

AED-2022-22469 - Provide a breakdown of the number of complaints about private career colleges/private training institutions since 2012, inclusive broken down by year and by college. NOTE: I have already received these records for 2019-present, but realize now that for reporting reasons, we should go back further - and as I am sure you can understand, for reporting reasons, i would rather have one document with all the numbers together rather than adding up 7 plus 3. (Date Range for Record Search: From 1/1/2012 To 9/13/2022)

Records have been provided back to September 1, 2016 because that is when the Private Career Training Institutions Agency was dissolved and the *Private Career Training Institutions Act* was repealed, and the Private Training Institutions Branch was established under the *Private Training Act*.

Additional pending claims have been added to the 2022 Year to Date (YTD) data as new claims have been received since the date of the original request. The 2022 YTD data for VCAD and Vancouver Career College have been updated from the original data request as the Trustee has adjudicated additional claims for those institutions since the date of the original request.

Complaints have been grouped as follows:

- Successful: claim has been adjudicated by the Trustee of the Fund and the Trustee has determined that the student was misled about a significant aspect of their program
- Unsuccessful: claim has been adjudicated by the Trustee of the Fund and the Trustee has determined that the student was *not* misled about a significant aspect of their program
- Pending: a student has filed a claim and either PTIB staff are reviewing the claim, or the claim is awaiting adjudication by the Trustee. (Not all claims result in an adjudication by the Trustee. For example, some students file a claim but then cease contact with PTIB while others file a claim without first exhausting the Dispute Resolution Policy, a step which in most cases is a requirement to file a claim. In these cases, PTIB staff will resolve the claim.) It is noted that 2022 YTD has a higher number of pending claims because recently received claims have not yet been either resolved by PTIB staff or adjudicated by the Trustee.

Tuition refund claims based on being misled filed with PTIB against private training institutions								
Row Labels	2016 (post Sept 1)	2017	2018	2019	2020	2021	2022 (YTD)	Grand Total
<b>Academy of Learning Career College</b>								
Unsuccessful				1				1
<b>Academy of Learning College - Vancouver - Broadway</b>								
Unsuccessful		1						1
<b>Ashton College</b>								
Pending							2	2

Tuition refund claims based on being misled filed with PTIB against private training institutions								
Row Labels	2016 (post Sept 1)	2017	2018	2019	2020	2021	2022 (YTD)	Grand Total
Successful				1		1		2
Unsuccessful	1		1					2
<b>Aveda Institute Vancouver [Closed]</b>								
Unsuccessful				1				1
<b>Canadian Aviation College</b>								
Successful					1			1
<b>Canadian Film and Television Institute</b>								
Successful			1					1
<b>Canadian Flight Centre</b>								
Successful			2		2			4
Unsuccessful			1					1
<b>Canadian School of Osteopathy Manual - Vancouver</b>								
Unsuccessful						1		1
<b>Canscribe Career College</b>								
Unsuccessful		1		1				2
<b>CDI College of Business, Technology &amp; Health Care</b>								
Pending							6	6
Successful						1		1
Unsuccessful			1		1		1	3
<b>Centre for Arts &amp; Technology</b>								
Successful					1			1
<b>COLT</b>								
Pending							1	1
<b>Cornerstone International Community College of Canada</b>								
Pending						1		1
<b>Discovery Community College</b>								
Successful			1					1

Tuition refund claims based on being misled filed with PTIB against private training institutions								
Row Labels	2016 (post Sept 1)	2017	2018	2019	2020	2021	2022 (YTD)	Grand Total
<b>Divesafe International</b>								
Unsuccessful			1					1
<b>Eton College</b>								
Unsuccessful					1			1
<b>Gateway College</b>								
Successful			1					1
<b>Hilltop Academy</b>								
Successful					1	1		2
<b>InFocus Film School</b>								
Unsuccessful				5				5
<b>Interior Academy</b>								
Unsuccessful			1					1
<b>International College of Medical Intuition [Closed]</b>								
Successful			1	1				2
<b>International College of Traditional Chinese Medicine</b>								
Successful		1						1
<b>International Language Academy of Canada</b>								
Unsuccessful					1			1
<b>Kootenay Columbia College</b>								
Unsuccessful					1			1
<b>Langley Flying School</b>								
Successful						1		1
<b>Lasalle College</b>								
Successful						1		1
<b>Legends Academy</b>								
Unsuccessful					1			1
<b>Lighthouse Labs</b>								

Tuition refund claims based on being misled filed with PTIB against private training institutions								
Row Labels	2016 (post Sept 1)	2017	2018	2019	2020	2021	2022 (YTD)	Grand Total
Unsuccessful			1					1
<b>Loxx Academy of Hair Design Inc.</b>								
Unsuccessful			1					1
<b>Medical Reception College Inc.</b>								
Pending							1	1
Successful						1		1
<b>Nimbus School of Recording and Media</b>								
Successful						1		1
<b>Pacific Coast Community College</b>								
Successful					1	2		3
<b>Pacific Design Academy</b>								
Unsuccessful						1		1
<b>Rhodes Wellnes College</b>								
Unsuccessful						1		1
<b>SchoolCreative</b>								
Unsuccessful		1	1					2
<b>Skyhawk Aviation Inc.</b>								
Successful			1					1
<b>Sprott Shaw College</b>								
Pending							4	4
Successful						1		1
Unsuccessful		1	1	2		1		5
<b>Stenberg College</b>								
Unsuccessful		1	2		1			4
<b>Sterling College</b>								
Unsuccessful				3				3
<b>The Cut Fashion Design Academy</b>								
Successful				1				1
<b>Vancouver Academy of Dramatic Arts</b>								

Tuition refund claims based on being misled filed with PTIB against private training institutions								
Row Labels	2016 (post Sept 1)	2017	2018	2019	2020	2021	2022 (YTD)	Grand Total
Unsuccessful					1			1
<b>Vancouver Acting School</b>								
Unsuccessful				1		1		2
<b>Vancouver Career College</b>								
Pending							3	3
Successful					1	1		2
Unsuccessful		1				1	1	3
<b>Vancouver Film School</b>								
Unsuccessful						1		1
<b>Vancouver Institute of Media Arts (VanArts)</b>								
Pending							1	1
Unsuccessful						1		1
<b>Vancouver Island School of Art</b>								
Successful				1				1
<b>Vancouver Metal Art School [Closed]</b>								
Successful			1					1
<b>Vancouver Premier College of Hotel Management</b>								
Unsuccessful					1			1
<b>VCAD</b>								
Pending							1	1
Successful						2		2
Unsuccessful						2		2
<b>Whistler Adventure School</b>								
Successful			1					1
<b>Blue Bird Flight Academy [Closed]</b>								
Successful					1			1
<b>Csic E-Academy [Closed]</b>								

Tuition refund claims based on being misled filed with PTIB against private training institutions								
Row Labels	2016 (post Sept 1)	2017	2018	2019	2020	2021	2022 (YTD)	Grand Total
Unsuccessful				1				1
<b>Shinobi School of CG [Closed]</b>								
Successful				1				1
<b>Canadian Healthcare Academy [Closed]</b>								
Successful					2			2
Unsuccessful					1			1