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Private Training Institutions Branch

Private Training Act Policy Manual

Ministry of Post-Secondary Education and Future Skills

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About PTIB

The Private Training Institutions Branch (**PTIB)** of the Ministry of Post-Secondary Education and Future Skills regulates private institutions that offer career training programs in British Columbia.

The governing legislation is the *Private Training Act* (**PTA**) and related regulations which came into force in 2016 in order to:

- Set higher quality standards for institutions
- Strengthen consumer protection
- Streamline administrative processes
- Reduce the regulatory burden for registered institutions

Private Training Act
Private Training Regulation
Fees and Student Tuition Protection Fund Regulation
.

The Online Directory at www.privatetraininginstitutions.gov.bc.ca lists:

- Current information about certified institutions and the programs they offer
- Institutions whose certificates have expired
- Enforcement actions, including compliance orders, administrative penalties, suspensions, cancellations and injunctions
- Information about reconsideration and appeals

About this Manual

This manual is designed to help private institutions understand and comply with the PTA and associated regulations. It also serves to inform students and the general public about the regulatory requirements for private training in British Columbia.

Glossary of Terms is included at the end of this manual.

This manual is not a replacement for the PTA and its regulations, which will prevail in the case of any discrepancy. For the full text of the PTA and regulations, go to www.privatetraininginstitutions.gov.bc.ca.

PTIB may amend this manual from time to time. For the most current version, go to www.privatetraininginstitutions.gov.bc.ca.

Chapter 1: Certification

This chapter of the manual supports:

- Sections 2, 3, 4, 5, 6, 7, 8 and 9 of the *Private Training Act*
- Sections 3, 4, 5, 6, 7, and 8 of the *Private Training Regulation*
- Section 3 and 4 of the Fees and *Student Tuition Protection Fund Regulation*

The PTA sets out the approach for regulating career training in British Columbia. The process is called certification, and institutions can choose from one of two distinct pathways to achieve it – registration or designation.

The following chapter offers information on:

- Who must be certified
- Certificate types
- Requirements for certification
- The application process, step-by-step

1.1 Who requires a certificate?

Private institutions in British Columbia require a certificate if they provide, or offer to provide, at least one career-related program with:

- 40 hours or more of instructional time, and
- Tuition of at least $4,000

This applies to all programs, whether delivered in class or by distance education.

These are called **Class A** programs.

The PTA does not apply to:

- Elementary, middle and secondary schools
- British Columbia public post-secondary degree-granting institutions
- Private post-secondary degree-granting institutions that only offer degree programs
- Professional organizations established under an Act providing career-related programs to their members, if the program is part of professional requirements or for the purpose of professional development

For a complete list of **excluded institutions,** see Appendix 1.

To **request confirmation that your institution is excluded** from regulation under the PTA, contact PTIB at PTI@gov.bc.ca.

1.2 Certificate types

Institutions can apply for either a **registration** certificate or a **designation** certificate.

Registration is the minimum requirement for private institutions offering **Class A** programs (defined in Section 1.1 above).

Designation is associated with a higher level of quality. Only designated institutions can:

- Apply for the B.C. Education Quality Assurance (EQA) designation and, once EQA is achieved, enrol international students on study permits
- Apply for StudentAid BC (SABC)

Interim designation may be issued when an institution applies for, but does not meet, all the requirements for designation.

Voluntary designation

Institutions not offering Class A programs may apply for **designation** if they offer a **Class B** or **Class C** program. They may not apply for registration.

See Section 2.1 for a complete description of the classes of programs.

For more on EQA and SABC see Section 5.4.

One of the requirements for a designation certificate is to have held a certificate for one year.[1] This means that first time applicants will not be issued a designation certificate but may be eligible for an interim designation certificate.

1.3 Requirements for a certificate

Institutions may apply for a registration or a designation certificate.

Institutions that do not meet the requirements for designation may be issued an interim designation certificate. The following table outlines the requirements for each type of certificate.

Part One: Requirement for first-time applicants for a certificate
☐ **Attend an orientation session.**

[1] *Institutions in the Indigenous institution class do not have to meet this requirement for designation, and will be issued a designation certificate once they meet the requirements for certification. Institutions in this class will be able to apply for EQA and SABC designation once they receive their designation certificate.*

Part Two: Requirements for all certificates
☐ **Have a valid Business BCeID (British Columbia Electronic Identification) account.** A Business BCeID is required to access the Private Training Institutions Portal. To get a Business BCeID, go to https://www.bceid.ca/.
☐ **Submit an application for certification (institutions applying for certification for the first time must include with their Application – New Certification, at least one application for a program that requires approval).**
☐ **Offer at least one program that requires approval by the registrar.**
☐ **Have general liability insurance.**
☐ **If the institution has continuously held a certificate for the last two years, the institution must have provided an approved program in at least one of those years.**
☐ **Institution must be fit and proper to provide a career training program.**
☐ **Provide financial security, if required by the registrar.** **First time applicants will generally be required to provide security in the amount of $25,000.**[2]
☐ **Pay any outstanding fees, fines or payments.**
☐ **Submit a student data report for the previous fiscal year (if not a first-time applicant).**
☐ **Submit business plan (first-time applicant) or financial statements for the previous fiscal year (if not a first-time applicant).**

[2] *Institutions in the Indigenous institutions class will not be required to provide security to PTIB.*

Part Three: Requirements for designation – in addition to the requirements for all certificates listed in Part Two
☐ **Have been continuously certified for the past year.** This means that first time applicants do **not** meet the requirements for a designation certificate**.**
☐ **Have students enrolled in at least 50% of the approved programs** – either currently or at some point in the one-year period that ends on the expiry date included in the institution's current certificate.

1.4 Applying for a certificate for the first time

This section of the manual applies to institutions applying for a certificate for the first time.

For information on re-certification, see Chapter 5.

Step 1:

Attend an orientation session.
Someone legally authorized to act on behalf of the institution, or the Senior Educational Administrator for the institution, must complete an orientation session. Where space allows, more than one person may attend. For more information about how to join the next scheduled orientation session, go to www.privatetraininginstitutions.gov.bc.ca.

Step 2:

Have a valid Business BCeID account. Once you have created a Business BCeID account, you will need to provide the full name, email address and BCeID User ID of the BCeID account holder for your institution by emailing this information to PTI@gov.bc.ca. This email must be sent from the email account associated with your BCeID account. Once certified, you will use your BCeID to access the PTIB Portal (see Chapter 3).

Step 3:

Submit an application for certification using the Application – New Certification available in the Forms, Templates and Resources tab at www.privatetraininginstitutions.gov.bc.cahttp://www.xxxx/. Select one of the following certificate application types:

- Registration
- Designation

First time applicants for a designation certificate will **not** be issued a designation certificate. One of the requirements for a designation certificate is to have held a certificate for one year; therefore, an interim-designation certificate may be issued. This means a new certificate holder will not have access to StudentAidBC or to EQA for at least one year after the interim designation certificate is issued.

For a complete list of the information and records required with the application, see Appendix 2.

Business Plan

Institutions applying for a certificate for the first time must submit a business plan that includes the following elements:

- Industry/market analysis
- Marketing plan
- Financial plan

The estimated tuition revenue from approved programs provided in the business plan will be used to assess fees and payments to the Student Tuition Protection Fund charged for the certificate term.

The template for the Business Plan can be found in Appendix 3.

Step 4:

To be certified, institutions must offer at least one program that requires PTIB approval.

Submit new program applications for all programs.

For each new program, submit an Application – New Program. For programs that you believe **do not** require approval, use the Request for Confirmation of Program Class form.

Submit new program applications for all programs at the same time you submit your Application – New Certification.

Application forms are available on the Forms, Templates and Resources page of the PTIB website. Email the completed applications along with all required records set out in Appendix 4 to PTI@gov.bc.ca.

For more information about new program applications, see Section 2.3.

Step 5:

Pay application fees

Fee	Amount
Registration Application Fee	$3,300
Designation Application Fee	$3,300
New Program Application Fee	See Chapter 2

All application fees are not refundable.

Step 6:

Site inspection

For first-time applicants, PTIB will inspect all locations from where the institution will offer programs. The cost of the inspection is included in the application fee.

For more information on inspections, see Chapter 4.

Step 7:

The registrar will assess the application, and, if applicable, require the institution to provide security. Most first-time applicants are required to post financial security of at least $25,000.

For more on security, see Chapter 8.

Step 8:

Once an institution has met the requirements for a certificate, the registrar will issue a certificate for each location of the institution.

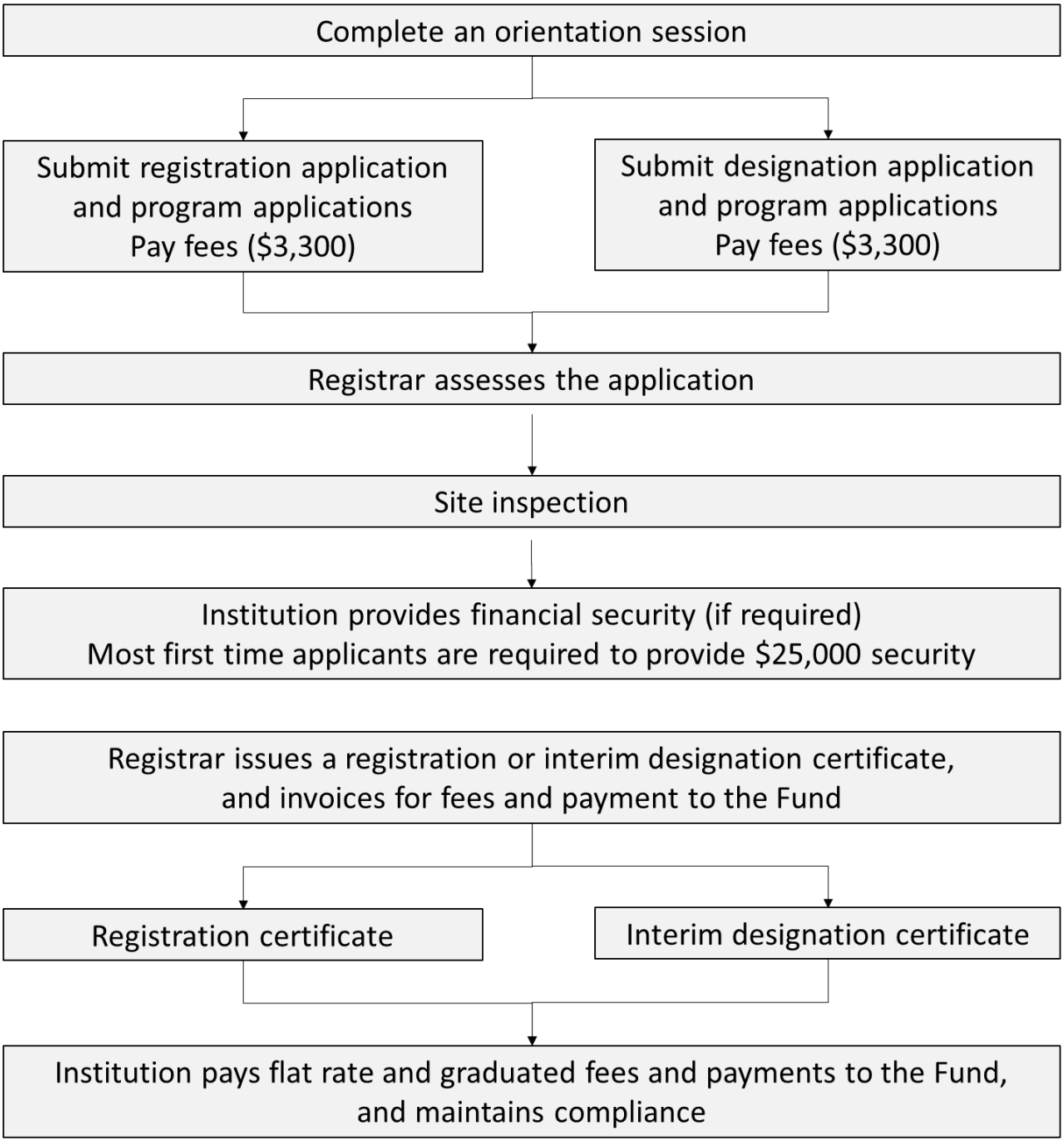
The certificate must be printed and prominently displayed at each location for which a certificate was issued. Certificates must remain posted until they expire, or are surrendered or cancelled.

Along with their certificate(s), the institution will receive an invoice, setting out the fees and payments for the certificate term. These will include:

- Flat rate fees
- Graduated fees
- Payments to the Student Tuition Protection Fund (the Fund)

For more on fees and payments to the Fund, see Chapter 7.

Initial Application for a Certificate – Process Overview



1.5 Registrar refuses to issue certificate

The registrar may refuse to issue a certificate if the requirements have not been met. In that case, the registrar will provide the reasons in writing.

The institution may not reapply for a certificate for 12 months following receipt of the decision.

The institution may request a reconsideration of the decision. For details see Chapter 10.

Chapter 2: Programs

This chapter of the manual supports:

- Sections 11 and 12 of the *Private Training Act*
- Sections 10-14 of the *Private Training Regulation*
- Section 5 of the Fees and *Student Tuition Protection Fund Regulation*.

2.1 Programs that require approval

Programs requiring approval from the registrar fall into three categories:

Class A: Career-related programs with 40 or more hours of instruction, for which tuition is at least $4,000. A career-related program is defined as a program that has the purpose of enhancing students' employability or ability to carry out a career occupation.

Class B: Career-related programs at designated/interim designated institutions, other than Class A programs, for which tuition is at least $1,000.

Class C: Language programs at designated/interim designated institutions that are longer than six months or for which tuition is at least $4,000. A language program is defined as a program that has as its learning objective that students gain or improve proficiency in a language.

2.2 Excluded occupations and examples of programs that do not require approval

Programs leading to the following career occupations (described in the current edition of the National Occupational Classification) do not require approval:

i. 4154 (professional occupations in religion)
ii. 4217 (other religious occupations)
iii. 5232 (other performers)
iv. 6564 (other personal service occupations), other than feng shui practitioner, massager, masseur/masseuse, and Reiki master

Also exempt from requiring approval is training for the following career occupations:

- Driving motor vehicles with a class 1,2, 3 or 4 driver's licence
- Operating a vehicle equipped with air brakes under the *Motor Vehicle Act*
- Driver training instruction as defined in the Motor Vehicle Act Regulations, BC Reg. 26/58

Examples of programs that do not require approval

- A career-related program at a **registered** institution for which tuition is less than $4,000
- A career-related program at a **designated** institution for which tuition is less than $1,000
- A language program at a **designated** institution that is no more than six months and less than $4,000
- **Any** language program at a **registered** institution
- A commercial driving instruction program

"Employer provided programs"

Programs in which all students enrolled are funded by one employer or one third party ("employer provided programs") do not require approval unless they are offered to international students on study permits.

For a program to qualify as an employer provided program not requiring approval, **all students enrolled in each offering of the program must be funded at 100% by the same employer or third party.** Separate offerings of the program may be made to different third parties, but in each case all students in that offering must be funded by the same third party. In addition, the program must not be provided to international students requiring a study permit.

You may be required at any time to provide a copy of the agreement(s) between your institution and any employer or other third party to which this program is provided to demonstrate that the program continues to meet the definition of an employer-provided program.

To request confirmation of whether a new program requires approval, including programs that you believe **do not** require approval, submit a Request for Confirmation of Program Class form. Institutions intending to offer an existing approved program as an employer provided program must also submit a Request for Confirmation of Program Class form.

2.3 Submitting programs

Submit new program applications for all programs.

Submit an application for each new program, whether the program requires approval or is a program that does not require approval.

For new programs that require approval, use the Application – New Program form.

To request confirmation of whether a new program requires approval, including programs that you believe **do not** require approval, use the Request for Confirmation of Program Class form.

Application forms are available on the Forms, Templates and Resources page of the PTIB website. Email the completed application along with all required records set out in Appendix 4 to PTI@gov.bc.ca.

Identify a program evaluator (if required): Designated/interim designated institutions applying for approval of a Class A program must submit a program evaluation unless the registrar has informed the institution that an evaluation, or certain elements of the evaluation, is not required (see "Program Evaluations" for more information). Institutions may find potential evaluators through professional associations, business networking, regulators, other institutions (public or private), members of their program advisory committee, etc. Also, the PTIB website provides a list of people with subject matter expertise in a variety of fields: https://www.privatetraininginstitutions.gov.bc.ca/institutions/subject-matter-experts.

Prior to program approval

A certified institution may advertise a program that requires approval, after the program has been submitted for approval but before the program has been approved, but MUST NOT:

- Enrol students
- Accept tuition
- Sign student contracts

An **EQA designated institution*** that advertises a program prior to PTIB approval must specify in the advertising that the program is not yet available.

It is the institution's responsibility to ensure that the evaluator has the appropriate background. If an evaluation report **is not completed by an appropriate program evaluator** the registrar may, at her discretion, decline to accept it as meeting the requirement and require an entirely new report. The registrar may also deny the application and require the institution to start over. Institutions in doubt about whether an evaluator is suitable, are recommended to continue their search.

The registrar will assess whether each program requires approval and, if so, the class it is in. For details on the information and records required, see Appendix 4.

Pay any applicable fees. See Section 2.5 for more information.

When providing materials to PTIB, please **ensure they can be opened and edited freely**. Do not send materials that are password protected or otherwise secured.

All application fees are not refundable.

** EQA designation requires a high degree of transparency. Under the EQA Policy and Procedures Manual, institutions are required to provide full and accurate information regarding their operations, regulatory authority, program offerings, tuition rates and refund policies affecting prospective and current students. The EQA suitability assessment will include a review of all advertised programs that require approval.*

Program Evaluations

A new program evaluation is a required part of an application for a Class A program submitted by a designated/ interim designated institution, or by an applicant for a designation certificate. It may also be required, at the registrar's discretion, for any other new program or program change requiring approval.

The program evaluation is an important tool that provides the registrar an unbiased opinion about the program submitted for approval.

The registrar may waive the requirement for a program evaluation or elements of that evaluation for a new program application. Requests to waive a program evaluation must be made in advance of application submission. An application submitted without a program evaluation, unless previously waived, will be considered incomplete and will not be accepted for review. Send requests to waive an evaluation to PTI@gov.bc.ca. Include your rationale for requesting the waiver.

Generally, applications for new Class A programs at designated/interim designated institutions, and institutions applying for designation, **will require a full program evaluation** including an in-person site visit by the evaluator with the submission of a program application. The complete evaluation report must be sent directly to PTIB by the program evaluator. Where appropriate, the program evaluator may choose to include photographs or other documentation with their report. The report should be emailed as an attachment and sent to PTI@gov.bc.ca.

For more information about program evaluations including hiring a program evaluator and when the registrar may waive the requirement for a program evaluation, see Appendix 10: New Program Evaluation Guide.

The program evaluation must include sufficient analysis. Program evaluations with no or insufficient analysis will not be accepted.

For more information, including a list of subject matter experts (SMEs) who have experience working with PTIB and certified institutions, go to https://www.privatetraininginstitutions.gov.bc.ca/institutions/subject-matter-experts.

2.4 Program Approval

Considerations for Approval

The registrar must take into account the following considerations when deciding whether to approve a program:

a) Whether the title of the program is consistent with the learning objectives of the program

For the **title of the program** to be considered consistent with the learning objectives of the program, it must:

- Accurately reflect the **subject matter** of the program
- Accurately reflect the **scope** of the program, and
- **Not be misleading**

Use of "Advanced" and related terms in a program title

In deciding whether to approve a program of instruction the registrar must consider whether the program title is consistent with the learning objectives of the program. In practical terms, this means determining whether the program title:

- Accurately reflects the subject matter of the program;
- Accurately reflects the scope of the program;
- Accurately reflects career occupations for which the program is intended to prepare program graduates, and which are realistically open to them; and
- May be misleading about any of the above aspects of the program.

In particular with respect to the use of 'Advanced' or other synonymous term in a program title, the registrar's decision will be based on the following considerations:

Use of 'Advanced' must be supported by one or more of:

- admission requirements that include substantive quantifiable and documented background (education and/or occupational experience) in the primary subject area of the program;
- learning objectives that demonstrate the program's scope is substantively more extensive than programs in the subject area leading to a regular (i.e. non-Advanced) credential of the same type (e.g. an Advanced Diploma as compared with a Diploma) at various institutions;
- career outcomes (jobs for which graduates will be prepared based solely on the program curriculum and any previous related skills or knowledge *specified in the admission requirements*, without additional education or work experience) that are at a higher level of pay and/or responsibility than those accessible to graduates of a regular program;

or

- demonstrated articulation agreements with recognized institutions confirming that graduation from the program will entitle a student to advanced standing, 'laddering' opportunities, etc., in related programs leading to a higher credential.

Any of the above must be in relation to the *primary subject area* to which the program title refers; addition of skills in a secondary area (such as ESL or business) does not make a program 'advanced'.

The registrar will consider whether a program is 'Advanced' in relation to programs in that subject at any institution, not only in relation to another program at the same institution.

b) Whether the learning objectives of the program are relevant to and adequate for the career occupation for which the program is intended to prepare the student
c) Whether the program leads to a credential
d) Whether the following are appropriate to enable students to meet the learning objectives of the program:
    (i) the number of hours of instruction[3]
    (ii) the maximum number of students that may be admitted in the program
    (iii) the method of delivery

Method of delivery includes the following:

- In-class instruction: 100% hours of coursework instruction delivered in a classroom or other setting, where instructors share the same physical space as students.
- Distance education: 100% hours of coursework instruction, excluding work experience hours, if applicable, delivered remotely from a BC location.
- Combined delivery: Hours of coursework instruction provided through a combination of in-class and distance delivery. Program may include a work experience component.

Synchronous distance delivery means students attend classes virtually in 'real time' with instructors and classmates.

Asynchronous distance delivery means that students and instructors do not meet in 'real time'. There is no live video lecture portion of the program. Students in a program or course that is delivered asynchronously may move through assignments at their own pace, supported by online resources such as recorded lectures, reading material, assignments and discussion groups.

Hours associated with the **work experience** are included in the calculation of the hours of instruction of a program. However, **the hours of the work experience should not be considered when determining the method of delivery of a program**.

If the program is not delivered in-class, the institution should specify, in the enrolment contract, how the program will be delivered (e.g., for distance: percentage of synchronous/ asynchronous delivery, for combined delivery: percentage of program delivered in-class/distance).

    (iv) the order in which courses are provided
    (v) the equipment and facilities the institution uses to provide the program[4]

[3] *Hours of instruction **do not** include homework hours.*
[4] *Institutions may be requested to provide floorplans and/or photographs.*

(vi) the student intake model

An **intake model** is either:

- **Continuous intake**, where students are continuously admitted throughout the program, or
- **Intermittent intake**, where students are admitted into a program at specific times.

In a continuous intake model, a student may start at *any* time. This may be appropriate for self-paced learning, distance delivery using asynchronous teaching methods, or for language training.

In an intermittent model, a student may start only at specific points in the program. It is the appropriate model for most programs, including distance delivery using synchronous teaching methods.

Many intermittent intake programs have a single intake point with all students starting together. Some have multiple specific intake points, e.g. at the start of each course, or at the start of each term. Multiple intermittent intake starting points work for programs in which courses or course blocks may be taken in any order.

Note that PTIB's definition of continuous intake differs from the StudentAid BC definition of "continuous entry" (see the StudentAid BC Administration Manual for more information).

(vii) the course outline, which includes:

- the learning objectives of the course
- a list of required course materials
- a description of the method of evaluation used to assess student performance in the course
- the requirements that a student must meet to complete the course, and
- the teaching methods used in the course.

For example, a nursing program may require the following **equipment** to **enable students to meet the learning objectives** of the program:

- Hospital beds
- Mannequins

An example of facilities for a nursing program would include practical work areas.

A Learning Objectives guide is available in Appendix 6 and in the Forms, Templates and Resources tab of the PTIB website at: https://www.privatetraininginstitutions.gov.bc.ca/form-library.

(viii) the program outline, which includes:

- the title of the program
- the learning objectives of the program
- the admission requirements for the program
- a description of the method of evaluation used to assess a student if there is an evaluation in addition to the one included in a course outline that is part of the program
- the requirements that a student must meet to complete the program
- a list of the titles of the courses that are part of the program
- the number of hours of instruction for each work experience component of the program
- in respect of career-related programs of instruction, the career occupation for which the program prepares a student.

The **methods of evaluation** must be appropriate to enable students to meet the learning objectives of the program.

e) Whether the course materials are relevant to and adequate for the program and in the language in which the program is provided, or in a language appropriate for the program

Course materials include textbooks, equipment and uniforms.

f) Whether the institution has a work experience policy that meets the standards, if the program includes work experience

g) Whether the institution contracts with another entity to provide a portion of the program

Institutions must have **ownership** or **usage rights** for the **curriculum** for as long as the program is delivered.

h) For Class A programs at designated/interim designated, the program evaluation, if any

i) Any other information or records required by the registrar

Decision

- If the registrar approves the program, the institution will be notified and the program will be added to the Online Directory. For more on the Online Directory, see Section 9.1.
- If approval is denied, the registrar will provide reasons. The institution may submit a new application at any time.

Institutions must directly deliver **at least 50%** of the **hours of instruction** of the program, not including work experience.

Admission Requirements

What is acceptable?

Admission requirements are those requirements necessary for students to be admitted into a program. They must be appropriate to enable students to meet the learning objectives of the program. They may differ from the requirements for participating in the work experience component of the program.

An Admission Requirements guide is available in Appendix 7 and in the Forms, Templates and Resources tab of the PTIB website at: https://www.privatetraininginstitutions.gov.bc.ca/form-library.

Examples of acceptable admission requirements include:

- Language proficiency to a specified generally accepted standard, such as IELTS (*all tests to be accepted, with a minimum score for each, much be specified; 'or equivalent' is not acceptable*)
- Prior education such as a provincially recognized high school course
- Current registration, certification or licensure in a field such as a private pilot or registered counsellor
- Assessment through an interview, portfolio review or audition, to a specified standard

The following are not admission requirements:

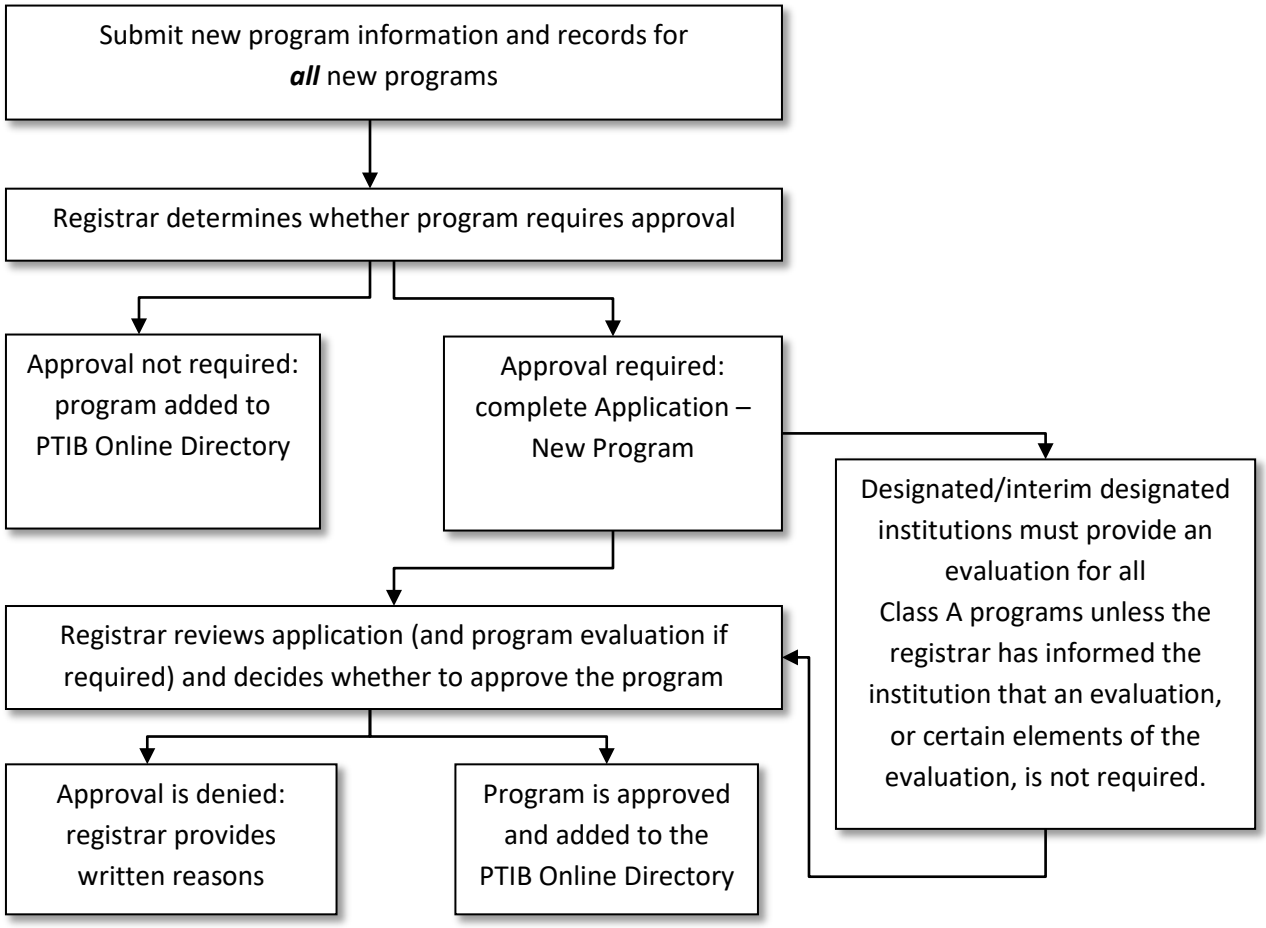
- Completion of an application form
- Payment of an application fee
- Parental signature for minors
- Access to or ownership of specialized equipment

How to assess if admission requirements met?

Institutions are encouraged to use standardized criteria and testing to assess whether prospective students meet admission requirements. For example, an institution may use the International English Language Testing System (IELTS) to assess language proficiency or require evidence the student has completed a provincially recognized high school academic course.

Institutions wishing to develop and use their own testing mechanism to evaluate whether students meet the admission requirements, or provide their own versions of prerequisite courses that students are missing, may be required to demonstrate the appropriateness or adequacy of the testing mechanism or pre-requisite course.

Program Approval - Application Process Overview



Institutions must clearly identify in their publications, including websites, whether a program has been approved by the registrar.

For each Class A or B program, institutions must list the following information on their websites:

- Admission requirements
- Tuition and related fees
- Whether the program leads to an occupation that is regulated
- If the program leads to an occupation that is regulated, a link to the website of the regulator
- The career occupations for which the program is intended to prepare the students.

Note that institutions applying for a designation certificate must meet the following additional requirements:

- Have students enrolled in at least 50% of their approved programs – either currently or at some point in the one-year period that ends on the expiry date included in the institution's current certificate.
- Effective September 1, 2022, institutions that have held a certificate for the last two years must have provided an approved program in at least one of those years.

We recommend you revise your program offerings in order to meet these requirements. If you no longer offer a program, you must notify PTIB to ensure that we do not take those programs into account when determining whether you meet the requirements.

2.5 New program application fees

Institutions must pay the following fees when submitting a New Program Approval application:

Program class	New program application fee
Class A	$900
Class B	$500
Class C	$500
Approval not required	$150

2.6 Program Eligibility for StudentAid BC

As part of the program approval process, designated institutions can also apply for eligibility with StudentAid BC (SABC) for that program. PTIB forwards information about approved programs directly to SABC, however for the program to be evaluated for SABC eligibility, designated institutions must follow the procedures set out in Chapter 2: Program Eligibility Application Procedure of the StudentAid BC Policy Manual, available at https://studentaidbc.ca/institution-officials.

Chapter 3: Maintaining compliance

This section of the manual supports:

- Sections 13-15 of the *Private Training Act*
- Sections 15-48 and 56-60 of the *Private Training Regulation*

Certified institutions must, on a continuous basis:

- Meet all the requirements for their certificates, including any condition attached
- Maintain the financial security, if any, required by the registrar (see Chapter 8)
- Comply with all relevant compliance standards (see Section 3.2)
- Offer at least one approved program (see Chapter 2)
- Fulfill all reporting requirements (see Chapter 6)
- Notify the registrar before making certain changes (see Chapter 3)
- Notify the registrar and receive consent before making certain changes (see Chapter 3)
- Maintain compliance with all applicable local, provincial and federal enactments related to operation or administration of the institution
- Pay the applicable fees and payments to the Fund (see Section 7.2)

3.1 Making changes

There are three types of changes:

- changes requiring notification only. Institution may not implement these changes without first notifying the registrar;
- changes requiring notification and PTIB consent before implementation;
- changes that must be reported as soon as practicable following the change.

When providing materials to PTIB, please **ensure they can be opened and edited freely**. Do not send materials that are password protected or otherwise secured.

3.1.1 Changes requiring notification only (consent not required)

60-day Notice – Fiscal Year

Institution must notify PTIB in writing at least 60 days before changes to:
• the fiscal year established by an institution ($500 fee).

Changing fiscal year

Certificate expiry and deadlines for reporting are tied to the institution's fiscal year. A change in fiscal year will, therefore, have a significant impact and must be reported in writing at least 60 days before the change.

It also requires prior approval from the Canada Revenue Agency. For more information go to www.cra-arc.gc.ca/

14-day Notice

Institution must notify PTIB in writing at least 14 days before changes to:

• tuition or related fees of an approved program
• an approved program from full time to part time, or part time to full time
• the list of programs offered (program deletions only) ($100 fee for approved programs only)
• the maximum number of students the institution admits to an approved program
• the language of instruction of an approved program
• the number of hours of instruction[5] for each course that is part of an approved program
• information about the institution, including:
  ○ legal or operating name ($200 fee)
  ○ address for service

Program change impacting program class

If, following a program change, a Class B program now meets the threshold for a Class A program, the registrar may require the institution to submit a program evaluation.

Full and part time

In relation to an approved program:

- **Full time means:**
  - Instructional time of 20 hours or more per week, or
  - If the program leads to employment in a career occupation regulated by Transport Canada, the federal regulator, instructional time of 15 hours or more per week.
- **Part time means:**
  - Instructional time of less than 20 hours per week, or
  - If the program leads to employment in a career occupation regulated by Transport Canada, the federal regulator, instructional time of less than 15 hours per week.

[5] *Do not include homework hours when calculating hours of instruction.*

7-day Notice – Change of Control

Institution must notify PTIB in writing at least 7 days before any change of control of an institution.
For a company or extraprovincial company, a change of control means a change in the major shareholder (a shareholder holding more than 50% of the voting shares). For a partnership, a change of control means a change or alteration in the membership of the firm. Certificates are not transferrable. For a change in ownership, see Section 3.1.7 of this manual.

3.1.2 Changes requiring notification and consent

Institutions must obtain consent before making the following change:
• the location where or from which the program is provided. This applies to all locations, including locations from which the institution only offers programs not requiring approval.
Institution must obtain consent before making any of the following changes to an approved program:

• hours of instruction
• method of delivery (e.g. in-class, distance, or a combination of both)
• admission requirements
• the location where or from which the program is provided
• the program outline in relation to any of the following:
  ○ the title of the program
  ○ the learning objectives
  ○ the number of hours of instruction for each work experience component
  ○ in respect of career-related programs, the career occupation for which the program prepares a student

3.1.3 Changes to report as soon as practicable

Institution must notify PTIB as soon as practicable of the following changes:
• change required by a third party regulator in relation to an approved program that leads to a regulated occupation, that may reasonably be expected to have an adverse effect on students

Action Required by a Regulator

Institutions must provide a copy of any correspondence from a third party regulator that requires an institution to take action that may reasonably be expected to have an adverse effect on students.

Varying reporting requirements apply to specific types of corporate structures:

Institution must notify PTIB as soon as practicable of the following changes:	
If the institution is:	It must report changes in:
A company	• shareholders, holding more than 10% of shares that carry the right to vote at general meetings, other than a change in major shareholder (see Section 3.1.1).
An extraprovincial company	• shareholders, holding more than 10% of the shares that carry the right to vote at general meetings, other than a change in major shareholder (see Section 3.1.1).
A society or extraprovincial society	• directors as defined in section 1 of the *Society Act.*

3.1.4 Fees for changes

Fees for changes are detailed in Section 7.1.

3.1.5 Notification process

All change notifications must be made through the application forms on the Forms, Templates and Resources page of the PTIB website. There are three applicable application forms:

- Application – Program Change
- Application – Add or Close a Location
- Application – Institution and Contact Change

Email the completed application along with all required records to PTI@gov.bc.ca.

Did you know that you can access all program information listed with PTIB for your institution on the portal?

- To view program information, select "view my current programs" on the portal
- You should periodically review program information in your enrolment contracts, your website, and in your advertising to ensure that it is consistent with the information listed with PTIB

For each change planned, institutions may be asked to provide information and describe:

- Any anticipated adverse effects on students
- Steps the institution will take to address these effects

PTIB may request additional information and/or records.

If no consent is required, PTIB will update the Online Directory, if necessary**.**

Where consent is required, PTIB will:

- Notify the institution whether consent has been granted
- Update the Online Directory, if necessary

It will take a minimum of 12 weeks to process complete applications for changes requiring consent. Incomplete applications will not be processed and will need to be resubmitted by the institution. The registrar will provide reasons if consent is denied.

3.1.6 Ceasing operations at one or more locations

Any institution ceasing operations at one or more certified locations must notify PTIB at least 14 days before surrendering the certificate(s).

If the institution ceases operations at all certified locations, it must transfer records for all students enrolled in approved programs to the registrar within 48 hours.

If at the time the institution surrenders its certificate(s) students have not yet completed their approved programs, they may file claims on the Fund. The institution will be required to reimburse the Fund for any payments made as a result of successful student claims.

If you are considering a complete cessation of operations, please contact PTIB to discuss. Advance notice will help ensure a smooth transition for students affected by the closure.

3.1.7 Change of ownership

There are two types of change of ownership: asset purchase and share purchase. Institutions should contact PTIB to discuss their plans **before** proceeding with either type of change.

Asset purchase

Certificates are not transferrable or assignable (s. 7(7) of the *Private Training Act*). Following an asset purchase, a certified institution is required to surrender its certificate(s) and the new owner is required to submit a new application for registration or designation along with any associated fees. Waiting periods for processing vary and may take several months. Once a new certificate is issued, the new institution will be considered a Category 3 (see Chapter 6). Institutions applying for a designation certificate may be issued an interim designation certificate and will not be eligible for access to EQA or SABC.

Share purchase resulting in change of control

The registrar must be notified at least 7 days in advance of any change of control of an institution. There is a fee of $1,000 for a change of control.

For a company or extraprovincial company, a change of control means a change in the major shareholder (a shareholder holding more than 50% of the voting shares). For a partnership, a change of control means a change or alteration in the membership of the firm.

Institutions considering a change in fiscal year must notify the registrar at least 60 days in advance. They are also encouraged to contact PTIB before the change is made to discuss implications.

3.2 Compliance standards

This section of the manual supports Sections 15-48 of the Private Training Regulation.

3.2.1 Student policies

Institutions must have written student policies and Student Statement of Rights that meet the standards specified this section.

- Dispute Resolution Policy
- Student Dismissal Policy
- Student Grade Appeal Policy
- Respectful and Fair Treatment of Students Policy
- Sexual Misconduct Policy
- Student Attendance Policy

These standards apply to **all institutions.**

The Institution must provide copies of the policies to students before the start of an approved program.

Templates for all mandatory student policies are available on the PTIB website at https://www.privatetraininginstitutions.gov.bc.ca/form-library.

Dispute Resolution Policy

Institutions must have **a written dispute resolution policy** that:

- Requires a student complaint to be made in writing
- Identifies, by title:
    - The individual responsible for making a determination in respect of a student complaint
    - The individual responsible for the reconsideration, if any, of the determination made
    - In case either individual identified above, as applicable, is absent or named in the complaint, the individual responsible for making a determination in respect of the student complaint.
- Describes, in detail, how a student complaint will be handled from initiation through the final resolution of the complaint
- Authorizes a student who makes a complaint to be represented by an agent or a lawyer. The agent may be anyone, including a friend, family member or another student.
- Requires a student complaint to be finally resolved within **30 days** after the complaint is made
- Requires written reasons for the decision and the reconsideration, if any, be given to a student:
    - as soon as possible and no later than **30 days** of making a complaint, and
    - advises a student enrolled in an approved program that, if he or she is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of

that program, they may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).

- Ensures that a student who makes or is otherwise involved in a complaint is protected from retaliation by the institution
- Is provided to the student before the start date of the program

An institution may not charge a fee for using the dispute resolution policy it has established.

Clearly identify decision makers

The dispute resolution process must include the name and contact information for each individual responsible for making a determination.

Student Dismissal Policy

Institutions must have a written Student Dismissal Policy that:

- Sets out what constitutes reasonable grounds to dismiss a student
- Includes the process by which a student may be dismissed
- Is provided to the student before the start date of the program

Student Grade Appeal Policy

Institutions must have a written Student Grade Appeal policy that allows a student to appeal a grade received in a course. The policy must include the process a student has to follow to ask for a grade appeal.

The institution must provide a copy of the grade appeal policy to each student before the start date of the program.

Respectful and Fair Treatment of Students Policy

Institutions must have a written policy that:

- Promotes the respectful and fair treatment of students.

Sexual Misconduct Policy

Institutions must have a written sexual misconduct policy that:

- Addresses sexual misconduct, including sexual misconduct prevention and responses to sexual misconduct
- Sets out procedures for the following:
    - Making a complaint of sexual misconduct involving a student
    - Making a report of sexual misconduct involving a student
    - Responding to a complaint of sexual misconduct involving a student
    - Responding to a report of sexual misconduct involving a student

Institutions must provide a copy of the policy to students before the start of the program and the policy must be posted on the institution's website.

Sexual misconduct includes the following:

- sexual assault
- sexual exploitation
- sexual harassment
- stalking
- indecent exposure
- voyeurism
- the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video
- the attempt to commit an act of sexual misconduct
- the threat to commit an act of sexual misconduct

Student Attendance Policy

Institutions must have a written Student Attendance Policy that includes:

- Minimum attendance requirements for students
- Consequences if a student does not meet the minimum requirements
- A process for a student to report an absence

Student Statement of Rights

Institutions must establish a statement that advises students of their rights in relation to the institution. The statement must:

- Be available in every language in which instruction of a program is provided at an institution location
- Be posted in a prominent place at each location the institution operates in every language in which instruction is provided at the institution location
- Together with a copy of the signed enrolment contract, be provided to the student as soon as practicable in every language in which instruction of an approved program will be provided

The statement must include, the following information, as applicable:

- The student's right to a written enrolment contract
- For all programs, the student's right to receive a copy of the institution's tuition refund policy in relation to the program. This also applies to programs not requiring approval
- The student's right to be advised of the amount of tuition and each related fee for the program
- The student's right to be advised of the requirements to participate in a work experience, including the geographic area or region of the Province where the work experience will be provided
- The student's right to file a claim against the Student Tuition Protection Fund if the institution:
    - ceases to hold a certificate before a student can complete an approved program
    - misled a student about a significant aspect of an approved program

Sample Students Statement of Rights

A sample Statement of Rights is available in the Forms, Templates and Resources tab at: https://www.privatetraininginstitutions.gov.bc.ca/form-library.

3.2.2 Fees and tuition for approved programs

Application and assessment fees

Institutions may not charge more than:

- $250 for a domestic student application fee
  (a registration fee is considered to be the same as an application fee)
- $1,000 for an international student application fee
- $250 for an assessment fee

Institutions may not charge for an initial letter of acceptance. Institutions may charge a fee for one or more additional letters of acceptance if the fee(s) charged for all additional letters of acceptance do not, in total, exceed $250.

Tuition

Institutions must list tuition and related fees for each Class A and B program on their website.

Tuition Refund Policy

Institutions may not accept any tuition or related fees until they have provided a copy of the institution's Tuition Refund Policy to the student.

When a refund is due, an institution must provide it to the student within 30 days of:

- Receiving a notice of withdrawal from a student
- Receiving a copy of refusal of a study permit
- Providing a student with a notice of dismissal
- Receiving an order from the registrar to issue a refund because a student was admitted in an approved program without meeting the admission requirements.
- The program end date included in the enrolment contract, if an institution did not provide a work experience to a student within 30 days of the end date.
- The date on which the first 30% of the program would have been completed, if a student did not attend the first 30% of the program.

What is tuition?

Tuition is the total of the fees a student must pay in respect of a program.

Tuition does not include **related fees**:

- Administrative fees
- Application fees
- Assessment fees
- Fees charged for textbooks or other course materials (including equipment and uniforms)

The following fees are tuition, and, if charged, must be identified as such in the student enrolment contract:

- Co-op fees or any other fee relating to a work experience
- Fees for courses offered by a third party (i.e., WHMIS, Foodsafe, First Aid)
- Exam fees
- IT services
- Fees for the use of a lab or clinic
- Fees for a mandatory online learning management system

What are administrative fees?

Administrative fees may include:

- Non-sufficient funds (NSF) fees
- Copy of transcript or student record fees

Administrative fees may **not** include an institution's payment to the Fund.

If a refund is due, **the student record must include evidence** that the refund was issued.

An institution must refund fees charged for textbooks or other course materials, including equipment and uniforms, if the student does not receive these course materials and any of the following apply:

- The student provides a notice of withdrawal to the institution
- The institution provides a notice of dismissal to the student
- The student does not attend any of the first 30% of the hours of instruction of the program.

Approved Programs – In-class or Combined Delivery	**Refund Due**
Before program start date, institution receives a notice of withdrawal:	
• No later than seven days after student signed the enrolment contract, and • Before the program start date.	100% tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
• At least 30 days before the later of: a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract.	Institution may retain up to 10% of tuition, to a maximum of $1,000.
• More than seven days after the student and institution signed the enrolment contract, and • Less than 30 days before the later of: a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract.	Institution may retain up to 20% of tuition, to a maximum of $1,300.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than distance-education-only programs):	
• After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 30% of tuition.
• After the program start date, and after more than 10% but before 30% of instruction hours have been provided.	Institution may retain up to 50% of tuition.
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
• A student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition paid.

Approved Programs – In-class or Combined Delivery	**Refund Due**
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
• Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance.	100% tuition and all related fees, other than application fee.

Approved Programs – Distance Delivery	**Refund Due**
• Student has **completed** no more than 30% of the program	70% of tuition.
• Student has **completed** more than 30% but less than 50% of the program	50% of tuition
• Student has **completed** 50% or more of the program	No refund due

Completed means the student has received an evaluation of their performance for the specified percentage of hours of instruction. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

3.2.3 Fees and tuition refund for programs that do not require approval

Programs that do not require approval – programs that have tuition of $4,000 or more and that are not solely provided through distance education:	**Refund Due**
• The student does not attend the program, and • The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of: a) the start date of the program in the most recent Letter of Acceptance b) the start date of the program in the enrolment contract.	100% tuition and all related fees, other than application fees

The institution must pay the student within 30 days of receiving a notice of withdrawal or a copy of refusal of a study permit, as applicable.

3.2.4 Work experience

Institutions may only offer work experience of a type specified below.

Clinical placement:

- Leads to employment in a health-related career,
- Has no more than 12 students supervised by one instructor, and
- Consists of no more than 50% of the total hours of instruction.

Cooperative placement:

- Consists of no more than 50% of the total hours of instruction, and
- Provides a payment to the student.

Preceptorship:

- In which one student is supervised by one preceptor (an individual qualified to practice in the health field), and
- Consists of no more than 10% of the total hours of instruction.

Practicum:

- Consists of no more than 20% of the hours of instruction, and
- Does not provide a payment to the student.

Work Experience guide

A Work Experience guide is available in the Forms, Templates and Resources tab of the PTIB website at: https://www.privatetraininginstitutions.gov.bc.ca/form-library.

These limits on hours of instruction may only be exceeded if required by a third party regulator.

Institutions offering work experience must:

- Have a written **Work Experience Policy** that includes:
  - The process by which a student is placed in the work experience
  - The process by which a student is evaluated
  - The intervals at which the work experience will be monitored
  - The requirements for participation in the work experience
  - The number of hours of instruction in the work experience
  - Identification of the work experience as a clinical placement, cooperative placement, practicum or preceptorship
- Provide a copy of the Work Experience Policy to the student before the start date of the program
- Sign an agreement with the host organization and the student that describes:
  - The respective responsibilities of the host organization, the institution and the student
  - The work experience activities the student will undertake

Examples of work experience requirements

- Minimum academic achievement level
- Criminal record check
- Medical testing

- Provide a copy of the agreement to the student before the work experience starts
- Ensure that the work experience:
    - Is supervised by someone qualified in a relevant career occupation and employed or retained by the host organization
    - Includes activities **directly related** to the learning objectives of the program or meets the requirements of a regulatory body for that career occupation
    - Consists of no more than the hours of instruction for a clinical placement, cooperative placement, practicum or preceptorship, as applicable – except where a higher number of hours is required by a regulatory body for that career occupation, such as Transport Canada
    - Includes at least one written evaluation of the student
    - Is provided before the program ends
- Monitor the student during the work experience placement including reviewing whether the student is attending and meeting the learning objectives of the program

Student enrolment contracts must include the following information related to work experience:

- The requirements for participation in the work experience
- An estimate of the costs for a student to complete the work experience, if any
- The geographic area or region of the province where the work experience will be provided
- The date or dates on which the institution plans to provide the work experience
- The number of hours of instruction of the work experience

Work experience

Institutions providing a work experience placement as part of an approved program are required to comply with the following:

- Any fee charged to a student in relation to a work experience component – including a placement fee – is considered **tuition** and must be listed in the student enrolment contract as tuition.
- Institutions are responsible for finding and securing work experience placements for students if a work experience is a required element of a program. While a student may be encouraged to find their own placement, institutions are ultimately responsible for ensuring an adequate availability of placements.
- Institutions are not expected to accommodate a student who refuses, for no valid reason, a work experience placement that meets PTIB's work experience standards.

If **the institution fails to provide the work experience** within 30 days of the contract end date, it must refund tuition and related fees, other than application fees, unless the registrar determines that the institution was prevented from providing the work experience by circumstances **beyond its control**.

3.2.5 Institution's Website

The institutions' website must comply with the following:

- Provide accurate and current information.
- Include a link to the PTIB website at www.privatetraininginstitutions.gov.bc.ca.
- Post a copy of its certificate, PTIB Designation Mark, or clearly identify the type of certificate held by the institution.

Designated institutions may link the **Designation Mark** to the PTIB website to meet this standard.

- Include the institution's tuition refund policy for approved programs.
- Include the institution's Sexual Misconduct Policy.
- If an institution offers a Class A or B program on its website, list the following:
  - the admission requirements for the program
  - the amount of tuition and related fees for the program
  - whether the program leads to employment in a career occupation regulated by a regulator
  - if the program leads to an occupation that is regulated, a link to the website of the regulator
  - the **career occupation(s)** for which the program prepares students.

Program information, including **title** of the program, **tuition** and **admission requirements**, must match what is listed with PTIB.

- Ensure that it does not offer a program that requires approval until the institution has submitted basic program information to PTIB as required under Section 2.3, Step 1
- Must clearly identify whether a program has been approved by the registrar.
  For programs that **require approval**, the following wording is suggested: "This program has been approved by the Private Training Institutions Branch (PTIB) of the Ministry of Post-Secondary Education and Future Skills".

  For programs that **do not require approval**, the following wording is suggested: "This program does not require approval by the Private Training Institutions Branch (PTIB) of the Ministry of Post-Secondary Education and Future Skills. As such, PTIB did not review this program".

  For **language programs that do not require approval**, the following wording is suggested: "Students who enroll in a language program which is six months or less in duration or for which tuition is less than $4,000 may not make a claim against the Student Tuition Protection Fund, which is managed by the Private Training Institutions Branch (PTIB) of the Ministry of Post-Secondary Education and Future Skills. Further, this language program may not have been reviewed or approved by PTIB."

3.2.6 Admission Requirements

The following standards apply:

- Admission requirements are those requirements necessary for students to be admitted into a program.
- Admission requirements, including language proficiency requirements, must be appropriate to enable students to meet the learning objectives of the program. They may differ from the requirements for participating in the work experience component of the program.
- Institutions must not enrol students that do not meet admission requirements for the program.
- Institutions must keep evidence in the student record that the student has met the admission requirements for the program.

The registrar may order the institution to refund tuition and all related fees if a student was enrolled without having met the admission requirements for the program and the student did not misrepresent their knowledge or skills.

Institutions are encouraged to use standardized criteria and testing to assess whether prospective students meet admission requirements. For example, an institution may use the International English Language Testing System (IELTS) to assess language proficiency or require evidence the student has completed a provincially recognized high school academic course.

3.2.7 Program delivery

Institutions must ensure that the equipment and facilities the institution uses to provide all programs, including those that do not require approval, enable students to meet the learning objectives of the programs. This means that the institution must be able to accommodate all students enrolled in programs delivered entirely in-class as well as students enrolled in a combined delivery program who attend specific courses in-class.

In relation to **approved programs**, institutions **must:**

- Deliver programs as approved
- Report and/or obtain consent before making certain changes to approved programs
- Apply **admission requirements** consistently to all applicants
- Ensure that the program title is consistent with the learning objectives of the program
- Ensure that the learning objectives for a program are relevant to and adequate for the career occupation for which the program is intended to prepare students
- Maintain course outlines, a curriculum and a program outline that enable students to meet the learning objectives of the program
- Ensure the methods of evaluation are appropriate to enable students to meet the learning objectives of the program

- Ensure the institution has ownership or usage rights of curriculum for the duration of the program
- Ensure that the following enable students to meet the learning objectives for the program:
    - the number of hours of instruction
    - the number of students enrolled
    - the method of delivery
    - the order in which courses are provided
    - the equipment and facilities the institution uses to provide the program
    - the student intake model (intermittent intakes or continuous admission)
    - teaching methods

Curriculum means a plan that sets out **learning activities** and how they meet the **learning objectives** of a program.

For example, a **nursing** program may require the following **equipment** to **enable students to meet the learning objectives** of the program:

- Hospital beds
- Mannequins

An example of **facilities** for a nursing program would include practical work areas.

A Learning Objectives guide is available in Appendix 6 or in the Forms, Templates and Resources tab of the PTIB website at https://www.privatetraininginstitutions.gov.bc.ca/form-library.

- Ensure that students are provided with a copy of the course outline on the first day of a course
- Ensure that the course materials provided to students are relevant to and adequate for the program
- For **Class A** and **Class B** programs, ensure that course materials are in the language in which the program is provided
- For **Class C** programs, ensure that the course materials are in a language appropriate to the program
- If the program has 40 or more hours of instruction, ensure that students receive written evaluations regularly, and at least once before 30% of the hours of instruction have been provided
- Provide to students copies of the following prior to the start date of the program:
    - Dispute Resolution Policy
    - Student Dismissal Policy
    - Student Grade Appeal Policy
    - Respectful and Fair Treatment of Students Policy)
    - Sexual Misconduct Policy
    - Student Attendance Policy

These standards apply to **all institutions.**

  - Statement of Student Rights – must be provided to the student together with a copy of the student enrolment contract
  - Work Experience Policy (if applicable)
- Provide a copy of the institution's Tuition Refund Policy before accepting any tuition or related fees (including application fees)
- Ensure the institution directly provides over 50% of the hours of instruction of the program, except as they relate to work experience
- For **Class A** and **Class B** programs leading to employment in regulated fields such as health care and transportation, maintain evidence that the requirements of the third party regulator are met

3.2.8 Instructors, Senior Educational Administrator and Student Support

Institutions must have a current organizational chart. Positions referenced in student policies should appear on the organization chart.

Institutions must have adequate staffing and an adequate number of qualified instructors. Each position title must accurately reflect the main job duties.

Instructors

Minimum Instructor Qualifications:

An instructor of a vocational or practical course must have:

- A certificate, diploma or post-secondary degree relevant to the subject matter and two years of full time work experience in a career occupation relevant to the subject matter of the course, or
- 10 years of full time work experience in a career occupation relevant to the subject matter of the course.

An instructor of a language course, other than an Indigenous language course must have:

- A post-secondary degree in language instruction, or
- A certificate or diploma in language instruction and two years of full time work experience teaching a language, or
- 10 years of full time work experience teaching a language, or
- A certificate or diploma in language instruction and a post-secondary degree.

The instructor of an academic course, other than a language course or an Indigenous culture course, must have a relevant post-secondary degree in the subject area.

For programs leading to employment in a regulated career, where the regulator stipulates minimum instructor qualifications, the minimum instructor qualifications do not apply. Instead, instructors – including substitute instructors – must meet the standards set by the regulator.

Institutions may use substitute instructors who do not meet the minimum instructor qualifications – as long as they provide no more than 10% of the instruction hours for the program.

Instructor records

Institutions must keep a record for each instructor that includes evidence the instructor meets the required qualifications. At designated/interim designated institutions, the instructor record must also include a copy of each performance evaluation. The institution must keep instructor records for two years after an instructor leaves the institution.

Instructor performance evaluations

All instructors of approved programs at designated/interim designated institutions must have a written performance evaluation at least once every two years, conducted by the Senior Educational Administrator or an appropriately qualified delegate.

Senior Educational Administrator (SEA)

Designated/interim designated institutions must have a SEA who holds a degree, diploma, certificate or comparable education or work experience in adult education:

- Comparable education includes a credential in adult education, education related to learning theory, curriculum development, delivery of instruction or instructional strategies, evaluation of learning or technology/media enhanced learning.
- Comparable work experience must include at least two years of full time experience in the delivery of adult education instruction, development of curriculum and evaluation of learning.
- For an institution solely offering flight training programs, Flight Instructor Certification is acceptable for purposes of being an SEA .
- For an institution solely offering language programs, TESOL or Certificate in English Language Teaching to Adults is acceptable for purposes of being an SEA.

The SEA is responsible for:

- Ensuring that the course outline(s), curriculum and program outline of an approved program are relevant to the learning objectives of the program, and
- Overseeing a performance evaluation process for instructors

SEA records

Institutions must keep a record for its SEA that includes evidence the SEA meets the required qualifications. The institution must keep SEA records for two years after an SEA leaves the institution.

Student support

Designated/interim designated institutions must designate a staff member whose responsibility it is to provide students with information relating to the following:

- Student enrolment contract
- Program outline for each approved program
- Housing and transportation services for students

- Medical insurance, the Pharmacare program and similar government health care programs for students
- Child care services available to students
- Community and cultural services available to students, such as family support, addiction treatment and services for immigrants
- Available academic support, such as tutoring services, literacy support and library services
- Employment resources for students, including resources in relation to preparing a resume

3.2.9 Student enrolment contract

Institutions are required to sign a written contract with each student they enrol, on or before the program start date, unless the program is employer provided (meaning all students enrolled are funded by a single employer or third party). This applies to approved programs and programs not requiring approval.

The student enrolment contract must set out accurate information about the program. The institution must provide the student a copy of the signed enrolment contract as soon as practicable.

A student is considered **enrolled** at the point at which they sign a contract or pay tuition to an institution.

Contracts for approved programs must:

- Be written in a clear and comprehensible manner in not less than 10 point type
- Be for a term no longer than 18 months. If the program is longer than 18 months, a subsequent student enrolment contract can only be signed after 30% of the program's hours of instruction listed in the original contract have been provided.
- Include all required information (see Appendix 11)

The contract must be dated and signed by:

- The student or, if the student is under the age of 19, by a parent or legal guardian
- An individual who has legal authority to act on behalf of the institution

Contracts for programs that do not require approval must include:

- The start date of the program
- The amount of tuition and related fees for the program
- The refund policy. If there is no refund, the contract should make that clear.

- The following statement: "This program does not require approval by the Private Training Institutions Branch (PTIB) of the Ministry of Post-Secondary Education and Future Skills. As such, PTIB did not review this program. Students may not file a claim against the Student Tuition Protection Fund in relation to this program."

Fees and tuition refund for programs that do not require approval

An institution must refund all of the tuition and related fees, other than application fees, for a program that has tuition of **$4,000 or more and does not require approval** if:

- The student does not attend the program, and
- The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of:
    a) the start date of the program in the most recent letter of acceptance
    b) the start date of the program in the enrolment contract

The institution must refund the student within 30 days of receiving a notice of withdrawal or a copy of refusal of a study permit, as applicable.

3.2.10 Student records

Institutions must keep an accurate and current record for each student enrolled in an approved program. The student record must include all the information listed in Appendix 12. A copy must be provided to the student, when requested, at a reasonable cost.

For **Class A** programs, institutions must retain student records for at least **eight years** after the following date, whichever is applicable:

- The date the student completes the program
- The date the institution delivers to the student a notice of dismissal
- The date the institution receives a notice of withdrawal

Designated/interim designated institutions must retain student records for **Class B** and **Class C** programs for at least **three years** after the following date, whichever is applicable:

- The date the student completes the program
- The date the institution delivers to the student a notice of dismissal
- The date the institution receives a notice of withdrawal

Record storage at the institution

Student records kept **electronically** must be:

- In a format that provides for copies of the student record to be made
- Backed up at least once a month
- Stored in a secure manner
- In a format that is not created using proprietary software
- Accessible, on request, by the registrar

Paper records must be stored securely in a location that is accessible, on request, by the registrar.

Archiving student records

Institutions offering Class A programs, other than programs that lead to employment in a career occupation regulated by Transport Canada, the federal regulator, must:

Enter into an agreement with Cube Global or Datawitness (the approved archiving vendors) which stipulates that:

- Student records must be archived in a secure manner for 25 years from the date the record is provided to the third party, and
- The registrar must have access to the records on request.

Provide the archived student record to the approved archiving vendor within **60 days** of:

- The end date of the student enrolment contract, or
- The date the institution receives a notice of withdrawal, or
- The date the institution delivers to the student a notice of dismissal.

The archived record must be labeled by student name and personal education number, if any, and must include:

- A copy of the signed student enrolment contract,
- Any transcripts issued to the student by the institution, and
- A copy of any credential granted to the student by the institution.

Institutions should not archive records containing sensitive personal information such as unmasked credit card numbers (including the 3 to 4 digit security code found on the back of a credit card), social insurance numbers, bank account numbers, driver's licence numbers, permanent resident card numbers, or whether the student is receiving provincial income assistance. Scanned images showing a cheque, or any ID documentation should not be archived.

3.2.11 Prior learning assessment

Prior learning assessment is a process to determine if prior education or experience is equivalent to part of a program. Institutions that have such a process must ensure it is applied consistently to all students.

Prior learning must not be assessed as equivalent to more than 50% of the hours of instruction of a program unless:

- It is related to a program leading to an occupation that is regulated and the regulator provides that prior learning may be assessed as equivalent to more than 50% of the hours of instruction, or
- If an institution ceases to hold a certificate before a student can complete their approved program and another institution is appointed by the registrar to provide a comparable program.

3.2.12 Credentials

As soon as practicable after a student meets the requirements of an approved program, an institution must grant:

- For a **Class A** program, a certificate or diploma that confirms the completion of a career training program
- For a **Class B** or **Class C** program, a credential other than a career training credential

3.2.13 Program Advisory Committee (PAC)

Designated/interim designated institutions must establish PACs to ensure **Class A** programs reflect current practice in the relevant career occupation(s). These PACs, which can be established for a single program or a group of programs, must consist of individuals who:

- Have experience working in relevant career occupations, and
- Are not related to the institution. This means the institution cannot directly or indirectly control or influence the person, and the person cannot control or influence the institution.

Each PAC must also include an institution staff member who serves as secretary.

PACs must meet on a regular basis – at least once every two years – and the institution must keep written records of PAC meetings for at least four years.

Note: This does not apply to programs leading to employment in a career occupation regulated by Transport Canada.

Chapter 4: Inspections and enforcement

This chapter of the manual supports:

- Sections 28-46 of the *Private Training Act*
- Section 63 of the *Private Training Regulation*
- Section 11 of the *Fees and Student Tuition Protection Fund Regulation*

4.1 Appointment of inspectors

The Private Training Act (PTA) allows inspections of all institutions, regardless of whether they are certified. Inspectors appointed by the registrar are authorized to inspect business premises during business hours without a warrant. On request, the inspector must present evidence of appointment.

Inspectors have the authority to:

- Observe the delivery of programs to students
- Interview students and staff
- Remove from the premises and retain a record or any other thing that may be required as evidence
- Question a person

The inspector will issue a receipt if any thing is removed from the premises.

4.2 Types of inspections

Inspections are conducted for the following purposes:

- Assessing new applications for registration or designation certificates
- Assessing whether an institution requires a certificate
- Determining compliance with the PTA and regulations, or with SABC or EQA requirements, including determining whether the certificate held by the institution should be suspended or cancelled
- Conducting new location or new site-specific program applications

The table below provides further information on the types of inspections and fees for each.

The registrar will normally determine whether an inspection is required during a certificate term at the time the certificate is issued.

1. Pre-certification (initial application)	Description and fees
Inspection conducted prior to the issuance of initial certificate.	Conducted by ministry staff and/or subject matter experts (SMEs) appointed as inspectors by the registrar Fees are included in the application fee
2. Designation Review	**Description and fees**
Designation Review conducted within one year of the registrar issuing a designation certificate for the first time	Conducted by ministry staff and/or SMEs appointed as inspectors by the registrar Fees: • $1,500 per inspection, plus • $1,750 per inspector for the first day • $700 per inspector for each subsequent day
Subsequent Designation Reviews are conducted at least every seven years	
3. Compliance	**Description and fees**
May be conducted at any time, usually for one or more of the following reasons: • The institution has a category 3 assignment (see Chapter 6 for details) • The institution has been certified for less than one year • The registrar has identified a possible compliance issue concerning the PTA, the regulations or SABC or EQA requirements • A follow-up visit is required to assess whether a compliance issue has been resolved • The institution is not certified and may be offering **Class A** programs.	Conducted by ministry staff and/or SMEs appointed as inspectors by the registrar Fees are charged for follow-up inspections only as follows: • $100/hour for ministry staff • $200/hour for SME • $300/hour for a consultant with expertise in accounting

4.3 Process for inspections

Institutions must, within 24 hours of receiving notice of an inspection from PTIB, post a notice in a prominent place at the location where the inspection is to be conducted to provide students with the following information:

- Date and time of the inspection
- Location of the inspection
- The web address of PTIB

4.3.1 Pre-certification inspection

Institutions applying for certification for the first time are inspected as part of the application process. The registrar will generally notify the institution of the date and time for the inspection.

4.3.2 Designation Review

The registrar will conduct a Designation Review:

- Within one year of initial designation
- Within seven years of the most recent Designation Review

Prior to the inspection, institutions will be required to submit a Designation Review Report. Institutions undergoing a Designation Review will be contacted directly by PTIB to schedule an orientation meeting to discuss the Designation Review Report, process, and timelines.

The registrar will provide an estimate of fees for the inspection, based on the number and types of programs the institution offers. A date and time for the inspection will then be scheduled.

The institution will receive a copy of the inspection report and will be given an opportunity to respond.

4.3.3 Compliance inspection

Typically, the registrar provides notice for compliance inspections. However, the PTA provides authority to inspect an institution at any time, without advance notice.

The institution will receive a copy of the inspection report and will be given an opportunity to respond.

Fees may be charged for certain compliance inspections. See Section 7.1 for more information.

4.4 Enforcement

One of the key principles behind the PTA is progressive enforcement – providing for a range of enforcement actions when institutions contravene the PTA or regulations.

Typically, institutions are notified when the registrar identifies a possible contravention.

The registrar may use one or more of the following enforcement tools. As shown in the table below, each of these tools has progressively more serious implications for institution.

Tool	Implications for Institutions
Compliance order	• The institution must address any contraventions of the PTA or regulations identified in the compliance order by the specified deadline • Compliance orders are taken into consideration when determining an institution's category assignment. • Compliance orders may be published in the Online Directory

Order to refund tuition and all related fees	• The institution must refund students as ordered by the registrar if:
	  ○ The institution enrolled a student who did not meet admission requirements; or
	  ○ The institution did not provide work experience within the required timeline (30 days from contract end date)
	• Refund orders may be published in the Online Directory

Administrative penalty	• The institution must pay a specific amount for having contravened the PTA or regulations. For more information, see **Appendix 13**. • Where contraventions persist, additional penalty amounts may apply • Administrative penalties are taken into consideration when determining an institution's category assignment. • Administrative penalties will be published in the Online Directory for at least two years
Certificate suspension	• The institution must not advertise, contract with or enrol new students at any location for which a certificate is suspended until the suspension is lifted. Current students may continue their studies. • The institution is automatically assigned to Category 3, which may increase fees and payments to the Fund • Suspension information will be published in the Online Directory for at least two years
Certificate cancellation	• The institution must immediately stop providing or offering to provide any Class A programs at the location for which the certificate has been cancelled • The institution may not apply for a certificate for at least one year • Cancellation information will be published in the Online Directory for at least two years

Chapter 5: Re-certification

This chapter of the manual supports:

- Sections 4-10 of the *Private Training Act*
- Sections 4, 5, 6, 7, 8, and 9 of the *Private Training Regulation*
- Section 4 of the *Fees and Student Tuition Protection Fund Regulation*

Institutions wishing to continue to operate must apply for re-certification annually at least 60 days before the expiry date on the institution's certificate.

At re-certification the registrar will:

- Assess whether the institution is meeting the requirements for a certificate
- Assign the institution to a category
- Determine whether security is required
- Determine the amount of payments to the Fund and fees payable
- Determine whether inspections will be required in the upcoming certificate term

Institutions will receive a notice in advance of their certificate expiry date, reminding them of the date to apply for re-certification and the requirements.

5.1 Certificate expiry

Certificates generally expire seven months after the end of the institution's fiscal year. Institutions must apply for re-certification annually at least 60 days before the expiry date included in the institution's certificate.

For example, for a fiscal year ending December 31, 2022:

- The certificate will expire on July 31, 2023
- The application for re-certification is due by May 31, 2023.

For a detailed explanation, see the Example Re-certification Timeline in Section 5.2.2.

Re-certification is not automatic.

Institutions **must apply** for **re-certification**. Otherwise, their current certificate will expire.

5.2 Applying for Re-certification

5.2.1 Application process

Application – 60 days before the current certificate expiry date.

Submit an application for re-certification through the PTIB Portal. Select 'Apply for Re-certification' in the Certification section.

Update or confirm information in the Institution and Contacts sections of the form.

Pay any outstanding fees or payments to the Fund.

For a list of the information and records required with the application, see Appendix 14.

Student data reporting – 60 days before the current certificate expiry date

Log on to the PTIB Portal and select 'View or update student data' in the Tools section or select the Student Data tab and download the student data report. Only PTIB Portal users with administrator permissions can view the Student Data section of the PTIB Portal. Basic users do not have access.

Complete the report to provide the required information for each student who was enrolled in or completed an approved program during the previous fiscal year, then return to the PTIB Portal to upload and submit the student data report. The information required is listed in Appendix 15.

Refer to PTIB's **Student Data Report Reference Guide** available on the Forms, Templates and Resources page of the PTIB website for more information about completing the report.

Financial reporting – five months after the institution fiscal year end

Submit financial statements for the previous fiscal year via the PTIB Portal. Click on the Document Upload tab under Document Type, select Financial Statements, then select the file to upload and submit. See Section 5.5 below for details regarding reporting requirements for financial statements.

5.2.2 Application process

The registrar will assess the application and determine:

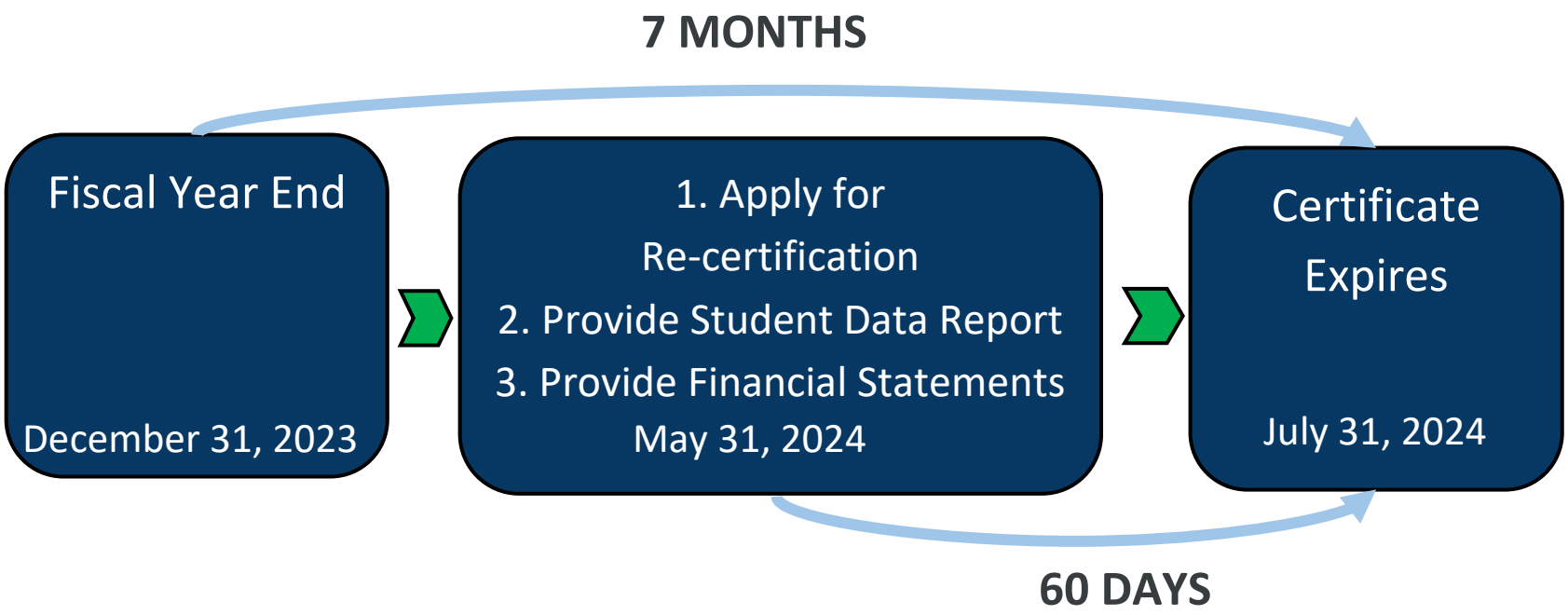
- Whether the institution meets the requirements for a certificate, and if so, what type of certificate
- Whether financial security is required, and if so, the amount
- The institution's category assignment

See Section 1.3 for the full list of requirements for a certificate.

Applying for Re-certification of a Designation Certificate?

Designated institutions must have students enrolled in at least 50% of their approved programs – either currently or at some point in the one-year period that ends on the expiry date included in the institution's current certificate.

Example Re-certification Timeline



5.3 Receiving a certificate, invoice and Designation Mark

Certificate

Once an institution has met the requirements, including provision of security (if required), the registrar will issue a certificate for each institution location.

The certificate must be printed and prominently displayed at each location for which a certificate is issued. Certificates must remain posted until they expire, or are surrendered or cancelled.

Invoice

Along with the certificate(s), the institution will receive an invoice for:

- Flat rate fees
- Graduated fees
- Payments to the Fund

For more on fees and payments to the Fund, see Chapter 7.

Designation Marks (designated institutions only)

The B.C. PTIB Designation Certification Mark ("the Marks") is available to designated institutions. Only designated institutions may use the Marks; there is no corresponding mark for registered or interim designated institutions. PTIB will legally enforce proper use of the Marks.

When using the Marks, the institution must provide "Notice of Licence" (Section 8 of the Designation Certification Marks Terms of Use Agreement). This means the Marks must be accompanied by the following statement: *"DESIGNATED B.C. PRIVATE TRAINING INSTITUTIONS BRANCH & Shield Design mark is a certification mark owned by the Government of British Columbia and used under licence."*

Designated institutions that want to use the Mark must sign and return the Designation Certification Marks Terms of Use Agreement, included in this manual at Appendix 20 and available in the Forms, Templates and Resources tab at www.privatetraininginstitutions.gov.bc.ca. Completed Terms of Use Agreements should be sent to PTI@gov.bc.ca.

PTIB will then email the Marks files to the institution.

The Marks may not be used before the signed Terms of Use Agreement is in place.

5.4 EQA and StudentAid BC designations

Designated institutions can apply for Education Quality Assurance (EQA) and StudentAid BC (SABC) designations. Institutions must meet additional requirements for EQA and SABC designations and applications will be assessed by EQA and SABC program staff.

- **EQA** is the British Columbia brand for quality post-secondary education. It is also a requirement for inclusion on the federal list of Designated Learning Institutions to host international students on study permits. For more on EQA, go to http://www2.gov.bc.ca/gov/content/education-training/post-secondary-education/institution-resources-administration/education-quality-assurance. For more on the federal Designated Learning Institutions list, go to www.cic.gc.ca/english/study/study-institutions-list.asp.
- **SABC** designation allows institutions to enrol students who want to apply for financial assistance through StudentAid BC. For more information, go to www.studentaidBC.ca/institution-officials.

Planning to enrol international students?

International students who want to enrol in a program longer than six months require study permits from the Federal Government under the International Student Program. For more information on study permits, go to www.cic.gc.ca/english/study/study.asp.

Note: Only designated institutions that also hold EQA designation may enrol international students on study permits. First time applicants will not be issued a designation certificate. One of the requirements for a designation certificate is to have held a certificate for one year.

5.5 Reporting requirements – financial statements

Institutions are notified of financial reporting requirements when the certificate is issued. Financial statements for the previous fiscal year are due no later than five months after fiscal year end.

Reporting requirements are based on tuition from approved programs earned in the previous fiscal year and the category assigned to the institution. For more on reporting requirements, see Appendix 16

The types of financial reporting are:

- Audited Financial Statement
- Review Engagement Report
- Notice to Reader (Compilation Engagement)

Preparation of financial statements

All financial statements must be prepared by a **Chartered Professional Accountant (CPA)** in good standing with the appropriate license from the Chartered Professional Accountants of BC.

5.6 Delays due to missing information

If an institution submits an application for re-certification 60 days before the expiry date on its current certificate, but does not provide student data and financial statements by the required due date:

The current certificate will remain valid until the registrar issues a new certificate or the institution receives the registrar's decision refusing to issue a certificate. However, should the registrar issue a certificate after the expiry date of the current certificate, fees and payments to the Student Tuition Protection Fund will only be payable as a lump sum. The institution will not have the option of monthly payments.

5.7 Failure to apply for re-certification by deadline

If an institution does not apply for re-certification at least 60 days before the expiry date on its current certificate, the institution may still apply for re-certification. However, it may not be possible to process the application before the current certificate expires, in which case the certificate will expire.

Chapter 6: Category assignment

This chapter of the manual supports Sections 30-45 of the *Fees and Student Tuition Protection Fund Regulation*.

All institutions are assigned to a category 1, 2 or 3 which is a factor in determining:

- Graduated fees
- Payments to the Fund
- Frequency of compliance inspections
- Type of financial reporting requirements
- Whether security is required

As described below, category assignment may be automatic or may involve assessment against a list of criteria.

6.1 Automatic category assignment

Some institutions, including those seeking certification for the first time, will be assigned automatically to a category, as shown in the table below.

Description of institution	Automatic category assignment
The institution has continuously held a certificate for less than two years	Category 3
The registrar has suspended any of the certificates issued to the institution within the past two years	Category 3
The institution is in the Indigenous institution class (operated by a First Nation and/or Indigenous society/corporation)	Category 1

6.2 Category assessment

For institutions not automatically assigned to a category, the registrar will conduct an assessment:

When	Why	Assessment Criteria
After the registrar issues a certificate	A factor in determining graduated fees, payments to the Fund, frequency of compliance inspections and type of reporting requirements	Criteria 1-10 in Section 6.2.1 below will be used for institutions issued a **registration or interim designation certificate** Criteria 1-12 in Section 6.2.1 below will be used for institutions issued a **designation certificate**

6.2.1 Assessment criteria

Category ratings are based on the criteria shown in the table below. For the calculations for each criterion, see Appendix 17.

Assessment Criteria	Category 1	Category 2	Category 3
Criteria for all institutions:			
1. Student withdrawal [1]	Less than 3%	3% to 13%	More than 13%
2. Compliance orders	0 to 2	3	More than 3
3. Administrative penalties	0	1	More than 1
4. Claims against the Fund	0	2% or less	More than 2%
5. Current ratio[1]	More than 1.5	1 to 1.4	Less than 1
6. Months of working capital [2]	More than 1.5	1.25 to 1.5	Less than 1.25
7. Change in revenue[2]	More than -10%	-10% to -30%	Less than -30%
8. Profit margin[2]	More than 1%	0% to 1%	Less than 0%
9. True trust[2]	More than 0	0	Less than 0
10. Change of control	No change within last 2 years	Change within the last 2 years	N/A
Additional criteria for institutions applying for or holding a designation certificate:			
11. StudentAid BC support[2]	40% or less	41% to 60%	More than 60%
12. International student enrolment[1]	Less than 50%	50% to 70%	70% or more

[1] Financial information for this criterion will be taken from the most recent financial statement provided by the institution.

[2] Data for this criterion will be taken from Ministry of Post-Secondary Education and Future Skills data sources.

6.2.2 Determining category assignment

The tables below show how the assessment criteria are used to determine the category assignment for an institution.

For institutions: • **applying for a registration certificate, or** • **holding a registration or interim designation certificate**	
Assessment criteria	**Category assignment**
If the institution has seven or more Category 1 criteria ratings	Category 1
If the institution has five or six Category 1 criteria ratings	Category 2
If the institution has four or less Category 1 criteria ratings	Category 3

Institutions holding or applying for a designation certificate	
Assessment criteria	**Category assignment**
If the institution has eight or more Category 1 criteria ratings	Category 1
If the institution has six or seven Category 1 criteria ratings	Category 2
If the institution has five or less Category 1 criteria ratings	Category 3

Chapter 7: Fees and payments to the Fund

This chapter of the manual supports:

- Sections 6, 7, 12, 13, 14, 21, 22, 47, 50, 54 and 64 of the *Private Training Act*
- Sections 3-13 and 15-26 of the *Fees and Student Tuition Protection Fund Regulation*

All institutions pay:

- **Transaction fees**, which are charged on a per-service basis
- **Certificate term fees and payments**, which are charged in relation to the certificate held by an institution

Certificate term fees and payments consist of:

- Flat rate fees
- Graduated fees
- Payments to the Fund

Institutions are invoiced for flat rate fees, graduated fees and payments to the Fund when the registrar issues the certificate.

PTIB operates on a cost-recovery model.

As described in the sections below, certificate term fees and payments are based on factors such as annual tuition revenue, certification status, years certified and category assignment.

Definition: Annual tuition revenue

Annual tuition revenue is defined as the total tuition earned in respect of approved programs during the previous fiscal year. This amount is included in an institution's financial statements.

For first time applicants, the annual tuition revenue is the institution's estimate of what it will earn in respect of approved programs in the institution's current fiscal. This amount is included in the institution's business plan.

7.1 Transaction fees

Transaction	Fee based on type of certification held by the institution	
	Registered	Designated/ Interim Designated
Application for a certificate – first time applicants only (for more on applications, see Chapter 1)		
Registration	$3,300	N/A
Designation	N/A	$3,300
Application for a certificate – institutions that hold a certificate and apply for a different certificate type		
Registration – institution that holds a designation / interim designation certificate	$500	N/A
Designation – institution that holds a registration certificate	N/A	$500
Program approval (for more on program approval, see Chapter 2)		
Class A	$900	
Class B	N/A	$500
Class C	N/A	$500
Approval not required	$150	$150
Changes to approved programs requiring consent from registrar (for more on changes, see Section 3.1)		
Change in the hours of instruction	$250	
Change in the method of delivery	$250	
Change in admission requirements	$250	
Change of location from which an institution provides an approved program (includes adding a location)	$500	
Change of location from which an institution only provides programs not requiring approval	$200	
Changes to program outline related to: • title of the program • learning objectives • admission requirements • number of hours for each course • number of hours work experience instruction • career occupation for which a program prepares a student (career-related programs only)	$250	
Changes requiring the institution to notify the registrar		
Change of control	$1,000	
Change in fiscal year	$500	
Change in legal or operating name	$200	
Change to delete an approved program	$100	

Transaction	Fee based on type of certification held by the institution	
	Registered	Designated/ Interim Designated
Inspections (for more on inspections, see Chapter 4)		
Follow-up compliance inspection	$100 per hour for ministry staff $200 per hour for subject matter experts $300 per hour for consultant with expertise in accounting (ministry staff, SMEs and consultants are appointed as inspectors)	
Review of Designation	N/A	$1,500 per inspection and $1,750 per inspector for the first day, plus $750 per inspector for any subsequent days
Request for reconsideration, appeal or review		
Request for reconsideration or appeal of decision by the registrar or review of administrative penalty (for more information, see Chapter 10)	$100	

7.2 Certificate term fees and payments

Certificate term fees and payments consist of:

- Flat rate fees
- Graduated fees
- Payments to the Fund

7.2.1 Flat rate fees

Institutions applying for a certificate for the first time pay a flat rate fee of $108.34 per month for the term of their certificate. All fees must be paid in Canadian dollars.

Flat rate fees are based on annual tuition revenue, as shown in the table below.

Flat Rate Fees

Annual Tuition Revenue	Flat Rate Fees (per month of the certificate term)
Less than $25,000	$108.34
$25,000 to $49,999	$108.34
$50,000 to $99,999	$173.23
$100,000 to $349,999	$259.89
$350,000 to $699,999	$411.55
$700,000 to $999,999	$546.43
$1,000,000 to $2,499,999	$834.05
$2,500,000 to $4,999,999	$1,115.83
$5,000,000 to $7,499,999	$1,397.50
$7,500,000 to $10,000,000	$1,690.00
Greater than $10,000,000	$2,058.34

7.2.2 Graduated fees and payments to the Fund

Graduated fees and payments to the Fund are based on the following factors:

- The category assigned to the institution
- Number of years certified
- Type of certificate
- Annual tuition revenue
- Class of institution, if applicable

For certificates with a term of more or less than 12 months, fees and payments to the Fund are pro-rated.

Classes of institutions

As set out above, institutions may be assigned to one of four classes:

- **Regulatory body institution class:** institutions at which the only approved programs the institution provides or intends to provide are approved programs leading to careers regulated by Transport Canada or provincial health regulatory bodies.
- **Language institution class:** institutions at which the only approved programs the institution provides or intends to provide are:
    - Language programs assessed by, and meeting the standards of, a language assessment body independent of the institution
    - **Class A** or **Class B** programs that lead to employment in language instruction
- **Indigenous institution class:** institutions operated by a First Nation and/or society/corporation.

In order to be assigned to a class, an institution must provide evidence that they meet the requirements for the class. For example, a language institution must provide a copy of the assessment of standards conducted by an independent body.

Graduated Fees and Payments to the Fund – Other than Indigenous institution class

Institution Description	Period of Continuous Certification or Registration	Category Assignment	Percentage of annual tuition revenue payable to	
			Graduated Fees	Fund
All institutions, except those in the regulatory body institution class or language institution class	less than 2 years	Category 3 (automatic)	1.352%	0.8%
	2 years or more	Category 3	1.352%	0.8%
Registered institutions, except those in the regulatory body institution class or language institution class	2 or more years but fewer than 5 years	Category 1	0.71%	0.525%
		Category 2	0.819%	0.563%
	5 or more years but fewer than 11 years	Category 1	0.585% 0.	0.35%
		Category 2	0.675	0.375%
	11 or more years	Category 1	0.52%	0.333%
		Category 2	0.60%	0.356%
Designated/interim designated institutions, except those in the regulatory body institution class or language institution class	2 or more years but fewer than 5 years	Category 1	0.385%	0.315%
		Category 2	0.444%	0.338%
	5 or more years but fewer than 11 years	Category 1	0.325%	0.28%
		Category 2	0.375%	0.3%
	11 or more years	Category 1	0.26%	0.245%
		Category 2	0.3%	0.263%
Institutions in the regulatory body institution class or language institution class	less than 2 years	Category 3 (automatic)	0.26%	0.28%
	2 years or more	Category 1	0.26%	0.245%
		Category 2	0.3%	0.263%
		Category 3	1.352%	0.8%

Graduated Fees and Payments to the Fund – Indigenous institution class

Institution Class	Period of Continuous Certification or Registration	Category Assignment	Graduated Fees (% of annual tuition revenue)	Payments to the Fund
Indigenous institution class [3]	n/a	Category 1 (automatic)	0.2%	$10.00

7.2.3 Reduced payments to the Fund

Debt ratio and current ratio are key measures of financial stability, so institutions with ratios below certain levels make lower payments to the Fund, as shown in the table below.

These discounts are not cumulative and do not apply to institutions assigned to Category 3, or those in the Indigenous institution class.

Thresholds	Discount on the payment due to the Fund
Debt ratio less than 0.2	2.5%
Debt ratio less than 0.2, **and** Three-year average current ratio of 1.2 or more	5%

[3] Institutions in the Indigenous institutions class are assigned the lowest graduated fee rate, and pay a flat fee payment of $10 to the Fund instead of having this calculated as a percentage of tuition revenue.

7.3 When and how to pay fees and payments

Type of payment	Form	When	How
Flat rate fees Graduated fees Payments to the Fund	For a certificate with a term of less than six months, or a certificate issued after the expiry date included in the previous certificate, payment must be in a lump sum Otherwise, institutions may choose between a lump sum and monthly payments	Lump sum is payable within 30 days of receiving an invoice Monthly payments paid by pre-authorized payment (PAD) over the term of the certificate*	Lump sum may be paid by: • Cheque, payable to the Minister of Finance • Electronic Funds Transfer (EFT) • Credit card via the PTIB Portal – Monthly payments may only be paid by pre-authorized payments (PAD).
Transaction fees	Single payment	Varies by transaction	

Payment Information

Payment can be made through the following methods:

1. **Cheque**

   Make cheque payable to the Minister of Finance. Mail your payment to the mailing address in the contact section below.

2. **Electronic Funds Transfer (EFT)**

   EFT can be done through your banking institution. Account details for transferring funds to are as follows:

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

   With each EFT payment we also require notification of payment sent to PTI.Finance@gov.bc.ca which includes the following information:

   - Institution ID No.
   - Invoice No.
   - Invoice Amount
   - Payment Date

3. **Credit Card**

   Institutions can make credit card payments (Visa, MasterCard and American Express) via the PTIB Portal.

4. **Pre-Authorized Payment (PAD)**

   Monthly payments may only be made by pre-authorized debit (PAD). Institutions must complete the Pre-Authorized Debit Application available in the Forms, Templates and Resources tab at www.privatetraininginstitutions.gov.bc.ca and mail the original with a copy of a void cheque to the address noted below under Contract and Inquiries.

Contact and Inquiries

You may forward inquiries to:

Email: PTI.Finance@gov.bc.ca

Telephone:	Local:	604-569-0033
	Toll-free:	+ 1 800-661-7441
	Fax:	+ 1 778-945-0606

Mail: Private Training Institutions Branch
Accounts Receivable
310-601 Cordova St W,
Vancouver, BC V6B 1G1

Chapter 8: Financial security

This chapter supports:

- Section 7 of the *Private Training Act*
- Section 14 of the *Fees and Student Tuition Protection Fund Regulation*

The registrar may require institutions to provide security – a financial instrument guaranteeing payment if the institution cannot or will not reimburse amounts paid from the Fund. This determination is made after an institution applies for certification or re-certification.

8.1 Determining whether security is required

To determine whether an institution is required to provide security, the registrar will consider:

- Whether the institution's certificate has been suspended in the past two years
- How long the institution has been certified
- The institution's category rating for each criterion
- If the institution does not hold a certificate, the institution's balance sheet
- Whether the institution has had a change in control within the past year
- Whether the institution is in the Indigenous institution class
- The institution's financial statements for the 3 previous fiscal years
- Other information available to the registrar that the registrar considers relevant

For institutions not automatically assigned to a category, the registrar will conduct an assessment after an institution submits an application for re-certification. For more information, see Chapter 6: Category Assignment.

8.2 Determining the amount of security

The maximum amount of security required will be $100,000. Generally, the registrar will apply the following principles when determining the amount of security:

Application for certification	Amount of Security
First time application	At least $25,000
Re-application	The greater of: • $25,000 or • 25% of unearned tuition revenue from approved programs in the previous fiscal year to a maximum of $100,000

8.3 Acceptable types of security

Two types of security are accepted, as shown in the table below.

Type of security	Conditions	
An irrevocable letter of credit (ILOC) issued by a savings institution (which generally means a bank or a credit union). The financial institution must have an office in Canada.	• Must be made out to the Trustee of the Student Tuition Protection Fund under the Private Training Act, S.B.C.2015, c.5 • Must include an automatic renewal clause • The savings institution must agree that the beneficiary is permitted to make partial drawings from the ILOC • Must be for a term of at least 12 months	Both bonds and ILOCs must include: 1. The legal name and location(s) of the institution 2. The amount of the financial security 3. The end/expiry date of the security For templates, see: • Appendix 18: Irrevocable Letter of Credit Template • Appendix 19: Surety Bond Template
A surety bond, issued by a business authorized under the *Financial Institutions Act* to carry on insurance business.	• Must be made out to the Trustee of the Student Tuition Protection Fund • Must be for a term of at least 15 months after the expiry date of the certificate held by the institution • Must include a notice of cancellation provision of 30 days or more • The issuer must agree that the beneficiary is permitted to make partial drawings from the surety bond	

8.4 Reimbursing amounts paid from the Fund

The security may be realized up to the amount paid from the Fund. The institution is liable for reimbursing any amount paid from the Fund.

Chapter 9: Claims against the Fund

This chapter of the manual supports:

- Sections 17, 18, 21, 23, 24, 25, 26 and 27 of the *Private Training Act*
- Sections 61 and 62 of the *Private Training Regulation*
- 15-26 of the Fees and *Student Tuition Protection Fund Regulation*

A student may file a claim against the Fund on the following grounds:

- The institution misled the student regarding a significant aspect of an approved program; or
- The institution ceases to hold a certificate before a student can complete their approved program.

Students may be refunded up to the total tuition paid.

Tuition is defined as the total fees the student, or someone on behalf of a student, pays to the institution for a program, **not** including:

- Administrative, application or assessment fees
- Fees for textbooks or other course material, including equipment or uniforms

The Student Tuition Protection Fund

The Fund consists of payments made by certified private training institutions, and is managed by the BC Investment Management Corporation. The Fund is a trust fund established under the PTA to protect student tuition in the event that an institution misled a student regarding a significant aspect or an approved program, or the institution ceases to hold a certificate before a student a complete their approved program. Financial statements for the Fund are posted on the PTIB website.

The Trustee

Claims are adjudicated by the trustee, who was appointed by the Minister of Post-Secondary Education and Future Skills.

9.1 Who can file claims and under what circumstances

Ground for claim	Who can claim	Deadline for filing claim
The institution no longer holds a certificate	A student enrolled in an approved program at the time the institution ceased to hold a certificate	The student must file the claim within **one year** of the date the institution ceased to hold a certificate
Example: *On December 1, 2018, the registrar cancels the certificate issued to Institution ABC. A student enrolled in an approved six-month program paid tuition and completed only three months of studies. The student must file a claim by December 1, 2019.*		
Grounds for claim	**Who can claim**	**Deadline for filing claim**
The institution misled the student regarding a significant aspect of an approved program	Any student who: • is or was enrolled in the approved program, and • has exhausted the institution's dispute resolution process	The student must file the claim within **one year** of: • completion • dismissal, or • withdrawal
Example: *Six months into a two-year program at Institution XYZ, a student learns that – contrary to what was specified in her enrolment contract – the second year of the program is delivered online rather than in-class. The student goes through the dispute resolution process established by Institution XYZ but remains unsatisfied and withdraws from the program on March 1, 2019. The student must file a claim by March 1, 2020.*		

9.2 How the claim process works

The tables below outline the processes for claims against the Fund for each of the allowable grounds.

To file a claim, a student must submit all of the information and records, if available, listed on the claim form by the one year deadline.

While deadlines apply to parts of the process, the trustee may extend, at the request of the student or the institution or its own initiative, the time period for responses and submissions. The trustee cannot extend the one year deadline to file a claim. The trustee may also consolidate claims.

The trustee

Claims are adjudicated by the trustee, who was appointed by the Minister of Post-Secondary Education and Future Skills.

Institution no longer holds a certificate		
Who	**What**	**When**
Student	File a claim using the form at: www.privatetraininginstitutions.gov.bc.ca	Within **one year** of the date the institution ceased holding a certificate
Trustee	Provides a summary of the claim to the institution	As soon as practicable after receiving the claim from the student
Institution no longer holds a certificate (the certificate was cancelled or surrendered)	May respond to the claim	Within seven days of receiving the summary from the trustee
Registrar	Determines whether a comparable program is available at another institution (the train-out institution)	
If there is a comparable program		
Student	May: Accept enrolment in the comparable program at the train-out institution, or Reject enrolment at the train-out institution, citing special circumstances. This is done by submitting a form to the registrar. The form is available at: www.privatetraininginstitutions.gov.bc.ca	
Registrar	If the registrar determines that special circumstances prevent the student from attending the comparable program, the claim will be forwarded to the trustee. If the registrar determines that there are no special circumstances, the student may still elect to accept the train-out option.	
If the student signs an enrolment contract with the train-out institution		
Train-out institution	Provides a copy of the contract to the registrar	
Trustee	Determines and pays the tuition refund to the train-out institution	
Institution no longer holds a certificate (certificate cancelled or surrendered)	Reimburses the Fund for the payment to the train-out institution	
If there is no comparable program, or the registrar has accepted the special circumstances cited by the student		
Trustee	Adjudicates the claim to determine whether any refund should be issued, and provides written reasons to the student, the institution and the registrar	

For more information about comparable programs, see Section 9.2.5.

Claim the student was misled		
Who	**What**	**When**
Student	Files a claim (not more than 50 pages) using form available on the PTIB website www.privatetraininginstitutions.gov.bc.ca	Within **one year** of completing, being dismissed from or withdrawing from the program
Trustee	Gives a copy of the claim to the institution	As soon as practicable after receiving the claim from the student
Institution	May respond to the claim (not more than 50 pages)	Within 15 days of receiving a copy of the claim from the trustee
Trustee	Gives the response from the institution, if any, to the student	Within 15 days of receiving the response from the institution
Student	May reply to the response from the institution	Within 15 days of receiving the response from the trustee
Trustee	Must give the reply from the student, if any, to the institution	Within 15 days of receiving the reply from the student
Trustee	Adjudicates the claim to determine whether the student was misled and if any refund should be issued. Provides written reasons to the student, the institution and the registrar.	

9.3 Approved claims may result in payments to student, the government or an institution

Type of approved claim	Type of payment from the Fund
A student is enrolled in an approved program at the time the institution's certificate is cancelled or surrendered	If the registrar appoints a train-out institution to provide a comparable program, payments from the Fund are made to the **train-out institution to cover the cost of completing the program**. If the registrar determines that there is no comparable program, or there is a comparable program but special circumstances prevent the student from attending, and the student has received student financial assistance, payments from the Fund are first applied to any outstanding **student loans**. Otherwise, the payment from the Fund is made to the **student**.
The student was misled regarding a significant aspect of the program	If the student has received student financial assistance, payments from the Fund are first applied to any outstanding **student loans**. Otherwise, the payments from the Fund are made to the **student**.

9.4 Repayments to the Fund

Institutions are required to reimburse the Fund for any payments resulting from approved claims.

9.5 Comparable programs

The registrar may appoint an institution (the train-out institution) to provide a comparable program to students who were enrolled in an approved program and had not completed their program at the time an institution ceased to hold a certificate.

PTIB may invite institutions to make proposals to be appointed a train-out institution. In determining whether a program is comparable, the registrar will take into account the following considerations, among others:

(a) program content
(b) location from which the program is offered
(c) tuition
(d) start and end date of the program
(e) date the institution offering the program was initially certified
(f) whether institution is registered or designated
(g) institution's most recent inspection report
(h) institution's category assessment
(i) institution's compliance history
(j) institution's capacity to provide comparable program
(k) reasonableness of the institution's plan for accommodating students
(l) if the program leads to employment in a career occupation that is regulated by a regulator, institution's standing with regulator's requirements
(m) date the institution last offered the program

Chapter 10: Reconsideration, appeal and review

This chapter of the manual supports:

- Sections 47-56 of the *Private Training Act*
- Section 13 of the *Fees and Student Tuition Protection Fund Regulation*

Certified institutions may apply for a reconsideration or file an appeal of certain decisions of the registrar. Uncertified institutions may only request a review of administrative penalties.

10.1 Reconsideration

Certified institutions may apply for a reconsideration of a decision by the registrar to:

- Refuse to issue a certificate
- Suspend a certificate, or
- Impose an administrative penalty

Reconsiderations must be based on one or more of the following grounds:

- The registrar made an error in law
- The registrar did not observe principles of natural justice, such as administrative fairness
- New evidence is available that was not available at the time the registrar made the decision

Evidence that the institution has subsequently remedied the contraventions that formed the basis for the enforcement action is not in itself grounds to request a reconsideration.

To request a reconsideration:

- Submit a Request for Reconsideration form available in the Forms, Templates and Resources tab at www.privatetraininginstitutions.gov.bc.ca citing at least one of the grounds listed above
- Include the reconsideration fee ($100)
- Ensure the request is received by the registrar within the following timelines:
    - for reconsideration of a certificate refusal or suspension, no more than 30 days after receipt of the decision from the registrar
    - for reconsideration of an administrative penalty, no more than 15 days after the determination imposing the penalty is served on the institution

The Registrar's Rules of Practice and Procedure for Reconsiderations are available in the Forms, Templates and Resources tab at www.privatetraininginstitutions.gov.bc.ca.

The table below shows the possible outcomes of reconsiderations. In each case, the registrar will issue written reasons.

Decision being reconsidered	Possible outcomes	
Refusal to issue certificate	Confirm refusal	Overturn refusal and issue a certificate
Administrative penalty	Affirm the penalty	Rescind the penalty
Certificate suspension	Confirm the suspension	Cancel the suspension

10.2 Appeal to the commissioner

The following decisions may be appealed to the commissioner:

- Reconsideration decisions by the registrar regarding:
  - certificate refusal
  - certificate suspension
  - administrative penalties
- Decisions by the registrar to cancel a certificate.

The commissioner

The commissioner is appointed by the Lieutenant Governor in Council for a term of five years, with the option of reappointment.

To file an appeal:

- Complete a notice of appeal, available at www.privatetraininginstitutions.gov.bc.ca
- Include the appeal fee ($100)
- Send it to PTIB to the attention of the commissioner along with the applicable fee, and
- Ensure it arrives within **30 days** from the date of the reconsideration decision, or the date the institution received notice of a certificate cancellation.

10.2.1 Appeal process

As a general rule, when deciding an appeal, the commissioner will consider only the records that were before the registrar. However, the commissioner may consider additional records where it is reasonably required for a full and fair disclosure of all matters related to the decision under appeal.

Several provisions of the *Administrative Tribunals Act* apply. For example, the commissioner:

- Cannot address questions relating to the *Canadian Charter of Rights and Freedoms* or the British Columbia *Human Rights Code*
- Cannot be compelled to testify or produce evidence in any civil proceeding, and
- Is protected from personal liability in relation to the good faith exercise of his or her powers and duties

10.2.2 Orders from the commissioner

After considering an appeal, the commissioner may:

- Dismiss the appeal
- Allow the appeal and give any directions to the registrar that the commissioner considers appropriate in the circumstances, and/or
- Vary the decision under appeal (this can include reducing the amount of an administrative penalty).

The commissioner will give written reasons to the institution and the registrar, and make these reasons publicly available.

In exceptional circumstances, the commissioner may require an institution to pay all or part of the appeal costs, where the conduct of the institution in relation to the appeal is found to have been improper, vexatious, frivolous or abusive, and file the order with the British Columbia Supreme Court, giving it the same force and effect as a judgment of that court

Decisions of the commissioner are final and may not be appealed.

10.3 Review of administrative penalties (uncertified institutions only)

Uncertified institutions may request a review of any administrative penalty imposed by the registrar. Reviews must be based on one or more of the following grounds:

- The registrar made an error in law
- The registrar did not observe principles of natural justice, such as administrative fairness, and/or
- New evidence not available at the time the decision was made is available

To request a review:

- Submit a written Request for Review form which PTIB will provide with the administrative penalty, citing at least one of the grounds listed above
- Ensure that the request is received by PTIB within 15 days of the penalty being served on the institution

Reviews are carried out by review officers – designated employees of the Ministry of Post-Secondary Education and Future Skills. Review officers may consider new information, and have the authority to rescind or affirm an administrative penalty. They may also reduce an administrative penalty in circumstances where it is considered excessive.

Review officers will give written reasons to the institution and the registrar. Administrative penalties affirmed or reduced are payable within 30 days of service of the review decision.

Review decisions are final and may not be appealed to the commissioner.

Appendices

Appendix 1: Excluded Institutions

Under the *Private Training Act, an* **"excluded institution"** means any of the following:

(a) a board of education as defined in the *School Act*

(b) a francophone education authority as defined in the *School Act*

(c) an authority as defined in the *Independent School Act*

(d) the minister responsible for the administration of the *School Act*, in respect of a Provincial school as defined in that Act

(e) the government of Canada, in respect of a school operated by that government

(f) a first nation as defined in the *School Act*, in respect of a school operated by the first nation

(g) a Community Education Authority established by one or more participating First Nations under the *First Nations Jurisdiction over Education in British Columbia Act* (Canada), in respect of a school operated by that authority

(h) a treaty first nation in respect of a school operated by the treaty first nation under laws established by the first nation

(i) an institution established under the *College and Institute Act*, the *Royal Roads University Act*, the *Thompson Rivers University Act* or the *University Act*

(j) an institution that is authorized by a consent under the *Degree Authorization Act* and offers only degree programs to which the consent applies

(k) an institution established or continued under an Act and authorized under that Act to grant or confer degrees

(l) a professional organization established by an Act in respect of a program, if the program is part of professional requirements or is for the purpose of professional development

(m) an institution that is excluded by regulation

Appendix 2: Application for Certification – Required Information and Records

Institutions applying for a certificate are required under section 5(1) of the *Private Training Regulation* to provide the following information and records:

(a) if the institution is a company:
  (i) the name of its major shareholder
  (ii) a copy of the central securities register for the company maintained under section 111 *[securities registers]* of the *Business Corporations Act*, and
  (iii) a certificate of good standing
(b) if the institution is an extraprovincial company, the name of its major shareholder(d) if the institution is a partnership within the meaning of the Partnership Act or under the laws of a jurisdiction other than British Columbia, other than a limited partnership, a signed copy of the partnership agreement
(e) if the institution is a limited partnership, the names of the general partners
(f) if the institution is a society or an extraprovincial society:
  (i) the names of the directors of the society as defined in section 1 of the Society Act, and
  (ii) a copy of the most recent annual report filed under section 68 [filing annual report] or 78 [return to registrar] of that Act, as the case may be
(g) if the institution is a sole proprietorship, the full name of the proprietor
(h) if the institution is an Indigenous institution, the legal name of the entity that operates the institution
(i) evidence that the institution has a valid Business British Columbia Electronic Identification
(j) evidence that the institution has obtained general liability insurance
(k) a written declaration, by a person who has the legal authority to act on behalf of the institution, as to whether or not the institution, or an associated institution within the meaning of section 46 [associated institutions] of the PTA:
  (i) has suspended operations in any jurisdiction, or
  (ii) has been closed or involved in an action in any jurisdiction respecting the closure of the institution
(l) copies of the following:
  (i) the business licence held by the institution, if the institution holds a business licence issued by a local government
  (ii) the business plan established by the institution (initial application)
  (iii) the student enrolment contract used by the institution for approved programs of instruction and for programs of instruction that do not require approval (initial application)
  (iv) a copy of the institution's student policies:
    - Dispute Resolution Policy
    - Student Attendance Policy
    - Student Dismissal Policy
    - Student Grade Appeal Policy
    - Sexual Misconduct Policy

Institutions must also provide their website address and a copy of the following:

(a) Student Statement of Rights
(b) Tuition Refund Policy
(c) Fair Treatment of Students Policy

Appendix 3: Business Plan Template

Institutions applying for a certificate for the first time must submit a business plan that includes the information listed below.

The estimate of tuition revenue from approved programs provided in the business plan will be used to assess fees and payments to the Student Tuition Protection Fund owing if PTIB issues a certificate.

[Name of Institution] Business Plan

[Date]

Table of Contents

- **A. Industry/Market Analysis**
- **B. Marketing Plan**
- **C. Financial Plan**
- **D. Balance Sheet**

A. Industry/Market Analysis

- A description of the programs the institution provides or intends to provide.
- An analysis of the market for the programs the institution provides or intends to provide.
- A description of any agreements the institution has entered into, or intends to enter into, with another entity to provide a program except as it relates to work experience.
- The number of students the institution estimates will enroll in each program of instruction in each of the next three years.

B. Marketing Plan

- A description of the student recruitment process.

C. Financial Plan

- Operational expenses the institution estimates it will incur in the next year.
- Capital costs the institution estimates it will incur in the next three years.
- Revenue sources the institution estimates it will have in the next three years.
- Estimates of what the institution will earn from each revenue source during each of the next three fiscal years, including the total tuition the institution estimates it will earn in respect of programs that require approval.
- A copy of the balance sheet for the institution.

D. Institution Balance Sheet [Date]

ASSETS	**(What you own)**	**Amount**
Cash		
Investments		
Inventory		
Property & Equipment	Land	
	Building	
	Equipment	
Other Assets	Vehicles	
	Patents & Copyrights	
	Other (please list)	
Total Assets		**$**
LIABILITIES	**(What you owe)**	**Amount**
Bank Loans		
Line of Credit Used		
Other Loans	Owing to Shareholder	
	Other (please list)	
Accounts Payable	(unpaid bills/invoices)	
Other Payables		
	Lease Obligations	
	Taxes or Payroll Contributions Owing	
Total Liabilities		**$**
Net Worth		**$**
***Total Liabilities-Total Assets**		
Other Relevant Information		

Appendix 4: New Program Information and Records For All New Programs

Institutions must submit an application that includes the following information for each new program, whether the program requires approval or is a program that does not require approval.

For new programs that require approval, use the Application – New Program.

To request confirmation of whether a new program requires approval, including programs that you believe **do not** require approval, use the Request for Confirmation of Program Class form.

Application forms are available on the Forms, Templates and Resources page of the PTIB website. Email the completed application along with all required records to PTI@gov.bc.ca.

The registrar will assess whether the program requires approval and, if so, the class.

General Program Information

a) The amount of tuition and related fees

b) The number of hours of instruction

c) The number of weeks of the program during which students enrolled in the institution receive instruction

d) The location where the institution provides, or from which the institution provides, the program

e) The following information must be included in the program outline:

   (i) The title of the program

   (ii) The learning objectives of the program

   (iii) The admission requirements for the program

   (iv) A description of the method of evaluation used to assess a student, if there is an evaluation in addition to the one included in the course outline that is part of the program

   (v) The requirements a student must meet to complete the program

   (vi) A list of the titles of the courses that are part of the program

Calculating hours of instruction

An hour of instruction is an hour in which students receive instruction in a program (including field trips), but does not include:

- Homework
- Recesses
- Lunch periods
- Travel time to field trips or practicum outside of normally scheduled classes
- Other scheduled breaks between classes with the exception of one 15-minute coffee break for every 3 hours of instruction

Calculating weeks

A week that includes one or more vacation days is not included in the number or weeks.

A week that includes a statutory holiday, if it does not also include a vacation day, is included in the number of weeks.

(vii) The number of hours of instruction for each course that is part of the program

(viii) The number of hours of instruction for each work experience component of the program

(ix) In respect of career-related programs, the career occupation for which the program prepares a student

Programs and program outlines

A program may consist of one course or a series of courses of training or instruction.

Institutions must submit a program outline when submitting a program for approval or a program change application.

A program outline must include specific required elements. A sample program outline is available in the Forms, Templates and Resources tab at https://www.privatetraininginstitutions.gov.bc.ca/form-library

Appendix 5: New Program Approval Application – Information and Records

If a program requires approval, the institution must submit the following information by submitting an Application – New Program available on the Forms, Templates and Resources page of the PTIB website.

Program Information and Records

a) The student intake model

b) If the student intake model is an intermittent intake model, the number of intakes throughout the program

c) The maximum number of students that are admitted to the program

d) A list of equipment and facilities the institution uses to provide a program

e) A description of the method of delivery for the program

f) A description of the course materials provided to students enrolled in the program, including the language of the materials

g) The language of instruction of the program

h) Whether the program is offered as a full-time program, a part-time program or both a full-time program and a part-time program

i) If the program includes work experience:

   (i) the following information that must be included in the written work experience policy that will be provided to students:
   - the process by which a student is placed in a work experience
   - the process by which a student in a work experience is evaluated
   - the intervals at which work experience monitoring of a student will be undertaken
   - the requirements for participation in work experience
   - the number of hours of the work experience
   - identification of the work experience as a clinical placement, cooperative placement, practicum or preceptorship. All work experience offered must fall into one of these four categories

Student **intake model** is either a:

- **Continuous intake model** which means there is continuous admission of students throughout the program, or
- **Intermittent intake model** which means students are admitted into the program at specific times

Method of delivery includes the following:

- Distance education
- In-class instruction
- Combined delivery incorporating both distance education and in-class instruction

See Section 2.4 for definitions of synchronous and asynchronous distance delivery.

(ii) a list of all of the host organizations that will provide work experience to students

(iii) a description of the activities that the student will undertake during work experience components

See Section 7 of the Work Experience guide in this manual for more information on **expectations for the list of work experience activities.**

j) If the institution has entered into, or intends to enter into, an agreement with another entity to provide the program, or part of the program, except as it relates to work experience, a copy of the agreement

k) The information that will be included in the each course outline, and the order in which courses will be provided, including:

(i) The learning objectives of the course

(ii) A list of required course materials

(iii) a description of the method of evaluation used to assess student performance in the course

(iv) the requirements that a student must meet to complete the course, and

(v) the teaching methods used in the course.

Teaching methods include the following:

- Teaching in a seminar format
- Teaching in a laboratory
- Teaching in a lecture format

If the program is a Class A or Class B program

l) Whether the program leads to employment in a career occupation regulated by a regulator, if so, the name of the regulator

If the program is a Class A program

m) A description of the type of credential granted to students upon completion of the program

If the program is a Class A program offered at a designated/interim designated institution

- An evaluation of the program by a program evaluator unless the registrar has informed the institution that an evaluation, or certain elements of an evaluation, is not required. See Section 2.3 for more information.

Courses and course outlines

A course is a part of a program. A program may include one or a series of courses.

If a program includes only one course, an institution may choose to provide a combined program/course outline – a program outline that includes all elements required in both.

If an institution's program includes more than one course, the institution must provide a copy of the outlines for all the courses in the program when submitting the program for approval. If an institution submits a program change which affects a course, it must also submit a revised course outline.

Course outlines must be provided to students before they start the course. The institution may provide them on the first day of class for the course.

Course outlines must include specific requirements. See the PTIB Course Outline Sample which is available in the Forms, Templates and Resources tab at www.privatetraininginstitutions.gov.bc.ca.

Appendix 6: Learning Objectives

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1. What are learning objectives, and why are they important?

A clear learning objective states knowledge, a skill or an attitude a learner will be able to demonstrate upon completion of the program or course. The learning objectives are the most important section of your program or course outline, because they:

- define the type, breadth and depth of learning students are expected to achieve
- provide objective benchmarks for assessment
- clearly communicate expectations to students
- clearly communicate graduates' knowledge and skills to prospective employers
- define units of learning
- guide the instructor and the student

The Private Training Regulation requires that:

- Learning objectives must be relevant to the career occupation for which the program is intended to prepare the student
- The program title must be consistent with the learning objectives

2. What should learning objectives look like?

Learning objectives are written as statements (usually in a point-form list) using action verbs such as: identify, recognize, describe, demonstrate, analyze, calculate, design, diagnose, assess.

Examples: Upon successful completion of this program/course, students will be able to:

- **identify** potential safety hazards in the workplace
- **demonstrate** professional standards of waste prevention
- **design** an effective marketing plan for a small business

Learning objectives must be measurable or observable. Evaluation methods such as written and practical exams are chosen based on the program's learning objectives, and evaluation tools are designed to measure how well students are meeting them.

Avoid using words such as *understand, know, appreciate, learn*, which are not measurable and/or relate to the process of study rather than the end result.

3. How many learning objectives should a program have?

This varies depending on the scope of the program. Learning objectives are the foundation on which a curriculum is built. There should be enough learning objectives to establish the program's breadth and depth of study – the major areas within its field that are covered - and to show how a successful graduate will be prepared for the career occupations listed in the application and program outline. Learning objectives in a program outline will be more general than those included in course outlines.

4. Should every learning objective for the program be in the program outline?

In general, no. If the program consists of courses, each course outline will have a list of learning objectives for that course, and together they provide greater detail of the learning objectives of the program as a whole. The objectives in the program outline will be broader and more general.

However, if the program does not consist of individual courses, the learning objectives in the program outline must provide all the detail a student or an instructor needs.

5. What is PTIB looking for in the learning objectives section of an outline, and why?

When a new program application requiring approval is reviewed, or substantive changes to an approved program are applied for, the registrar will consider whether the learning objectives of the program are (or remain) relevant to the career occupations listed on the program outline.

As well, the Private Training Regulation refers to learning objectives in the contexts of both new program approval and ongoing program compliance: various aspects of program design and delivery (such as admission requirements, intake model and maximum class size, course order, program length) must be appropriate to enable students to meet the learning objectives of the program.

For PTIB staff to determine whether program design and delivery, as described in your application, will enable students to achieve learning objectives, the objectives must be properly expressed, and there must be enough of them to show the full breadth and depth of the curriculum.

6. Common problems with learning objectives in program and course outlines

PTIB staff may ask you to revise your learning objectives if:

- They are not student-focussed (e.g. they describe what the program covers, rather than specifying skills/knowledge a graduate will be able to demonstrate)
- They are vague or too broad
- They are too few to effectively show the program's scope
- They are too specific to effectively show the program's scope

- They do not use action verbs
- They are not measurable or observable

Until the learning objectives are expressed effectively other aspects of the program cannot be assessed in relation to them.

You may be asked to revise your program title and/or career occupations if learning objectives are not relevant to the career occupation for which the program is intended to prepare the student, or if the program title is not consistent with the learning objectives.

At a designated institution, ensuring appropriate learning objectives is a responsibility of the Senior Educational Administrator (SEA). Revisions should be done in consultation with the curriculum designer.

7. Some online resources on learning objectives and how to write them

- https://uwaterloo.ca/centre-for-teaching-excellence/teaching-resources/teaching-tips/planning-courses/course-design/writing-learning-outcomes
- http://www.bumc.bu.edu/cme/files/2012/07/13-Tips-for-writing-objectives.doc
- https://www.cmu.edu/teaching/designteach/design/learningobjectives.html
- https://teachonline.asu.edu/2012/07/writing-measurable-learning-objectives/

Appendix 7: Admission requirements

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1. What are admission requirements, and why are they important?

Admission requirements are the skills, knowledge and/or other background, including minimum language proficiency, a student must have to be admitted to a program and that make it likely the student will successfully complete the program. Appropriate admission requirements support student retention, success and satisfaction, which is good for both students and the institution.

Admission requirements may not be varied or waived by either an institution or a student, and they must be applied consistently to all students in the program.

Student records must show that admission requirements have been met by each student, and have been applied consistently to all students.

Should you want to change the admission requirements listed with PTIB, you must first obtain PTIB's consent.

2. Admission requirements or admission procedures?

Admission requirements are different from admission procedures.

In general, any requirement on which the decision to admit a student to a program will be based, in whole or in part, is an admission requirement. If it is part of the admitting process, but will not influence the decision whether to admit a student, it is an admission procedure.

Admission procedures might include the following:

- Completion of application form
- Payment of application fee
- Proof of identity
- Parental signature for minors

You may include admission procedures in your program materials (program outline, etc.), but PTIB does not list these with program information. Some processes are administrative in nature (e.g. completion of forms, payment of fees) or may be legal requirements (parental signature for minors). These are either not subject to regulation or are covered in another context, such as requirements for the student enrollment contract.

3. What should admission requirements include?

Admission requirements should be clear and specific, and state a minimum standard to be met. Most programs should include a language proficiency requirement.

When developing admission requirements you should consider the following:

- Language proficiency: in English, and/or other language(s) of instruction if applicable, to a specified standard appropriate to the program. All programs, except language instruction (such as ESL), require proficiency in reading, writing, listening and speaking in the language(s) of instruction, at the level appropriate for the curriculum.
  For example, if your students will be reading textbooks and other materials in English, they must read English at a level that will enable them to understand those program materials *from the first day of classes*. If there will be written assignments, essays or reports in English, students must be able to write at the level the program demands. The same is true for speaking and listening skills.
- Prior education, if required: e.g. Grade 12 or equivalent; Bachelor's degree; Grade 10 math with minimum grade of C+.
- Prior experience, if applicable: e.g. program-related work or volunteering, with minimum duration and type of documentation required.
- Membership: registration, certification, licensure (for example, private pilot's license, registered counsellor).
- Minimum age. (Having a parent or guardian sign for a minor is a legal requirement. It is not an admission requirement.) "Grade 12 or minimum 19 years of age" is common and meets StudentAid BC requirements.
- 'Mature student' status may be an admission requirement *if* it is an alternative to other requirements such as prior education, *and* it has a documentable definition.

4. Setting your program's admission requirements

- Choose admission criteria and standards that address all skills and/or knowledge students will need to succeed from their first day in this program.
- Ensure each requirement you set effectively addresses the criterion it is meant to. For example, to prove a level of language proficiency, choose assessment tests or proof of prior education in the language of instruction. Citizenship or residency does not guarantee fluency in a language.
- Set clear standards by specifying minimum levels and acceptable scores: for example, IELTS 6.5; English 12 with a minimum grade of C+; 80 hours documented work or volunteer experience; etc.

- The criteria and standards you set must be documentable, by the student or another organization (e.g. Grade 12 diploma, IELTS results, prior credential or transcript, letter of reference), or by means of a test or process designed and administered by your institution.
- If you design a test of your own, it must effectively assess the applicant's knowledge of the subject. Be prepared to provide a copy to PTIB if requested. (See also following section.)
- **If there are equivalents you will accept they must be specified**, **and are considered part of the admission requirements**. A detailed Language Proficiency Policy is also considered part of your Admission Requirements for each program it applies to. Both must be included in the program outline and posted on your website. **Changes to a Language Proficiency Policy or to the list of accepted tests, scores, educational equivalents, etc. for a program require consent as changes to Admission Requirements.**
- A program designed to teach intermediate or advanced skills must have admission requirements that ensure students already have an appropriate level of skills and knowledge in the program area.
- If your program is in a regulated field (e.g. health occupations) the admission requirements may be set by the regulator. It is your responsibility to know if this applies to a program you are applying for or offering, and if so to ensure you set, maintain and apply the regulator's minimum admission requirements.

5. In-house testing, equivalents, and prior learning recognition

Admission requirements often specify standardized assessments such as IELTS, TOEFL, or CELBAN (with a minimum acceptable score for each), with the option of taking the institution's own test instead. Or they may specify certain courses a student must have taken, usually with a minimum grade (e.g. Math 10 with a B, English 12 with a C, Biology 12 with a B), "or equivalent".

If you are using a non-standard test to determine whether admission requirements are met, you must ensure it is equivalent to a standard test. For example, if you design an admissions test of your own for language proficiency and/or any other requirement, it must effectively assess the applicant's knowledge of the subject(s) it covers. Be prepared to provide a copy to PTIB of any assessments developed by your institution for use in admissions, if requested, and be prepared to show that the test is effective and equivalent to standardized measures of the same subject matter. This may include providing confirmation from an independent subject matter expert.

If you develop a course that a student must successfully complete in order to meet an admission requirement, the course and its evaluation must be sufficient to demonstrate the student has the same level of understanding as someone who completed the course at a high school. For example, if the admission requirement is Grade 11 biology, your course must be equivalent to a BC public course. If you develop your own courses for equivalencies, you will be asked to submit course outlines to show that these will adequately prepare students for admission to the institution. PTIB will review the outlines to ensure they accurately show the course content and what the course can be used for.

If you use a prior learning assessment process, it may accept a student's prior education or experience to be equivalent to no more than 50% of the hours of instruction of the program. (For more information and the exceptions to this, see Private Training Regulation s.42.)

6. Subjective and/or non-quantifiable admission requirements

These include pre-existing skills, aptitude, maturity, etc. If they are included in admission requirements, these are usually assessed by means of an interview, assessment, portfolio, audition and/or essay.

Examples:

- Interview: is it meant to determine aptitude, maturity, oral language proficiency, or otherwise help establish whether candidates are prepared to succeed? *If so, it is an admission requirement*.
    - However, if an interview is just a chance to get acquainted and find out how the applicant heard about the program, it is an admission *procedure*, not an admission requirement, even if all applicants must do it. See Section 2 above.

- Portfolio: does the portfolio's content help you make an admission decision? *If so, it is an admission requirement*, and there must be documentation of criteria for assessing the work and what standards must be met.
    - If the portfolio is meant only to give the instructor an idea of the student's work to date, media used, etc., it is a *procedure*. See Section 2 above.

- Student statement: A statement by which the student represents to the institution that they meet admission requirements, such as skills difficult to test or document (e.g. for backcountry guiding programs), is an admission *requirement*.
    - If a student may be admitted based on his or her own statement of background and preparedness it is very important that the questions asked and criteria for assessing responses be effective and rigorous, for protection of both the student and the institution.

Note: for any of these, the rationale for making admission decisions need not be explained in the admission requirements, but it must be articulated in the tools used for assessing the interview, portfolio, audition, etc., and the records you keeps to demonstrate it has of having done so – this is your evidence of compliance with the regulation, and it may be required during audits, inspections and/or designation reviews.

7. Other requirements to participate in work experience or employment

Some items often listed in admission requirements may not need to be met before admission into the program, but are required to complete the program. These usually relate to eligibility for work experience (WE) placement and/or employment in the field, and include things like a negative TB test, current immunizations, and satisfactory criminal record check. Usually WE hosts will require these to have taken place recently (within six months of start of the placement or employment is common), so having students meet these requirements before the start of a long program may not make sense.

Requirements to attend a WE (including specifics such as type of criminal record check) must be included in the student enrollment contract and should be included in the admission requirements or elsewhere in the program outline to ensure students understand their importance, and help them make an informed choice about whether this program is right for them.

For programs leading to an occupation regulated by a regulator, the requirements of the regulator for employment in the career occupation must also be included in the student enrolment contract.

8. Common problems with admission requirements

PTIB staff may ask you to clarify or revise your admission requirements if:

- Requirements do not fully address the language proficiency a student must have to achieve the learning objectives of the program, setting a realistic minimum level of proficiency and effectively covering reading, writing, listening and speaking.
- The various standardized English assessment/test scores listed as part of the language proficiency requirements are not equivalent to each other.
- Requirements are not consistent in their effect for all applicants to the program. (Different measures may be used depending on a student's background, but all measures must ensure the same minimum level of preparation in areas essential to achieving the learning objectives. The admission requirements as a whole must cover all potential applicants to the program.)
- Requirements cannot be confirmed by the institution and documented in students' records (other than exceptions such as talked about in s.6 above).
- Requirements are not consistent between the application form, program outline, program evaluation report, and/or other program materials.
- A requirement is too vague: for example, a requirement for "good English proficiency" or "basic computer skills" is subjective (it does not define 'good' or 'basic'), and does not describe how an applicant is expected to demonstrate or document that they have the required skill.
- It is not clear whether an interview contributes to the admissions decision.
- It is not clear how the institution conducts interviews consistently for all applicants.
- When an in-house English proficiency assessment is an option:
    - The test does not appear to cover all areas of language proficiency skills – reading, writing, listening and speaking.
    - It appears that the in-house test is not an effective equivalent to standardized tests.
- Admission procedures have been included as admission requirements.

Appendix 8: Work Experience

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1. What is a work experience?

A work experience (WE) is part of a program in which a student applies and practices skills and knowledge learned in the program in a work-place setting. It is provided by a host organization in a formal agreement with the institution. The work performed by the student must be relevant to the learning objectives of the program. The student must be supervised by a person who is employed or retained by the host organization and who is qualified in a career occupation relevant to the program the student is taking.

There are four types of work experience recognized by the Private Training Regulation:

"**clinical placement**" means a type of work experience component
(a) that is part of an approved program that leads to a career occupation in a health field,
(b) in which no more than 12 students are supervised by one instructor, and
(c) that consists of not more than 50% of the total hours of the program;

"**cooperative placement**" means a type of work experience component
(a) that consists of not more than 50% of the total hours of the program, and
(b) for which a student is paid;

"**practicum**" means a type of work experience component
(a) that, subject to subsection (2), consists of not more than 20% of the total hours of the program, and
(b) for which a student is not paid;

"**preceptorship**" means a type of work experience component
(a) in which one student is supervised by one preceptor, and
(b) that, subject to subsection (2), consists of not more than I0% of the total hours of the program.

All work experiences in approved programs must be one of these four types, and each must comply with its definition as set out in the regulation. For example, you may not refer to a work experience as an 'internship'. The only exception to the definitions and duration limits above is when a regulator (e.g. a College under the Health Professions Act) requires a WE to have a different duration or title.

2. Can a program have an optional work experience?

No. A work experience is an integral part of a program. There may be two versions of a program, one with a work experience and one without: these would be considered two separate programs, and a complete program application would be required for each.

Students may transfer between programs with or without a work experience, but this must be their own choice. If a student has enrolled in a program with a WE and there is no placement available, the student may be entitled to a full refund and may make a complaint to PTIB.

3. Can students be required to find their own placement?

No. Every student who enrolls in a program with a work experience and successfully completes the coursework and any other reasonable requirements for participation in the work experience must be provided with a placement. Students may be encouraged to seek their own placement, e.g. by including job search skills and exercises in the program curriculum, but it is still the institution's responsibility to ensure there is a placement for every student in the program by the end of the program.

Similarly, participation in work experience cannot be conditional on such factors as students passing interviews or receiving an offer from a host. If the institution has contracted with the student for a program with a work experience, it must provide the work experience.

4. What are the requirements when applying for a program with a work experience?

Every application for a new program with a work experience must include:

- a work experience policy (sample/template is available on the PTIB website – see link below)
- a list of the organizations that will provide placements. There must be enough hosts already in place to accommodate the maximum number of students in the program. PTIB staff may ask to see your agreements with hosts either when you apply for a new program or after a program is approved.
- A description of the activities that students will undertake during the work experience component(s) of the program. (See #7 below for more information on expectations for this list.) A sample/template work experience agreement with space for this information is available on the PTIB website – see link below.

5. What is a work experience policy?

A work experience policy provides specific required information about the work experience component(s) of a program.

Every program that has a work experience must have a work experience policy, and each work experience policy must include the following information:

(a) the process by which a student is placed in a work experience component;
(b) the process by which a student in a work experience component is evaluated;
(c) the intervals at which work experience monitoring of a student will be undertaken;
(d) the requirements for participation in a work experience component;
(e) the number of hours of the work experience component;
(f) identification of the work experience component as a clinical placement, cooperative placement, practicum or preceptorship.

6. Common problems with work experience policy in applications

Common reasons why PTIB staff may say that you need to revise your work experience policy:

- It does not include all the required elements listed in the Private Training Regulation s.41
- One or more of the provisions of the work experience policy is non-compliant with any applicable provision of the regulation
- There are inconsistencies within the policy, or between the policy and other program documents or information (e.g. the duration of the work experience in the policy doesn't match that in the program outline)
- The policy is not fair and reasonable (whether due to terms of one of the required elements, or any other aspect of the policy)

7. What is required for the list of activities student will undertake during WE?

Institutions must develop for each work experience a set of activities reasonably achievable within its duration, based on and supporting students' achievement of the program's learning objectives (LO). This ensures students are informed and have realistic expectations about their work experience. It helps institutions in monitoring placements to ensure they are consistent with terms of their agreements with both hosts and students, and in maintaining records to show compliance with work experience requirements. It provides hosts with clarity as to their role, and with specific criteria for student evaluation which the institution can then link with program learning objectives.

PTIB will look for:

- ✓ A number, type and variety of activities sufficient and appropriate to give students some experience with, or practical exposure to, all or most of the program-level learning objectives.
- ✓ A number, type and variety of activities that are realistically achievable within the duration of the WE.
- ✓ Adherence to WE requirements of other regulator(s) where applicable.

- ✓ For some WE, activities may be focused in specific skill areas that make up a subset of the program learning objectives – e.g. an HCA practicum focused on Acute Care skills.
    - If the WE has a focus specific to a subset of the program LO, that should be clear in the WE information in the program documents – program outline, course outline, and/or WE policy, or clearly indicated in the WE title, not only in the description of activities.
- ✓ For a short WE in a long program with many LO, the purpose is more to expose the student to the workplace environment than to involve them in comprehensive hands-on experience across the program LO. Activities for these WE will likely be more geared to observation and assistance than tasks or projects that the student is responsible for.
- ✓ The list is specific and firm, and avoids exceptions and qualifiers (e.g. "a selection of", "as applicable"), that reduce or make it unclear which activities or how many on the list a student might actually do.

8. Can a third party be used to manage a work experience?

If you choose to contract with an organization that offers work experience management services to handle this for you, you are still responsible to ensure that all aspects of your work experience and work experience policy are compliant with the Private Training Act and Regulation. Read their materials carefully to ensure their policies, procedures and practices are compliant. Be prepared to provide copies of any of their materials and your agreement with them to PTIB if requested, either as part of a new program application or at any time after the program is approved.

Regardless of who manages the work experience your institution must monitor students on placement directly: you may not assign this responsibility to a third party.

9. Common problems with work experience in program-related applications

Whether in applications for new programs or for changes to approved programs, common problems include:

- Work experience type not specified
- Work experience type not consistent: different types are mentioned in different parts of the application materials
- Terms of the work experience are not compliant with the regulatory requirements (e.g. a practicum that exceeds 20% of overall program duration, or an unpaid co-op)
- The list of hosts is missing, or is not adequate to accommodate the maximum class size
- The hosts listed are not suitable to provide work that is relevant to the learning objectives of the program

10. Other PTIB resources on work experience

- Work Experience Agreement – Sample (DOCX)
- Work Experience Policy – Sample (DOCX)

Appendix 9: Intake Models and Class Size

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1. What is an Intake Model, and why is it important?

The Intake Model is the plan and schedule you have for admitting students to a **single offering** of the program. It supports student success by ensuring students are able to take the courses in the program in an appropriate order, and with a class structure that is appropriate to the teaching methods. For example, in some programs it ensures students have the support of a cohort progressing together through the program, enabling them to do group work, partner for labs, engage in role playing exercises, etc.. In other programs this may not be important, and the intake model may be chosen to help individual students get quick access to training through more frequent starts.

2. Intake Model definitions

There are two types of intake models defined in the Private Training Regulation:

*"**intermittent** intake model" means a student intake model in which students are admitted into a program of instruction at particular times of the year;*

In an intermittent model, a student may start only at specific points in the program. It is the appropriate model for most programs, including distance delivery using synchronous teaching methods.

Many programs have a single intake point with all students starting together. Some programs have multiple intermittent intake points, e.g. at the start of each course, or at the start of each term. Multiple intermittent intake starting points may work for programs in which courses or course blocks may be taken in any order.

*"**continuous** intake model" means a student intake model in which there is continuous admission of students throughout a program of instruction;*

In a continuous intake model, a student may start at *any* time. This may be appropriate for self-paced learning, distance delivery using asynchronous teaching methods, or for language training.

3. Maximum number of students that may be admitted to the program

This is the highest number of students that may be enrolled in a **single offering or cohort** of the program, **or** (for programs with self-paced or asynchronous teaching methods) **at any one time**. This is *not* asking about how many times the program will be offered in a year. Maximum number of students that may be admitted to the program is determined by various factors, including:

- appropriate student/instructor ratio and/or student group size for the curriculum
- size of classrooms
- space/facilities/equipment required for learning and practicing applied skills
- for distance delivery: instructor capacity, technical and tech support capacity, and administrative support capacity
- agreements with suitable hosts for programs with work experience, if applicable

4. What information is PTIB looking for about the intake model and class size?

These elements of an application tell us at what point(s) in the program students will start their studies, whether new students may be joining a program already in progress, and if so, how often and at what points, and the maximum number of students in the program at any one time.

Intake model considerations include course progression/order in which material is taught, classroom dynamics and teaching methods used, and any other consideration relevant to the specific program.

Class size considerations include student/instructor ratio, capacity of facilities and equipment, sufficiency of materials for students and instructors, classroom dynamics and teaching methods used, and any other consideration relevant to the specific program.

The Program Evaluator's comments (if required) must confirm that this intake plan is appropriate to support student success in the program: that all students will have an equal likelihood of achieving the learning objectives no matter when they start the program or which intake they are part of.

5. Common problems with intake models in program applications

PTIB staff may ask you to clarify your intake model information if:

- The maximum class size doesn't appear to be supported by the program and/or institutional resources you have described.
- Information provided appears to refer to multiple separate offerings of the program (e.g. the total number you plan to start in a calendar year) rather than to a single offering.
- The intake model appears inappropriate for the program structure: e.g. continuous intake for an in-class or synchronous online program with courses that must be taken in a specific order.
- The information provided in the application differs from that in the Program Evaluation report; if so, we will need confirmation of the model to be used, and if it is different from what the evaluator originally reviewed, his/her confirmation that the model to be used is appropriate.

Appendix 10: New Program Evaluation Guide

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1. What is the New Program Evaluation, and why is it required?

A new program evaluation is a required part of an application for a Class A program submitted by a **designated or interim designated institution, or by an applicant for a designation certificate**. It may also be required, at the registrar's discretion, for any other new program or program change requiring approval. It provides the registrar with insight into various aspects of the program, related resources, and delivery, from the point of view of an independent person who has expert knowledge of the field of study and careers for which it is intended to prepare the student.

2. Why is a Program Evaluation required for a program in a regulated field?

The Private Training Institutions Branch administers the *Private Training Act* and associated regulations, which focus on consumer (student) protection. Other regulators such as health colleges and Transport Canada have their own mandates, which focus primarily on public safety. As such, other regulators' reviews of programs may not cover all the areas that the PTIB registrar is required to consider in deciding whether to approve a program of instruction. Therefore, a third-party evaluation is required to ensure the PTIB registrar has the required input on all aspects of the program specified in the Private Training Regulation from a person with appropriate education and experience in the program's subject matter and related occupation(s).

3. May the Registrar waive the requirement for a New Program Evaluation?

The registrar may waive the requirement for a program evaluation or elements of that evaluation. However, **generally, applications** for Class A programs at Designated and Interim Designated institutions **will continue to require a full program evaluation**.

Registrar approval is required **in advance** to waive the requirement for a program evaluation or elements of a program evaluation. Decisions will be made on a program-by-program basis.

The registrar will consider the following criteria in determining whether to waive the requirement for a program evaluation or elements of a program evaluation for the purposes of a new program application:

- Whether a regulator/program approval body has conducted an evaluation that includes a review of curriculum, curriculum delivery and any specialized equipment or resources used in program delivery.
    - The registrar may request a copy of a regulator/program approval body's evaluation if it is available, or an institution may request that the registrar waive the requirement for a program evaluation by submitting a copy of a regulator/program approval body's evaluation, if available, and any correspondence related to the resolution of issues identified in that evaluation.
- Whether the new program application is for a variation of an already existing approved program
    - Whether a program evaluation was provided with the initial application (this applies when a new application is being considered for a variation of an already approved program), and if so, the length of time since the original application.
    - Whether there have been changes to the program since initial approval (this applies when a new application is being considered for a variation of an already approved program)
- Whether the program is being moved from one certified institution to another and the institutions share a common owner
- Whether the new program is the same as an existing program at the applicant institution, with a work experience component added/removed
- The compliance history of the institution
- Any other information the registrar considers relevant

A new program will not be exempt from the requirement for a program evaluation simply because it consists entirely of courses that are also part of other already-approved programs.

Institution requests for a Program Evaluation (PE) to be waived must be submitted to PTI@gov.bc.ca **prior to submission of the new program application. The availability of this process does not change the expectation that applications are submitted complete with all required supporting documentation.** Once the decision is received the application may be completed with all required elements and submitted to PTIB.

Any questions about evaluation requirements should be directed to PTIB **before** the program application is submitted.

4. Who does the evaluation?

The Program Evaluator must have expertise in an occupation directly relevant to the program. It's best if they also have experience in adult education, preferably curriculum design and/or teaching.

The Program Evaluator (or 'PE') must also have no conflict of interest that could affect their assessment of the program: they must not be a related party to the institution and must receive no benefit from the institution other than the payment for the evaluation.

5. How does an institution find an evaluator?

Institutions may find potential evaluators through professional associations, business networking, regulators, other institutions (public or private), members of their program advisory committee, etc. Also, the PTIB website provides a list of people with subject matter expertise in a variety of fields (see links at end of this guide): an appropriate PE may often be found on this list. Institutions may contact them directly to see whether they wish to take on an evaluation.

In choosing a prospective program evaluator, ask them for a formal CV or résumé, and take time to confirm the elements of their background that are relevant to the program you want them to evaluate: education/credentials, occupational experience, possible conflicts of interest or other relationship to the institution (e.g. work for another entity under the same ownership). The institution contracts with and pays the evaluator: be sure to establish terms in advance.

6. How does an institution choose an evaluator?

A program evaluator should meet the minimum instructor qualifications appropriate for the program (vocational, academic or language). See Private Training Act Policy Manual s.3.2.8 for reference.

For career training this would be **a relevant credential plus minimum two years' occupational experience in** career occupations that are relevant to the program of instruction **or, if no credential, a minimum of ten years' occupational experience** in a career relevant to the program of instruction.

Experience in teaching and/or curriculum design may be considered as part of the occupational experience, but this should not make up most of the experience.

The sample checklist below will help you determine if a proposed evaluator has an appropriate background. **A formal CV/resume should be provided by any prospective PE**. The CV/resume should be detailed and clearly outline the evaluator's credentials, job title(s), job duration(s) and job duties. A copy of the CV/resume will be required by PTIB to accompany the program evaluation report when submitted.

It is the institution's responsibility to ensure that the evaluator has the appropriate background and expertise. If an evaluation report **is not completed by an appropriate PE** the registrar may, at her discretion, decline to accept it as meeting the requirement and require an entirely new report. The registrar may also deny the application.

<u>Sample PE checklist (vocational or practical training)</u>

Credential(s) and occupational experience:

- ☐ The evaluator has a relevant credential and a minimum of 2 years full time occupational experience in career occupations that are relevant to the program of instruction.
  OR
- ☐ The evaluator has no credential but has a minimum of 10 years full time occupational experience in career occupations that are relevant to the program of instruction.

CV/resume:

- ☐ The evaluator's CV/resume clearly describes their credentials, job title(s), job duration(s) and job duties.

Conflict of interest:

- ☐ The evaluator is free of a possible conflict of interest or other relationship to the institution which may impact impartiality.

7. Who arranges for and manages the evaluation?

The institution arranges the evaluation and site visit with the evaluator. Terms, including costs, are agreed upon between them. PTIB is not involved in these arrangements.

8. What does the PTIB review in relation to a Program Evaluator?

In deciding whether an evaluator meets the minimum standards in the PTR, PTIB staff first look at the program outline that the PE has reviewed, specifically at the career occupation(s) for which the program is intended to prepare students (and to what level), whether the program is in a regulated field, the learning objectives, admission requirements and list of courses.

Then we look at the PE's CV or résumé: do they have a credential in the field of the program, or one that is very closely related? Do they have experience in an occupation the program will prepare students for? Is their experience current and, if applicable, specific to Canada/BC? Does their background at very least meet minimum requirements in the PTR for an instructor in the program? If the program is in a regulated field, does the proposed PE meet the regulator's requirements for practice in the field? If the program is to be offered by distance delivery, do they have experience and/or education relating to this?

These requirements are intended to ensure the PE has full and current knowledge of the occupation for which the program is intended to prepare students including, if applicable, regulation and legal scope of practice. Ideally, the PE will also have some background in adult education, to better equip him/her to assess the program design, materials, etc.

If the program combines two distinct areas of study, does the PE have adequate breadth of expertise to cover them both? If not, a second PE may be required; each could provide a separate report, or both could collaborate on one report. (See also #9, below.)

If the evaluator is on PTIB's SME list, **we still need a copy of the person's current CV**. While we have a CV on file it may not show details specifically relevant to your program area, and it may not show recent experience relevant to your program area.

9. Is a Program Evaluator (PE) the same as a Subject Matter Expert (SME)?

The terms are used differently by PTIB. A PE is someone who has been contracted by an institution to evaluate a *specific* program, while an SME is someone who has been contracted by PTIB to participate in inspections or designation reviews involving programs in their area of expertise. However, a PE needs the same type of qualifications as a Subject Matter Expert: in-depth subject-matter knowledge and experience, and unrelated to the institution.

10. Who may *not* be a Program Evaluator?

The PTIB will not accept an evaluator who:

- Works for the applicant institution, or for a related company
- Was involved in developing the curriculum to be used in the program, or in developing another program on which this one is based
- Would for any other reason have a conflict between their duty to evaluate the program impartially and their own self-interest, financial or otherwise
- Does not have current occupational experience directly relevant to the program. E.g. a Paralegal program must be evaluated by someone with experience as a paralegal, not as a lawyer.

11. How is the evaluation report submitted?

The complete evaluation report must be sent directly to the PTIB by the program evaluator. Where appropriate, the PE may choose to include photographs or other documentation with their report.

The report should be emailed as an attachment and sent to PTI@gov.bc.ca.

The institution's response to the PE's recommendations should be submitted as part of the program application.

12. What must the evaluation cover?

The *Private Training Regulation* s.13 (2) (b) lists what a program evaluation must cover. A report template is provided on the PTIB website (*Forms, Templates and Resources*), and via a link at the end of this Guide. Always download a new copy of the report template for each review, as it is revised periodically.

13. What if the program combines two or more subject areas?

For minor components that are outside the PE's area of expertise, the PE should be able to speak to whether they are an appropriate part of a program in this field or, if an unusual addition, how they add to the student's education and preparation for work in the field.

For major components in differing subject areas, more than one PE may be required. They should work together to demonstrate that each major subject area of the program is covered appropriately, and the combination is also appropriate.

14. Can the same report be submitted with more than one application?

Only under very specific circumstances. The same report may be submitted with programs or program elements that are the same: e.g. new applications for a program in versions with and without co-op could have the same basic report, with additional information provided for the version with co-op addressing the work experience questions and how the co-op contributes overall to the program. Or if two institutions are under the same management and are applying for identical programs at the same time, the same report may be submitted with both. In this case any differences in the details of delivery relating to facilities etc., and site visits to each, must be accounted for in the evaluator's report.

In most cases a separate report is required for each program. No matter how similar programs are, submission of reports that are largely or entirely the same seriously undermines PTIB's confidence in the validity of all of those reports. For the protection of all parties – the contracting institution, the evaluator, and prospective students - each evaluation report should very clearly reflect the program in the application for which it is submitted.

15. What is the PTIB looking for in a Program Evaluation Report?

An evaluation report must meet the requirements of the *Private Training Regulation* s.13 (1) (o) and s.13 (2) (b) to provide information that under PTR s.14 (g) must be considered by the registrar in deciding whether to approve the program.

The report should be complete, thorough, and clear. It must include responses to each question that address the information and records the evaluator reviewed and on which his/her opinion is based and provide an explanation of the response (simply 'yes' or 'no' is not enough). The responses should also make it clear the PE reviewed the institution's unique offering in its entirety. Program Evaluation Reports should not provide generic answers that could be used for other programs at other institutions.

16. What if the facilities and/or equipment aren't ready when the evaluator visits the site?

A site visit is a required part of a program evaluation. An institution should be ready to deliver a new program when they apply for it, but sometimes the facilities and/or equipment may not yet be fully prepared when the PE makes the site visit. If this is the case, the PE should explain in the report what is missing or remains to be done, and what explanation the institution has provided regarding their plans and projected timeline for completion. Both the institution and the PE should be prepared to provide additional information.

PTIB will follow up during review of the program application to see if the space is ready, and may ask the institution at that time to provide additional material such as photos, and possibly including an addendum to the evaluation report with the PE's confirmation that the facilities/equipment are ready.

17. The Program Evaluator made recommendations: what response is expected?

A thorough review usually produces at least one or two recommendations. The institution should provide PTIB with a response to PE recommendations along with the program application, explaining

what changes (if any) are being made to the program as a result, and providing a rationale for any recommendations not followed.

18. The Program Evaluation has been submitted: what happens next?

PTIB reviews the evaluation report in conjunction with the rest of the application. If we have further questions about any of the subjects covered by the report, any of the PE's comments, and/or the report as a whole, we may ask for clarification from the institution, the program evaluator, or both.

If an evaluation report is not completed by an appropriate PE, lacks sufficient explanation of the evaluator's conclusions, does not clearly address specifics of the program, appears to have been modified after the PE signed it, and/or otherwise does not clearly reflect the program for which it was submitted, the registrar may require additional information or may, at her discretion, decline to accept it as meeting the requirement and require an entirely new report. The registrar may also deny the application and require the institution to start over.

19. Common problems with New Program Evaluations

A report may not be accepted as fulfilling the requirements of the Private Training Regulation s.13 (1) (o) and/or 13 (2) if it was prepared by someone who is not appropriately qualified, or if it is poorly prepared and does not provide the registrar with adequate information.

Other problems with program evaluations may require clarification, further input from the evaluator, or an entirely new report. These include:

- Information about the program provided to the PE by the institution does not match what is in the application form and/or the program outline.
- The program is substantively changed after the evaluation report is complete.
- The PE has not addressed all the questions in the report template.
- The institution has not responded to the evaluator's recommendations.
- Content and/or characteristics of the report suggest it was not based on a full review of the program for which it was submitted.

This is not meant to be an exhaustive list of requirements relating to this subject found in the Private Training Act, Private Training Regulation, and/or Fees and Student Tuition Protection Fund Regulation. It is your responsibility to be aware of all regulatory requirements that apply to your business.

Additional resources

- Guidelines for Subject Matter Experts and Program Evaluators
- Program Evaluation Report Template
- List of potential Subject Matter Experts and Program Evaluators

Appendix 11: Student Enrolment Contract Required Information (for programs requiring approval)

Institutions must enter into a written student enrolment contract with every student on or before the program start date. This requirement applies to all programs including those that do not require approval, except employer provided programs. Sample student enrolment contracts for both approved programs and programs that do not require approval are available in the Forms, Templates and Resources tab at https://www.privatetraininginstitutions.gov.bc.ca/form-library.

Student enrolment contracts for programs requiring approval must be written in not less than 10-point type and contain the following information:

Institution information

- If the institution is not an individual, the full legal name and the operating name of the institution
- If the institution is an individual, the full legal name and the operating name of the institution
- A mailing address, telephone number, email address and, if applicable, fax number for the location where the institution provides, or from which the institution provides, the program , and
- Whether the institution holds a registration certificate, interim designation certificate or designation certificate.

Student information

- The full legal name, usual first name, mailing address, telephone number and email address of the student
- If the student is an international student, the mailing address for the student in Canada if the student has a mailing address in Canada
- If the student has a personal education number, the personal education number assigned to the student, and
- The date of birth and gender of the student

Program information

- The title of the program
- The program outline
- The number of hours of instruction of the program that will be provided during the term of the student enrolment contract
- The start date and end date of the program or part of the program that will be provided during the term of the student enrolment contract
- The number of weeks of the program during which students enrolled in the institution receive instruction
- The language in which the program will be provided
- The method of delivery of the program

- If distance delivery is indicated, the contract should clarify whether the delivery is synchronous, asynchronous or, if both, the percentage of each.
- If combined delivery is indicated, the contract should clarify which course(s) in the program are delivered in-person and whether the distance delivery portion is synchronous, asynchronous or, if both, the percentage of each.
- If applicable, a description of the course materials and technological resources that are not provided by the institution but are required to meet the learning objectives of the program
- If applicable, information about work experience, including:
    - the requirements for participation in the work experience
    - an estimate of the costs for a student to complete the work experience, if any
    - the geographic area or region of the province where the work experience will be provided
    - the date or dates on which the institution plans to provide the work experience
    - the number of hours of instruction of the work experience
- The credential granted on completion of the program, and
- The admission requirements for the program

Fee and refund information

- The amount of tuition for the program that is payable during the term of the student enrolment contract
- A list of all related fees applicable to the program:
    - administrative fees
    - application fees
    - assessment fees
    - fees charged for course materials
- The method of payment by which a student may pay tuition and other fees listed above
- A list of other compulsory/mandatory fees the institution may require a student to pay not in respect of an approved program, and
- The tuition refund policy established by the institution.

What are administrative fees?

Administrative fees may include:

- Non-sufficient funds (NSF) fees
- Copy of transcript or student record fees

Administrative fees may **not** include:

- Co-op fees
- Payment to the Fund (per student)

Programs regulated by other regulators

- If the program leads to employment in a career occupation that is regulated by a regulator, the requirements of the regulator for employment in the career occupation

Student enrolment contracts must also include the following three statements:

- *This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements relating to, among other things, student enrolment contracts, tuition refunds and instructor qualifications. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca*

- *Please be advised that under section 61 of the Private Training Act, the registrar is authorized to collect, use and disclose personal information in accordance with the regulator duties of the registrar under that Act. Accordingly, this institution is authorized to disclose your personal information to the registrar for regulatory purposes.*

- *I consent to the sharing, in accordance with applicable Provincial privacy legislation, of my enrolment and reporting information between this institution and Immigration, Refugees and Citizenship Canada, as necessary, for the purposes of the International Student Program.*

In addition, institutions may report the following information:

- Whether the student identifies as an Indigenous person that is, First Nations, Métis, or Inuit (voluntary disclosure)
- Whether the student has a disability (voluntary disclosure)

Additional information that may be included:

- Voluntary disclosure: whether student identifies as an Indigenous person that is, First Nations, Métis, or Inuit and whether student has disability

Appendix 12: Required Information and Student Records for an Approved Program

For students enrolled in any approved program, the institution must keep a current student record that includes the following:

a) A copy of the signed student enrolment contract
b) Evidence of payments for tuition and related fees, and, if applicable, refunds
c) Evidence that the student has met the admission requirements for the approved program
d) A copy of the attendance record for the student
e) The student transcripts issued by the institution
f) If applicable, a copy of a complaint made by the student to the institution in relation to an approved program of the institution, and all documents in relation to the complaint and the participation by the student in the dispute resolution process
g) If applicable, copies of a notice of withdrawal or a notice of dismissal and documents in relation to the withdrawal or dismissal
h) If the student is an international student who has been issued a study permit under the Immigration and Refugee Protection Act (Canada), a copy of the letter of acceptance and a copy of the **valid** study permit
i) If applicable, a copy of the credential granted to the student,
j) If applicable, documents in relation to the participation of a student in the grade appeal process and
k) If a refund is due, evidence that the refund was issued.

Institutions must also create and maintain an attendance record for each student enrolled in approved program that:

- includes the number of hours of instruction the student attended each day
- shows separately the hours of work experience attended, where applicable
- is updated at the end of every week in which hours of instruction have been provided

Note: Students enrolled in employer provided programs are not required to include the information listed under (a), (b) and (g) above.

Institutions should not archive records containing sensitive personal information such as unmasked credit card numbers (including the 3 to 4 digit security code typically found on the back of a credit card), Social Insurance Numbers, bank account numbers, Driver's Licence Numbers, Permanent Resident Card Numbers, or whether receiving provincial income assistance. Please do not archive scanned images showing a cheque or any ID documentation.

Additional records must be included in the student record in relation to Class A and B programs:

a) A copy of the work experience agreement with the host organization and the student
b) Evidence that the student has met the requirements for participation in work experience
c) A copy of the evaluation of the performance of the student in the work experience

Appendix 13: Administrative Penalties

Contravention of the Act	
Provision contravened	**Amount of Administrative Penalty (CAD Dollars) per contravention**
All Institutions	
Offering to provide, providing or entering a contract with a student to provide a Class A program without holding a certificate	1,000
Certified institution entering into a contract with a student to provide, or providing a program that is of a class that requires approval by the registrar, if the institution does not have approval	1,000
Granting a Class A credential for completion of a Class A program if the Class A program was not approved by the registrar	1,000
Providing false or misleading representation regarding whether an institution holds a certificate	1,000
Providing false or misleading representation regarding whether an institution holds a designation certificate	1,000
Providing false, deceiving or misleading advertising or representation	1,000
Providing false or misleading information when required or authorized to provide information	1,000

Certified Institutions	
Provision contravened	**Amount of Administrative Penalty (CAD Dollars) per contravention**
Failure to obtain consent from the registrar before implementing a change requiring notification and consent	500
Failure to establish and implement a dispute resolution policy for student complaints	250
Failure to post copies of certificates and keep them posted at the location and on the website of the institution	250
Failure to comply with a compliance order	1,000

Contraventions of the *Fees and Student Tuition Protection Fund Regulation* (FSTPF)	
Provision contravened	**Amount of Administrative Penalty (CAD Dollars) per contravention**
Failure to pay an inspection fee within 30 days of receiving invoice	250
Failure to pay fees and payments to the Fund when due	250

Contraventions of the *Private Training Regulation (PT)*	
Provision contravened	**Amount of Administrative Penalty (CAD Dollars) per contravention**
Failure to comply with prescribed standards concerning qualification of instructional staff	1,000
Failure to notify the registrar of a change of control at least seven days before implementing the change	1,000
Failure to enter into a compliant, written student enrolment contract with each student (except for employer funded programs)	750
Failure to provide a copy of signed enrolment contract to a student	750
Charging application, assessment or letter of acceptance fees that exceed the prescribed limits	750
Receiving tuition prior to either posting the tuition refund policy of the institution on the website of the institution, or providing the student with a copy of the tuition refund policy	750
Failure to adhere to the prescribed fee and tuition refund payment compliance standards	750
Failure to provide work experience programs that are compliant with prescribed standards	750
Failure to provide a written evaluation to students on a regular basis and at least once before 30% of the hours of instruction of the program have been provided (if the program has more than 40 hours of instruction)	500
Failure to comply with the credentials compliance standards	500
Failure to provide the information and records required for the student data report	500

Failure to provide the additional information and records required for the student data report for a designated/interim designated institution	500
Failure to conduct a written performance evaluation every two years for every instructor at a designated/interim designated institution	250
Failure of keep a current student record for each student enrolled in an approved program	250
Failure to retain student records in accordance with prescribed standards	250
Failure to adhere to the prescribed standards for student record archiving	250
Failure to comply with student attendance compliance standards	250

Continuing Contraventions:

If a contravention continues for, or occurs on, two or more consecutive days, separate administrative penalties, each not exceeding the administrative penalty for the contravention, may be imposed for each day the contravention continues.

Appendix 14: Application for Re-certification – Required Information and Records

An institution holding a registration, interim designation or designation certificate and applying for re-certification must comply with one of the following options:

Option 1: Provide the information and records listed below

Option 2: Confirm that the information already provided to PTIB continues to be accurate

(a) If the institution is a company, provide
    (i) the name of its major shareholder
    (ii) a certificate of good standing
(b) If the institution is an extraprovincial company, the name of its major shareholder
(c) If the institution is a partnership within the meaning of the Partnership Act or under the laws of a jurisdiction other than British Columbia, other than a limited partnership, a signed copy of the partnership agreement
(d) If the institution is a limited partnership, the names of the general partners
(e) If the institution is a society or extraprovincial society
    (i) the names of the directors of the company as defined in section 1 of the Society Act
(f) If the institution is a sole proprietorship, the full name of the proprietor
(g) If the institution is an Indigenous institution, the legal name of the entity that operates the institution
(h) Confirmation that the institution has obtained general liability insurance for the term of the certificate
(i) The written declaration by a person who has the legal authority to act on behalf of the institution as to whether or not the institution, or an associated institution within the meaning of section 46 of the PTA
    (i) had its operations suspended in any jurisdiction, or
    (ii) has been closed or involved in an action in any jurisdiction respecting the closure of the institution

An institution holding a designation/interim designation certificate must also confirm that the institution has a qualified Senior Educational Administrator.

Appendix 15: Student Data Report – Required Information

An institution must use the PTIB Portal to submit to the registrar, no later than 60 days before the expiry date included in current certificate held by the institution, a student data report. For each student who was enrolled in an approved program in the previous fiscal year established by the institution, or who has completed an approved program in the previous fiscal year established by the institution, the report must include the following information:

(a) The full legal name, usual first name, mailing address, telephone number and email address of the student

(b) If the student has a personal education number (PEN), that number

(c) The date of birth and gender of the student

(d) The title of the program in which the student was enrolled

(e) Whether the student was enrolled full time or part time in the program

(f) The start date of the program set out in the student enrolment contract

(g) Whether the student provided the institution with a notice of withdrawal after the start date of the program and, if so, the date of the notice

(h) Whether the student received a notice of dismissal after the start date of the program and if so, the date of the notice

(i) Whether the student was granted a credential for the program and if so, the date the credential was granted

(j) If the student is an international student:

  (i) the citizenship of the student

  (ii) whether the student has a study permit issued under the Immigration and Refugee Protection Act (Canada), or

  (iii) whether the student has a permit, visa or other written authorization to study in Canada other than a study permit issued under the Immigration and Refugee Protection Act (Canada)

A student is considered **enrolled** at the point at which they sign a contract or pay tuition to an institution.

In addition, institutions may report the following information:

(a) Whether the student identifies as an Indigenous person that is, First Nations, Métis, or Inuit (voluntary disclosure)

(b) Whether the student has a disability (voluntary disclosure)

Additional reporting requirements – interim designated and designated institutions

In addition to other reporting requirements, an institution that holds an interim designation certificate or designation certificate must, in relation to Class A programs, submit the following additional information in the student data report it prepares for each student, no later than 60 days before the expiry date included in the current certificate held by the institution. This requirement does not apply to international students.

(a) Whether the student:

(i) completed an approved program and was granted a credential and if so, the date the credential was granted

(ii) obtained employment in a career occupation related to the credential within six months after being granted the credential and, if the student obtained employment, the student's job title

(b) Whether the student:

(i) completed an approved program of instruction leading to employment in a career occupation that is regulated by Transport Canada, the federal regulator, or a health regulatory body and was granted a credential and, if so, the date the credential was granted, and

(ii) is registered, licenced, certified or otherwise recognized by Transport Canada, the federal regulator, or health regulatory body within six months after being granted the Class A credential

Health regulatory body

"Health regulatory body" means a college designated under the *Health Professions Act*

(c) Whether the student:

(i) completed an approved program and was granted a credential and, if so, the date the credential was granted, and

(ii) subject to subsection (3), obtained employment in a career occupation that is not related to the credential within six months after being granted the credential

(d) Whether the student:

(i) completed an approved program and was granted a credential and, if so, the date the credential was granted, and

(ii) is enrolled in further training or a post-secondary institution within six months after being granted the credential

For the purposes of subsections (a) (ii), (b) (ii), (c) (ii) and (d) (ii) the institution must make best efforts to provide the required information.

If the student is an **international student**, the following additional information is required instead of the additional reporting requirements listed in (a) through (d) above:

(a) Whether the student completed an approved program and was granted a credential and, if so, the date the credential was granted

(b) Whether the student returned to his or her country of citizenship

For the purposes of subsection (b), the institution must make best efforts to provide the required information.

Appendix 16: Reporting Requirements – Financial Statements

Reporting Requirements – based on Tuition Revenue and Category Assignment

<table>
<tr><th>Requirement</th><th>Category 1</th><th>Category 2</th><th colspan="2">Category 3</th></tr>
<tr><td>Financial statements due five months after fiscal year end</td><td>Required</td><td>Required</td><td colspan="2">Required</td></tr>
<tr><td colspan="5">Annual tuition revenue for approved programs for the previous fiscal year:</td></tr>
<tr><td rowspan="2">a. $500,000 or less</td><td rowspan="2">Notice to Reader[9] (Compilation Engagement)</td><td rowspan="2">Notice to Reader (Compilation Engagement)</td><td colspan="2">Institution has continuously held a certificate for:</td></tr>
<tr><td>Less than 2 years: Notice to Reader (Compilation Engagement)</td><td>More than 2 years: Review Engagement</td></tr>
</table>

[9] New Notice to Reader standards: In order for institutions' financial statements to comply with both the reporting requirements prescribed in the *Private Training Regulation* and the Chartered Professional Accountants of Canada (CPAC) Handbook standard, all financial statements prepared under CSRS 4200 must include the following note confirming that specific accounts are prepared on an accrual basis:

The basis of accounting applied in the preparation of the financial information is on the historical cost basis, reflecting cash transactions with the addition of:

- *tuition accounts receivable from approved programs, net of an allowance for doubtful accounts*
- *amounts due to related parties (if applicable)*
- *unearned tuition from approved programs in accordance with program terms*
- *cash, cash equivalents, and marketable securities at fair value (where applicable)*
- *tuition revenue from approved programs in accordance with program terms*

b. Greater than $500,000 but no more than $1,000,000	**Review Engagement**	**Review Engagement**	**Review Engagement**
c. Greater than $1,000,000 but no more than $5,000,000	**Review Engagement**	**Review Engagement**	**Audited financial statements**
d. Greater than $5,000,000	**Audited financial statements**	**Audited financial statements**	**Audited financial statements**
Must be prepared by a Chartered Professional Accountant member in good standing, with the appropriate licence from the Chartered Professional Accountants of BC	**Required**	**Required**	**Required**
Must be prepared using accrual method, on comparative basis and in accordance with generally accepted accounting principles	**Required**	**Required**	**Required**

Financial Statements must include: A Statement of Financial Position (Balance Sheet) A Statement of Operations (Income Statement) A Statement of Cash Flow	**Required**	**Required**	**Required**
Balance Sheet must disclose tuition accounts receivable from approved programs, net of allowance for doubtful accounts	**Required**	**Required**	**Required**
Balance Sheet must disclose amounts due from related parties with notes regarding collectability	**Required**	**Required**	**Required**
Balance Sheet must disclose amounts due to related parties with notes regarding payment terms and interest rates	**Required**	**Required**	**Required**
Balance Sheet must disclose unearned tuition from approved programs separately from other unearned revenue from other sources	**Required**	**Required**	**Required**
Balance Sheet must report cash and cash equivalents, including marketable securities	**Required**	**Required**	**Required**
Income Statement must disclose tuition revenue from approved programs separately from other tuition revenues	**Required**	**Required**	**Required**
If institutions are carried on by or through more than one individual, corporation, firm, syndicate or association, or any combination of them under one common control or direction, the institution must submit consolidated financial statements in addition to individual statements for each institution.	**Required**	**Required**	**Required**

Appendix 17: Category Assessment Criteria

The assessment criteria for institutions will be calculated as follows:

1. Student withdrawal

The score for the student withdrawal criterion is determined as follows:

$$\textbf{Percentage of student withdrawal} = \frac{\text{Student withdrawals}}{\text{Student enrolment}} \times 100$$

Where

Student withdrawals = the number of students who withdrew from an approved program after the start date of the approved program during the previous fiscal year established by the institution

Student enrolment = the number of students enrolled in approved programs during the previous fiscal year established by the institution

The registrar must apply a category 1 rating for the student withdrawal criterion in an assessment if there are fewer than 10 students enrolled in an approved program.

Data for this criterion will be taken from the most recent student data report provided by the institution.

2. Compliance orders

The score for the compliance orders criterion is the number of compliance orders imposed by the registrar in respect of the institution during the previous fiscal year established by the institution.

3. Administrative penalties

The score for the administrative penalties criterion is the number of administrative penalties imposed by the registrar in respect of the institution during the previous fiscal year established by the institution.

4. Claims against the Fund

The score for claims against the Fund criterion is determined as follows:

Percentage of approved claims = $\frac{\text{claims}}{\text{student enrolment}}$ X 100

Where

Claims = the number of claims against the Fund approved by the trustee during the previous fiscal year established by the institution

Student enrolment = the number of students enrolled in approved programs of instruction during the previous fiscal year established by the institution.

5. Current ratio

The score for current ratio criterion is determined as follows:

current ratio = current assets / current liabilities

Where

Current assets = value of the institution's current assets in the previous fiscal year

Current liabilities = the amount of the institution's current liabilities in the previous fiscal year

Financial information for this criterion will be taken from the most recent financial statements provided by the institution.

6. Months of working capital

The score for the months of working capital criterion is determined as follows:

Months of working capital = $\frac{(\text{current assets} - \text{current liabilities})}{\text{monthly expenses}}$

Where

Current assets = the value of the institution's current assets in the previous fiscal year

Current liabilities = the value of the institution's current liabilities in the previous fiscal year

Monthly expenses = the amount determined by dividing the institution's expenses in the previous fiscal year by 12

Financial information for this criterion will be taken from the most recent financial statement provided by the institution.

7. Change in revenue

The score for the change in revenue criterion is determined as follows:

$$\textbf{Percentage change in revenue} = \frac{\text{revenue} - \text{revenue in preceding year}}{\text{revenue in preceding year}} \times 100$$

Where

Revenue	=	total revenue in the institution's previous fiscal year
Revenue in preceding year	=	total revenue of the fiscal year preceding the institution's previous fiscal year established by the institution

Financial information for this criterion will be taken from the most recent financial statement provided by the institution.

8. Profit margin

The score for the profit margin criterion is determined as follows:

$$\textbf{Profit margin} = \frac{\text{net income}}{\text{revenue}} \times 100$$

Where

Net income	=	net income in the institution's previous fiscal year
Revenue	=	total revenue in the institution's previous fiscal year

Financial information for this criterion will be taken from the most recent financial statement provided by the institution.

9. True trust

The score for the true trust criterion is determined as follows:

True trust = (cash + cash equivalent + accounts receivable) – unearned tuition

Where

Accounts receivable = accounts receivable from approved programs

Unearned tuition = unearned tuition from approved programs

Financials for this criterion will be drawn from the most recent financial statement provided by the institution.

10. Change of control

The score for the change of control criterion is:

- 1 if the institution has not had a change of control within the previous 2 years
- 2 if the institution has had a change of control within the previous 2 years

The following additional criteria apply to institutions applying for a designation certificate and institutions that hold a designation certificate:

11. StudentAid BC Support

The score for the StudentAid BC support criterion is determined as follows:

$$\textbf{StudentAid BC support} = \frac{\text{students receiving funding}}{\text{student enrolment}} \times 100$$

Where:

Students receiving funding	=	number of students who started or who are continuing in an approved program in the previous fiscal year established by the institution who received StudentAid BC funding in their student enrolment contract term
Student enrolment	=	the number of students enrolled in approved programs during the previous fiscal year established by the institution

Data for this criterion will be taken from Ministry of Post-Secondary Education and Future Skills data sources.

12. International student enrolment

The score for the international student enrolment criterion is determined as follows:

$$\textbf{International student enrolment} \quad \frac{\text{students of largest citizenship group}}{\text{student enrolment}} \times 100$$

Where

Students of largest citizenship group	=	the number of international students who are citizens of the country that has the largest number of citizens enrolled in approved programs of instruction during the institution's previous fiscal year
Student enrolment	=	the number of students enrolled in approved programs of instruction during the previous fiscal year established by the institution.

Data for this criterion will be taken from the most recent student data report provided by the institution.

Appendix 18: Irrevocable Letter of Credit Template

The Trustee of the Student Tuition Protection Fund Appointed under the
Private Training Act, S.B.C.2015, c.5 (The Beneficiary)

IRREVOCABLE LETTER OF CREDIT

In reference to
Proposal for financial security required under section 7(1)(c) of the Private Training Act.

At the request of _____
(Legal name of the Customer)

_____
(Location(s) of the Customer)

we, _____
(the Issuer)

do hereby issue this Irrevocable Letter of Credit to guarantee payment on demand to the Beneficiary on the following Terms and Conditions:

1) This Irrevocable Letter of Credit becomes effective immediately and shall remain in effect until at least noon on the_____

2) This Irrevocable Letter of Credit shall be automatically renewed for successive and consecutive periods of 90 days from the above date or any future expiration date, until either:

a) the Beneficiary provides notice of release to the issuer; or
b) the Issuer provides notice of nonrenewal to the Beneficiary.

3) Any notice of release or nonrenewal to have effect shall be provided to the other party in writing by registered mail at least 30 days prior to the next effective expiration date.

4) Presentation of sight drafts or letters of demand for payment to be made against this Irrevocable Letter of Credit shall be at the discretion of the Beneficiary without requirement of further documentation, notice or prejudice to the rights of any party.

5) We shall honour any demand(s) for payment signed by the Trustee of the Student Tuition Protection Fund without inquiring as to whether you have the right as between yourselves and our said customer to make such a demand and without recognizing any claim(s) of our said customer or any other party.

6) Presentation for payment may be made at our offices located at _____ in the municipality of _____.

7) Payment(s) shall be made payable to the Trustee of the Student Tuition Protection Fund and shall be in the amount(s) specified by your representative, but shall not in the aggregate exceed $_____ (_____Canadian Dollars).

8) We covenant to hold the Beneficiary, employees of the Beneficiary, agents of the Beneficiary and representatives of the Beneficiary safe from any and all claims for costs or damages which may arise out of any act, error or omission related to the handling, storage or presentation of this irrevocable Letter of Credit. #_____ .

Unless otherwise stated this credit is subject to the Uniform Customs and Practice for Documentary Credits of the International Chamber of Commerce current at the time of issuance of this Irrevocable Letter of Credit.

Executed under Seal, this _____ day of _____ , 20_____ . SEAL

_____ _____
Signature for the Issuer Countersigned by Issuer

Appendix 19: Surety Bond Template

Private Training Institutions Bond

Private Training Institution's Legal Name _____
Bond # _____ Bond Amount _____
Effective Date of Bond: _____ (hereinafter called the "Effective Date")

KNOW ALL MEN BY THESE PRESENTS THAT [Insert name of intended Private Training Institution]_____ (the "Principal") and [Insert name of Surety Corporation]_____ a corporation created and existing under the laws of Canada, and duly authorized to transact business of Suretyship in Canada as Surety (the "Surety"), are held and firmly bound unto Her Majesty the Queen in right of the Province of British Columbia, as represented by the Minister of Post-Secondary Education and Skills Training in the sum of _____ Dollars ($_____) of lawful money of Canada (hereinafter called the "Bond Amount"), for the payment of which sum, well and truly to be made to the Trustee of the Student Tuition Protection Fund, the Principal and Surety bind themselves, their heirs, executors, administrators and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has applied for a registration certificate or a designation certificate to operate an institution as that term is defined in the *Private Training Act*, S.B.C. 2015, c. 5 (the "Act") known by the name _____ located at the street address of _____, in _____, British Columbia, and as a pre-condition of issuing such certificate the Registrar has required a security under section 7(1)(c) of the Act.

THE CONDITION of the obligation is such that it remains in full force and effect from the Effective Date to the end of the term of the certificate issued by the Registrar, which term may be extended or cancelled in accordance with the Act, and shall be subject to forfeiture for the pro rata repayment to the Student Tuition Protection Fund as established under the Act for any claims against the Fund which, pursuant to the Act, are brought as the result of either:

(a) The Principal ceasing to hold any certificate before a student completed an approved program in which that student was enrolled at the institution; or
(b) The Principal is found by the Trustee of the Student Tuition Protection Fund to have misled a student regarding any significant aspect of an approved program in which that student was enrolled at the institution.

The Surety shall not be liable for a greater sum than the Bond Amount.

Any suit under this Bond must be instituted before the expiration of fifteen months from the date of expiration or earlier cancellation of the certificate.

IN WITNESS WHEREOF, the Principal and the Surety have Signed and Sealed this Bond this ___ day of _____, 20 ____.

Principal
_____ (seal)

Surety
_____ (seal)
Print Name
Attorney-in-fact

Appendix 20: B.C. Private Training Institutions Branch Designation Certification Terms of Use

B.C. PRIVATE TRAINING INSTITUTIONS BRANCH
DESIGNATION CERTIFICATION MARK TERMS OF USE AGREEMENT

Dated for reference the ___ day of _____, 20___

The Province of British Columbia (the "**Province**") hereby grants to _____(the "**Institution**"), as the holder of a designation certificate ("**Designation Certificate**") granted by the Registrar of the Province's Private Training Institutions Branch ("**Registrar**") under the authority of and pursuant to the provisions of the *Private Training Act*, S.B.C. 2015, c. 5 (including any regulations made thereunder) (the "***PTA***"), a fully prepaid, royalty free, worldwide, non-exclusive licence ("**Licence**") to use, reproduce and display any or all of the Province's certification mark(s), trade-mark(s) and/or other designation(s) identified in Section 25 below (collectively, the "**Marks**") during the Term, in accordance with the following terms and conditions ("**Terms of Use**"):

1. Duration – The Licence will be effective commencing upon the earlier of:
   (a) the date that the Institution is deemed to hold a Designation Certificate under s. 72(2) of the *PTA*;
   (b) the Registrar's issuance of a Designation Certificate to the Institution under s. 7 of the *PTA*;
   and will continue in effect until terminated in accordance with Section 11 below (the "**Term**").

2. General Use and Prohibition – The Institution will only use, display or reproduce the Marks in association with the provision of private career training services or language training services (collectively, the "**Services**") that are authorized by the Registrar, and only in a way that is expressly permitted or directed by these Terms of Use, or otherwise by the Province in writing, and not in any other manner. The Institution must provide the Services in a manner that conforms with the character and quality of any applicable standards established by the Province or the Registrar from time to time.

3. Reproduction – During the Term, the Institution may use, reproduce and display the Marks on or in association with signage, advertising, promotional materials and Internet websites that:
   (a) relate directly to the Institution's provision of the Services; or
   (b) promote the business of the Institution;
   provided that such use shall at all times be in accordance with any graphic standards developed by the Province for the Marks, as may be amended by the Province from time to time upon notice to the Institution, a current version of which is attached as Appendix B.

4. Internet and Telecommunication Identifiers – The Institution must not use, reproduce or display the Marks, or any words, designs, characters or symbols that are confusing with or are derived from any of the Marks, as part of any Internet domain name, universal resource locator, telephone number, address or any other identifier (collectively, "**Identifiers**") except as expressly permitted by the Province in advance in writing.

5. Ownership – The Province is the owner of the Marks and all goodwill associated with or appurtenant to the Marks. All the benefit and goodwill associated with use of the Marks will at all times enure entirely to the Province and the Institution will absolutely and irrevocably assign

to the Province all right, title and interest throughout the world that it may have or acquire in the Marks, including all related goodwill, other than the Institution's rights to use the Marks under the Licence.

6. Cooperation – The Institution will, as reasonably requested by the Province from time to time, cooperate with the Province for the purpose of:
   (a) registering or recording the Marks in the Province's name;
   (b) registering or recording the Licence or notice of the Licence; and
   (c) protecting, preserving and enhancing the Marks and the Province's interest therein.

7. Verification – Promptly when requested by the Province to do so, the Institution will:
   (a) provide the Province with samples of any material prepared by, for or with the permission of the Institution that bears or refers to any of the Marks; and
   (b) comply with all further policies, specifications, regulations and graphic or other standards related to the Marks that are authorized or stipulated by the Province from time to time forthwith upon being notified of same.

8. Notice of Licence – When the Marks are displayed or used by the Institution, the Institution will, whenever possible, indicate in association with the Services and all signage, advertising and promotional materials associated therewith, including Internet websites, that the Marks are being reproduced and used under licence from the Province.

9. Good Faith Covenants – The Institution will not do anything or omit to do anything that might impair, jeopardize, violate or infringe the Marks or the Province's interest in the Marks, including but not limited to:
   (a) opposing, contesting or in any other manner challenging the validity of the Marks or the Province's interest in the Marks; and
   (b) unless authorized in writing by the Province, claiming, using, displaying, reproducing or applying to register any trade-mark, trade name, Identifier, copyright or design that is identical to or confusing with, or that is derived from or based on, the Marks.

   The Institution will not assist, permit, or encourage any other person or entity to do any of the above.

10. Retained Rights – Nothing in these Terms of Use or any rights granted to the Institution under the Licence shall be deemed to override the express provisions of the *PTA* and nothing in these Terms of Use will prevent the Province from licensing others to use the Marks in any manner, as it sees fit, including licencing another institution to use the Marks, as part of a business name or a domain name, or registering any of the Marks as a trade-mark in association with wares. When requested by the Province to do so, the Institution will promptly execute and deliver to the Province any written consents or other instruments that the Province, acting reasonably, considers necessary or useful to exercise its retained rights in the Marks.

11. Termination –
   (1) The Licence:
      (a) will terminate immediately if the Institution no longer holds a current and valid Designation Certificate, including if a current Designation Certificate:
         (i) expires and the institution does not hold a Designation Certificate with a certificate term that starts the day after the previous certificate term expired;
         (ii) is suspended by the Registrar under s. 36 of the *PTA*; or
         (iii) is cancelled by the Registrar under s. 37 of the *PTA*.

(b) may be terminated by the Province if the Institution defaults in observing or performing any of its material obligations set out in these Terms of Use and fails to correct the default within 10 calendar days after receiving a written demand from the Province to do so, by giving the Institution written notice of termination which will be effective upon receipt by the Institution;

(c) may be terminated by the Institution for its own convenience, by giving the Province written notice of termination, which will be effective on receipt by the Province, or immediately upon the Institution surrendering its Designation Certificate; and

(d) will terminate immediately upon the Institution becoming insolvent, having a receiver or a receiver/manager appointed for any part of its property, being adjudicated Bankrupt or entering into any composition or arrangement with its creditors.

(2) For certainty under subsection (1)(a), a Licence does not terminate if the Institution holds a Designation Certificate that expires and the Institution holds a Designation Certificate that starts the day after the previous certificate term expired.

12. Effect of Termination – Forthwith upon termination of the Licence for any reason:

(a) the Institution will cease all reproduction and use of the Marks including any trade-marks, trade names, designs and permitted or other Identifiers that are confusing with the Marks or that are derived from or based on the Marks;

(b) as directed by the Province, the Institution will permanently delete the Marks from all signs and other physical or electronic material in its possession or control that bears or refers to the Marks (including plates and other means for reproducing the Marks) but if the Institution cannot or prefers not to do that, the Institution will deliver all items bearing the Marks to the Province; and

(c) as directed by the Province, the Institution will permanently erase or delete the Marks from all Internet websites, internal networks and permitted Identifiers controlled by the Institution or by others on behalf of the Institution, including reproduction of any of the Marks in meta-tags and key words that appear on, are displayed by, or are embedded in websites and networks, and any cached versions thereof.

13. Infringements – If, during the subsistence of the Licence, the Institution becomes aware that any other party (other than an affiliate or licencee of the Province) is using a trade name, Identifier, trade-mark, get-up of goods, or mode of advertising or promotion that might reasonably amount to infringement, unfair competition, passing off or cybersquatting in respect of the Marks, the Institution will promptly report such activities to the Province.

14. Claims by Others – If the Institution learns that any person or entity is alleging that any of the Marks is invalid, infringes the rights of any party, or is open to any other form of attack, the Institution will not make any admissions in respect of the allegation and will promptly report the matter to the Province.

15. Proceedings – The Province will have the right, but not the obligation, to control and direct the conduct of all legal proceedings and negotiations with third parties relating to the Marks except:

(a) if a third party carries on an activity that might constitute infringement, passing-off or unfair competition in respect of the Marks and the Province does not initiate proceedings against that third party within one month after the Institution requests the Province to do so, then;

(i) entirely at its own expense, the Institution may institute proceedings against that third party in respect of its own interests; and

(ii) the Institution will indemnify and save harmless the Province from and against all expenses, costs, damages, and liabilities that the Province incurs

in connection with any proceeding that the Institution initiates against any such third parties; and

(b) subject to the provisions contained in Section 14 above, the Institution may defend itself at all times from actions brought by others.

The Province may, in its absolute discretion, choose not to defend or prosecute any actions or any other proceedings with third parties that relate to the Marks and it will have no liability to the Institution for failing to defend or prosecute any such actions or proceedings.

16. Assignment – The Institution will not assign, grant or give to a third party, including to any successor of the Institution, any type of interest in the Licence or the Marks, or authorize any third party to use, display or reproduce the Marks, without first obtaining the written consent of the Province, which may be withheld for any reason or without reason. If the Province's consent is given on any particular occasion, further consent will be required for every subsequent occasion. The Province may assign the Licence or any of the Marks at its sole discretion.

17. Disclaimer – The Province makes no representations or warranties to the Institution regarding the Marks, including those regarding ownership and whether or not the Marks infringes the rights of third parties. The Institution waives all claims against the Province regarding the Marks that it would have or might acquire but for the foregoing disclaimer.

18. Indemnity – The Institution will indemnify and save harmless the Province from and against any and all damages, injuries, liabilities, costs and expenses, including but not restricted to actual legal fees and costs, that may be incurred by the Province or claimed by any third parties against the Province in connection with any of the Services or business of the Institution or any negligent or wrongful conduct of the Institution, including misuse by it of the Marks.

19. Time/Waiver – The timely performance and observance of the parties' obligations set out in these Terms of Use is an essential condition and:
    (a) if the Province waives a particular default of the Institution, that will not affect or impair the rights of the Province regarding any other default of the Institution;
    (b) if the Province delays or fails to exercise any rights in connection with a default of the Institution, that will not affect or impair the rights of the Province regarding that event of any other default of the Institution; and
    (c) in any event, the timely performance and observance by the Institution of its obligations will continue to be an essential condition without the need for specific reinstatement following particular waivers, extensions, or delays.

20. Law/Dispute Resolution – These Terms of Use and the relationship of the parties as contemplated herein will be governed by and interpreted in accordance with the laws prevailing in the Province of British Columbia and all disputes will be finally settled in the Supreme Court of British Columbia sitting in the City of Victoria, British Columbia.

21. Implementing Intent – The parties will execute and deliver to each other any additional instruments and take any additional steps that may be required to give full effect to the intent expressed in these Terms of Use.

22. Notice to Institution – All notices and other communication that the Province will give to an Institution in connection with these Terms of Use will be in writing or by email and will be deemed to have been received by the institution:
    (a) if sent by ordinary or registered mail, on the fifth day after it is mailed;

(b) if sent by email, on the third day after it is sent; or
(c) if sent by fax, on the third day after it is faxed;

if delivered to the Institution's address for service, as provided to the Registrar in accordance with s. 62 of the *PTA*. Proof of delivery in that manner will constitute proof of receipt.

23. Notice to Province – All notices and other communication that an Institution will give to the Province in connection with these Terms of Use will be in writing and will be deemed to have been received by the Province:
    (a) if sent by ordinary or registered mail, on the fifth day after it is mailed; or
    (b) if sent by fax, on the third day after it is faxed;

    if delivered to the Private Training Institutions Branch at 310-601 Cordova St W, Vancouver, BC V6B 1G1 or by fax to 778-945-0606.

24. Entire Agreement – These Terms of Use supersede all prior agreements and understandings of the parties regarding the Institution's use of the Marks. This document and any documents specifically referred to herein contain the entire understanding between the parties and, except as expressly set out herein, may not be varied except by written instrument signed by both parties.

25. Marks – The Marks referred to and included under these Terms of Use are set out in Appendix A, including any amendments thereto and any additional or replacement marks identified by the Province and communicated to the Institution from time to time.

IN WITNESS WHEREOF the parties hereto have executed this agreement as of the reference date first written above.

SIGNED on behalf of Her Majesty the Queen in right of the Province of British Columbia by a duly authorized representative of the Minister of Post-Secondary Education and Skills Training:

_____
[signature]

_____
[print name]

SIGNED on behalf of the Institution by its duly authorized representative:

_____
[signature]

_____
[print name]

I declare that I have read and understood these Terms of Use and I represent and warrant that I have the authority to bind the Institution.

Appendix A

The Marks

The Marks referred to and included under these Terms of Use are:

(a) DESIGNATED PRIVATE TRAINING INSTITUTION; and

(b) DESIGNATED B.C. PRIVATE TRAINING INSTITUTIONS BRANCH & Shield Design (colour or black and white):

Appendix B

Graphics Standards

B.C. Private Training Institutions Branch

Suite of designation marks for use by certified career training programs and institutions

Use of Logo	Light background	Dark background
CMYK *Commercial printing* Use **CMYK_pos** on both light and dark backgrounds		
Solid *Black and white or single-colour commercial, desktop or silkscreen printing* Use **K_pos** on light backgrounds and **K_rev** dark backgrounds		
RGB *On-screen video and computer monitors* Use **RGB_pos** on both light and dark backgrounds		

Colours

CMYK	100.67.0.23	CMYK	15.89.100.0
RGB	35.64.117	RGB	211.68.42
CMYK	91.47.0.1	CMYK	70.86.96.17
RGB	0.119.189	RGB	97.61.48
CMYK	6.30.89.0		
RGB	238.181.58		

Minimum Size

Protective Space

These files are to be used for the purposes supplied only, and are not for redistribution or re-use without prior written authorization from the Province of B.C.

The files supplied for the BC Mark include vector files with an .EPS file extension. This type of file can be scaled to any size or resolution without losing quality. Use these files whenever possible for the best reproduction. A vector drawing program is required to view or edit these files, though they can be included in most document-creation programs providing excellent results.

MS Word: Use the *INSERT > PHOTO > PICTURE FROM FILE* command to select and place the logo in your document. Use the same method for other MS applications.

InDesign: Use the *PLACE* command to select and place the logo in your document.

August 2016

Glossary of Terms

Administrative fees
A type of related fee that may include non-sufficient funds (NSF) fees or fees for copies of transcripts or records. Administrative fees do not include co-op fees or per-student payments to the Fund.

Administrative penalty
A compliance enforcement tool that allows the registrar to order an institution to pay a specific amount for having contravened the PTA or regulations. For more information, see Appendix 13.

Admission requirements
Admission requirements are the skills, knowledge and/or other background a student must have to be admitted to a program and that make it likely the student will successfully complete the program.

Annual tuition revenue
The total tuition earned in respect of approved programs during an institution's fiscal year.

Asynchronous distance delivery
An instructional delivery method whereby students and instructors do not meet in 'real time'. There is no live video lecture portion of the program. Students in a program or course that is delivered asynchronously may move through assignments at their own pace, supported by online resources such as recorded lectures, reading material, assignments and discussion groups.

British Columbia Electronic Identification (BCeID)
An online account with an identification and password used to provide secure access to online government services.

Career-related programs
Programs provided to a student for the purpose of:

(a) enhancing the student's employability in a career occupation, or
(b) improving the student's ability to carry out a career occupation.

Career training programs
Career-related programs with 40 or more hours of instruction, for which tuition is at least $4,000 (also known as Class A programs).

Certificate term
The period that

(a) starts on the date an institution is issued a certificate under section 7 *[registrar issues a certificate]* of the Private Training Act
(b) ends on the later of the following:
    i. the expiry date included in the certificate
    ii. the date the certificate ceases to be valid under section 10 *[continuation of certificate term if renewal application made before deadline]* of the Act

Certified
An institution that holds a registration, designation or interim designation certificate and has therefore met the requirements for issuance of that certificate.

Class A programs
Career-related programs with 40 or more hours of instruction, for which tuition is at least $4,000.

Class B programs
Career-related programs at designated/interim designated institutions, other than Class A programs, for which tuition is at least $1,000.

Class C programs
Language programs at designated/interim designated institutions that are longer than six months or for which tuition is at least $4,000. A language program is defined as a program that has as its learning objective that students gain or improve proficiency in a language.

Commissioner
The commissioner is appointed by the Lieutenant Governor in Council for a term up to five years, with the option of reappointment. The commissioner is appointed to decide on appeals of certain decisions of the registrar.

Compliance order
An enforcement tool issued by the registrar when an institution contravened the PTA or regulations.

Continuous intake model
An intake model in which there is continuous admission of students throughout a program.

Course
A detailed definition and description is provided in the "Courses and course outlines" section of Appendix 5.

Course materials
Course materials include textbooks, equipment and uniforms.

Curriculum
A plan that sets out learning activities and how learning activities must be designed in order to meet the learning objectives of a program.

Designated
Designated institutions meet the designation requirements and are associated with a higher level of quality. Only designated institution can apply for Education Quality Assurance (EQA) and StudentAid BC (SABC) designation.

Employer provided program
Programs in which all students enrolled are funded by one employer or one third party.

Enrolment contract

An institution must enter into a written contract when a student is enrolled in a program. Different contract standards apply to approved programs and programs that do not require approval.

Excluded institution

See Section 1.1 or Appendix 1.

Federal regulator

Any of the following:

(a) a person who accredits or licences the person described in section 4.9(a) of the *Aeronautics Act* (Canada)
(b) a person, classification society or other organization who may issue a Canadian maritime document, within the meaning of the *Canada Shipping Act, 2001.*

Flat rate fees

Fee based on a flat rate multiplied by the institution's annual tuition revenue.

Full time instruction

Full time in relation to an approved program means:

- Instructional time of 20 hours or more per week, or
- If the program leads to employment in a career occupation regulated by Transport Canada, the federal regulator, instructional time of 15 hours or more per week.

Graduated fees

A type of certificate term fee based on the category assessment of an institution, number of years certified type of certificate, annual tuition revenue, and class of institution, if applicable.

Health regulatory body

A college designated under the *Health Professions Act.*

Hour of instruction

An hour in which students at an institution receive instruction in a program, not including recesses, lunch periods or other scheduled breaks between classes.

Indigenous

Means relating to the Indian, Inuit or Metis peoples of Canada.

Indigenous institution

An institution that is operated by one or more of the following:

(a) a first nation;
(b) a treaty first nation;
(c) the Nisga'a Nation;
(d) the Westbank First Nation;
(e) the Sechelt Indian Band
(f) a society within the meaning of the *Societies Act*
    i. that has as one of its purposes the provision of post-secondary education to Indigenous persons, and

ii. of which the majority of the directors are Indigenous persons

(g) a corporation incorporated under the *Canada Not-for-profit Corporations Act*

i. that has as one of its purposes the provision of post-secondary education to Indigenous persons, and

ii. of which the majority of the directors are Indigenous persons.

Indigenous institution class

The class of institutions described under Section 7.2.2 of this manual.

Intermittent intake model

An intake model where students are admitted into a program at specific times.

International student

A student who is not a Canadian citizen or permanent resident of Canada.

Interim Designated

Interim designated institutions do not meet all the requirements for designation but meet the requirements for interim designation.

Language institution class

The class of institution described under Section 7.2.2.

Language program

A program that has as its learning objective that students gain or improve proficiency in a language, and

(a) for which the tuition is equal to or greater than $4,000, or

(b) longer than six months.

Learning Objective

A clear learning objective states knowledge, skills or an attitude a learner will be able to demonstrate upon completion of the program or course.

Letter of acceptance

A letter issued by an institution for the purposes of Immigration, Refugees and Citizenship Canada processing an international student's application for a study permit.

Method of delivery

Methods of delivering a program to students include:

- Distance education
- In-class instruction
- A method that incorporates both distance education and in-class instruction.

Notice of dismissal

An institution's written notice advising a student enrolled in an approved program that the student is dismissed from the program.

Notice of withdrawal

A student's written notice advising an institution that the student is withdrawing from an approved program in which the student is enrolled.

Part-time means

Part-time in relation to an approved program means:

- Instructional time of less than 20 hours per week, or
- If the program leads to employment in a career occupation regulated by Transport Canada, the federal regulator, instructional time of less than 15 hours per week.

Private Training Institutions Branch (PTIB)

The branch of the Ministry of Post-Secondary Education and Future Skills that administers the *Private Training Act* and associated regulations.

Program

A detailed definition and description is provided in the "Programs and program outlines" section of Appendix 5.

Registered

Registered institutions meet the registration requirements. Institutions offering Class A programs must, at minimum, hold a registration certificate.

Regulatory body institution class

The class of institution described under Section 7.2.2.

Registrar

The registrar is appointed under the *Public Service Act* and makes decisions under the *Private Training Act*, including issuing certificates, approving programs, issuing compliance orders and administrative penalties, and suspending or cancelling institutions.

Related fees

Fees related to a program of instruction, including administrative fees, application fees, assessment fees and fees charged for course materials.

Review officer

A ministry employee designated by the minister for the purposes of reviewing administrative penalties imposed on uncertified institutions.

Senior educational administrator

An individual employed or retained by an institution who:

(a) has a degree, diploma or certificate, or comparable education or work experience, in adult education and
(b) is responsible for the following:
    i. ensuring that the course outline, curriculum and the program outline of an approved program are relevant to the program's learning objectives
    ii. overseeing a performance evaluation process for instructors who provide an approved program

Student

A person who is or was, or is applying to be, enrolled in a program at an institution.

Synchronous distance delivery

An instructional delivery method whereby students attend classes virtually in 'real time' with instructors and classmates.

Tuition

The total of the fees a person must pay to an institution in respect of a program, but does not include the following:

(a) administrative fees
(b) application fee
(c) assessment fees
(d) fees charged for textbooks or other course materials, including equipment and uniforms, and
(e) any other fees prescribed in regulation

Study permit

A study permit issued under the *Immigration and Refugee Protection Act (Canada).*

Voluntary designation

The process by which an institution offering only Class B or Class C program only may apply for designation (they may not apply for registration).

Work experience

A work experience (WE) is part of a program in which a student applies and practices skills and knowledge learned in the program in a work-place setting. The WE is delivered by a host organization through a formal agreement with the institution. The work performed by the student must be relevant to the learning objectives of the program. The student must be supervised by a person who is employed or retained by the host organization and who is qualified in a career occupation relevant to the program the student is taking. For the different types of work experience, see Section 3.2.4.