Student Claim Based on Being Misled Decision

Complainant: [redacted] Institution: 2852 – Cambria College

1. Introduction

The Complainant started the Digital Business Management Co-op Program [**Program**] on March 24, 2022, and, after a series of delays due to [redacted] and course re-take attempts, completed the academic portion of the Program in April 2024. The Complainant wished to complete the co-op but because of [redacted]. The Complainant says the Institution was routinely unresponsive or delayed in responding to his email correspondence relating to various requests for information or records. He alleges the Institution's mismanagement and delay materially contributed to his challenges with Immigration, Refugees and Citizenship Canada (IRCC) and [redacted] and complete the Program. He also alleges the Institution failed to update him on his academic progress and notify him that he had failed a course. Finally, the Complainant alleges the Institution failed to adequately support him to secure a co-op placement.

The Institution maintains that it was responsive and supportive throughout and denies that it misled the Complainant as alleged, or at all.

The Complainant filed a complaint against the Institution [**Complaint**] on June 5, 2025. The Complainant exhausted the Institution's dispute resolution process [**DRP**] prior to filing this Complaint.

The matters at issue are: Were the Institution's interactions and communications with the Complainant misleading?

For the reasons outlined below I find the Institution did not mislead the Complainant regarding a significant aspect of the Program and, accordingly, deny the claim.

2. Statutory Scheme

Section 23(1) of the *Private Training Act* [**PTA**] provides that, a student may file a claim against the Student Tuition Protection Fund [**Fund**] on the ground that a certified institution misled the student regarding any significant aspect of an approved program of instruction in which that student was enrolled. Claims are filed with the Trustee, being the minister or the person to whom the minister has delegated the relevant powers or duties.

Claims must be filed no later than one year after the student completed or was dismissed or withdrew from the program and only after the student has exhausted the institution's dispute resolution process.

Following receipt of the complaint, the process is as follows:

Claim the student was misled		
Who	**What**	**When**
Trustee	Gives a copy of the claim to the institution	As soon as practicable
Institution	May respond to the claim **[Response]**	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 **[Reply]**	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 any refund should be issued, and provides written reasons to the student, the institution, and the registrar.	

If a claim is approved, the Trustee may authorize payment from the Fund of all or a portion of the tuition paid to the institution by or on behalf of the student. Section 25(4) of the *Fees and Student Tuition Protection Fund Regulation* requires that payments from the Fund be directed first to the government if all or a portion of the tuition was paid using funds from a provincial or federal student assistance program, and then to the claimant.

3. Program Information

Program:	Digital Business Management with Co-op
Start date:	March 24, 2022
End date:	June 9, 2023
Total charged:	$ 13,990
Tuition:	$ 20,100
Application Fee:	$ 500
Textbooks/ Materials Fees:	$ 2,475
Tuition Reduction (Scholarship):	$ 9,085
Amount paid to date by Complainant:	$ 8,100
Amount of tuition paid to date by Complainant:	$ 5,125

4. Issues

The following issue arises for consideration: Were the Institution's interactions and communications with the Complainant misleading?

5. Chronology

March 24, 2022	Complainant starts Digital Business Management program (without Co-op)
May 4, 2022	Complainant requests program change to Program (with Co-op) – no program change fee
September 16, 2022	MyCambria learning platform made available to students

September 22-October 1, 2022	Digital Marketing course
December 15, 2022 – January 7, 2023	Management Information Systems course
January 15, 2023	Complainant requests certificate of completion
January 23, 2023	Institution notifies Complainant that he failed Digital Marketing and Management Information Systems courses
May 2023	Email communications regarding co-op placement with [redacted]
May 12, 2023	Institution issues Final Warning of Dismissal; email refers to another student's name by mistake
September 30, 2023	Study/co-op work permit expires
October 30, 31, November 6, 2023	Complainant requests documents for study permit extension application; Institution provides requested enrolment letter November 6, 2023
December 11, 2023-January 3, 2024	Management Information Systems course (retake #1) – Complainant fails
December 21, 2023	Complainant notifies Institution that [redacted] "due to filing the incorrect type of application"; requests "deferral of my exams until [redacted]"
January 2024	Institution introduces program change fees
January 3, 2024	Complainant requests documents from Institution to submit to IRCC
January 3, 2024	Institution requests status update from co-op placement [redacted] and is advised that Complainant didn't start co-op and terminated contract with [redacted]
January 5, 2024	Complainant confirms he terminated contract with [redacted] because of failing two courses, but would like to re-commence his co-op
January 17, 2024	Institution issues Co-op Work Permit Information letter confirming Complainant's enrolment in the Program (March 24, 2022 – June 23, 2024) and co-op start date of February 2, 2024
February 21, 2024	Institution requests immigration updates
February 26, 2024	Complainant confirms application for study permit denied (copy provided March 27, 2024) and that he is in India
April 2024	Complainant completes Management Information Systems course but does not have valid permit to participate in co-op; Institution marks Complainant enrollment status as "Incomplete"
September 2024	Complainant requests to revert to Digital Business Management program (without Co-op) and objects to $600 program change fee
October 2024	Complainant requests Provincial Attestation Letter to resume studies; Institution replies Complainant "not enrolled…there is no contract at the moment"
February 16, 2025	Complainant initiates DRP
April 2025	Complainant re-initiates DRP alleging mismanagement, lack of transparency and unreasonable delays
April 28 and May 14, 2025	Virtual meetings with Complainant and Institution
May 16, 2025	Institution denies refund request and offers "pathway to graduation" by removing the co-op requirement and issuing a diploma in Digital Business Management (waives program change fee)
June 5, 2025	Complainant files Complaint

6. Analysis

The Complainant summarizes the Complaint as follows:

> This complaint is based on multiple instances of institutional mismanagement, misleading conduct, and administrative failures by Cambria College, which significantly impacted my ability to complete my program as intended, extended my study timeline unnecessarily, disrupted my immigration plans, and caused severe emotional and financial distress.

The Complainant says that delays caused by the Institution's poor communication contributed to his inability to complete the Program. Specifically, he alleges that the Institution failed to inform him that he failed two courses and then delayed scheduling re-tests. He also alleges the Institution delayed providing him requested visa-related documents, [redacted]. Finally, he alleges the Institution failed to support him in securing a co-op placement.

With respect to the failed exams and scheduling of re-tests, the Institution says that grades are available and students can monitor their performance via the MyCambria online platform. The Complainant had access to MyCambria throughout the Program. With respect to the Management Information Systems course, the Institution notes the final session and exam were held January 7, 2023 and the Complainant was informed by email January 23, 2023 that he had not passed (information that was already available to him on the MyCambria portal). The Complainant attempted the course again (December 11, 2023 – January 3, 2024) and failed a second time. The Complainant says this was due to [redacted] and that he requested a deferral. The Institution offered a third opportunity to take the course in April 2024 and the Complainant successfully completed the course.

The Institution says that it provided the Complainant with requested visa-related documents within a reasonable timeline and that the [redacted] from the Complainant's error in filing the incorrect application.

With respect to the co-op placement, the Institution responds as follows:

> The delays in placement, changes in partner, and termination of his co-op arrangement were student-driven. The underlying reason for his inability to complete co-op was his ineligibility to work in Canada—not a result of college actions.

The Institution reiterates the offer made at the conclusion of the DRP that it issue the Complainant a credential for the Digital Business Management program (without Co-op).

7. Decision

I find the Institution did not mislead the Complainant and, on this basis, deny the claim.

The Complainant has articulated and documented his dissatisfaction with his experience at the Institution and what he perceives as the Institution's lack of responsiveness to his requests for records and information.

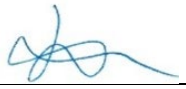
The Complainant has not, however, articulated how he was misled with respect to a significant aspect of the Program. Most of the issues raised in the Complaint relate to his immigration status and his attempts to re-take a course he had failed. I appreciate the Complainant strongly believes he was treated poorly by the Institution. However, being mistreated (and I make no finding in that respect) is not the same as being misled.

The Institution provided a detailed response during the DRP and provides reasonable explanations for each allegation. In terms of the alleged failure to notify the Complainant that he had failed a course, the Institution says that grades were available to students on the online platform. The Institution acknowledges it was unable to respond immediately to all the Complainant's emails but says that it responded in a reasonable timeframe and made efforts to support the Complainant and provide the requested documentation to support his visa applications. I find the Institution's response both credible and comprehensive.

The claim is denied.

This decision is final. The Trustee does not have authority to re-open or reconsider the decision and there is no appeal under the PTA. Parties may wish to seek legal advice regarding a judicial review by the BC Supreme Court.

29 September 2025



Joanna White
Trustee, Student Tuition Protection Fund