) responsible for administering the *Private Training Act* and associated regulations. On November 19, 2018, PTIB conducted an inspection at Pacific Rim. One area of non-compliance identified was that Pacific Rim's website advertises three programs that have not been submitted to PTIB for approval. Pacific Rim was notified of this concern via a letter on December 11, 2018, (see attachment 1).

To be eligible for EQA designation, an institution must:

1. Demonstrate that it meets and maintains all the Corporate and Education Requirements set out in section 6.2; and
2. Demonstrate that it satisfies all the Suitability Considerations set out in section 6.3.

The Ministry wrote to Pacific Rim on July 16, 2019. The following EQA Policy concern was outlined:

#### **6.2.4 Representation Requirements**

*6.2.4 (14) an institution must provide public and accurate information regarding its operations, regulatory authority, program offerings, tuition rates and refund policies affecting prospective and current students, including in print materials and on the institution's website.*

- Pacific Rim's website advertises the following programs that are not registered with PTIB: night rating, multi engine instrument rating, single engine instrument rating.
- PTIB wrote to Pacific Rim regarding concerns that a number of programs were not registered with PTIB on December 11, 2018. Pacific Rim have not rectified this concern.

.../2



## Analysis

Pacific Rim initially responded to the Ministry's July 16, 2019, letter on July 19, 2019, and then proceeded to correspond with the EQA office multiple times (see attachment 2). Below is a summary of the correspondence between the Ministry and Pacific Rim:

- On July 19, 2019, Pacific Rim responded to the Ministry's letter stating it tried to update the information but could not enter it in the PTIB portal as their access was denied. Pacific Rim stated they would resolve the issue with PTIB.
- On July 25, 2019, Pacific Rim sent an email to the EQA office with six attachments (see attachment 3). On July 25, 2019, the EQA office responded to Pacific Rim asking if Pacific Rim has registered the programs the EQA office referenced in the July 16, 2019, letter. The EQA office asked Pacific Rim to provide an update by July 30, 2019 – no update was provided by Pacific Rim.
- On August 2, 2019, the EQA office emailed Pacific Rim outlining once again the concern from the Ministry's letter of July 16, 2019. EQA staff asked for an update to be provided by August 9, 2019. On August 2, 2019, Pacific Rim replied to the EQA office and stated they updated their compliance on July 25, 2019, by email. EQA responded and asked Pacific Rim if it had contacted PTIB to register the programs. Pacific Rim responded and stated it would send the forms to PTIB to register the programs. EQA asked for an update by August 16, 2019 – no update was provided by Pacific Rim.
- On August 26, 2019, EQA emailed PTIB to clarify whether Pacific Rim had registered the programs with PTIB. On October 17, 2019, PTIB responded and stated the programs were submitted on August 2, 2019, but the application fees remain unpaid – PTIB cannot process the applications without payment of the fees.
- On October 17, 2019, EQA emailed Pacific Rim and stated that Pacific Rim had not yet paid its application fees. EQA gave Pacific Rim a deadline of October 31, 2019, to contact PTIB and pay the program fees. EQA staff stated they would proceed in assessing Pacific Rim for EQA designation after October 31, 2019. Pacific Rim responded on October 18, 2019, and stated it would update their application and make payment as soon as possible.
- On November 7, 2019, PTIB confirmed that Pacific Rim has not made payment to PTIB and is not responding to PTIB's reminders to pay.
- On November 8, 2019, EQA staff emailed Pacific Rim regarding the deadline of October 31, 2019 to pay – no response was received.

## Decision

To be eligible for EQA designation, an institution must demonstrate that it meets and maintains all the Corporate and Education requirements set out in section 6.2 of EQA policy; and demonstrate that it satisfies all the suitability considerations set out in section 6.3 of EQA policy.

Under section 3.6 of the EQA Policy, EQA staff have given the institution time to respond to the suitability concern identified in the Ministry's letter of July 16, 2019.

.../3

I find the suitability concern outlined in the Ministry's July 16, 2019, letter to Pacific Rim remains outstanding:

*6.2.4 (14): An institution must provide public and accurate information regarding its operations, regulatory authority, program offerings, tuition rates and refund policies affecting prospective and current students, including in print materials and on the institution's website.*

- Pacific Rim's continues to advertise and offer the following programs that are not registered with PTIB (their regulatory body): night rating, multi engine instrument rating, single engine instrument rating.

Suitability concerns raised with Pacific Rim remain outstanding and therefore Pacific Rim does not meet the suitability requirements to hold EQA designation. This letter serves as notice to you that Pacific Rim's application for EQA designation has been denied. Pacific Rim is no longer permitted to use the EQA brand on any website, advertising or marketing materials, effective immediately.

Immigration, Refugees and Citizenship Canada (IRCC) has been informed to remove Pacific Rim as a Designated Learning Institution (DLI). Pacific Rim must inform all prospective international students who have been issued letters of acceptance to Pacific Rim but have not yet entered Canada, that the loss of Pacific Rim's DLI will impact their ability to enter the country. These students may seek admission and transition their study permits to another DLI.

International students with study permits currently studying at Pacific Rim in Canada can continue their studies for the length of their current study permit. Further information is listed on the IRCC website.

Pacific Rim may reapply for EQA designation at any time once the institution meets the eligibility requirements, at which time the application will be assessed for designation suitability.

Any questions regarding this letter can be directed to the Ministry at [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca).

Sincerely,



Jamie Edwardson  
Executive Director  
Corporate Planning, International and Quality Assurance Branch  
Ministry of Advanced Education, Skills and Training

Attachments

pc: Marianne Schwann, Director of Compliance  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training  
[PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)

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**Ministry of  
Advanced Education,  
Skills and Training**

Corporate Planning, International  
and Quality Assurance Branch

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

Location Address:  
3<sup>rd</sup> Floor, 835 Humboldt Street  
Victoria BC V8V 4W8

Telephone: (778) 698-9830  
Facsimile: (250) 387-3750

# Decision Note

## Advice to Executive Director

Date: January 17, 2020

Cliff #: 117947

Issue: Dorset College's Education Quality Assurance (EQA) designation

### Recommendation:

- Revoke Dorset College's EQA designation.

#### Reasons:

- The institution is not in compliance with all EQA and *Private Training Act (PTA)* and/or Private Training Regulation (PTR) requirements.
- A further compliance order and notice of suspension was issued to Dorset, after receiving the EQA suitability letter. The previous, and continued, suspension and compliance orders show a pattern of non-compliance with the regulatory requirements that are not conducive to operating a high-quality institution.
- Dorset College admitted to not refunding students as per its refund policy. This had been due to financial difficulties the institution is undergoing <sup>s.17</sup>  
s.17 In addition, Dorset College has been ordered under the Private Training Act to refund an additional student as per the December 24, 2019, compliance order by not meeting the PTA requirement to refund within 30 days. This continued conduct does not demonstrate a commitment to integrity and good practice and is not conducive to operating a high-quality institution.

### Background/Facts:

- Under the EQA Policy, if the Ministry has concerns about suitability considerations, the Ministry will write to the institution, setting out the nature of the concern(s), and provide the institution with an opportunity to respond before making a decision. For private training institutions, a review is also conducted to ensure compliance with the *PTA* and/or the *PTR* based on the information and records available to us.
- Dorset College has held EQA designation since 2011.
- In 2015, a suitability concern was raised when a record search indicated that the institution was "not in good standing" with the Corporate Registry. Dorset College submitted its annual report to BC Registry Services and EQA was granted.
- In April 2018, Dorset College's certificate was suspended by the Private Training Institutions Branch (PTIB) due to the institution not meeting the financial statements requirement deadline under the Private Training Regulations (PTR). Although the suspension was subsequently lifted and its EQA designation maintained, Dorset College was notified that the Ministry may revoke its EQA designation at any time should the institution fail to maintain compliance with all EQA requirements.
- In 2018, suitability concerns were raised with Dorset College when institution was "not in good standing" with the Corporate Registry and the institution's refund policies were not publicly posted directly on its website. EQA was granted after the institutions became in "good standing" with the Corporate Registry and its refund policies are posted on its website. The institution apologized for the oversight and assured the Ministry that it understood the importance of ensuring that it maintained compliance with all EQA and PTR requirements.
- IRCC informed EQA staff that as of October 31, 2019, there were 21 international students at Dorset

College with valid study permits.

- The following EQA Policy concerns was outlined in the Ministry's letter of December 9, 2019:

*6.3.2 (2) Any suspensions, compliance orders or other penalties imposed by any of the following:*

*a. a quality assurance body;*

*b. a regulatory body, including the Ministry;*

*c. a government that has authority to review or make determinations about the institution, its programs or students attending its programs*

➤ The Private Training Institutions Branch (PTIB) is a regulatory body in British Columbia responsible for administering the *Private Training Act* and associated regulations.

➤ On July 26, 2019, two compliance orders were issued to Dorset College for failing to refund two students.

➤ On September 12, 2019, and November 18, 2019, two administrative penalties were issued to Dorset College for not refunding students within the 30-day requirement,

*6.3.3 (10) Current or past conduct by the institution that demonstrates that the organizational culture is not conducive to operating a high-quality post-secondary institution.*

#### PTIB 2018 Suspension:

➤ Dorset College's designation certificate under the *Private Training Act* was suspended on April 4, 2018.

➤ As a consequence, on April 5, 2018, Dorset College was informed that the institution no longer met the requirements for EQA designation. Dorset College was given an opportunity to respond. Dorset College did not respond to the EQA letter. However, Dorset College provided financial statements and the *PTA* suspension was lifted. As such, Dorset College remained EQA designated.

The previous suspension and continued compliance orders show a pattern of non-compliance with the regulatory requirements and are not conducive to operating a high-quality institution.

#### Unpaid Tuition Refunds:

➤ PTIB wrote to Dorset College on July 8, 2019, regarding four unpaid tuition refunds to students enrolled in programs approved by PTIB. On July 26, 2019, PTIB wrote to Dorset College and ordered Dorset College to refund these four students.

➤ Dorset was given 30 days to refund the students and the students were refunded on the day of the deadline. For some of these students, they had waited for a refund for over 4 months and would likely have waited longer if PTIB had not intervened.

➤ PTIB's July 8, 2019, letter also noted that a further five students had contacted PTIB regarding tuition refunds that were owed to them. PTIB was unable to assist these students because they were not registered in a PTIB approved program.

➤ The Ministry also received two further complaints in July and August (2019) regarding students who were denied a study permit and therefore eligible for a refund. At the time of the complaints they had not been refunded their tuition.

➤ The Ministry received a further complaint from a student<sup>s.22</sup> regarding a refund they requested from Dorset College in May, 2019. Dorset College has acknowledged that a refund is owed, but the student has not yet been refunded by Dorset College.

It is concerning to the Ministry that Dorset College is not refunding students as per its refund policy. These refunds are significant sums of money ranging from \$4,900 to \$15,000 and Dorset is not providing those refunds in a timely manner.

This conduct does not demonstrate a commitment to integrity and good practice and is not conducive to operating a high-quality institution.

**Actions/Institutions Response:**

- On December 9, 2019, Dorset College confirmed receipt of the Ministry's letter.
- On December 24, 2019, Dorset College responded to the Ministry's letter and provided the following information:
  - A letter addressed to PTIB regarding the September 30, 2019 inspection findings at Dorset College. Dorset College state that this response contextualizes the circumstances that have led to the recurrent, but not deliberate or malicious, lack of compliance regarding tuition refunds.
  - Dorset college admitted Dorset College are having financial difficulties that have led to not refunding students as per its refund policy.
  - Dorset College's director stated he has been advising to refund all students immediately, but this has not been accomplished due to the financial difficulties at the College. The director stated he has recommended to not enrol further international students – no confirmation or comment was provided as to whether this has been implemented.
  - Another compliance order was issued to Dorset College by PTIB on December 24, 2019 for admitting four students in programs having not met the admission requirements, and for not providing a refund to one student – the College was ordered to refund the student by January 3, 2020 and provide evidence to PTIB.

**Analysis:**

- As per section 3.6 of the EQA Policy, EQA staff has given the institution time to respond to the suitability concerns addressed in the Ministry's letter of December 9, 2019. In the Ministry's letter, Dorset College were notified that if no response or an inadequate response was received, the Ministry may proceed in the assessment of Dorset College for EQA without further notification to Dorset College.
- Dorset College has not addressed or resolved its previous and continued conduct under section 6.3 of the EQA Policy and Procedures Manual:

*6.3.3 (10): Current or past conduct by the institution that demonstrates that the organizational culture is not conducive to operating a high-quality post-secondary institution.*

- A further compliance order was issued to Dorset College on December 24, 2019. The previous suspension and continued compliance orders show a pattern of non-compliance with the regulatory requirements and are not conducive to operating a high-quality institution.
- Dorset College admitted to not refunding students as per its refund policy. This had been due to financial difficulties the institution is undergoing <sup>s.17</sup>

<sup>s.17</sup> Dorset College have been ordered to refund a further student as per the December 24, 2019, compliance order that will not have been refunded within 30 days. This continued conduct does not demonstrate a commitment to integrity and good practice and is not conducive to operating a high-quality institution.

- EQA staff recommend revoking Dorset College's EQA designation.
- Revoking of EQA designation will impact the institution's ability to host international students on study permits in programs longer than 6 months. As of October 31, 2019, there were 21 international students at Dorset College with valid study permits.

Approved



\_\_\_\_\_  
Jamie Edwardson

January 23, 2020

\_\_\_\_\_  
Date

Attachments: 1 – Ministry's letter to the institution revoking EQA to be signed by ED  
2 – Attachments to the Ministry's letter



Our Ref. 117947  
File#: 60100-70/DORS

January 24, 2020

Ricardo Choez  
Dorset College  
300 – 1215 West Broadway  
Vancouver, BC, V6H 1G7

**Sent by email:** [rickyc@dorsetcollege.bc.ca](mailto:rickyc@dorsetcollege.bc.ca) , [info@dorsetcollege.bc.ca](mailto:info@dorsetcollege.bc.ca)

Dear Ricardo Choez:

I am writing regarding Dorset College's Education Quality Assurance (EQA) Designation. As Executive Director of the Corporate Planning, International and Quality Assurance Branch, it is my role to determine whether Dorset College is considered suitable to hold EQA designation based on the considerations set out in the EQA Policy and Procedures Manual (EQA Policy).

I have been provided with a full record, in accordance with section 3.7 of EQA Policy, and I have carefully reviewed the record in its entirety.

### **Background**

EQA is a designation available to public and private post-secondary institutions in British Columbia (BC) that meet or exceed standards of quality set by the Province as set out in EQA Policy.

Through EQA Policy, the Ministry sets the requirements for institutions to receive and maintain EQA designation. Designated institutions are assessed on an annual basis and subject to periodic review to ensure they continue to meet these requirements.

To be eligible and to maintain EQA designation, an institution must demonstrate that it meets and maintains all the Corporate and Education requirements set out in section 6.2 of EQA policy; and demonstrate that it satisfies all the suitability considerations set out in section 6.3 of EQA policy.

### **Review Process**

Staff in the Quality Assurance Unit review each institution against criteria. If questions or concerns are raised regarding whether the requirements are met, the institution is informed and given the opportunity to respond. The full record is then provided to me to make a determination of whether and institution meets the EQA suitability requirements.

The review process is set out in section 3 of the EQA policy.

... /2

## The EQA suitability review

Dorset College was subject to an EQA suitability review. The EQA Unit wrote to Dorset College on December 9, 2019, (see attachment 1) outlining suitability concerns and provided Dorset College with an opportunity to respond those concerns.

The suitability concerns outlined the letter were regarding the following EQA standard:

*6.3.3 (10): Current or past conduct by the institution that demonstrates that the organizational culture is not conducive to operating a high-quality post-secondary institution.*

The concerns focussed on Dorset College's pattern of non-compliance under the *Private Training Act and Regulations* and a pattern of not refunding eligible students under Dorset College's refund policy.

Dorset College responded to the Ministry's letter on December 24, 2019, (see attachment 2), and provided the following information:

- Dorset College states that financial difficulties have led to the recurrent, but not deliberate or malicious lack of compliance regarding tuition refunds.
- Dorset College's director stated that he has been advising to refund all students immediately, but this has not been accomplished due to the financial difficulties at the College.

## Analysis

Although Dorset College has indicated the good-will and intent of refunding students, there is no evidence that it has been refunding students as per its refund policy or that all outstanding refunds have been issued.

In addition, Dorset College's regulator, the Private Training Institutions Branch, issued a further compliance order to Dorset College on December 24, 2019, (see attachment 3) because Dorset College is not refunding eligible students within the required timeline.

This conduct does not demonstrate a commitment to integrity and good practice and is not conducive to operating a high-quality institution.

It is important to recognize that international students are a particularly vulnerable group, and therefore any institution that receives EQA designation must ensure that the highest standards of quality and integrity are in place to ensure protection of these students.

## Decision

Suitability concerns raised with Dorset College regarding its failure to refund eligible students remain outstanding.

Therefore, Dorset College does not meet the suitability requirements to hold EQA designation. This letter serves as notice to you that Dorset College's EQA designation has been revoked.

... /3



Dorset College is no longer permitted to use the EQA brand on any website, advertising or marketing materials, effective immediately.

Immigration, Refugees and Citizenship Canada (IRCC) has been informed to remove Dorset College as a Designated Learning Institution (DLI). Dorset College must inform all prospective international students who have been issued letters of acceptance to Dorset College but have not yet entered Canada, that the loss of Dorset College's DLI will impact their ability to enter the country. These students may seek admission and transition their study permits to another DLI.

International students with study permits currently studying at Dorset College in Canada can continue their studies for the length of their current study permit. Further information is listed on the IRCC website.

Dorset College may reapply for EQA designation at any time once the institution meets the eligibility requirements at which time the application will be assessed for designation suitability.

Any questions regarding this letter can be directed to the Ministry at [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca).

Sincerely,



Jamie Edwardson  
Executive Director  
Corporate Planning, International and Quality Assurance Branch  
Ministry of Advanced Education, Skills and Training

Attachments

pc: Monica Lust, Executive Director  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training  
[PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)

**From:** [Ricky Choez](#)  
**To:** [AEST Education Quality Assurance AEST:EX](#)  
**Cc:** [Eddy Cheng - Dorset College](#)  
**Subject:** Re: EQA Suitability Letter  
**Date:** December 9, 2019 10:48:05 AM  
**Attachments:** [Outlook-tmqlwrb4.png](#)

---

Good morning,

I hereby confirm reception of the e-mail sent below.

Best,

Ricardo H. Choez

**Senior Educational Administrator / Vice President**

**Dorset College | [www.dorsetcollege.bc.ca](http://www.dorsetcollege.bc.ca)**

300-1215 West Broadway

Vancouver BC, V6H 1G7, Canada

**Phone:** 604.879.8686



---

**From:** AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>

**Sent:** December 9, 2019 9:42 AM

**To:** Registrar - Dorset College <Registrar@DORSETCOLLEGE.BC.CA>; Ricky Choez  
<RickyC@DORSETCOLLEGE.BC.CA>

**Cc:** AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>; AEST Private Training Institutions  
AEST:EX <PTI@gov.bc.ca>

**Subject:** EQA Suitability Letter

Dear Ricardo Choez,

Please see attached letter from Dorothy Rogers, Director and please confirm receipt of this information via email.

Sincerely,

---

**Education Quality Assurance**

**Corporate Planning, International and Quality Assurance Branch**

**Ministry of Advanced Education, Skills and Training**

3rd Floor, 835 Humboldt St



Our Ref. 116649  
File#: 60100-70/DORS

December 9, 2019

Ricardo Choez  
Dorset College  
300-1215 West Broadway  
Vancouver, BC, V6H 1G7

**Sent by email:** [registrar@dorsetcollege.bc.ca](mailto:registrar@dorsetcollege.bc.ca) , [rickyc@dorsetcollege.bc.ca](mailto:rickyc@dorsetcollege.bc.ca)

Dear Mr. Choez:

I am writing regarding Dorset College's Education Quality Assurance (EQA) designation in British Columbia. Institutions are assessed upon application and throughout the year to ensure they meet the requirements for EQA designation as outlined in the EQA Policy and Procedures Manual.

To be eligible for EQA designation, an institution must:

1. Demonstrate that it meets and maintains all the Corporate and Education Requirements set out in section 6.2; and
2. Demonstrate that it satisfies all the Suitability Considerations set out in section 6.3.

Ministry staff conducted a review of Dorset College and note the following compliance issues:

### **Section 6.3 Suitability Considerations for EQA Designation**

#### **6.3.2 Suspension, Compliance Orders or Penalty Considerations**

*6.3.2 (2) Any suspensions, compliance orders or other penalties imposed by any of the following:*

- a. a quality assurance body;*
  - b. a regulatory body, including the Ministry;*
  - c. a government that has authority to review or make determinations about the institution, its programs or students attending its programs*
- The Private Training Institutions Branch (PTIB) is a regulatory body in British Columbia responsible for administering the *Private Training Act* and associated regulations.

.../2

- On July 26, 2019, two compliance orders were issued to Dorset College for failing to refund two students (see attachment 1).
- On September 12, 2019, and November 18, 2019, two administrative penalties were issued to Dorset College for not refunding students within the 30-day requirement (see attachment 2).

### 6.3.3 Conduct Considerations

*6.3.3 (10) Current or past conduct by the institution that demonstrates that the organizational culture is not conducive to operating a high-quality post-secondary institution.*

#### **PTIB 2018 Suspension:**

- Dorset College's designation certificate under the *Private Training Act* was suspended on April 4, 2018.
- As a consequence, on April 5, 2018, Dorset College was informed that the institution no longer met the requirements for EQA designation. Dorset College was given an opportunity to respond. Dorset College did not respond to the EQA letter. However, Dorset College provided financial statements and the *PTA* suspension was lifted. As such, Dorset College remained EQA designated. (see attachment 3)

The previous suspension and continued compliance orders show a pattern of non-compliance with the regulatory requirements and are not conducive to operating a high-quality institution.

#### **Unpaid Tuition Refunds:**

- PTIB wrote to Dorset College on July 8, 2019, (see attachment 4) regarding four unpaid tuition refunds to students enrolled in programs approved by PTIB. On July 26, 2019, PTIB wrote to Dorset College (see attachment 5) and ordered Dorset College to refund these four students.
- Dorset was given 30 days to refund the students and the students were refunded on the day of the deadline. For some of these students, they had waited for a refund for over 4 months and would likely have waited longer if PTIB had not intervened.
- PTIB's July 8, 2019 letter also noted that a further five students had contacted PTIB regarding tuition refunds that were owed to them. PTIB was unable to assist these students because they were not registered in a PTIB approved program.
- The Ministry also received two further complaints in July and August regarding students who were denied a study permit and therefore eligible for a refund. At the time they had not been refunded their tuition.

... /3

- The Ministry received a further complaint from a student <sup>s.22</sup> regarding a refund they requested from Dorset College in May, 2019 (see attachment 6). Dorset College has acknowledged that a refund is owed, but <sup>s.22</sup> has not yet been refunded by Dorset College.

It is concerning to the Ministry that Dorset College is not refunding students as per their refund policy (see attachment 7). These refunds are significant sums of money ranging from \$4,900 to \$15,000 and Dorset is not providing those refunds in a timely manner.

This conduct does not demonstrate a commitment to integrity and good practice and is not conducive to operating a high-quality institution.

The aforementioned issues are serious. It is important to recognize that international students are a particularly vulnerable group, and therefore, any institution that receives EQA designation must ensure that the highest standards of quality are in place to ensure the protection of these students.

Before the Ministry makes a decision on whether Dorset College is eligible to maintain its EQA designation, you are being provided an opportunity to respond to the concerns identified above. Please provide a response by December 24, 2019 via e-mail to [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca). If no response or an inadequate response is received, the Ministry may proceed in the assessment of Dorset College for EQA without further notification to Dorset College.

Sincerely,



Dorothy Rogers, Director, Quality Assurance Unit  
Ministry of Advanced Education, Skills and Training

Attachments

pc: Marianne Schwan, Director, Regulation  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training



## Private Training Institutions Branch

# Compliance Order

The following order is made by the registrar of the  
Private Training Institutions Branch pursuant to s. 32 of the *Private Training Act*.

Dorset College (ID-02677) contravened s.35(d) of the *Private Training Regulation* by failing to provide a refund to a student who never attended the program he was enrolled in. The Institution must refund 50% of the tuition within 30 days of the first 30% of the hours of instruction of the program (listed in the student enrolment contract).

It is therefore ordered that Dorset College provide evidence a refund of <sup>s.22</sup> for the  
s.22 has been paid to [REDACTED] no later than August  
26, 2019.

Issued:  
July 26, 2019

\_\_\_\_\_  
Monica Lust  
Registrar, Private Training Institutions Branch

If Dorset College fails to comply with this order, further action may be taken including imposition of an administrative penalty or suspension or cancellation of the institution's designation certificate.

pc: StudentAid BC, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)



## Private Training Institutions Branch

# Compliance Order

The following order is made by the registrar of the  
Private Training Institutions Branch pursuant to s. 32 of the *Private Training Act*.

Dorset College (ID-02677), by failing to provide a refund within 30 days of receiving a student's notice of withdrawal, contravened s.35(a) of the *Private Training Regulation*.

It is therefore ordered that Dorset College provide evidence a refund <sup>s.22</sup> for the  
<sup>s.22</sup> program has been paid to <sup>s.22</sup> no later than August  
26, 2019.

Issued:  
July 26, 2019

\_\_\_\_\_  
Monica Lust  
Registrar, Private Training Institutions Branch

If Dorset College fails to comply with this order, further action may be taken including imposition of an administrative penalty or suspension or cancellation of the institution's designation certificate.

pc: StudentAid BC, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)



# Private Training Institutions Branch

September 12, 2019

*Sent by email and courier: michaelw@dorsetcollege.bc.ca*

Michael Weber  
Dorset College  
300 - 1215 West Broadway  
Vancouver, BC V6H 1G7

ID-02677

## **Re: Administrative Penalty**

Dear Mr. Weber:

Please see attached copy of the Administrative Penalty issued to Dorset College (the "Institution").

I am satisfied, on a balance of probabilities, that the Institution did not refund tuition in the amount of <sup>s.22</sup> to student<sup>s.22</sup> within 30 days of the Institution's receipt of the student's notice of withdrawal, in contravention of s.35(1) of the *Private Training Regulation* (PTR).

**Under the authority of s. 33 of the *Private Training Act*, I am issuing an Administrative Penalty in the amount of \$ 750.**

Payment is due within 30 days of service of this letter and may be made by cheque (delivered to the address below and payable to the Minister of Finance), by credit card through the Institution Portal, or through electronic funds transfer (EFT). Payment instructions for the EFT are included in the Payment Information Document attached.

This is a recurring issue:

- On July 26, 2019, the registrar issued two Compliance Orders ordering the Institution to provide evidence it issued refunds to two students by August 26, 2019.
- On August 26, 2019, the Institution provided evidence the two students were refunded. However, the refunds were issued after the 30 day deadline.

Before making this decision, we provided the Institution an opportunity to respond:



- On August 29, 2019, we wrote to the Institution about the tuition refund due to student s.22
- On September 6, 2019, the Institution provided evidence a refund was issued to s.22

While the Institution did refund the student, the tuition refund was not made within the required 30 days, in contravention of s.35(a) of the PTR.

Consistent with our general approach of progressive enforcement, I find that in the circumstances an administrative penalty is warranted.

Please be advised that, should I find that the Institution continues to contravene s.35 of the PTR, I may take further enforcement action, including the imposition of additional administrative penalties, suspension or cancellation of the Institution's certificate.

Please note the following:

- Administrative penalties are taken into consideration when determining an institution's category. An institution's category is a factor in determining whether security is required, financial reporting requirements, fees and payments to the Student Tuition Protection Fund, and the frequency of compliance inspections.
- An administrative penalty is a debt payable to the government. If the Institution fails to pay the amount owed within 30 days, a certified copy of this administrative penalty may be filed with the Supreme Court and it will have the same force and effect as if it were a judgment of the court.
- An officer or director of the corporation, who directed, authorized, assented to, acquiesced or participated in the contravention identified above is also liable for the administrative penalty, if it is not paid within 30 days.

The Institution may request a reconsideration of this Administrative Penalty on one or more of the following grounds: the registrar erred in law; the registrar failed to observe the principles of natural justice in making the decision; or evidence has become available that was not available at the time this decision was made. Evidence that the Institution has subsequently remedied the contravention is not in itself grounds for reconsideration.

A request for reconsideration must be made within 15 days of service of the Administrative Penalty and must be in writing, be accompanied by a \$100 reconsideration fee, and identify which of the grounds listed above form the basis for the request. A request for reconsideration form is attached.

Finally, please be advised that we will be conducting an inspection on September 30, 2019, beginning at 9:00 at 300 - 1215 West Broadway, Vancouver.

For further reference, the PTA and associated regulations are available at <https://www.privatetraininginstitutions.gov.bc.ca>.

Sincerely,



Monica Lust  
Registrar and Executive Director

pc: StudentAid Bc, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)

Enclosure:

1. Administrative Penalty
2. Request for Reconsideration
3. Payment Information Document



## Private Training Institutions Branch

# ADMINISTRATIVE PENALTY

**The following administrative penalty is issued by the registrar of the Private Training Institutions Branch pursuant to s. 33 of the *Private Training Act*.**

Dorset College has contravened s.35(1) of the *Private Training Regulation*.

Dorset College is therefore required to pay \$750 no later than 30 days after service of this Administrative Penalty (*Fees and Student Tuition Protection Fund Regulation*, s.28 (3)(f)).

A record of this Administrative Penalty will be posted publicly on the PTIB Online Directory until September 12, 2021.

September 12, 2019

Monica Lust  
Registrar, Private Training Institutions Branch

## REQUEST FOR RECONSIDERATION

INSTITUTION INFORMATION
Institution Name
Institution Representative or Name of Lawyer Representing the Institution
Unless you provide a different email address here, the registrar will deliver all submissions and other documents to the email address for service we have on file.
DECISION SUBJECT TO REQUEST FOR RECONSIDERATION
Date of decision: _____
<input type="checkbox"/> Refusal to grant certificate <input type="checkbox"/> Certificate suspension <input type="checkbox"/> Administrative penalty
GROUNDS FOR REQUEST FOR RECONSIDERATION (check all that apply)
<input type="checkbox"/> Registrar erred in law <input type="checkbox"/> Registrar failed to observe the principles of natural justice <input type="checkbox"/> Evidence has become available that was not available at the time the decision was made
RECONSIDERATION FEE
<input type="checkbox"/> \$100 cheque payable to the Minister of Finance is included. <div style="text-align: center; padding: 10px 0;">OR</div> <input type="checkbox"/> \$100 Reconsideration Fee NOT included. I request PTIB provide an invoice to allow me to make credit card payment or payment by Electronic Funds Transfer (EFT).
<b>IMPORTANT NOTE:</b> You <b>must</b> deliver this completed request and \$100 reconsideration fee within 30 days of receipt of the registrar's decision to PTI@gov.bc.ca or 203 – 1155 West Pender Street, Vancouver, BC, V6E 2P4. If you request online payment or EFT it may take up to 3 business days for PTIB to prepare an invoice. No extension of the 30 day deadline may be granted.

The Registrar's Rules of Practice and Procedure for Reconsiderations can be found in the Forms for Institutions section of the PTIB Form Library:

<https://www.privatetraininginstitutions.gov.bc.ca/form-library>



# Private Training Institutions Branch

## Payment Information Document

Payment of your invoice can be made using one of the following methods:

### 1. Cheque

Make cheques payable to the **Minister of Finance** and mail to:

Private Training Institutions Branch  
Accounts Receivable  
203 - 1155 West Pender St  
Vancouver, BC V6E 2P4

### 2. Credit Card

Credit card payment can only be processed through the Institution Portal. This option is available to certified institutions only.

- Log into your Business BCeID account to access the web portal
- Click on the invoice you wish to pay by selecting the [Pay Invoice](#) button
- Enter your credit card number with the expiry date and CVD (Card Verification Digits)
- Click the [Pay Now](#) button to process the credit card payment

### 3. Electronic Funds Transfer (EFT)/ACH Direct Payment

For this option you will need to go directly to your own banking institution and ask your bank to set up the transfer payment. You will need to provide your bank with the following information:

- Bank: 003
- Transit: 00010
- Account: 1295377

Please note with every EFT payment you will need to send a notification of payment to [PTI.Finance@gov.bc.ca](mailto:PTI.Finance@gov.bc.ca). The email must include your institution ID, the invoice number and amount, and the date the EFT payment was made.

### Please note PTIB cannot process the follow types of payment:

- Online Bill Payments (PTIB is not set up as a payee for online bill payments)
- Interac E-transfer
- Cheque deposited directly into PTIB's bank account
- Credit card information sent via mail or email

Our Ref.: 2017.07.26

Ministry of  
Advanced Education,  
Skills and Training

Private Training  
Institutions Branch

Location & Mailing Address:  
203 – 1155 West Pender Street  
Vancouver BC V6E 2P4  
Canada

Telephone: (604) 569-0033  
Facsimile: (778) 945-0606  
Toll Free: 1-800-661-7441  
[www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)



# Private Training Institutions Branch

November 18, 2019

*Sent by email: RickyC@dorsetcollege.bc.ca, Registrar@dorsetcollege.bc.ca*

Ricardo Choez  
Dorset College  
300 - 1215 West Broadway  
Vancouver, BC V6H 1G7

ID-02677

## Re: Administrative Penalty

Dear Mr. Choez:

Please see attached copy of the Administrative Penalty issued to Dorset College (the "Institution")

I am satisfied, on a balance of probabilities, that the Institution did not refund tuition in the amount of \$<sup>s.22</sup> to student <sup>s.22</sup> within 30 days of the Institution's receipt of the student's notice of withdrawal, in contravention of s.35(a) of the *Private Training Regulation* (PTR).

**Under the authority of s. 33 of the *Private Training Act*, I am issuing an Administrative Penalty in the amount of \$750.**

Payment is due within 30 days of service of this letter and may be made by cheque (delivered to the address below and payable to the Minister of Finance), by credit card through the Institution Portal, or through electronic funds transfer (EFT). Payment instructions for the EFT are included in the Payment Information Document attached.

Before making this decision, we provided the Institution an opportunity to respond:

- On November 7, 2019, we wrote to the Institution about the tuition refund due to student <sup>s.22</sup>
- On November 13, 2019, the Institution provided evidence a refund was issued to <sup>s.22</sup>

While the Institution did refund the student, the tuition refund was not made within the required 30 days, in contravention of s.35(a) of the PTR.

Please note the following:

- Administrative penalties are taken into consideration when determining an institution's category. An institution's category is a factor in determining whether security is required, financial reporting requirements, fees and payments to the Student Tuition Protection Fund, and the frequency of compliance inspections.
- An administrative penalty is a debt payable to the government. If the Institution fails to pay the amount owed within 30 days, a certified copy of this administrative penalty may be filed with the Supreme Court and it will have the same force and effect as if it were a judgment of the court.
- An officer or director of the corporation, who directed, authorized, assented to, acquiesced or participated in the contravention identified above is also liable for the administrative penalty, if it is not paid within 30 days.

The Institution may request a reconsideration of this Administrative Penalty on one or more of the following grounds: the registrar erred in law; the registrar failed to observe the principles of natural justice in making the decision; or evidence has become available that was not available at the time this decision was made. Evidence that the Institution has subsequently remedied the contravention is not in itself grounds for reconsideration.

A request for reconsideration must be made within 15 days of service of the Administrative Penalty and must be in writing, be accompanied by a \$100 reconsideration fee, and identify which of the grounds listed above form the basis for the request. A request for reconsideration form is attached.

For further reference, the *Private Training Act*, associated regulations, and Private Training Act Policy Manual are available on our website at <http://www.privateinstitutions.gov.bc.ca>.

Sincerely,



Monica Lust  
Registrar and Executive Director

Enclosure:

1. Administrative Penalty
2. Request for Reconsideration
3. Payment Information Document

pc: StudentAid BC, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)



## Private Training Institutions Branch

# ADMINISTRATIVE PENALTY

**The following administrative penalty is issued by the  
registrar of the Private Training Institutions Branch (PTIB)  
pursuant to s. 33 of the *Private Training Act*.**

Dorset College has contravened s.35(1) of the *Private Training Regulation*.

Dorset College is therefore required to pay \$750 no later than 30 days after service of this Administrative Penalty (*Fees and Student Tuition Protection Fund Regulation*, s.28 (3)(f)).

A record of this Administrative Penalty will be posted publicly on the PTIB Online Directory until November 18, 2021.

November 18, 2019

---

Monica Lust  
Registrar, Private Training Institutions Branch



## REQUEST FOR RECONSIDERATION

INSTITUTION INFORMATION
Institution Name
Institution Representative or Name of Lawyer Representing the Institution
Unless you provide a different email address here, the registrar will deliver all submissions and other documents to the email address for service we have on file.
DECISION SUBJECT TO REQUEST FOR RECONSIDERATION
Date of decision: _____
<input type="checkbox"/> Refusal to grant certificate <input type="checkbox"/> Certificate suspension <input type="checkbox"/> Administrative penalty
GROUNDS FOR REQUEST FOR RECONSIDERATION (check all that apply)
<input type="checkbox"/> Registrar erred in law <input type="checkbox"/> Registrar failed to observe the principles of natural justice <input type="checkbox"/> Evidence has become available that was not available at the time the decision was made
RECONSIDERATION FEE
<input type="checkbox"/> \$100 cheque payable to the Minister of Finance is included. <div style="text-align: center; padding: 5px 0;">OR</div> <input type="checkbox"/> \$100 Reconsideration Fee NOT included. I request PTIB provide an invoice to allow me to make credit card payment or payment by Electronic Funds Transfer (EFT).
<b>IMPORTANT NOTE:</b> You <b>must</b> deliver this completed request and \$100 reconsideration fee within 30 days of receipt of the registrar's decision to PTI@gov.bc.ca or 203 – 1155 West Pender Street, Vancouver, BC, V6E 2P4. If you request online payment or EFT it may take up to 3 business days for PTIB to prepare an invoice. No extension of the 30 day deadline may be granted.

The Registrar's Rules of Practice and Procedure for Reconsiderations can be found in the Forms for Institutions section of the PTIB Form Library:

<https://www.privatetraininginstitutions.gov.bc.ca/form-library>



# Private Training Institutions Branch

## Payment Information Document

Payment of your invoice can be made using one of the following methods:

### 1. Cheque

Make cheques payable to the **Minister of Finance** and mail to:

Private Training Institutions Branch  
Accounts Receivable  
203 - 1155 West Pender St  
Vancouver, BC V6E 2P4

### 2. Credit Card

Credit card payment can only be processed through the Institution Portal. This option is available to certified institutions only.

- Log into your Business BCeID account to access the web portal
- Click on the invoice you wish to pay by selecting the [Pay Invoice](#) button
- Enter your credit card number with the expiry date and CVD (Card Verification Digits)
- Click the [Pay Now](#) button to process the credit card payment

### 3. Electronic Funds Transfer (EFT)/ACH Direct Payment

For this option you will need to go directly to your own banking institution and ask your bank to set up the transfer payment. You will need to provide your bank with the following information:

- Bank: 003
- Transit: 00010
- Account: 1295377

Please note with every EFT payment you will need to send a notification of payment to [PTI.Finance@gov.bc.ca](mailto:PTI.Finance@gov.bc.ca). The email must include your institution ID, the invoice number and amount, and the date the EFT payment was made.

### Please note PTIB cannot process the follow types of payment:

- Online Bill Payments (PTIB is not set up as a payee for online bill payments)
- Interac E-transfer
- Cheque deposited directly into PTIB's bank account
- Credit card information sent via mail or email

Our Ref.: 2017.07.26

Ministry of  
Advanced Education,  
Skills and Training

Private Training  
Institutions Branch

Location & Mailing Address:  
203 – 1155 West Pender Street  
Vancouver BC V6E 2P4  
Canada

Telephone: (604) 569-0033  
Facsimile: (778) 945-0606  
Toll Free: 1-800-661-7441  
[www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)



Our Ref. 112928  
File#: 60100-70/EQA/DORSET

July 24, 2018

Wai Ying Chau  
Dorset College  
300 – 1215 West Broadway  
Vancouver BC V6H 1G7  
**E-mail Address:** [waiyingc@dorsetcollege.bc.ca](mailto:waiyingc@dorsetcollege.bc.ca), [michaelw@dorsetcollege.bc.ca](mailto:michaelw@dorsetcollege.bc.ca)

Dear Wai Ying Chau:

This letter is a follow-up from the Ministry's April 5, 2018 letter regarding Dorset College's Education Quality Assurance (EQA) designation.

As Executive Director of the Governance, Quality Assurance and Strategic Policy Branch, Ministry of Advanced Education, Skills and Training, I have been asked to make a determination concerning whether Dorset College maintains its EQA designation. Specifically, the issue before me is whether Dorset College is considered suitable to hold EQA designation based on section 6.2.2(10) of the EQA Policy and Procedures Manual.

I have set out the background as well as my analysis and conclusion below.

## **Background**

### EQA Designation

EQA is a designation available to post-secondary institutions in BC that meet or exceed standards of quality as set out in the EQA Policy. Since 2014, EQA designation has been a requirement for BC institutions to be placed on the Designated Learning Institution List (DLI) maintained by the Government of Canada. It is important to note that only institutions on the DLI list may host international students on study permits (which allow international students to participate in a program of study in Canada that is longer than six months).

### Review Process

Within the Ministry, the Governance, Quality Assurance and Strategic Policy Branch is responsible for reviewing applications for EQA designation and responding to applicants. If suitability concerns are raised at any time, regarding whether EQA requirements are met, the institution is informed and given an opportunity to respond. Quality Assurance Unit staff then submit the full record of the concern to the Executive Director for determination. This process is outlined in the EQA Policy, section 3.

... /2

#### Ministry's Actions/Institution's Response

Dorset College's current designation certificate under the *Private Training Act (PTA)* was suspended on April 4, 2018. The provision of financial statements meeting the requirements listed in ss.51 and 52 of the Private Training Regulation (PTR) was a requirement to both lift the suspension and to issue a new certificate under the *PTA*.

On April 5, 2018, the Quality Assurance Unit wrote Dorset College informing the institution that because its designation certificate under the *PTA* was suspended, Dorset College no longer meets the requirements for EQA designation as set out in section 6.2.2(10) of the EQA Policy. The institution was given the opportunity to respond.

Dorset College did not respond to the Quality Assurance Unit's letter by April 20, 2018. However, staff were informed on April 25, 2018 that the institution submitted its financial statements to the Private Training Institutions Branch (PTIB). Although the financial statements were submitted by the deadline, they were not fully compliant with the PTR, however, they were sufficient for the registrar to lift the suspension. PTIB asked the institution to provide its amended financial statements by May 9, 2018. Dorset College submitted its amended financial statements to PTIB on May 10, 2018.

#### **Analysis**

It is important to recognize that international students are a particularly vulnerable group, and therefore, any institution that receives EQA designation must ensure that the highest standards of quality are in place to ensure the protection of these students. I acknowledge Dorset College's previous enrolment of international students in BC, and recognize the institution's good standing with the regulator at this time.

#### **Decision**

Dorset College may maintain its current EQA designation for the reasons outlined above.

Please note that the reapplication for Dorset College's EQA designation is now due. EQA eligibility is assessed on an annual basis, it is subject to periodic review. It remains open to the Ministry to revoke this designation in the future should Dorset College fail to maintain compliance with the requirements set out in the EQA Policy.

Any questions regarding this letter can be directed to the Ministry at [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca).

Sincerely,



Tony Loughran  
Executive Director  
Governance, Quality Assurance and Strategic Policy

Attachment

pc: Monica Lust, Registrar  
Private Training Institutions Branch



Our Ref. 112795  
File#: 60100-70/EQA/DORSET

April 5, 2018

Wai Ying Chau  
Dorset College  
300 – 1215 West Broadway  
Vancouver BC V6H 1G7

**EMAIL and  
COURIER**

**E-mail Address:** [waiyingc@dorsetcollege.bc.ca](mailto:waiyingc@dorsetcollege.bc.ca), [shanek@dorsetcollege.bc.ca](mailto:shanek@dorsetcollege.bc.ca)

Dear Wai Ying Chau:

I am writing regarding Dorset College's Education Quality Assurance (EQA) designation.

I was informed by the Private Training Institutions Branch on April 4, 2018 that your institution's designation certificate under the *Private Training Act* was suspended (attached). Therefore, Dorset College no longer meets the requirements for EQA designation as set out in section 6.2.2(10) of the EQA Policy and Procedures Manual.

This letter serves as notice to you that the Ministry of Advanced Education, Skills and Training (the Ministry) will revoke Dorset College's EQA designation on April 20, 2018.

In the interim, Dorset College is not permitted to use the EQA brand on any website, advertising, or marketing materials, effective immediately.

The loss of EQA status will impact Dorset College's Designated Learning Institution (DLI) number for the purposes of enrolling new international students on study permits. Dorset College must inform all prospective international students who have been issued letters of acceptance to Dorset College but have not yet entered Canada, that the loss of Dorset College's DLI will impact their ability to enter the country. These students may seek admission and transition their study permits to another DLI.

International students with study permits currently studying at Dorset College in Canada can continue their studies for the length of their current study permit.

Further information is listed on the IRCC website at: [www.cic.gc.ca/english/study/study-changes.asp](http://www.cic.gc.ca/english/study/study-changes.asp) (click on the "Attending a designated learning institution" link).

... /2

In accordance with the EQA Policy and Procedures Manual, Dorset College is being provided an opportunity to reply in writing to this notice by **April 20, 2018**. If no response is received, or an insufficient response is received, the Ministry will revoke Dorset College's EQA Designation and inform Immigration, Refugees and Citizenship Canada (IRCC) to remove Dorset College as a DLI.

Any questions regarding this letter can be directed to the Ministry at [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca).

Sincerely,

A handwritten signature in black ink that reads "Dorothy Rogers". The signature is written in a cursive style, with the first letter of each word being capitalized and prominent.

Dorothy Rogers  
Director

Attachment



# Private Training Institutions Branch

April 4, 2018

**Sent by courier and email:** shanek@dorsetcollege.bc.ca, waiyingc@dorsetcollege.bc.ca

Shane Keng  
Dorset College  
300 - 1215 West Broadway  
Vancouver, BC V6H 1G7

ID-02677

Dear Dr. Keng:

**RE: IMMEDIATE SUSPENSION OF THE DESIGNATION CERTIFICATE OF  
DORSET COLLEGE INC. (the “INSTITUTION”)**

For the reasons set out below, I have suspended the designation certificate of the Institution, effective immediately.

The suspension decision was made pursuant to s. 36 of the *Private Training Act* (the “PTA”) on the basis that the Institution is contravening a provision of the *Private Training Regulation* (the “PTR”).

While suspended, the Institution is prohibited from offering to provide, entering into a contract with a student to provide, or providing a program of instruction that requires approval to any person who was not already a student on the date of this letter. All advertising, including but not limited to websites and print media, of programs requiring approval, must be removed or otherwise discontinued immediately. The Institution may continue to provide programs to students who were enrolled in those programs prior to today’s date.

In order for the suspension to be lifted, the Institution must meet the requirement of reinstatement listed below by **April 13, 2018**.

	Contravention	Requirement
1.	Contrary to s. 51(1) of the PTR, the Institution has failed to provide financial statements meeting the requirements listed in ss.51 and 52 of the PTR no later than 5 months after the end of the Institution’s fiscal year.	Provide the Institution’s financial statements with a review engagement prepared by a chartered professional accountant for the Institution’s August 31, 2017 fiscal year end.



	Financial statements for the Institution's August 31, 2017 fiscal year end were due January 31, 2018.	
--	---	--

We provided the Institution numerous opportunities to take preventative action prior to this suspension decision being made. Specifically, we reminded the Institution of this requirement on October 6, 2017, December 18, 2017, February 2, 2018 and February 6, 2018 and issued a compliance order on February 21, 2018.

We advised the Institution the financial statements provided on February 5, 2018 do not meet the requirements outlined in ss. 51 and 52 of the PTR. The financial statements did not include a review engagement and were not prepared by a chartered professional accountant.

On March 13, 2018, we sent an Important Notice to the Institution advising that the provision of financial statements in the prescribed format is one of the requirements that must be met for the registrar to issue a certificate. In our letter, we confirmed that the Institution's current certificate will remain valid until the registrar either issues a certificate or refuses to issue a certificate.

Please take notice that the registrar will determine whether the Institution meets the requirements for a designation certificate based on the information and records available to her on **April 13, 2018**.

To be clear, if the registrar refuses to issue a certificate, the Institution will be prohibited from offering to provide, entering into a contract with a student to provide or providing any career training programs. A "career training program" is a career-related program for which tuition is equal to or greater than \$4,000 and the instructional time is equal to or greater than 40 hours. In addition, per s. 9(2)(b) of the PTA, the Institution will not be permitted to re-apply for a designation certificate for a period of 12-months.

Please be aware of the following:

1. Section 31(b) of the *Fees and Student Tuition Protection Fund Regulation* provides that an institution that has been suspended in the past two years is automatically assigned to category 3 on the date its certificate is issued. An institution's category is a factor in determining whether security is required, financial reporting requirements, fees and payments to the Student Tuition Protection Fund, and the frequency of compliance inspections.
2. Information related to the Institution's suspension will be posted publicly in the PTIB Online Directory and updated as necessary.

The Institution may request a reconsideration of this suspension decision on one or more of the following grounds: the registrar erred in law; the registrar failed to observe the principles of

natural justice in making the decision; or evidence has become available that was not available at the time this decision was made. Evidence that the Institution has subsequently remedied the contravention(s) is not in itself grounds for reconsideration.

A request for reconsideration must be made within 30 days of receipt of this decision. The request must be in writing; identify the grounds for the request; and include the \$100 reconsideration fee. A reconsideration does not operate as a stay of the suspension. A request for reconsideration form is attached.

For further reference, the PTA and associated regulations are available at <https://www.privatetraininginstitutions.gov.bc.ca/>.

Sincerely,



Monica Lust  
Registrar and Executive Director

pc: Governance and Quality Assurance Branch  
[EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)

StudentAid BC, Designation Department  
[designat@gov.bc.ca](mailto:designat@gov.bc.ca)

Attachment:

1. Request for reconsideration form

## REQUEST FOR RECONSIDERATION

INSTITUTION INFORMATION
Institution Name
Institution Representative or Name of Lawyer Representing the Institution
Unless you provide a different email address here, the registrar will deliver all submissions and other documents to the email address for service we have on file.
DECISION SUBJECT TO REQUEST FOR RECONSIDERATION
Date of decision: _____
<input type="checkbox"/> Refusal to grant certificate <input type="checkbox"/> Certificate suspension <input type="checkbox"/> Administrative penalty
GROUNDS FOR REQUEST FOR RECONSIDERATION (check all that apply)
<input type="checkbox"/> Registrar erred in law <input type="checkbox"/> Registrar failed to observe the principles of natural justice <input type="checkbox"/> Evidence has become available that was not available at the time the decision was made
RECONSIDERATION FEE
<input type="checkbox"/> \$100 cheque payable to the Minister of Finance is included. <div style="text-align: center; padding: 5px;">OR</div> <input type="checkbox"/> \$100 Reconsideration Fee NOT included. I request PTIB provide an invoice to allow me to make credit card payment or payment by Electronic Funds Transfer (EFT).
<b>IMPORTANT NOTE:</b> You <b>must</b> deliver this completed request and \$100 reconsideration fee within 30 days of receipt of the registrar's decision to PTI@gov.bc.ca or 203 – 1155 West Pender Street, Vancouver, BC, V6E 2P4. If you request online payment or EFT it may take up to 3 business days for PTIB to prepare an invoice. No extension of the 30 day deadline may be granted.

The Registrar's Rules of Practice and Procedure for Reconsiderations can be found in the Forms for Institutions section of the PTIB Form Library:

<https://www.privatetraininginstitutions.gov.bc.ca/form-library>



# Private Training Institutions Branch

July 8, 2019

*Sent by courier and email: michaelw@dorsetcollege.bc.ca*

Michael Weber  
Dorset College  
300 - 1215 West Broadway  
Vancouver, BC V6H 1G7

ID-02677

Dear Mr. Weber:

**Re: Student Tuition Refunds for s.22**

We have been contacted by four students regarding tuition refunds they claim are owed by Dorset College (the "Institution").

*I, s.22*

s.22, we were contacted by s.22 regarding a tuition refund she claims is owed by the Institution as a result of her withdrawal from s.22 s.22 (PTIB approved program) and s.22 program (program not requiring PTIB approval).

s.22 provided the following information and records (copies attached):

s.22

Based on our review of the above it appears that :

---

**Ministry of  
Advanced Education,  
Skills and Training**

Private Training  
Institutions Branch

Location & Mailing Address:  
203 – 1155 West Pender Street  
Vancouver BC V6E 2P4  
Canada

Telephone: (604) 569-0033  
Facsimile: (778) 945-0606  
Toll Free: 1-800-661-7441  
[www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)

s.22

- The Institution may retain 20% of the s.22 tuition paid (Private Training Regulation (“PTR”), s.32(2)) and the \$200 application fee (PTR, s.28(1)(b)) and must refund the remainder.
- s.22 is entitled to a refund s.22
- To date, the Institution has not issued a refund s.22

The provisions of the PTR related to refunds do not apply to tuition and related fees paid in relation to the s.22 program on the basis that the program does not require PTIB approval. However, we note that the tuition refund policy posted on the Institution’s website provides that if the Institution receives a Withdrawal Notice before an international student enters Canada, a full tuition refund will be issued in relation to programs not requiring approval.

2. s.22

s.22, we were contacted by s.22 regarding a tuition refund that he claims is owed by the Institution as a result of his withdrawal from s.22 s.22 programs. Both programs are PTIB approved.

s.22

s.22

Based on our review of the above it appears that:

s.22

- The Institution may retain 10% of the s.22 tuition paid (PTR, s.32(1)) and the \$200 application fee (PTR, s.28(1)(b)) for the Academic Preparation program and must refund the remainder.
- s.22 is entitled to a refund of s.22 for the s.22 program.
- C.Nguyen did not meet the admission requirements for s.22 s.22 program.
- s.22 is entitled to a full refund of tuition and related fees in the amount of s.22 for the the s.22 program (PTR, s.31(1)(a)).
- To date, the Institution has not issued a refund to s.22

3. s.22

s.22 we were contacted by s.22 regarding a tuition refund that she claims is owed by the Institution as a result of her withdrawal from s.22 s.22 and the s.22 program. Both programs are PTIB approved.

s.22 provided the following information and records (copies attached):  
s.22

s.22

Based on our review of the above it appears that:

s.22

- No refund is due with respect to the s.22 n program. s.22 completed the program.
- s.22 did not meet the admission requirements for the s.22 program.
- s.22 is entitled to a full refund of tuition and related fees in the amount of s.22 for the s.22 program (PTR, s.31(1)(a)).
- To date, the Institution has not issued a refund to s.22

4 s.22

On s.22 we were contacted by s.22 regarding a tuition refund that he claims is owed by the Institution as a result of his withdrawal from the s.22 s.22 programs. Both programs are PTIB approved.

s.22 provided the following information and records (copies attached):

s.22

s.22

Based on our review of the above, it appears that:

s.22

- No refund is due with respect to the s.22 program.  
s.22 completed the program.

s.22

- The Institution may retain 10% of the s.22 tuition paid (PTR, s.32(1)) for the s.22 program and must refund the remainder.
- s.22 is entitled to a refund of s.22 for the s.22 program.
- s.22
- s.22 is entitled to a full refund of tuition and related fees in the amount of s.22 for s.22 program (PTR, s.31(1)(a)).
- To date the Institution issued a refund of s.22.
- s.22 is owed a further refund of \$ s.22

We draw to your attention the following provisions of the *Private Training Regulation* relating to tuition refunds:

- Refunds are payable within 30 days of a student's withdrawal from the program (PTR, s. 35(a)).
- If a student is enrolled in the program of instruction without having met the admission requirements for the program and the student did not misrepresent the



student's knowledge or skills when applying for admission, the institution must refund the tuition for a program of instruction and all related fees paid (PTR, s. 31(1)).

- If an institution contravenes s.35 of the PTR, the registrar may take enforcement action, including but not limited to, a compliance order, administrative penalty, suspension or cancellation of the institution's certificate.

We are providing you with an opportunity to respond before the registrar determines whether any contravention has occurred.

Please provide evidence refunds were received by the students or that you attempted to refund the students within 30 days of the withdrawal. If you do not believe a refund is owed, please provide a written explanation and any supporting records. Your response is due by **July 18, 2019**.

Please be advised the registrar may take enforcement action should an institution fail to comply with the *Private Training Act* and associated regulations. This means that even if the Institution provides evidence that the refund was paid, the registrar may still take enforcement action if she finds that a contravention has occurred.

Finally, we note that five other students<sup>s.22</sup>  
s.22 contacted us regarding a tuition refund they claim is owed by the Institution as a result of their withdrawal from programs that do not require approval. We are copying EQA for their information.

For your reference, the *Private Training Act* and the associated regulations are available on our website at <http://www.privatetraininginstitutions.gov.bc.ca/>.

Sincerely,



Marianne Schwan  
Director, Regulation

pc: Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)

Enclosures:

s.22	(10 pages)
s.22	(8 pages)
s.22	(14 pages)
s.22	(7 pages)

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Withheld pursuant to/removed as

s.22



# Private Training Institutions Branch

July 26, 2019

*Sent by courier and email: michaelw@dorsetcollege.bc.ca*

Michael Weber  
Dorset College  
300 - 1215 West Broadway  
Vancouver, BC V6H 1G7

ID-02677

Dear Mr. Weber:

## **Re: Student Refunds and Pre-Authorized Debit (PAD) Payments**

We are writing with respect to refunds of tuition and related fees due to students, and your institution's monthly PAD payments.

### Student Refunds

On July 8, 2019, we wrote to you about refunds due to students by Dorset College (the "Institution"). You responded on July 18, 2019.

I have reviewed your response and made the following findings:

1. s.22
  - s.22 program (PTIB approved), and
  - s.22 program (not requiring PTIB approval)

s.22 paid s.22 for s.22 program and s.22 for s.22  
s.22 program.

The Institution, in its response, agreed to refund the student a total amount of s.22 in respect of both programs, by July 26, 2019.

s.22

The Institution may retain 50% of the tuition paid s.22 and the application fee (\$200) (Private Training Regulation (PTR), s.31(2)).

A refund of <sup>s.22</sup>  
was due by March 7, 2019, 30 days after the first 30% of the hours of the program.  
(PTR,s.35(d)).

**We attach a Compliance Order ordering the Institution to submit evidence a refund  
of \$<sup>s.22</sup> was paid to <sup>s.22</sup>**

2. <sup>s.22</sup>
- <sup>s.22</sup> program, and
  - <sup>s.22</sup> (both PTIB approved)

<sup>s.22</sup> paid <sup>s.22</sup> for <sup>s.22</sup> program and <sup>s.22</sup>  
for the <sup>s.22</sup> program.

The Institution, in its response, agreed to refund the student a total amount of <sup>s.22</sup>  
in respect of both programs by July 26, 2019.

a) Academic Preparation program

<sup>s.22</sup>

The Institution may retain 10% of the tuition paid<sup>s.22</sup> and the application fee (\$200)  
(PTR, s.32(1)).

A refund of <sup>s.22</sup> for  
the <sup>s.22</sup> program was due by April 20, 2019, 30 days from the date the  
Institution received the notice of withdrawal (PTR, s.35(a)).

**We attach a Compliance Order ordering the Institution to submit evidence a refund  
<sup>s.22</sup> was paid to <sup>s.22</sup>**

b) <sup>s.22</sup> program

<sup>s.22</sup>

**The Institution must provide evidence a refund of <sup>s.22</sup> has been received by <sup>s.22</sup>  
<sup>s.22</sup> for the <sup>s.22</sup> program no later  
than August 26, 2019 (PTR, s.35(c)).**

3. <sup>s.22</sup>
- <sup>s.22</sup> program (PTIB approved)

<sup>s.22</sup> paid <sup>s.22</sup> for the <sup>s.22</sup> program.

The Institution, in its response, agreed to refund the student a total amount of s.22

s.22

**The Institution must provide evidence a refund of s.22 has been received by s.22 for the s.22 program no later than August 26, 2019 (PTR, s.35 (c)).**

4. s.22
- s.22 s.22 program,
  - 'program, and
  - s.22 program (all PTIB approved)

a) Academic Preparation s.22

s.22 paid s.22 for the s.22 program.

The Institution, in its response, said s.22  
s.22

**The Institution must provide evidence a refund of s.22 has been received by s.22 no later than August 26, 2019.**

s.22

H. Tagdimi paid s.22 for the s.22 program.

The Institution submitted s.22  
s.22

s.22

**The Institution must provide written confirmation a certificate has been issued to s.22 for the s.22 program no later than August 26, 2019 (PTR, s.44 (b)).**

s.22

s.22 paid s.22 for the s.22 program.

s.22

**The Institution must provide evidence a refund of<sup>s.22</sup> has been received by  
s.22 for the<sup>s.22</sup> program no later than August 26, 2019.**

Pre-Authorized Debit Payment (PAD)

s.17

1

If you wish to dispute anything contained in this letter, please provide your response by mail to the address below or by email to [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca) by August 26, 2019.

We remind you that the registrar may take enforcement action should an institution fail to comply with the Private Training Act and associated regulations.

For your reference the *Private Training Act*, associated regulations and the Private Training Act Policy Manual are available on the PTIB's website at [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).

Sincerely,



Monica Lust  
Registrar and Executive Director

pc: StudentAid BC, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)

Enclosures (2):  
Compliance Order,<sup>s.22</sup>  
Compliance Order,



## Private Training Institutions Branch

# Compliance Order

The following order is made by the registrar of the  
Private Training Institutions Branch pursuant to s. 32 of the *Private Training Act*.

Dorset College (ID-02677) contravened s.35(d) of the *Private Training Regulation* by failing to provide a refund to a student who never attended the program he was enrolled in. The Institution must refund 50% of the tuition within 30 days of the first 30% of the hours of instruction of the program (listed in the student enrolment contract).

It is therefore ordered that Dorset College provide evidence a refund of <sup>s.17</sup> for the  
<sup>s.17</sup> has been paid to <sup>s.22</sup> no later than August  
26, 2019.

Issued:  
July 26, 2019

Monica Lust  
Registrar, Private Training Institutions Branch

If Dorset College fails to comply with this order, further action may be taken including imposition of an administrative penalty or suspension or cancellation of the institution's designation certificate.

pc: StudentAid BC, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)



## Private Training Institutions Branch

# Compliance Order

The following order is made by the registrar of the  
Private Training Institutions Branch pursuant to s. 32 of the *Private Training Act*.

Dorset College (ID-02677), by failing to provide a refund within 30 days of receiving a student's notice of withdrawal, contravened s.35(a) of the *Private Training Regulation*.

It is therefore ordered that Dorset College provide evidence a refund of <sup>s.17</sup> for the  
s.17 has been paid to <sup>s.22</sup> no later than August  
26, 2019.

Issued:  
July 26, 2019

Monica Lust  
Registrar, Private Training Institutions Branch

If Dorset College fails to comply with this order, further action may be taken including imposition of an administrative penalty or suspension or cancellation of the institution's designation certificate.

pc: StudentAid BC, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)



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Withheld pursuant to/removed as

s.22



## TUITION REFUND POLICY

The following Refund Policy is approved by Dorset College Senior Academic Committee and Policy Committee on March 5th, 2019 and is effective starting March 6th, 2019.

### I. For programs approved by PTIB:

The following refund policies apply to students who are admitted into Dorset College's Academic Preparation Programs, Tourism & Hospitality Management Programs, Technical Programs, and Preparation for Graduate School Applicants Program.

Dorset College will retain the non-refundable \$200 application fee and \$50 assessment fee in all refund situations.

Dorset College's Tuition Refund Policy is available in the Student Handbook and on Dorset College's website.

1. If the institution receives tuition from the student, or a representative on behalf of the student, the institution will refund the student, or the representative, the tuition amount that was paid for the program in which the student is enrolled if:
  - a. the institution receives a notice of withdrawal from the student no later than seven (7) days after the effective contract date; OR before the contract start date.
  - b. the institution receives a notice of withdrawal from the student between the date the student, or the student's representative, signs the student contract and the contract's start date.
  - c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or by the student's representative if the student does not meet the admission requirements and does not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend the first 30% of the hours of instruction to be provided during the contract term, the institution

may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.

4. If the institution receives a notice of withdrawal from a student:

- a. more than seven days after the effective contract start date and
  - i. at least 30 days before the program start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
  - ii. less than 30 days before the program start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
- b. after the contract start date and
  - i. before 11% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - ii. after 10% but before 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition due under the student enrolment contract.
  - iii. after 30% of the hours of instruction to be provided during the contract term, no refund will be issued to the student.
- c. before signing any contract and without taking any initial semester at Dorset College, the Letter of Acceptance will act as a contract and section 4(a) will apply.

5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:

- a. before 11% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract.
- b. after 10% but before 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- c. after 30% of the hours of instruction to be provided during the contract term, no refund will be issued to the student.

6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:

- a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of

instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or

b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

7. The institution will refund fees charged for course materials paid for but not delivered if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.

8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:

a. of the date the institution receives a student's notice of withdrawal,

b. of the date the institution provides a notice of dismissal to the student,

c. of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or

d. after the first 30% of the hours of instruction if section 3 of this policy applies.

9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:

a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or the program is provided solely through distance education.

10. Refunds for individual courses:

a. Withdrawal from a Course:

i. If Dorset College receives a written notice of a student's desire to withdraw from a course by the Friday of the 2nd week of the current semester, the full cost of the course will be refunded to the student balance.

ii. If Dorset College receives written notice of a student's desire to withdraw from a course after the Friday of the 2nd week of the semester and until the Friday of the 11th week of the semester, the cost of the course will not be refunded. The symbol W for withdrawal will be placed in the student's transcript.

iii. Students are not permitted to withdraw from a course after the Friday of the 11th week.

b. Dismissal from a Course

- i. If the student is dismissed from a course due to not meeting minimum attendance requirement, the cost of the course will not be refunded.
- ii. If the student is dismissed from a course due to violating Student's Code of Conduct and/or Academic Integrity, the cost of the course will not be refunded.

**11. Refund Due to Study Permit Refusal**

a. Dorset College will refund the tuition to the student whose Study Permit application is refused when the student submits:

- i. the original Letter of Rejection from the Canadian Embassy or Consulate; AND
- ii. the original Tuition Receipt; AND
- iii. the original Letter of Acceptance; AND
- iv. a written refund request, including the receiving bank account number, bank name, bank address and home address

12. To protect students, tuition sponsors, and Dorset College, and to comply with Canada's anti-money laundering and anti-terrorist financing regulations (available at <http://www.fintrac-canafe.gc.ca/intro-eng.asp>), all tuition paid to Dorset College through a third party will be refunded to the original sender's account. In this circumstance, no refund will be paid directly to students unless:

- a. the student signs and submits the Dorset College's Permanent Withdrawal Form AND provides a proof showing the student's rightful ownership of the tuition funds; OR
- b. the student signs and submits the Dorset College's Permanent Withdrawal Form AND the original sender provides a proof indicating the student can claim the tuition funds.

**II. For programs not requiring PTIB approval:**

The following refund policies apply to students who are admitted into Dorset College's University Transfer Programs.

Dorset College will retain the non-refundable \$200 application fee and \$50 assessment fee in all refund situations.

Dorset College's Tuition Refund Policy is available in the Student Handbook and on Dorset College's website.

Circumstances	Tuition Refund Entitlement	
	International Students	Local Students (Canadian Citizens, PR holder, persons with protected status)
Study Permit Application is refused	100% refund less application and assessment fees (student needs to provide proof of Study Permit refusal and tuition receipt)	N/A
Withdrawal Notice: Before entering Canada	100% refund less application and assessment fees (student needs to fill out Withdrawal Form, providing reason for withdrawal)	N/A
Withdrawal Notice: After entering Canada using Dorset LoA and before the start of student's first semester	No refund	N/A
After entering Canada using Dorset LoA and not reporting to Dorset College before the start of semester	No refund	N/A
Withdrawal Notice: Within the first two weeks of semester	No refund	100% refund less application and assessment fees
Withdrawal Notice: After the first two weeks of semester	No refund	No refund

Course Drop: Before program start date	No change (international students must maintain at least 12 credits per semester to maintain full-time study status)	100% refund to student balance
Course Drop: Within the first two weeks of semester	No change (international students must maintain at least 12 credits per semester to maintain full-time study status)	100% refund to student balance
Course Drop: After the first two weeks of semester	No change (international students must maintain at least 12 credits per semester to maintain full-time study status)	No refund
Forced withdrawal due to low attendance (See Attendance Policy)	No refund	No refund
Dismissal due to academic violations	No refund	No refund

To protect students, tuition sponsors, and Dorset College, and to comply with Canada's anti-money laundering and anti-terrorist financing regulations (available at <http://www.fintrac-canafe.gc.ca/intro-eng.asp>), all tuition paid to Dorset College through a third party will be refunded to the original sender's account. In this circumstance, no refund will be paid directly to the student unless:

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- b. the student signs and submits the Dorset College's Permanent Withdrawal Form AND the original sender provides a proof indicating the student can claim the tuition funds.

**From:** [Wong, Steve AEST:EX](#)  
**To:** [RickyC@DORSETCOLLEGE.BC.CA](mailto:RickyC@DORSETCOLLEGE.BC.CA)  
**Cc:** [Registrar@DORSETCOLLEGE.BC.CA](mailto:Registrar@DORSETCOLLEGE.BC.CA); [AEST Education Quality Assurance AEST:EX](#); [AEST Designation Unit AEST:EX](#)  
**Subject:** 2677 – Inspection findings, compliance order, order to refund  
**Date:** December 24, 2019 12:13:27 PM  
**Attachments:** [2677 - Inspection findings, compliance order, order to refund 2019.12.24.pdf](#)  
**Importance:** High

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Dear Mr. Ricardo Choez,

Please find attached a letter that requires your immediate attention.

Sincerely,

Steve Wong  
*Regulation Administrator*  
Private Training Institutions Branch  
Ministry of Advanced Education, Skills and Training  
203 – 1155 West Pender St, Vancouver, BC V6E 2P4  
P: 604-569-0033 | D: 604-569-0038 | F: 778-945-0606 | Toll Free: 1-800-661-7441  
[privatetraininginstitutions.gov.bc.ca](http://privatetraininginstitutions.gov.bc.ca)

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# Private Training Institutions Branch

December 24, 2019

*Sent by email: RickyC@dorsetcollege.bc.ca; Registrar@dorsetcollege.bc.ca*

Ricardo Choez  
Dorset College  
300 - 1215 West Broadway  
Vancouver, BC V6H 1G7

ID-02677

Dear Mr. Choez:

## **Re: Issuance of Compliance Orders and Orders to Refund Tuition and Related Fees**

On September 30, 2019, the Private Training Institutions Branch of the Ministry of Advanced Education, Skills and Training [PTIB] conducted an inspection of Dorset College [Institution].

We provided our findings on November 20, 2019 and set out the areas of non-compliance, including enrolling students that did not meet admission requirements and failing to refund tuition. You were provided an opportunity to respond.

We have now reviewed your response dated December 4, 2019.

You have provided some background information to explain why refunds were not issued, or not issued in a timely manner. You have not responded to the other findings in our letter relating to enrolling students that did not meet admission requirements.

While we acknowledge that you have experienced challenges related to your staffing and operations, the fact remains that you have contravened regulatory requirements. Further, these are serious contraventions, as they directly impact students.

As a point of clarification, we note that students may withdraw from a program at any time and do not require a study permit refusal to do so.

I am taking the following enforcement actions in relation to the contraventions listed in our November 20, 2019 letter:

### **#2 – Admission Requirements - <sup>s.22</sup>**

I find that this student was enrolled in the <sup>s.22</sup> program without having met the admission requirements for the program, contrary to s.18(2)(a) of the *Private Training Regulation* [PTR].

I am issuing a Compliance Order that will be posted on the PTIB Online Directory for a period of 12 months.

### **#3 – Admission Requirements – <sup>s.22</sup>**

I find that this student was enrolled in the <sup>s.22</sup> program without having met the admission requirements for the program, contrary to s.18(2)(a) of the PTR.

I am issuing a Compliance Order that will be posted on the PTIB Online Directory for a period of 12 months.

### **#4 – Admission Requirements – <sup>s.22</sup>**

I find that this student was enrolled in the <sup>s.22</sup> program without having met the admission requirements for the program, contrary to s.18(2)(a) of the PTR.

Pursuant to PTR s.31(1) and 35(c), I am ordering the Institution provide evidence (e.g. cashed cheque, wire transfer) a refund of <sup>s.17</sup> was issued to <sup>s.22</sup> by January 27, 2020.

### **#5 – Tuition Refund – <sup>s.22</sup>**

I consider that the student's enrolment in the <sup>s.22</sup> program effectively constitutes a withdrawal from the <sup>s.22</sup> program, triggering an obligation to refund the student. In your December 4, 2019 response, you have acknowledged that a refund is owing to this student and that you would contact the student and issue the refund.

You are required to provide evidence (e.g. cashed cheque, wire transfer) that a refund of <sup>s.17</sup> was issued to <sup>s.22</sup> by January 3, 2020 (PTR, s.32(3)(a) and 35(a)).

Please send records by mail to the address at the bottom of page 1 or by email to [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca).

Finally, please be advised that any further findings of similar contraventions will result in the suspension of your certificate. Despite numerous warnings, it appears the Institution has not amended its practices. For this reason, we consider that suspension is a necessary next step to protect students.

For your reference the *Private Training Act*, associated regulations and the Private Training Act Policy Manual are available on the PTIB's website at [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)

Sincerely,



Marianne Schwan  
Director, Regulation  
A/Registrar

Enclosures: Compliance Order,<sup>s.22</sup> 2019.12.24  
Compliance Order,<sup>s.22</sup> 2019.12.24

pc: StudentAid BC, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)



## Private Training Institutions Branch

# Compliance Order

The following order is made by the registrar of the  
Private Training Institutions Branch pursuant to s. 32 of the *Private Training Act*.

Dorset College (ID-02677), by admitting student <sup>s.22</sup> in an approved  
program prior to meeting the admission requirements for the program, contravened  
s.18(2) of the *Private Training Regulation*.

This Compliance Order will be published on the PTIB Online Directory for a period of  
12 months.

Issued:  
December 24, 2019

Marianne Schwan  
A/Registrar, Private Training Institutions Branch

pc: StudentAid BC, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)



## Private Training Institutions Branch

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12 months.

Issued:  
December 24, 2019

Marianne Schwan  
A/Registrar, Private Training Institutions Branch

pc: StudentAid BC, Designation Department: [designat@gov.bc.ca](mailto:designat@gov.bc.ca)  
Corporate Planning, International and Quality Assurance Branch: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)

**From:** [Ricky Choez](#)  
**To:** [AEST Education Quality Assurance AEST:EX](#)  
**Subject:** Response required December 24  
**Date:** December 24, 2019 6:52:51 PM  
**Attachments:** [Dorset College response for PTIB.pdf](#)

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To Whom It May Concern:

Please see attached a response sent to PTIB regarding the September 30, 2019 inspection findings at Dorset College, which contextualizes the circumstances that have led us to the recurrent, but not deliberate or malicious, lack of compliance regarding tuition refunds. On December 20, 2019 three staff members from PTIB conducted an onsite follow-up inspection, §.17; s.22  
s.17; s.22

All the best,

Ricardo H. Choez  
**Senior Educational Administrator / Vice President**

**Dorset College** | [www.dorsetcollege.bc.ca](http://www.dorsetcollege.bc.ca)  
300-1215 West Broadway  
Vancouver BC, V6H 1G7, Canada  
Phone: 604.879.8686 – 604.362.9212

Situated on the traditional, ancestral, and unceded territory of the xʷməθkʷəy̓əm (Musqueam) people.

PO Box 9157 Stn Prov Govt  
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Email: [EQA@gov.bc.ca](mailto:EQA@gov.bc.ca)



300-1215 West Broadway  
Vancouver, BC, Canada  
V6H 1G7  
Tel: 604.879.8686  
Fax: 604.874.8686  
info@dorsetcollege.bc.ca  
dorsetcollege.bc.ca

December 4, 2019

RE: Response to inspection findings conducted on September 30, 2019 at Dorset College

To Whom It May Concern:

Thank you for the letter dated November 20, 2019. Below, I have contextualized the circumstances that have led to the two contraventions that PTIB has pointed out as concurrent: s.31(1), and s.35(1).

s.17; s.22

In addition, our current staff and resources are limited. With the added administrative workload associated with the trend explained above, we have had difficulty handling these student refund requests within the 30 days set out by the *Private Training Act* (PTA). The two compliance orders are a reflection of these issues.

s.17; s.22

We are, nevertheless, willing to proceed accordingly and contact the student to issue a refund for the remaining balance.

While we acknowledge the need to address these concurrent contraventions, I would like to point out that we have already demonstrated our ability to deal with several past issues, specifically in our response to the 2018 inspection findings. Please, give us the opportunity to prove once again that we can and will continue improving and adjusting our practices to remain compliant to the regulations of the PTA.

Thank you for your continued patience and support of our school. Rest assured that Dorset College will adhere to the PTA and its associated procedures in all relevant matters.

Sincerely,

Ricardo H. Choez  
Vice President  
Dorset College  
300-1215 West Broadway  
Vancouver, BC, Canada

DLI# OI939490932