

Student Claim Based on Being Misled Decision

Complainant: ██████████

Institution: 3162 – CDI College of Business, Technology & Health Care

1. Introduction

The Complainant graduated from the Denturist program [Program] on March 8, 2024 and filed a complaint against the Institution [Complaint] on December 4, 2024.

The Complainant exhausted the Institution’s dispute resolution process [DRP] prior to filing this Complaint.

The main issue complained about relates to the accreditation status of the Program, and more specifically the fact that accreditation was withdrawn during the Complainant’s final year of the Program. The Complainant alleges that not graduating from an accredited program has negatively affected his career options and he is seeking a refund of half the tuition paid.

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:	Denturist
Student Enrollment Contract – Year 1	
Start date:	September 13, 2021
End date:	June 24, 2022
Student Enrollment Contract – Year 2	
Start date:	July 4, 2022
End date:	April 21, 2023
Student Enrollment Contract – Year 3	
Start date:	May 1, 2023
End date:	February 24, 2024
Revised end date:	March 20, 2024
Graduation date:	March 8, 2024
Total charged:	\$ 65,879
Tuition Fee:	\$ 68,400
Application Fee:	\$ 150
Assessment and Administration Fees:	\$ 325
E-Resources and Material Fee:	\$ 7,004
Tuition Reductions: Scholarships	\$ 10,000
Amount paid to date by Complainant:	\$ 65,878
Amount of tuition paid to date by Complainant:	\$ 58,400

4. Issues

The following issue arises for consideration: Was the Complainant misled in respect of the accreditation status of the Program?

5. Chronology

September 13, 2021	Program start date
May 1, 2023	Start date of Year 3 of the Program
June 9, 2023	Program ceases to be accredited
March 8, 2024	Complainant graduates from Program
November 8, 2024	Complainant initiates DRP and submits complaint to Institution
November 13, 2024	Institution issues decision [Decision 1]
November 26, 2024	Complainant responds

December 3, 2024	Complainant follows up with Institution
December 3, 2024	Institution issues decision [Decision 2]
December 4, 2024	Complainant files Complaint

6. Analysis

Denturists are regulated by the BC College of Oral Health Professionals (BCCOHP) (formerly the College of Denturists of BC) [**Regulator**].

To practice in BC, denturists must be registered with the Regulator. One of the pathways to apply for registration with the Regulator is to graduate from an accredited program.

The Program lost its accreditation in May 2023, at which time the Complainant was enrolled in Year 3 of the Program.

The issue complained about is as follows:

This accreditation not only allowed students the ability to register with provincial regulatory bodies, but also granted the ability to work interprovincially and internationally. The main reason I enrolled in this program was for the international accreditation, as my goal was to [REDACTED] [REDACTED]. As the accreditation for this program was lost in the third year of study it has made this goal unattainable. It also makes it more challenging to work interprovincially due to the different requirements of governing bodies in each province. As students we were very stressed and unsure whether we would be able to even register in BC. After much deliberation, the British Columbia College and Oral Health Professionals (BCCOHP) granted permission to register students providing they passed the board exam. I am now a registered denturist with BCCOHP. It is for this reason that I am only seeking half of my tuition be refunded as I believe some good did come from taking this program.

In its Response, the Institution denies it misled the Complainant in respect of the accreditation status of the Program, or at all.

The Institution provides detailed information about the accreditation process and disputes the decision to deny accreditation. The Institution adds that it is seeking judicial review of the decision.

The Institution submits: “Throughout this process, CDI has maintained open communication with students, providing consistent updates when available and support to ensure they have a pathway to practice upon graduation”.

The Complainant completed the Program and is licenced to practice as a denturist in BC.

In his Reply, the Complainant submits the poor quality of the Program may explain the decision to withdraw accreditation. The Complainant adds that the cost of the Program is not justified, particularly as the Program was no longer accredited at the time of graduation.

7. Decision

I find the Institution did not mislead the Complainant with respect to the accreditation of the Program and, on this basis, deny the claim.

Following the Program's loss of accreditation, the Institution took reasonable steps to ensure the Complainant was eligible to challenge the Regulator's registration exam and practice in BC. In essence, the Institution delivered what it promised.

While the Complainant may have relied on the Program's accreditation status when selecting the Institution, I find the Institution did not make any representation in respect of the Complainant's ability to practice as a dentist in [REDACTED]

My understanding is that a dentist registered in BC may apply to practice in other Canadian jurisdictions. In any event, the Complainant has not provided any evidence in support of the claim that because the Program lost accreditation it is more challenging to work as a dentist in other Canadian jurisdictions.

Finally, as a point of clarification, the reasons for the denial of accreditation and the fact the Institution is seeking to have the decision judicially reviewed are not relevant to my decision.

For these reasons I deny the Complaint.

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.

5 May 2025



Joanna White

Trustee, Student Tuition Protection Fund