



EDUCATION QUALITY ASSURANCE

POLICY AND PROCEDURES MANUAL

Last Updated: July 2024

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This edition replaces any previous version.

Ministry of Post-Secondary Education and Future Skills

1. Introduction

1.1 What is EQA?

Education Quality Assurance (“EQA”) is British Columbia’s designation used to identify quality post-secondary education **that may enroll international students on study permits**. Eligible post-secondary institutions¹ in British Columbia may apply for EQA designation, and if designation is granted, an institution may use the registered certification trademarks associated with the EQA brand (the “EQA Certification Marks”) **and the institution will be recommended to the federal Department of Immigration, Refugee and Citizenship Canada (“IRCC”) for inclusion on IRCC’s Designated Learning Institution (“DLI”) list for British Columbia.**

Institution officials should carefully consider the decision to apply for EQA designation. It is a business decision that requires a financial commitment, significant personnel commitment, and strict adherence to reporting and record keeping requirements. Institution officials should consider this decision within the context of the institution’s strategic direction, educational and student-support capacity, and ability to consistently meet the EQA designation requirements over an extended period.

EQA designation is administered by the Ministry of Post-Secondary Education and Future Skills (the “Ministry”).

To receive and maintain EQA designation, an institution must meet or exceed certain quality assurance standards, both on application or re-application and while holding EQA designation. The quality assurance standards are set out in this Policy and Procedures Manual (the “Manual”), and include:

- Eligibility Requirements (section 3.1);
- Institutional Contact Requirements (section 3.3);
- Corporate and Educational Requirements for EQA designation (section 4.2);
- Suitability Considerations for EQA designation (section 4.3); and
- Designated Learning Institution Requirements (section 5).

1.2 The EQA Certification Marks

There are multiple EQA Certification Marks, including “EQA”, “EDUCATION QUALITY ASSURANCE” and **EDUCATION QUALITY ASSURANCE EQA & Design**:



All institutions applying for and maintaining EQA designation must agree to, and continually comply with, the EQA Certification Mark Terms of Use, as may be amended by the Ministry from time to time (a current copy of which is attached as Appendix A), before making any use of the EQA Certification Marks.

¹ Institution is the legal entity advertising, offering, and providing post-secondary education to tuition paying students in British Columbia.

1.3 Purpose of Policy and Procedures Manual

The purpose of the Manual is to set out the requirements for institutions to receive and maintain EQA designation.

An institution's failure to meet and continue to meet the EQA Eligibility Requirements, Institutional Contact Requirements, Corporate and Educational Requirements, DLI Requirements, and satisfy the Suitability Considerations, or failure to comply with the obligations set out in this Manual, may result in ineligibility for EQA designation or revocation of the EQA designation.

1.4 Manual Updates

This Manual may be updated by the Ministry from time to time as required. EQA designated institutions and institutions considering seeking EQA designation are responsible for ensuring that they are using the current version of this document. The current version is located on the Ministry's website:

www2.gov.bc.ca/gov/content/education-training/post-secondary-education/institution-resources-administration/education-quality-assurance

1.5 Designated Learning Institutions List

Institutions are required to have EQA designation in order to be placed on the DLI list maintained by IRCC. **If an institution does not meet the requirements set out in this Manual, the Ministry will not recommend to IRCC that the institution be placed on the DLI list. If, at any time, an EQA designated institution no longer meets the requirements in this Manual, the Ministry may revoke the institution's EQA designation and notify IRCC that the institution be removed from the DLI list.**

Institutions on the DLI list may host international students on study permits. A study permit allows an international student to participate in a program of study in Canada that is longer than six months.

IRCC maintains discretion to grant or refuse study permit applications, even if an institution is on the DLI list.

1.6 Extra-provincial Branches or Campuses

Branches or campuses of an institution that are located outside of British Columbia are not eligible for EQA designation and may not use the EQA brand.

2. Contact Information

Education Quality Assurance Unit
Ministry of Post-Secondary Education and Future Skills
PO Box 9157 STN PROV GOVT
Victoria, BC V8W 9H2

Telephone: 778-698-9830
Facsimile: 250-387-3750
Email: EQA@gov.bc.ca

Website: www2.gov.bc.ca/gov/content/education-training/post-secondary-education/institution-resources-administration/education-quality-assurance

3. Application Process

3.1 Eligibility Requirements

3.1.1 The following institutions are eligible to apply for the EQA Designation:

- a) Public or private institutions regulated under the following statutes:
 - *University Act*
 - *College and Institute Act*
 - *Royal Roads University Act*
 - *Thompson Rivers University Act*
 - *Degree Authorization Act*
- b) Institutions that hold a designation certificate under the *Private Training Act*
- c) Institutions that offer the following educational programs:
 - Degrees in theology granted by theological Institutions established or continued under a British Columbia private statute;
 - Diploma or certificate programs exempted under the *Private Training Act* and classified under the National Occupation Classification 41302 (Religious leaders) or 42204 (Religion workers);
 - Driver training programs for Class 1-3 licences under the *Motor Vehicle Act*;
 - Educational programs established under the *Chartered Professional Accountants Act*;
 - International Baccalaureate programs where the institution is not regulated by the Ministry of Education and Child Care.

3.1.2 To be eligible for EQA designation, the institution must have appropriate locations and personnel, be currently operating, and have been continuously delivering at least 50% of its advertised² programs to students in British Columbia for a minimum of two years prior to initial application.

3.1.3 In addition to 3.1.2, institutions that hold a designation certificate under the *Private Training Act* must be delivering education to a minimum of 20 students in programs approved by the Registrar under the *Private Training Act* for at least one year prior to application.

3.1.4 Institutions whose programs are being delivered primarily by distance or online delivery methods and do not require the students' and the instructors' physical attendance for over 50% of class sessions, examinations, or other instructional purposes, are not eligible for EQA designation.

3.1.5 The institution's EQA designation will automatically terminate if an institution no longer meets the eligibility requirements set out in section 3.1. Upon termination, the Ministry will provide notice to the institution and require the institution to cease use of the EQA Certification Marks. The Ministry will also inform IRCC to remove the institution from the DLI list.

3.2 Institution's Application

Institutions should ensure that they meet all of the EQA Eligibility Requirements (section 3.1), **Institutional Contact Requirements (section 3.3)**, Corporate and Educational Requirements (section

² Advertised includes all programs listed on the institution's website and any other regulatory or informational websites.

4.2), Suitability Considerations (section 4.3) and DLI Requirements (section 5) set out in the Manual prior to submitting an application for EQA designation.

- 3.2.1** Institutions described in section 3.1.1(c) will also be required to provide to the Ministry an Institutional Self-Study and undergo a Ministry Review on application.
- 3.2.2** Each legal entity (e.g. a corporation, society, etc.) must apply separately and will be assessed separately for EQA designation. The institution must clearly identify the name(s) under which it does business.

The electronic application is available through the EQA web portal and may be found at:
<http://admin.bceqa.gov.bc.ca>.

3.3 Institutional Contact Requirement

- 3.3.1** The institution must designate an institutional contact person that is an owner or employee of the institution who will ensure that inquiries and communications with the Ministry are answered in a timely manner. The institutional contact person will be responsible for the following:
 - a) Being the main contact person for Ministry staff regarding the institution and ensuring compliance with the requirements of the EQA program and Manual;
 - b) International Student Compliance Reporting to IRCC;
 - c) Letters of Acceptance Verification to IRCC;
 - d) Applications for Provincial Attestation Letters;
 - e) Any other reporting requirements requested by EQA or IRCC.
- 3.3.2** The contact may delegate functions to other employees at the institution, but the functions cannot be delegated or subcontracted to another institution, organization, or person.
- 3.3.3** The contact must ensure they report to the Ministry any material changes that occur at the institution in accordance with the requirements in section 6 and maintaining an up-to-date EQA user profile.

3.4 Re-application - General

EQA designation is granted for a one-year term and institutions are required to reapply for EQA designation each year.

- 3.4.1** An institution's EQA designation will automatically terminate if an institution does not re-apply before the expiry of its term. This is considered a voluntary relinquishing of the EQA designation. Upon termination, the Ministry will provide notice to the institution and require the institution cease use of the EQA Certification Marks. The Ministry will also inform IRCC to remove the institution from the DLI list.
- 3.4.2** An institution that voluntarily relinquishes its EQA designation must wait a minimum of six months before applying for EQA designation again.

3.5 Re-application - Public, Private Degree Granting, Theological and Other Institutions

Institutions defined under sections 3.1.1 (a) and (c) are required to reapply by April 30 each year.

3.6 Re-application - Private Training Institutions

For institutions that hold a designation certificate under the *Private Training Act*, EQA application deadlines are aligned with the timing of the Private Training Institutions Branch certification process. Re-applications for EQA designation are due approximately 30 days after the *Private Training Act* certificate expiry date. The exact due dates are specified in Appendix B.

3.7 Fees

Type of Institution	Fee
Public or private institutions regulated under the: d) <i>University Act</i> e) <i>College and Institute Act</i> f) <i>Royal Roads University Act</i> g) <i>Thompson Rivers University Act</i> h) <i>Private Training Act</i> i) <i>Degree Authorization Act</i>	\$0
<ul style="list-style-type: none">• Institutions offering only career training programs exempted under the <i>Private Training Act</i>• Theological Institutions established or continued under a British Columbia private statute to offer degrees in theology• Schools that offer only the International Baccalaureate program and are not regulated by the Ministry of Education• Educational programs established under the <i>Chartered Professional Accountants Act</i>	Application fee: \$300 plus \$1500 pro-rated fee Re-application fee: \$1500

3.7.1 Fees must be submitted when an institution applies or re-applies for EQA designation. All fees are non-refundable, regardless of the outcome of the application, and must be paid prior to the application assessment.

3.7.2 If the fee is not paid within 30 days of application, the Ministry considers the application or re-application to be withdrawn. The Ministry will provide notice to the institution and require the institution immediately cease all use of the EQA Certification Marks. The Ministry will also inform IRCC to remove the institution from the DLI list.

3.8 Application Assessment

Once an application is received by the Ministry, and the institution has submitted the applicable fees, the institution will be assessed. To conduct the assessment, the Ministry will consider whether an applicant institution meets the Eligibility Requirements, Institutional Contact Requirements, Corporate and Educational Requirements for EQA designation, DLI Requirements and satisfies the Suitability Considerations for EQA designation.

If the institution does not apply or does not provide information required for application by its due date outlined in 3.5 and 3.6, the Ministry will consider the application or re-application as incomplete and withdrawn by the institution. Application fees are non-refundable.

3.9 Additional Information Sources

By submitting an application, applicants acknowledge that the Ministry may contact third parties, including any applicable government, quality assurance or regulatory body, to inform its assessment. The Ministry may request and use information from other Ministry program areas relevant to the EQA designation assessment including the Private Training Institutions Branch and StudentAid BC.

By submitting an application, applicants acknowledge that the Ministry may contact IRCC regarding the applicant's international students on study permits, where relevant, to inform its EQA assessment.

3.10 No Concerns with Application – EQA Designation Granted

The institution will receive an electronic notification if the Ministry requires no further information and grants EQA designation.

3.11 Concerns with Application - Opportunity to Respond

If the Ministry has concerns about whether the institution meets the Eligibility Requirements, the **Institutional Contact Requirements**, the Corporate and Educational Requirements, the DLI Requirements, or satisfies the Suitability Considerations for EQA designation, the Director responsible for the EQA Unit will write to the institution, setting out the nature of the concern(s) and setting out all information, either written or oral, that will be considered in making a decision about the institution's EQA designation.³

The institution will be given an opportunity to reply, in writing, within the period of time specified in writing by the Director. The institution may also submit additional information to respond to the concerns raised by the Ministry.

3.12 Determination by Executive Director

Where the Ministry has identified concerns in the institution's application for EQA designation and has received a written response from the institution, the Ministry will submit the full record for consideration by the Executive Director of the Strategic Policy and Initiatives Branch (Executive Director).

The Executive Director is the decision-maker where the Ministry raises concerns regarding an institution's application.⁴ Should the institution not receive EQA designation, the institution will receive a letter from the Executive Director setting out the decision and reasons for the decision.

An institution that has undergone an EQA review and does not receive EQA designation must wait a minimum of one year prior to reapplying for EQA designation.

³ An Acting Director responsible for the EQA Unit may also write to the institution.

⁴ An Acting ED may also act as the decision-maker.

In the event that the Executive Director recuses themselves from determining a matter, for instance, because of a conflict of interest, or there is no Executive Director or Acting Executive Director in the position, another Executive Director in the Ministry may determine the matter.

3.13 Appeal to Assistant Deputy Minister

Upon the institution's receipt of the Executive Director's decision, the institution may request an appeal of the decision within 10 business days.⁵ New information may be submitted and considered for an appeal. The Assistant Deputy Minister of the Post-secondary Policy and Programs (Assistant Deputy Minister) will determine the appeal.⁶

The determination of the Assistant Deputy Minister is the final opportunity for appeal.

In the event that the Assistant Deputy Minister recuses themselves from determining a matter, for instance, because of a conflict of interest, another Assistant Deputy Minister or the Deputy Minister at the Ministry may determine the matter.

3.14 Freedom of Information and Protection of Privacy Act – Notice

The Ministry has authority to collect personal information under s. 26(c) of the *Freedom of Information and Protection of Privacy Act* ("FOIPPA") for the purpose of approving an institution to use the EQA designation. The Ministry has authority to use any personal information collected under s. 26(c) for the purpose of adjudicating an EQA application under FOIPPA, s. 32(a).

4. EQA Designation Requirements

4.1 Introduction

To receive and maintain EQA designation, an institution must:

- a) Meet EQA Eligibility Requirements set out in section 3.1⁷;
- b) Demonstrate that it meets the Institutional Contact Requirements set out in section 3.3;**
- c) Demonstrate that it meets and maintains all the Corporate and Educational Requirements set out in section 4.2;
- d) Demonstrate that it satisfies all the Suitability Considerations set out in section 4.3; and
- e) Demonstrate it meets the DLI Requirements set out in section 5.

4.2 Corporate and Educational Requirements for EQA designation

⁵ The first day is the first business day after the institution receives the decision.

⁶ An Acting Assistant Deputy Minister may also determine a matter on appeal.

⁷ If an EQA-designated institution no longer meets eligibility requirements, EQA designation will automatically terminate.

To be eligible for EQA designation on application and to maintain EQA designation, the institution must meet the following requirements:

4.2.1 Legal Entity and Corporate Status Requirements

4.2.1.1 The institution must be one of the following types of legal entities:

- a) an institution established or continued under an enactment of British Columbia;
- b) a society operating under the British Columbia *Societies Act* or a corporation under the *Canada Not-for-profit Corporations Act*; or
- c) a corporation or an extra-provincial corporation operating under the British Columbia *Business Corporations Act* or a corporation operating under the *Canada Business Corporations Act*;

4.2.1.2 If the institution is established or continued under a statute, the institution must be in compliance with its enabling legislation;

4.2.1.3 If the institution is a corporation or a society, the institution must be in good standing with the relevant corporate registry;

4.2.1.4 EQA designation is granted to a specific institution and legal entity and is not transferable or assignable to a different legal entity, **including entities created or modified via amalgamation**;

4.2.1.5 The institution must provide the Ministry with the following information, **and ensure that any changes to this information are communicated promptly to the Ministry**:

- a) its legal and operating names;
- b) the names of the owner(s) of the legal entity;
- c) the name of the institutional contact described in s. 3.3;
- d) a physical and email address for service of documents; and
- e) operation location(s).

4.2.2 Legal Compliance Requirements

4.2.2.1 The institution must act in compliance with all applicable federal, provincial and municipal statutes, regulations and bylaws, including the Immigration and Refugee Protection Act;

4.2.2.2 The institution must be in compliance with the Federal-Provincial/Territorial EduCanada brand eligibility framework;⁸

4.2.2.3 The institution must be in good standing with any relevant quality assurance or regulatory body;

⁸Accessible at: <https://www.extranet-educanada.ca/>

⁹ "Advertised" includes all programs listed on the institution's website and on other regulatory or informational websites.

4.2.2.4 Private and out-of-province public institutions offering degree level programming must operate in accordance with the *Degree Authorization Act*;

4.2.2.5 Institutions regulated by the *Private Training Act* must hold a designation certificate under the *Private Training Act* that has not been suspended or cancelled in the previous two years.

4.2.3 Location Requirements

4.2.3.1 An institution's instructional locations must all be at a business premises that the institution has the exclusive right to use and occupy through lease, deed, or other instrument. The premises must be classed through its business license or other government requirements as a school, college or place of assembly, and must be open to the public and accessible to students during business hours.

4.2.3.2 Institutions with a location in a private residence (home business) are not eligible for EQA.

4.2.3.3 Private institutions under the *Private Training Act* holding a *Private Training Act* designation certification must provide the following information to the Ministry when requested, for all locations:

- a) The floor plan for the premises, including classrooms, student common areas, and administration/reception area, the maximum occupancy of the classrooms, and the location of its premises.
- b) The additional space requirements (e.g. labs) or equipment that are necessary for the Classification of Instructional Programs (CIPs) being delivered at the location.
- c) Safety requirements such as fire suppression mechanisms, first aid kits and any other requirements necessary to ensure that the location can provide safe and effective delivery of post-secondary programs.

4.2.3.4 Each instructional location must have an appropriate number of personnel for the projected and actual number of students and must have at least one regularly employed member of the institution's administration who works onsite at the location each business day.

4.2.4 Student Supports

The institution must advise current and prospective students, before application, after arrival and on an ongoing basis, what services, supports and facilities the institution offers. The institution must also make this information publicly available. This includes information on:

- a) Housing and residence options or housing services available to assist the student with locating appropriate and safe housing;
- b) Health, safety, mental health services, and addiction and overdose supports including government directed health and safety guidelines and priorities (e.g. Naloxone training and the locations at the campus where free Naloxone can be obtained). ;
- c) Education/program progression assistance;
- d) Learning support services;
- e) Local community integration supports; and

- f) **Daily life (e.g., transportation services, child care, communications, and banking) information.**

4.2.5 Educational Program Requirements

4.2.5.1 The institution must demonstrate that it has appropriate locations and personnel, is currently operating, and has been continuously delivering classes in at least 50% of its advertised⁹ educational programs to students in British Columbia for a minimum of 8 months of its EQA designation year;

4.2.5.2 The institution that is mainly offering or delivering educational programs classified under the following Classification of Instructional Program (CIP)¹⁰ codes are not eligible for EQA¹¹:

- CIP 32 – Basic skills and general exam preparation
- CIP 33 – Citizenship activities
- CIP 34 – Health-related knowledge and skills
- CIP 35 – Interpersonal and social skills
- CIP 36 – Leisure and recreational activities
- CIP 37 – Personal awareness and self-improvement;

4.2.5.3 The institution must not offer an educational program to students in British Columbia in partnership with a non-EQA designated institution **or organization**, unless the non-EQA designated institution **or organization** delivers less than 50% of the program;

4.2.5.4 The institution must not deliver an educational program to a student in British Columbia in a contractual arrangement or other similar collaboration with an institution **or organization** located in another jurisdiction where the out of jurisdiction institution **or organization** also grants a post-secondary credential to the student for the same program.

4.2.6 Representation Requirements

The institution (including any person, agent or entity working on behalf of an institution) must not engage in false, deceptive or misleading advertising or representations. Deceptive or misleading advertising or representations includes, but is not limited to, oral, written, electronic, visual, descriptive or other representations that have the capability, tendency or effect of deceiving or misleading a current or prospective student.

⁹ “Advertised” includes all programs listed on the institution’s website and on other regulatory or informational websites.

¹⁰ <https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=1420413>

¹¹ An institution is not eligible if over 50% of its advertised programs are classified under the listed CIP codes or over 50% of its students are enrolled in programs classified under the listed CIP codes.

4.2.7 Student Awareness

4.2.7.1 The institution must provide accurate information to prospective and current students, in print materials and on the institution’s website, relating to the following matters:

- a) ***The names of the institution’s leadership and administrators,***
- b) ***its operations including, but not limited to, facilities and services, class schedules, term/program start dates, scheduled breaks,***
- c) *regulatory authority,*
- d) *program offerings,*
- e) *admission policies,*
- f) *tuition rates and fees,*
- g) *tuition payment and refund policies,*
- h) *policies that impact students,*
- i) *dispute resolution policies,*
- j) *sexual violence and misconduct policies,*
- k) ***harassment and anti-racism policies,***
- l) ***supports for student safety, health, well-being, mental health, and, addiction and overdose training and supports (e.g. access to free Naloxone);***
- m) ***housing assistance, and***
- n) ***eligibility requirements for, and availability of, institutional financial assistance, scholarships, bursaries and awards.***

4.2.7.2 The institution must ensure that any person, agent or entity engaged in advertising, admissions or recruitment activities on behalf of the institution communicates current and accurate information regarding the institution’s quality assurance requirements, admissions policies, language proficiency requirements, credential assessment, programs of instruction and courses, services, tuition, refund policies, grading and academic standing policies, and operating policies.

4.2.8 Ministry Quality Assurance, EQA Certification Marks and Good Standing Requirements

4.2.8.1 The institution must meet the quality assurance standards specific to the type of institution and programming offered that are set out in the table below:

Type of Institution	Quality Assurance Standards
BC Public Institutions	<ul style="list-style-type: none"> • Operate in accordance with its enabling legislation. • Participate in periodic Quality Assurance Process Audits.
Private Degree Granting Institutions and Extra-Provincial Public Institutions	<ul style="list-style-type: none"> • Meet the required quality assessment criteria established under the <i>Degree Authorization Act</i>. • Hold consent issued under the <i>Degree Authorization Act</i>. • Comply with any terms and conditions attached to a consent granted under the <i>Degree Authorization Act</i>.
Private Career Training Institutions	<ul style="list-style-type: none"> • Meet the standards set out under the <i>Private Training Act</i> and regulations for an institution holding a designation certificate.

<p>Institutions offering only career training programs exempted under the <i>Private Training Act</i></p> <p>Degree granting theological institutions</p> <p>The Chartered Professional Accountants of British Columbia offering educational programs established under the <i>Chartered Professional Accountants Act</i></p> <p>Schools only offering the International Baccalaureate program and not regulated by the Ministry of Education and Child Care</p>	<ul style="list-style-type: none"> • Meet quality assurance and financial protection standards established by the Ministry. • Submit financial protection to the Ministry or provide evidence that the required financial protection is met through other means, as outlined in the Institutional Self-Study.
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4.2.8.2 The institution must comply with the requirements in this Manual and any additional direction from the Ministry with respect to its use of the EQA Certification Marks. **For example, given that the EQA Certification Marks signify that the institution meets the EQA requirements, but does not represent that individual programs have met a certain standard, the institution must not use the EQA Certification Marks in relation to a specific program.** For clarity, the following conduct is not permitted:

- a) the institution is using the EQA Certification Marks in relation to British Columbia campus locations or programs that are not included in the application or designation;
- b) the institution is using the EQA Certification Marks in relation to specific programs, courses or curricula;**
- c) the institution is using the EQA Certification Marks in relation to branches or campuses of the institution that are located outside of British Columbia;
- d) a non-EQA designated partner or affiliate of the institution is using the EQA Certification Marks;
- e) the institution is using the EQA Certification Marks under operating or “doing business as” names that were not identified in its application; and**
- f) the institution does not make public on its website the institution (entity) name when it uses more than one operating or “doing business as” name.**

4.2.8.3. The institution must be in good standing with the Ministry. An institution is considered “not in good standing” with the Ministry if any of the following circumstances apply:

- a) The institution’s StudentAid BC repayment rate is rated at high financial risk (“red”) and the institution is not meeting the Ministry’s repayment plan requirements, or its StudentAid BC designation is terminated for any reason other than:
 - (i) voluntary termination;
 - (ii) no longer having programs meeting the required program length; or

- (iii) no students from that institution having applied for loan funding in the last three years.
- b) An institution operating under ministerial consent under the *Degree Authorization Act* acts in one or more of the following ways:
 - (i) the institution is in contravention of the *Degree Authorization Act* or its regulations;
 - (ii) the institution is in contravention of one or more of the terms and conditions of its consent under the *Degree Authorization Act*.
- c) An institution under section 3.1.1 c) does not meet the quality assurance or financial protection standards that are set out in the Institutional Self-Study and Ministry Review.

4.3 Suitability Considerations for EQA designation

In addition to the requirements for EQA designation set out in Section 4.2, the Ministry will determine whether an institution, or the institution's current or potential ownership, is suitable to receive or maintain EQA designation based on the following considerations:

4.3.1 Leadership Considerations

A person or entity with a decision-making role at the institution is found to be involved in relevant criminal activities or activities that contravene or have contravened a relevant statute **of British Columbia or another jurisdiction**.

4.3.2 Suspension, Compliance Orders and Penalty Considerations

4.3.2.1 Any suspensions, compliance orders, **administrative monetary penalties** or other penalties imposed by any of the following **over the past two years**:

- a) a quality assurance body;
- b) a regulatory body, including the Ministry; and
- c) a governmental body that has authority to review or make determinations about the institution, its programs or students attending its programs.

4.3.2.2 Previous termination of StudentAid BC designation of the institution.

4.3.3 Conduct Considerations

4.3.3.1 Student complaints made about the institution to any of the following **entities over the past two years**:

- a) a quality assurance body;
- b) a regulatory body, including the Ministry;
- c) the Human Rights Tribunal;
- d) a court or tribunal in any jurisdiction;

where the complaint was allowed by the body reviewing and deciding on the complaint.

- 4.3.3.2** Any civil judgments against the institution, its principals, or major shareholders;
- 4.3.3.3** Any relevant ongoing legal proceedings involving the institution, its principals, or major shareholders;
- 4.3.3.4** Any false or misleading statements made by the institution or its representatives during the EQA designation application or re-application process;
- 4.3.3.5** Conduct by the institution, or its principals or major shareholders, that is likely to damage the interests or reputation of British Columbia’s post-secondary education system or that is in conflict with the public interest;
- 4.3.3.6** Current or past practices of the institution, including those assessed in previous EQA assessments, that show a lack of integrity or unethical conduct in relations with students and the general public;
- 4.3.3.7** Current or past conduct by the institution **including recurring issues identified in previous EQA assessments** that demonstrates that the organizational culture is not conducive to operating a high-quality post-secondary institution.

4.3.4 Financial Considerations

- a) The institution is financially viable and is sufficiently stable to provide quality education programs, **appropriate student services and supports**.
- b) The institution has publicly available refund policies and procedures that are reasonable, timely and consistently applied.

5. Designated Learning Institution Requirements

An institution that receives EQA designation has a responsibility to their international students to commit to high standards in programming and student services to support the integrity of the International Student Program. An institution that applies for EQA designation is making a commitment to comply with both EQA designation requirements and IRCC requirements.

5.1 On-Site Delivery

The institution must require international students’ and instructors’ physical attendance for over 50% of class sessions, examinations, or other instructional purposes¹² while the student is in Canada.

5.1.1 Educational Program Requirements

An institution must include the language requirements on its website for each program it offers. The language level requirements must include language level tests that are recognized internationally (e.g., Canadian Language Benchmarks, International English Language Testing Service (IELTS)) and are

¹² Graduate level seminar or other non-course/class based research degree programs are exempt from this requirement.

conducted by a reputable third party. The language requirement for each program must be at a sufficient level for the student to converse and understand the level and complexity of the educational materials to ensure the students' success in the program.

5.2 DLI Reporting Requirements

5.2.1 IRCC Verification and Reporting Requirements

The institution must comply with the reporting requirements related to international students established by IRCC:

- a) The institution must accurately report to IRCC the status of each enrolled study permit student as per the definitions outlined in Appendix C.
- b) The institution must accurately verify all Letters of Acceptance (LOAs) to IRCC following IRCC's requirements.
- c) The institution must comply with any other requirements imposed by IRCC within the EQA designation year.

5.2.2 Additional Suitability Considerations for DLI based on Data Reported to IRCC:

The Ministry may consider the following factors in determining whether an institution is suitable to receive EQA designation and be included on the DLI list:

5.2.2.1 The institution's study permit approval rate over a one-year period is less than 50% as reported by IRCC;

5.2.2.2 The institution's reporting to IRCC shows anomalies, such as:

- a) a high number of international students not in compliance with their study permits;
- b) a high number of international students on academic break;
- c) a low rate of program completion by international students;
- d) the number of students reported as full-time and part-time does not align with the definitions set out in Appendix C.

5.3 Code of Practice

The president, owner, head of institution, or an employee with delegated authority, must sign the Code of Practice related to enrolling international students ("the Code") set out in Appendix D.

By signing the Code, the institution's representative confirms that the institution has the personnel and other resources necessary to fulfill the requirements of the Code and agrees that the institution will comply with the Code. An institution's failure to comply with the requirements in the Code may result in the loss of the institution's EQA designation.

6. Change Notification

6.1 Change of Address, Legal name or Operating name

The institution must maintain an up-to-date user profile in the EQA online system¹³. The contact information in the user profile is used for the purposes of EQA and DLI notifications to the institution.

In addition to continuing to meet the EQA Eligibility in section 3.1, **Institution Contact Requirements in section 3.3**, Education and Corporate Requirements in section 4.2, the Suitability Considerations in section 4.3, and DLI Requirements in section 5, institutions with EQA designation must inform the Ministry of any of the changes listed below within the timelines provided below.

Item	Type of Change	When
1	Change in the institution's address for service	14 days
2	Change in the legal name or operating name of the institution	14 days

6.2 Material Changes requiring an EQA Review

A material change in circumstance may impact the institution's EQA designation. All material changes are reviewed against the Manual to determine if the change will impact the institution's EQA designation. The institution must inform the Ministry of the following material changes within the timelines provided below:

Item	Type of Material Change	When
1	Owner or officer changes	30 days
2	Suspensions, compliance orders, administrative penalties or other actions taken by a relevant quality assurance or regulatory body	5 days
3	Civil judgments or legal claims against the institution or owner(s)	14 days
4	Adding a location or removing a location where programs are delivered	30 days
5	Change in the designated institutional contact described in s. 3.3	14 days
6	Institution's intentions to teach out and close the institution	14 days

6.3 Ownership Change

6.3.1 The institution must undergo an EQA review prior to making any changes to its corporate structure or the ownership and control of the institution, including but not limited to the following:

- a) changes to directors or owners;
- b) changes to corporate structure, including but not limited to amalgamation with another legal entity or conversion to a different type of legal entity; and
- c) sale of the institution or other change in ownership.

¹³ Institution notification is through the institutional contact outlined in section 3.3

6.3.2 An institution undergoing a review for the above reasons must be an institution that is continuing operations. An institution will not be eligible to maintain its EQA designation if the institution is determined not to be continuing.

The institution is considered continuing if:

- a) The institution has, at minimum, 20 students continuing in their education programs;
- b) The institution has, at minimum, 4 individuals continuing to be employed by the institution;
- c) The institution directly controls its locations through a deed, lease or other instrument, and has at least one continuing employee at each location.

EQA designation is not transferable or assignable to another person, organization or entity, as per section 4.2.1.4.

6.3.3 An institution that is determined not to be continuing operations no longer meets the eligibility requirements. The EQA designation will be revoked. The institution may reapply for EQA designation when it meets the eligibility requirement of operating for at least two years.

6.4 Failure to provide Notification of a Material Change:

If the institution does not submit to the Ministry notice of a material change as required by section 6.2, then the Ministry may consider a failure to report as a valid and substantive basis for terminating EQA designation.

7. Revocation of EQA Designation

7.1 Reviews and inspections

The Ministry may undertake reviews of an institution with EQA designation at any point during the designation year to ensure compliance with the EQA Eligibility Requirements set out in section 3.1, Institutional Contact Requirements set out in section 3.3, Corporate and Educational Requirements set out in section 4.2, the Suitability Considerations in section 4.3, DLI Requirements in section 5, and the material change notifications requirements set out in section 6.

Further, for institutions with certificates under the *Private Training Act*, inspectors may be appointed under the authority of s. 29 of the *Private Training Act* to determine compliance with EQA pursuant to s. 63 of the Private Training Regulation, including verifying an institution's reporting data to IRCC regarding the International Student Program.

7.2 Institutional Closure

If an institution that holds EQA designation provides notification under section 6.2 that it will be teaching out students and closing, the EQA designation will be automatically revoked on the effective date of closure of the institution. If an institution that holds EQA designation is closing or closes without notification to EQA, EQA designation will be revoked immediately.

Upon revocation of the EQA designation, the Ministry will provide notice to the institution that EQA designation has been revoked and will require the institution to cease use of the EQA Certification Marks. The Ministry will also inform IRCC to remove the institution from the DLI list.

7.3 Non-compliance

If an institution that holds EQA designation is found not to be in compliance with the Eligibility Requirements, Institutional Contact Requirements, Corporate and Educational Requirements, DLI Requirements and/or Suitability Considerations set out in this Manual, the Ministry may revoke the institution's EQA designation. The Executive Director will make the determination.¹⁴

The process for revocation is as follows:

1. The institution is notified of non-compliance by the Director and provided with any evidence relevant to the Ministry's concerns. The institution is provided with an opportunity to respond within a specified length of time.
2. The institution may respond to the Ministry in writing by the required date and may provide additional evidence for the Executive Director to consider.
3. The Executive Director will review submissions and determine whether the institution's EQA designation should be revoked. **The institution will receive a letter from the Executive Director setting out the decision and reasons for the decision.**

In the event that the Executive Director recuses themselves from determining a matter, for instance, because of a conflict of interest, or there is no Executive Director or Acting Executive Director in the position, another Executive Director in the Ministry may determine the matter.

An institution whose EQA is revoked will be notified. The institution will also be notified that IRCC has been notified to remove the institution from the DLI list. International students at the institution may continue in their programs for the length of their study permits. The institution must wait a minimum of one year prior to reapplying for EQA designation.

7.4 Appeal to Assistant Deputy Minister

Upon receipt of the decision of the Executive Director, the institution may request an appeal of the decision within 10 business days.¹⁵ New information not taken into consideration in the Executive Director decision may be submitted to be considered for an appeal.

The appeal will be determined by the Assistant Deputy Minister.¹⁶ If the Assistant Deputy Minister recuses themselves from determining the matter, for instance, because of a conflict of interest, or there is no Assistant Deputy Minister or Acting Assistant Deputy Minister in the position, another Assistant Deputy Minister or the Deputy Minister of the Ministry may determine the matter.

¹⁴ An Acting ED also may make the determination.

¹⁵ The first day is the first business day after the institution receives the decision.

¹⁶ An Acting Assistant Deputy Minister also may determine the appeal.

Appendix A

EQA CERTIFICATION MARK TERMS OF USE (“Terms of Use”)

1. License Grant – For so long as the institution (the “**Institution**”) holds a valid EQA designation granted by the Province of British Columbia (the “**Province**”), and continues to meet the Education Quality Assurance (“**EQA**”) eligibility requirements and standards published by the Province in its EDUCATION QUALITY ASSURANCE Policy and Procedures Manual (the “**Standards**”) and remains in compliance with these Terms of Use, the Province grants to the Institution a fully prepaid, royalty free, worldwide, non-exclusive license (“**License**”) to use any or all of the Province’s certification marks set out in Section 27 below (the “**EQA Certification Marks**”) in accordance with these Terms of Use:
2. Duration – The License will be effective commencing on the date of first authorized use of any of the EQA Certification Marks by the Institution and will continue in effect until terminated in accordance with Section 14 below (the “**Term**”).
3. General Use and Prohibition – The Institution must only use, reproduce or display the EQA Certification Marks in association with the provision of post-secondary education services (the “**Services**”) that have a character and quality that conforms with the Standards, and only in a way that is expressly permitted by these Terms of Use, the Standards or otherwise by the Province in writing, and not in any other manner.
4. Standards – The Standards will be posted on the Province’s website (“**Website**”) located at the URL: www2.gov.bc.ca/gov/content/education-training/post-secondary-education/institution-resources-administration/education-quality-assurance.
5. Additional Compliance – In addition to the Standards, the Institution must comply with all further policies, specifications, regulations and standards authorized or stipulated by the Province from time to time, forthwith upon being notified of same.
6. Reproduction – During the Term the Institution may, in accordance with the Standards, use the EQA Certification Marks on or in association with:
 - (a) signage, advertising and promotional materials that relate directly to the Institution’s provision of the Services or participation in the EQA program (the “**Program**”); and
 - (b) Internet websites and social media platforms that promote the business of the Institution, its provision of the Services or its participation in the Program.
7. Internet and Telecommunication Designators – The Institution must not use, display or reproduce any of the EQA Certification Marks, or any words, designs, characters or symbols that are confusing with or are derived from the EQA Certification Marks, as part of any Internet domain name, URL, telephone number, address, social media “handle” or any other designator (collectively, “**Designators**”) except as expressly permitted by the Province in advance in writing.
8. Ownership – The Province is the owner of the EQA Certification Marks and all goodwill associated with or appurtenant to the EQA Certification Marks. All of the benefit and goodwill associated with the Institution’s use of the EQA Certification Marks will at all times ensure 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 EQA Certification Marks, including all related goodwill, other than the Institution’s rights to use the EQA Certification Marks under the License.

9. Cooperation – The Institution will, as reasonably requested by the Province from time to time, cooperate with Province for the purpose of:
 - (a) registering or recording the EQA Certification Marks in the Province’s name;
 - (b) registering or recording the License or notice of the License; and
 - (c) protecting, preserving and enhancing the EQA Certification Marks and the Province’s interest therein.
10. Verification – Promptly when requested by the Province to do so, the Institution will provide the Province with samples of materials prepared by or for the Institution that bear or refer to any of the EQA Certification Marks.
11. Notice of License – When the EQA Certification 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 and social media platforms) that the EQA Certification Marks are being reproduced and used under license from the Province in association with the Program.
12. Good Faith Covenants – The Institution will not do anything or omit to do anything that might impair, jeopardize, violate or infringe the EQA Certification Marks or the Province’s interest in the EQA Certification Marks, including but not limited to:
 - (a) opposing, contesting or in any other manner challenging the validity of the EQA Certification Marks or the Province’s interest in the EQA Certification Marks; and
 - (b) unless authorized in writing by the Province, claiming, using, displaying, reproducing or applying to register any trademark, trade name, Designator, copyright or design that is identical to or confusing with, or that is derived from or based on, any of the EQA Certification Marks.

The Institution must not assist, permit or encourage any other person or entity to do any of the above.
13. Retained Rights – Nothing in these Terms of Use will prevent the Province from licensing others to use the EQA Certification Marks in any manner, as it sees fit, including in association with the Program or as part of a business name or a domain name, or registering any of the EQA Certification Marks as a trademark 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 EQA Certification Marks.
14. Termination – The License:
 - (a) will terminate immediately upon the Institution:
 - (i) failing to comply with the administrative or Program requirements necessary to continue to be eligible to participate in the Program, including payment of the annual Program designation fees, if so required,
 - (ii) failing to continue to meet the Standards, or
 - (iii) 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;

- (b) may be terminated by the Province by giving the Institution written notice of termination, which will be effective upon delivery to the Institution, if the Institution defaults in observing or performing any of its material obligations set out in the Standards or 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; or
 - (c) may be terminated by either party for its own convenience, by giving written notice of termination to the other party, which will be effective upon the date set out in the notice of termination.
15. Effect of Termination – Forthwith upon the termination of the License for any reason the Institution must:
- (a) cease all reproduction and use of the EQA Certification Marks including any trademarks, trade names, designs and permitted Designators that are confusing with any of the EQA Certification Marks or that are derived from or based on any of the EQA Certification Marks;
 - (b) as directed by the Province, destroy or permanently delete the EQA Certification Marks from all signs and other physical or electronic materials in its possession or under its control that bear or refer to the EQA Certification Marks but, if the Institution cannot or prefers not to do that, the Institution must deliver all items bearing the EQA Certification Marks to the Province; and
 - (c) as directed by the Province, permanently erase or delete the EQA Certification Marks and any permitted Designators from all Internet websites, social media platforms and internal networks, including reproductions of the EQA Certification Marks in meta-tags and key words that appear on, are displayed by or are embedded in websites, social media platforms and networks.
16. Infringement by Others – If, during the Term, the Institution becomes aware that any other person or entity (other than another licensee, or an affiliate, of the Province) is using a trade name, Designator, trademark, 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 any of the EQA Certification Marks, the Institution will promptly report such activities to the Province.
17. Claims by Others – If the Institution learns that any person or entity is alleging that any of the EQA Certification 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.
18. 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 EQA Certification Marks but, subject to the provisions contained in Section 17, 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 EQA Certification Marks and it will have no liability to the Institution for failing to defend or prosecute any such actions or proceedings.
19. Assignment – The Institution must not assign, grant or give to a third party, including to any successor of the Institution, any type of interest in the License or the EQA Certification Marks, or authorize any third party to use, display or reproduce the EQA Certification 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.

20. Disclaimer – The Province makes no representations or warranties to the Institution regarding the EQA Certification Marks, including those regarding ownership and whether or not the EQA Certification Marks infringe the rights of third parties. The Institution waives all claims against the Province regarding the EQA Certification Marks that it would have or might acquire but for the foregoing disclaimer.
21. 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 limited 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 EQA Certification Marks.
22. 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 or 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.
23. 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.
24. 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.
25. Notice – All notices and other communication that the parties give each other in connection with these Terms of Use will be in writing and may be delivered by hand or mail to the recipient’s common business address, or at such other address as a party gives the other notice, and proof of delivery in that manner will constitute proof of receipt.
26. Entire Agreement – Subject to section 28, these Terms of Use and any documents or other resources specifically referred-to herein contain the entire understanding between the parties and supersede all prior agreements and understandings of the parties regarding the Institution’s use of the EQA Certification Marks, including any prior version of these Terms of Use.
27. EQA Certification Marks – The EQA Certification Marks referred to in these Terms of Use and included under the License are:
 - (a) “EDUCATION QUALITY ASSURANCE”;
 - (b) “EQA”; and
 - (c) EDUCATION QUALITY ASSURANCE EQA & Design:



28. Amendments – The Province retains full discretion to, at any time, make amendments to the Terms of Use, the Standards, the URL for the Website, the EQA Certification Marks, the Program and/or any other documents or other resources specifically referred-to herein, and any such amendments will become effective upon their being posted to the Website. The Institution must regularly monitor the Website to ensure that it is aware of, and at all times remains in full compliance with, the most current versions of the foregoing.

Appendix B

For institutions that hold EQA designation and a *Private Training Act* registration or designation certificate, the applications for EQA designation are due approximately 30 days after the *Private Training Act* certificate expiry date. The exact due dates for EQA re-applications are set out in the table below.

Institutions will be individually notified by electronic communication as to their EQA re-application due date.

Date of <i>Private Training Act</i> certificate issuance	EQA Re-application due
April 30	May 31
May 31	June 30
June 30	July 31
July 31	August 31
August 31	September 30
September 30	October 31
October 31	November 30
November 30	December 31
December 31	January 31
January 31	February 28/29
February 28/29	March 31
March 31	April 30

Appendix C

Glossary of Enrolment Statuses and Definitions for IRCC Reporting

Academic break (regularly scheduled break)

The student is on a regularly scheduled institution break between academic sessions (such as summer holidays) as determined by the institution. An academic break is normally no longer than four consecutive months per academic year.

Academic suspension

The student is suspended from the institution due to a specified reason, such as poor academic performance or violation of the institution's policies. The student is allowed to return after the period of suspension.

Authorized leave

The student has formally requested and been approved to be temporarily absent from the institution, for reasons including:

- medical leave;
- maternity or parental leave;
- family emergency;
- death of a friend or family member;
- change of study program within the same institution; or
- any other type of leave where the institution has formally authorized it for the student.

Deferred enrolment

The student is registered at the institution, but is not currently studying, because their program start date has been postponed. The delayed start date must have been:

- set by the institution; or
- requested by the student and approved by the institution.

Full-time studies

The student is registered at the institution and enrolled in a program of study. Each institution may determine the minimum course load required for a student to be considered as having full-time status. The minimum course load requirement can include a co-op work placement.

Note: Institutions under the *Private Training Act* must meet the definition under the Private Training Regulation for full-time studies for all of their programs:

- **A minimum 20 instructional hours or more per week; or**
- **A minimum of 15 instructional hours or more per week for aviation programs.**

No longer registered/enrolled

The student is no longer registered or enrolled because they have:

- been dismissed from the institution;
- withdrawn voluntarily from institution; or
- transferred to another institution.

This status should not be used for students who are academically suspended.

No show

The institution sent the student a letter of acceptance, and the student is eligible to be enrolled, but they:

- never confirmed acceptance;
- registered at the institution, but never attended class; or
- registered at the institution and presented themselves to class, but stopped attending without notifying the school.

Not started

The student is registered at the institution and is enrolled in a program of study that begins the following semester. The student has not yet started their studies.

This status should not be used for students whose start dates have been deferred. See deferred enrolment.

Part-time studies

The student is registered at the institution and is enrolled in a program of study on a part-time basis. Each institution determines the minimum course load required for a student to be considered as having part-time status. This minimum can include a co-op work placement.

Program/degree completed

Your institution sent a formal confirmation to the student that they completed their study program and will receive their degree, diploma or certificate.

Unknown/no record

Your institution does not have a record of a letter of acceptance issued to this person, or any record of this person being enrolled in your institution.

This status should not be used for students who received a letter of acceptance but did not confirm or respond to the offer.

**Education Quality Assurance Policy and Procedures Manual
International Education Code of Practice
Effective January 2025**

Context

International education enhances British Columbia’s education system, and contributes to the social, cultural, and economic development of the province. International engagement benefits student learning and growth, contributes to local access to education through expanded programming, and links institutions and communities across the province to the global knowledge economy.

The Ministry of Post-Secondary Education and Future Skills (the “Ministry”) provides leadership and direction for post-secondary education and skills training systems in British Columbia. The Ministry expects all British Columbia Education Quality Assurance (EQA) designated post-secondary institutions that host international students to deliver the quality education experience and supports all students expect and deserve. International education programs are expected to provide positive education outcomes in a supportive environment for international students; social and cultural benefits to communities, schools, and institutions; and valuable intercultural learning for all students, with an overall commitment to quality education.

International education programming is expected to be delivered in a manner that supports the institution’s work to respond to the Calls to Action of the Truth and Reconciliation Commission and implementation of the *Declaration on the Rights of Indigenous Peoples Act*.

Purpose of Code

The Code of Practice (the Code) sets consistent standards for institutions:

- a. providing programs of education or training to international students;
- b. interacting with or engaging an education agent¹⁷ who engages with prospective international students; and
- c. providing supports to international students so that certain conditions are in place to ensure a positive experience that furthers the students’ education.

By applying for EQA designation, institutions agree to meet the Code’s standards. The Ministry will require institutions to demonstrate how they meet any or all the standards at regular intervals and at any reviews for EQA eligibility, as per the EQA policy manual (the “Manual”).

Standards of Conduct — Institution Requirements

Institutions wishing to host international students must demonstrate their ability to meet the unique needs of international students by adhering to the following requirements:

¹⁷ Education agents can be individuals or organizations located in Canada or abroad offering marketing, promotion, recruitment and other services in the education sector. Education agents are known by various titles such as student advisors, education consultants, counsellors or representatives, and include subcontracted agents.

Marketing and promotion

- The institution must ensure that the marketing and promotion to prospective international students includes clear, sufficient, and accurate information regarding the institution, the student experience, and the student's career prospects after program completion. At a minimum, this should include factual information on living costs, housing costs, availability of suitable accommodation, tenancy rights in British Columbia, and whether or not the institution and the program(s) of interest are eligible for the Post-Graduation Work Permit Program following graduation. This information is key to enabling students to make informed choices about the services provided and potential access to the British Columbia labour market in the future.

Education agents

- The institution is responsible for the education agents working on behalf of the institution including all representations made by the education agents to prospective and enrolled students.
- Institutions must have practices for effectively managing and monitoring the performance and conduct of education agents in relation to international students, including:
 - The institution must conduct and record reference checks on potential education agents and undertake other best efforts to determine the education agent is not involved in any conduct that is misleading, deceptive, or in breach of any Canadian or foreign laws prior to entering into a contract with the education agent.
 - The institution must enter into a written agreement with each education agent it engages to represent it. The written contract must outline the responsibilities of the institution and the education agent, the corrective action¹⁸ that may be taken by the institution if the education agent does not comply with the obligations under the written contract, as well as the institution's grounds for terminating the contract with the agent.
 - The institution must ensure the education agent maintains transparent relationships with students through written contracts that govern the relationship between the student and agent.
 - The institution must ensure education agents have and communicate to prospective students current, complete, and accurate information about the institution's quality assurance requirements, admission policies, language proficiency requirements, credential assessment, programs, instruction and courses, services, tuition, refund policies, terms, grading and academic standing policies, operating policies, and whether graduates of the institution may be eligible for the Post-Graduation Work Permit Program.
- The institution must not accept students from an education agent if it knows or reasonably suspects the agent is:
 - providing immigration advice, unless that agent is authorized to do so as a licensee in good standing with the College of Immigration and Citizenship Consultants, or a member of a law society of a province or territory of Canada; or
 - engaging in, or has previously engaged in, dishonest recruitment practices such as falsifying study permit documents for applicants or students or facilitating the enrolment of international students while knowing that the international student does not intend to comply with the conditions of their study permit.
- The institution must provide upon request to the EQA Unit of the Ministry complete, accurate and timely information about their education agents and agency relationships, including but not limited

¹⁸ Corrective actions may include providing education agents with additional information, targeted training on expectations of the agent, up to and including termination of the contract.

to copies of advertising used by agents, agreements made between the institution and agents, agent quality assessment and assurance, and the institution's agent review processes.

Offer, enrolment, contracts, and tuition

- The institution must provide accurate information that is easily located and publicly accessible regarding tuition rates, other required or incidental fees, and refund policies affecting prospective and current students, including in print materials and on the institution's website.
- The institution must limit and manage its enrolment of international students within the institution's Provincial Attestation Letter cap allocation to ensure that it has sufficient facilities, services, and supports for all students. The institution must develop and maintain an enrolment management strategy to ensure the number of international students accepted to the institution does not impact the availability and quality of facilities, services and supports for existing students.
- The institution must not knowingly enrol an international student seeking to transfer from another institution prior to the international student completing at least one session (e.g., quarter/semester/term) of their initial academic program, or a minimum of 25% of a career college program unless one of the following apply:
 - the institution from which the student seeks to transfer (the "releasing institution") has ceased to maintain the EQA designation;
 - the institution to which the student seeks to transfer (the "accepting institution") verifies that the releasing institution is aware that the international student is seeking transfer and the releasing institution has directly confirmed that the international student is enrolled, attending, and is not on academic suspension at the releasing institution.
 - the accepting institution verifies that the transferring student has completed a Designated Learning Institution (DLI) Student Transfer online showing that the student is now enrolled at the accepting institution.

Student orientation and support

- The institution must offer an orientation program for international students at the outset of their educational program that provides the information and advice necessary for the student to successfully transition to their studies and life in Canada. The orientation can be offered either virtually or at the location the international student is enrolled.
- The institution must provide a written orientation package to international students at no additional cost to the student. The orientation package must include information about living costs, housing costs, availability of suitable accommodation, requirements for program attendance and progression, the institution's policies, including the policy for dispute resolution for academic and non-academic disputes, employment rights and conditions in British Columbia, and tenancy rights in British Columbia.
- The institution must have sufficient student support personnel available at its locations to provide support to international students regarding adjusting to life in Canada and studying at the institution. The institution must designate a staff member or members to be the official point of contact for international students.
- The institution must provide to international students written information about the facilities and resources available to international students, including support services available to assist international students regarding adjusting to life in Canada and studying at the institution. The information must also be made available on the institution's website.

Progression, attendance, and academic learning support

- The institution must clearly outline and inform international students of the requirements to achieve satisfactory program progress and attendance as well as the action that is taken by the institution if the student does not meet these requirements.
- The institution must document and monitor international students' program progress and attendance of classes.
- The institution must include on the institution's website information regarding education services and learning support staff that are available to international students.

Student safety, well-being, and health

- The institution must:
 - ensure suitable mental health supports are available and accessible for international students; ensure addiction and overdose supports are available and accessible for international students in adherence to provincial guidelines (e.g. access to free Naloxone and information on overdose prevention and response);
 - ensure all students and institution staff are provided with information that promotes an inclusive culture across the learning environment, and work with learners and staff to recognize and respond effectively to discrimination and racism; and
 - ensure international students registering for programs with a duration of 15-weeks or more provide evidence of sufficient health care insurance coverage for the duration of their stay.¹⁹
- The institution must ensure that information on available supports for student safety, health, well-being, mental health, and addictions is available on the institution's website.

Housing assistance

- The institution must include information on the institution's website regarding housing options available, either on campus or in the community, as well as information about housing costs, availability of suitable accommodation, and tenancy rights in British Columbia.

Post-graduation employment information

- For institutions with programs eligible for the federal Post-Graduation Work Permit or other federal work permits, the institution must:
 - offer employment services to graduating students;
 - provide graduating international students with information on immigration resources, including information related to the Post-Graduation Work Permit Program where applicable; and
 - link graduating students to programs and supports regarding employment available to them outside of the institution.
- Institutions must not provide any immigration advice to graduating international students, except advice that is provided by a licensee in good standing with the College of Immigration and Citizenship Consultants or a member of a law society of a province or territory of Canada.

Complaints, harassment, and dispute resolution

¹⁹ Under the *Medicare Protection Act*, enrolment with MSP is mandatory for all eligible residents and their dependents. International students in British Columbia with a study permit valid for six months or more are deemed residents of British Columbia and required to register for MSP.

- The institution must establish a formal process for receiving and resolving complaints made by international students, including about academic and administrative matters, student support services, misleading information provided by the institution’s education agents, and harassment and discrimination based on the protected grounds outlined in the BC Human Rights Code²⁰. Information about this process must be available on the institution’s website.

Critical incident and crisis management policy

- The institution must create and implement a policy and process for managing critical incidents and crisis situations, including designating specific staff member(s) responsible for the institution’s crisis and critical incident management. This policy must be available on the institution’s website.

Compliance with the Code

- If an institution that holds EQA designation does not comply with this Code, the Ministry may revoke the institution’s EQA designation, in accordance with the EQA Policy Manual.
- If an education agent working on behalf of the institution engages in the conduct prohibited under the “Education agents” section, the Ministry may revoke the institution's EQA designation in accordance with the Manual.

Certification	
By signing and submitting this document the institution confirms that: <ul style="list-style-type: none"> • The institution currently meets and will continue to meet the standards of conduct of the Code of Practice. • The institution has and will maintain the staff and resources necessary to meet the standards of conduct of the Code of Practice. • The institution agrees to the review process and any reporting requirements outlined in the EQA Policy and Procedures Manual. • The institution understands that failure to maintain the standards of conduct in this Code of Practice, or other EQA requirements, may result in the loss of EQA designation and removal from the DLI list. 	
Please provide the name, position and signature of the person employed in a leadership position within the institution who has the authority to agree to your institution’s accountability under the International Education Code of Practice (for private institutions, the president, CEO, or equivalent; and for public institutions, the vice-president responsible for international education).	
Name:	Position: Title
Signature:	Date: Click or tap to enter a date.

²⁰ “Protected characteristics” or “grounds of discrimination” under the Human Rights Code include: Age; Family status; Marital status; Physical disability; Mental disability; Race, colour, place of origin, and ancestry; Indigenous identity; Sex; Gender identity or expression; Sexual orientation; Religion; Criminal conviction unrelated to the relevant issue; Political belief; lawful source of income.

