

From: [Laura Hooper](#)
To: [AEST Education Quality Assurance AEST:EX](#)
Subject: RE: EQA Suitability Letter
Date: November 14, 2019 1:16:52 PM

Hi Alex,

Our website has been updated to have the correct version of the policies and course outline. I am asking for it to be considered to include a drop down menu with a list of the policies and course outline as well on the website.

Kindest regards,



Laura Hooper
Director of Policy and Finance
Clearmind Vancouver
www.clearmind.com
22778 72nd Ave, Langley, BC, Canada, V2Y 2K3



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From: Laura Hooper
Sent: November 14, 2019 11:14 AM
To: AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>
Subject: RE: EQA Suitability Letter

Hi Alex,

You are correct - it is not the correct version of the policies and course outline for the link on our website. I have attached the correct version and I am getting this corrected on our website as soon as possible. Thank you for bringing this to my attention and I apologize for this oversight.

Kindest regards,



Laura Hooper
Director of Policy and Finance
Clearmind Vancouver
www.clearmind.com
22778 72nd Ave, Langley, BC, Canada, V2Y 2K3



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From: AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>
Sent: November 14, 2019 8:37 AM
To: Laura Hooper <laura.hooper@clearmind.com>; AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>
Subject: RE: EQA Suitability Letter

Hi Laura,

I have attached the document you have pointed me to – there is no mention of a refund policy.

Sincerely,

Alex

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

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From: Laura Hooper <laura.hooper@clearmind.com>

Sent: October 31, 2019 10:09 PM
To: AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>
Cc: AEST Private Training Institutions AEST:EX <PTI@gov.bc.ca>
Subject: RE: EQA Suitability Letter

Hi,

Please note that our refund policy is contained within our Course Outline and Policies document that is located at :
https://clearmind.com/wp-content/uploads/2019/01/prac_policies_course_outline.pdf

There are two links to the Course Outline and Policies on this page:

<https://clearmind.com/counsellor-training/>

Please advise if there is anything we need to do to be compliant.

Kindest regards,



Laura Hooper
Director of Policy and Finance
Clearmind Vancouver
www.clearmind.com
22778 72nd Ave, Langley, BC, Canada, V2Y 2K3



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From: AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>
Sent: October 31, 2019 1:46 PM
To: Laura Hooper <laura.hooper@clearmind.com>
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 Laura Hooper,

Please see attached letter from Dorothy Rogers, Director.

Sincerely,

Education Quality Assurance
Corporate Planning, International and Quality Assurance 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



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Implementation Date:	Sep 3, 2010
Senior Education Administrator	
Director of General Administration, Applications & Payments	
Date of Last Revision:	Aug 6, 2019

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Implementation Date:	Sep 1, 2010
Senior Education Administrator	
Director of General Administration, Applications & Payments	
Program Instructors	
Date of Last Revision:	Aug 6, 2019

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Implementation Date:	Mar 1, 2015
Senior Education Administrator	
Program Instructors	
Date of Last Revision:	Aug 6, 2019

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Implementation Date:	Sep 1, 2010
Senior Education Administrator	
Program Instructors	
Date of Last Revision:	Aug 6, 2019

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Implementation Date:	Sep 1, 2010
Senior Education Administrator	
Director of General Administration, Applications & Payments	
Date of Last Revision:	Aug 6, 2019

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Implementation Date:	Sep 3, 2010
Senior Education Administrator	
Date of Last Revision:	Aug 6, 2019

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Implementation Date:	Sep 10, 2012
Senior Education Administrator	
Director of General Administration, Applications & Payments	
Date of Last Revision:	Aug 6, 2019

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Implementation Date:	Sep 1, 2010
Senior Education Administrator	
Director of General Administration, Applications & Payments	
Date of Last Revision:	Aug 6, 2019

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Director of General Administration, Applications & Payments	
Program Instructors	
Date of Last Revision:	Aug 6, 2019

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Date of Last Revision:	Aug 6, 2019

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Our Ref. 117441
File#: 60100-70/CLEAR

October 31, 2019

Laura Hooper
Clearmind International Institute Inc.
22778 72nd Ave
Langley, BC, V2Y 2K3

Sent by email: accounting@clearmind.com

Dear Ms. Hooper:

I am writing regarding Clearmind International Institute Inc. (Clearmind)'s application for Education Quality Assurance (EQA) designation in British Columbia. Institutions are assessed upon application and throughout the designation 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 Clearmind 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.

- Clearmind does not have its refund policy publicly posted on its website.

.../2

Before the Ministry makes a decision on whether Clearmind is eligible for EQA designation, you are being provided an opportunity to respond to the concern identified above. Please provide a response by November 14, 2019 via e-mail to EQA@gov.bc.ca. If no response or an inadequate response is received, the Ministry may proceed in the assessment of Clearmind for EQA without further notification.

Sincerely,



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

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

From: [AEST Education Quality Assurance AEST:EX](#)
To: s.22
Cc: [AEST Education Quality Assurance AEST:EX](#)
Subject: RE: Clearmind
Date: November 13, 2019 8:14:11 AM

Hello s.22

Thank you for your emails sent to the Ministry of Advanced Education, Skills and Training regarding Clearmind International Institute (Clearmind).

In British Columbia, private career training institutions are regulated by the Private Training Institutions Branch under the authority of the *Private Training Act (PTA)*. Clearmind has Education Quality Assurance (EQA) designation based on its designation under the *PTA*.

Under the *PTA*, private career training institutions must register with the Private Training Institutions Branch. Your complaints have been shared with the Private Training Institutions Branch, but you may wish to contact them directly regarding Clearmind. They can be reached at:

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

Telephone: (604) 569-0033
Toll Free: 1-800-661-7441
E-mail: pti@gov.bc.ca
Website: www.privatetraininginstitutions.gov.bc.ca/

The EQA Office recognizes the value of information provided by interested parties in determining whether an institution is meeting standards and expectations of high quality education in the province. However please be advised that under the EQA Policy and Procedures Manual, only complaints that have been upheld by a quality assurance body, a regulatory body, the Human Rights Tribunal, or a court, are covered under Conduct Considerations. Therefore, I urge you to contact the institution's regulatory body, the Private Training Institutions Branch, to find out what avenues are available to you regarding your concerns with the institution.

Sincerely,

From: s.22
Sent: November 12, 2019 10:01 PM
To: AEST Education Quality Assurance AEST:EX <EQA@gov.bc.ca>
Subject: Clearmind

Hello,

I attended clearmind international institute (<https://clearmind.com/>) s.22
s.22 I have some issue with it, who can I talk to?

Regards, s.22