

FREQUENTLY ASKED QUESTIONS

Regulation and Fee Amendment Information for Private Training Institutions

Applications

Question: Will program applications continue to be processed?

- PTIB will continue to process applications based on the current regulations and the current application queue.
- However, we will offer institutions the opportunity to update language proficiency requirements and diploma standards that do not come into effect until the date specified in the regulations.
- Updated forms and resources reflecting the new regulations will be available in fall, 2024.
- Applications that do not receive a decision by the registrar by December 31, 2024, regardless of when they were received, will be assessed based on the regulations effective January 1, 2025.

Question: Will “notice only” applications continue to be processed?

- Yes. Note that for notice-only changes, institutions only have to notify PTIB the specified number of days in advance (consent is not required).
- For example, an institution must notify PTIB in writing at least 14 days before changes to tuition or related fees of an approved program.

Language Proficiency Requirements

Question: Will the coming changes to admission requirements regarding in-house language placement tests and the new minimum 5.5 IELTS equivalent impact students who are presently enrolled in programs for January and beyond based on the current requirements? For example, we have students enrolled to start programs in April, 2025; if these students have proven language proficiency with our in-house placement exam prior to January 1, will they still meet admission requirements when the changes come into effect on January 1?

- There is no impact on students who enrolled and started their program prior to January 1, 2025.
- Students must meet the enrolment requirements in force on the date of their enrolment. Students are enrolled on the date that they sign an enrolment contract or pay tuition. So, a student who enrolled prior to January 1, 2025 but has a program start date after January 1, 2025 would not need to meet the amended regulatory standard.

Question: Are programs that currently have a language requirement lower than IELTS 5.5 or equivalent required to apply for consent to change admission requirements to match the new minimum 5.5 or is that change implied/expected as per the new policy?

- PTIB will reach out to institutions in fall 2024 about the process for ensuring that all programs are compliant by January 1, 2025. Institutions may change their admission requirements at any time. PTIB will begin reviewing admission requirements beginning in January 2025. If you already have an



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application in the queue, you can expect staff to offer you the opportunity to change the admission requirements to be compliant with the new standards.

- If an institution is only removing an in-house test, introducing a standardized test, or changing a standardized test score to meet the new requirements, there will be no fee for the program change. Applications that contain other changes will incur the normal fee.

Question: In the context of private training institutions that offer vocational training under the same parent company as language training centers, will students who complete a language program at the language institution need to undergo standardized language assessments to enrol in a vocational program at the vocational institution?

- PTIB policy states that evidence of graduation from a language program with an established pathway/articulation agreement allowing direct entry (no further testing required) to a diploma or degree program at a **public** institution in Canada is accepted.

Question: The LPR requirement may pose a challenge for students who are more oriented towards practical skills rather than academic achievement. The proposed English proficiency testing requirements for admission could potentially exclude students who are seeking a skills-based career and may not excel academically.

- All institutions must have a language proficiency policy, and all programs taught in English must include requirements which ensure that students have a reasonable level of English language comprehension to make it likely that they will successfully complete the program. Institutions using testing or assessment as a measure of language proficiency must use a standardized test developed by a third party. In exceptional circumstances, alternatives may be considered by the Registrar if the program is intended to assist students with barriers and there are sufficient supports for language development within the program curriculum.
- The process will be outlined in more detail in the fall.

Question: If courses are primarily conducted in a language other than English, is it necessary for students to meet the standard English proficiency requirement for admission? If so, could the required proficiency score be reconsidered to ensure that students with strong practical skills, despite potential challenges with academic English, are not unfairly excluded?

- PTIB will expect that the institution has a language proficiency policy that is appropriate to the program's language(s) of instruction. If the program is not taught in English, the program must have a language proficiency requirement as part of its admissions policy. While the program is not required to meet the English language proficiency policy (IELTS 5.5 etc.), it must aim to achieve the same objective: make it likely that students will meet the learning objectives of the program.

Question: Does the English language proficiency requirement apply to Class C programs?

- No. However, Class C programs that offer language instruction at an intermediate or advanced level must have measures in place to ensure that students are at the appropriate language level for entry so that they may be successful in the program.

Question: Will there be a list of approved standardized language proficiency tests?

- Appendix 7 of the [Private Training Act Policy Manual - Annotated Amendments 2025](#) contains a list of standardized English language tests/assessments scores that have been determined to be at a level equivalent to IELTS 5.5 (academic). PTIB recognizes that there may be other comparable standardized tests/assessments other than those listed in the Policy Manual. The registrar will consider proposals for testing alternatives on a case-by-case basis.

Question: Do we need to seek PTIB's approval to add new standardized language proficiency assessments, e.g. Duolingo or CLBPT, etc.?

- Yes. Additional information about language proficiency policies will be available in fall 2024.

Question: Does the LPR apply to native English-speaking students and ESL students?

- Yes. The admission requirements guide (see [Appendix 7 of the PTA Policy Manual – Annotated Amendments 2025](#)) includes different options for what a program's LPR may include. I.e., it may be appropriate that the LPR include completion of a specified level of prior education at the secondary or post-secondary level in the program's language of instruction. This can serve as proof of either a native speaker's literacy or of a non-native speaker's language proficiency. Institutions must design the LPR to meet the minimum requirements while also considering the specific needs of the program and its students. Additional information about language proficiency policies will be available in fall 2024.
- English language proficiency requirements do not apply to Class C programs. However, Class C programs that offer language instruction at an intermediate or advanced level must have measures in place to ensure that students are at the appropriate language level for entry so that they may be successful in the program.

Question: Per the guidelines dated July 23, 2024 it states: "Admission requirements for Class A and Class B programs must include a language proficiency requirement (LPR), regardless of the program's language(s) of instruction. Language requirements should be at a sufficient level for students to understand and discuss in speech and in writing, the level and complexity of the educational material."

Yet, as I read it, if a student takes a proficiency test, they need to score a 5.5, which is higher than we need for our programs: "Where English is the program's language of instruction, evidence of achievement in a recognized standardized language test/assessment at an overall level equivalent to IELTS 5.5 (academic) or higher."

Thus, if we feel our current scores are acceptable for our level training, can we use that? Example -IELTS General Training: Listening: 4.5 | Reading: 3.5 | Writing: 4 | Speaking: 4. I'm not sure why we would need to set a higher standard for students who will not need to be that fluent in English in order to succeed since our course work does not require the 5.5 level. Can you clarify?

- All institutions must have a language proficiency policy, and all programs taught in English must include requirements which ensure that students have a reasonable level of English language comprehension to make it likely that they will successfully complete the program. Institutions using testing or assessment as a measure of language proficiency must use a standardized test developed by a third party. In exceptional circumstances, alternatives to the standards above may be

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considered by the Registrar if the program is intended to assist students with barriers and there are sufficient supports for language development within the program curriculum.

- The process will be outlined in more detail in the fall.

Diploma Standards

Question: Will PTIB charge institution for changing a credential to comply with the amended regulations?

- No.

Question: On what basis did the Ministry decide that programs need to be 12 months?

- This amendment ties the length of a program to the type of credential and establishes a minimum program duration for the issuance of a diploma. This improves consistency across the sector, and helps students differentiate between programs.

Question: If an institution is offering a Class A or B program that is a post-graduate diploma, and the post-graduate diploma is longer than 12 months but is part-time, will that post-graduate diploma have to switch to full-time as of January 2026? What does PTIB consider part-time/full-time?

- Institutions must only issue a diploma if the program would require at least 12 months to complete if a student was enrolled in the program full time. This applies to programs that start on or after January 1, 2026. Full time is defined as instructional time of 20 hours or more per week, or 15 hours per week if the program leads to a career occupation regulated by Transport Canada.

Question: For programs that are currently offered as diploma programs but are less than 12 months in duration, what would be an appropriate credential that students could receive?

- A certificate.

Question: Will any of the diploma programs that are already approved and operational but are shorter than 12 months be grandfathered?

- No.

Question: What is the recommended course of action for the institution regarding diploma programs where a program without co-op is less than 12 months, but a version with co-op extends beyond 12 months? Should we consider removing the program without co-op from our offerings? Alternatively, should the program without co-op be offered as a certificate program (even though the academic portions for both programs will be the same)?

- This is a decision to be made by the institution. PTIB can discuss institution-specific questions directly with institutions. Based on the information provided, the program that is less than 12 months would be a certificate, and the program that would take at least 12 months to complete if a student was enrolled in the program full time, would be a diploma.

Question: Does the duration of the coop/ work placement count toward the length of program i.e. 10-month program and 2-month practicum qualify for diploma designation or certificate?

- Yes.



Question: Please provide clarification regarding the amendment to PTR Section 44. For instance, 12 months, if a student was enrolled in the program full time could mean 5 days a week for 30 hours/week for 52 weeks for a total of 1560 hours or it could mean, 34 weeks (2 semesters or 1 year) at 20 hours per week for a total of 680 hours. It is possible to base the certificate type of outcomes and hours rather than on a subjective phrase like 12 months?

- Institutions must only issue a diploma if the program would require at least 12 months to complete if a student was enrolled in the program full time. This applies to programs that start on or after January 1, 2026. Full time is defined as instructional time of 20 hours or more per week, or 15 hours per week if the program leads to a career occupation regulated by Transport Canada. We will provide a clarification in policy, however we note that this does not come into effect until 2026.

Question: Will this new policy apply to programs, even those that have been approved by PTIB?

- Yes, this policy will apply to already-approved programs.

Question: What if your diploma is recognized by regulatory/professional bodies and is not 12 months or longer? How will PTIB work with schools in this case and is PTIB overriding professional bodies on the recognition of graduates' credentials?

- Institution-specific cases such as this should be directed to PTIB.

Distance Education

Question: Can PTIB provide an approved list of Learning Management Systems (LMS)?

- No. Institutions must evaluate the LMS offerings available and select an LMS that will provide the functionality to be compliant. It is noted that the LMS requirements were selected to offer institutions and students baseline necessities for an LMS.

Advertising and Websites

Question: What does it look like for an institution to "advertise or put undue pressure on an individual to enrol in programs"?

- Examples of undue pressure may include, but are not limited to:
 - relentless phone calling or emailing
 - making promises that can't be kept
 - inaccurate statements about how full a program is or deadlines for enrolment
 - shaming students to persuade them to enrol

Question: What does PTIB expect regarding a "prominent" place on the website? Should a link to the site containing policies, admission requirements, etc., be accessible from the main page or should the page be intuitively accessible with minimal navigation?

- The latter. A student must be able to find the information within two clicks.

Refunds

Question: In the updated student refund policy, there are two different categories for distance delivery (synchronous and asynchronous). If a program is a combination of both synchronous and asynchronous, which policy should they implement?

- The asynchronous-only refund policies apply to programs that are delivery asynchronously-only. Institutions should ensure that their refund policies allow a student to determine the refund that they are entitled to at different points in their program.

Question: Some of the refund provisions state “100% of 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, and unused aircraft utilization fees.” These statements are contradictory; kindly advise if an institution can retain the application fee and refund the remaining related fees.

- Related fees include application fees. The refund provision states that all related fees must be refunded except for the application fee.

Question: Sometimes agents or students will pay us prior to a signed contract being in place because they have our online deposit or transfer information. Can we still accept that or do we have to refund it and wait to have payment submitted until the contract is signed? To be clear we require a signed contract prior to accepting payment, but sometimes they pay without our knowledge or consent.

- A student is enrolled on the date that they sign a contract or pay tuition, whichever date is the earlier.

Question: If a student has signed the contract before the program start date, then requested to withdraw more than 7 days after the contract was signed but before the program start date, how much will be refunded based on the new regulation?

- For an approved program delivered in-class or through combined delivery or synchronous distance delivery, if an institution provides a notice of dismissal or receives a notice of withdrawal no later than seven days after the program start date, the institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.

Question: Can PTIB create a refund calculator on the website where the schools can put their tuition, student's info and withdrawal date and reason so we can be all on the same page and make it easier for the schools, and compliant with PTIB regulations?

- PTIB will explore this suggestion.

Student Enrolment Contracts

Question: “Contracts for approved programs must...Be for a term no longer than 12 months. If the program is longer than 12 months, a subsequent student enrolment contract can only be signed after 50% of the program’s hours of instruction listed in the original contract have been provided.”

Our approved program contracts are 78 weeks long, which is 18 months. Please advise if we need to prepare two separate contracts moving forward, one being 12 months, and the second one being 8 months. Shall the second contract be signed upon the expiry of the first 12-month contract?

- Yes, a second contract will be required as the program is longer than 12 months. If the program is 18 months, the subsequent contract may be signed after 50% of the program’s hours of instruction have been provided.

50% or more in-class instruction for international students

Question: According to the annotated policy manual: “Effective January 1, 2025, an institution must not enrol an international student who has a study permit in an approved program where 50% or more of the hours of instruction is provided through distance education, other than hours of instruction for a work experience.” Does this apply to those who were enrolled before January 1, 2025 but did not start until after this date? I.e. They have paid tuition but have not yet started classes.

- No. The amendment only applies to students who enrol on or after January 1, 2025.

Question: Do programs that do not require approval have to comply with the 50% physical attendance requirement?

- No. This amendment does not apply to programs that do not require approval.

Answer: Are practicum hours included in the 50% physical attendance for international students requirement?

- No. Effective January 1, 2025, an institution must not enrol an international student who has a study permit in an approved program where 50% or more of the hours of instruction is provided through distance education, **other than hours of instruction for a work experience.**

Question: In order to meet the new amendment requirement for international students – over 50% has to be delivered in person – do we have to apply for the change? The application form does not have percentages to report on.

- Yes. Updated forms and further information about making program changes in order to be compliant with the new regulations will be available in fall 2024. No fee will be charged for applications submitted where the only changes are related to regulatory amendments.

Can international students who do not have a study permit and who are studying in their home country enrol in a distance program where more than 50% of the program is delivered by distance?

- Yes. The amendment is not applicable to an international student who does not have a study permit.

Student Data and Records

Question: With PTIB updating the PTIB Portal to be able to archive student records, is utilizing the PTIB archive mandatory, or could an institution keep their contract with CUBE?

- Institution must archive with PTIB as of the effective date of July 1, 2025.

Question: Regarding the archiving of student records through PTIB and the costs related to this: is the \$8 charge per student inclusive of all the documents pertaining to that student?

- Yes. There is no limit on the documents that are uploaded per student. However, the fee will be administered for each time an institution uploads archived student records. So, if an institution uploads records on two separate occasions, the fee will be charged twice.

Question: If we are moving to PTIB's new archiving system from, for example, Cube Global, will we need to transfer old data already uploading to Cube Global over as well?

- No.

Question: Do institutions need to begin archiving student data to PTIB July 2025 and then from this point it will need to be every 3 months?

- Institutions must begin archiving student records with PTIB effective July 1, 2025. Institutions will be required to provide the archived student record to PTIB 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.

Question: Will separate training be offered regarding the new requirements for the student data report, specifically to address the new quarterly requirement as well as the requirement to report on students who may not have arrived yet?

- Yes. PTIB will be updating the Student Data Report Reference Guide and will provide additional assistance.

Question: Our student data report is due January 31, 2025 for the fiscal year period September 2023 to August 2024. Are we to submit this report as normal?

- Yes and no. Institutions will continue to report student data through the PTI Portal. As of January 1, 2025, all institutions will report student data for every 3-month period, within 30 days after the end of the 3-month period.
- This means that an institution with a student data report due January 31, 2025 under the current regulations, will not be required to report that data until April 30, 2025. However, institutions are strongly encouraged to report student data in batches well in advance of April 30th.
- PTIB will provide additional information in fall, 2024.

Question: Can you clarify when the 3-month student data reports need to start?

- Starting January 1st, 2025, the student data report must be submitted for every 3-month period, within 30 days after the end of the 3-month period.
- Quarterly reports of student data are to be provided as follows:



- For period January 1st to March 31st, report due to the PTIB by April 30th
- For period April 1st to June 30th, report due to the PTIB by July 31st
- For period July 1st to September 30th, report due to the PTIB by October 31st
- For period October 1st to December 31st, report due to the PTIB by January 31st

Question: Now that government-funded programs are exempt from the definition of Employer Provided Programs, does this mean government funded students will need to be included as part of the student data report?

- Yes. Programs where students are funded by government will no longer meet the definition of an Employer Provided Program and therefore will require approval if they meet the thresholds. As with all programs that require approval, enrolled students must be included in an institution's student data report.

Fees

Why are fees going up? Are we subsidizing the costs of the Ministry?

- By policy, PTIB is intended to operate on a cost-recovery model. Changes to fees are required to bring the framework into cost recovery and fully resource the branch's regulatory oversight mandate.

Question: Where can I get a list of new fees?

- See Chapter 7 of the Private Training Act Policy Manual – Annotated Amendments 2025 for details. The Manual is available on PTIB's [Regulatory Amendments 2025](#) page.

Question: Will all institutions have a change in their current fees?

- The amount of fees paid by an institution depends on a number of factors including revenue from approved programs, category assignment, the number of years certified and the class of institution. These factors are assessed annually at re-certification.
- New fee schedules can be found in the annotated Policy Manual which is available on PTIB's [Regulatory Amendments 2025](#) page.
- Because fee schedules are changing, an institution will likely see a difference in the amount of fees they are charged when they next re-certify.

Education Quality Assurance

For information about Education Quality Assurance, go to: gov.bc.ca/gov/content/education-training/post-secondary-education/institution-resources-administration/education-quality-assurance.



Other

Question: What does it mean to have "dedicated space available to international students". What are the requirements? Could this lead to domestic students asking for dedicated spaces away from international students?

- This amendment comes into force January 1, 2026. PTIB will provide policy guidance in advance of the implementation date.

Question: Are aircraft utilization fees now considered tuition?

- No. The amendments define aircraft utilization fees as "related fees" and therefore are not considered tuition.

Question: In regard to "Employer provided programs", will projects funded under the Community Workforce Response Grant (CWRG) require PTIB program approval?

- Yes.

Question: What is the reasoning behind the following change: An institution must not accept more than \$1,000 in cash for tuition or related fees payable by a student.

- This is an anti-money laundering measure.