



## Private Training Institutions Branch

# What To Expect When You're Inspected

*How to prepare for and respond to an inspection*

# TOPICS COVERED

- **Types of inspections**
- **How to prepare for an inspection**
- **During an inspection**
- **After an inspection**
- **Common findings**
- **Resources and contacts**

# TYPES OF INSPECTIONS

The Private Training Institutions Branch (PTIB) can inspect institutions **at any time** during business hours. Notice is not required, but most inspections are scheduled in advance. Generally, there are **4 types of inspections**. These inspections may be conducted virtually:

- 1. Pre-certification inspections.** Conducted to assess all new applications for registration or designation certificates. There is no fee for this inspection.
- 2. Compliance inspections.** Conducted to assess compliance and, while normally conducted on-site, can be done virtually. There are no fees for a routine inspection. Fees are only applicable if subsequent inspections are required due to findings of non-compliance.
- 3. Designation reviews.** Conducted within one year of initial designation and at least once every seven years afterward. These inspection may be conducted virtually. Fees: \$1,500 inspection fee plus \$1,750 per inspector for the first day and \$700 per inspector for each subsequent day.
- 4. Targeted inspections.** Conducted in response to a specific issue like a student complaint.

PTIB may, from time to time, inspect on behalf of StudentAid BC to ensure compliance with an SABC-designated institution's Memorandum of Understanding with the Province.

# HOW TO PREPARE FOR A PRE-CERTIFICATION INSPECTION

Pre-certification inspections are conducted to validate the information provided with an institution's application for certification – this includes information related to the program and certification applications. This inspection may be conducted virtually.

For **pre-certification inspections**, be prepared for inspectors to:

- Tour the facilities and take photographs
- Request information from staff
- Examine, remove or copy existing records
- Review program information and required policies (see [samples](#))
- Discuss regulatory requirements and compliance standards

# HOW TO PREPARE FOR A PRE-CERTIFICATION INSPECTION

*Before your pre-certification inspection,* be prepared to:

- Ensure equipment and facilities are available and ready for the delivery of your programs
- Ensure you have all required policies once your institution becomes certified in place (Attendance, Refund, Dismissal, Grade Appeal, Dispute Resolution, Respectful and Fair Treatment of Students, Work Experience, Sexual Misconduct, and Student Statement of Rights; templates are available on the [PTIB website](#))
- Refresh your understanding of the *Private Training Act* (PTA), regulations and the [PTA Policy Manual](#)
- Familiarize yourself with what is required of your institution once you are certified

# HOW TO PREPARE FOR A ROUTINE COMPLIANCE INSPECTION

*Before a routine **compliance inspection**, be prepared to:*

- Provide the items listed in the inspection notification email by the due date
- Notify instructors and students of the upcoming inspection
- Ensure students and staff will be available for interviews
- If the inspection is conducted on-site, provide a dedicated space for inspectors to review records
- Give inspectors virtual or on-site access to training facilities, equipment, and student and instructor records
- Review and discuss SABC repayment plans

# HOW TO PREPARE FOR A DESIGNATION REVIEW

*Before a **designation review*** be prepared to:

- Provide all requested material to PTIB staff
- Review the Designation Review Report (DRR) template. This will be provided to you by PTIB.
- Be prepared to review program offerings, timetables and student availability
- Attend the orientation meeting with PTIB staff to:
  - Discuss the designation review process, fees and timelines
  - Discuss the composition of the designation review team
  - Confirm dates and times for the inspection
- Notify staff and students of interview times and locations

# HOW TO PREPARE FOR A DESIGNATION REVIEW

What to expect **during** a designation review will be discussed at the designation review orientation meeting.

Prepare for your **designation review** by:

- Compiling a list of items to be available on-site (i.e. updated information not provided in DRR, list of current students, instructor records, etc.)
- Ensuring students and staff available for interviews



The DRR template including materials commonly required for the inspection is available on the [PTIB website](#).



# DURING AN INSPECTION

During **any type of inspection**, inspectors have authority to:

- Observe the delivery of programs to students
- Interview staff and students in private
- Attend work experience locations and interview hosts and students
- Review or make copies of student or instructor records
- Request supplementary documents
- Remove, or make a copy of, records for their findings reports
- Review SABC materials, including repayment plans, for compliance

# DURING AN INSPECTION

During an inspection, an institution should:

- **Advise of any institution changes**
  - Inform the inspectors if there have been changes to the institution since last communication (i.e. program changes)
- **Ask questions**
  - Inspectors will answer questions from institution representatives, instructors, and students
  - Before they leave, inspectors will conduct a debrief meeting and may advise of preliminary findings

# AFTER AN INSPECTION

- You will receive a report with findings and be provided with the opportunity to respond. A due date will be provided to respond and submit documentation, if applicable.
- Your response will be reviewed and, if there are any compliance issues that need to be addressed, a requirements letter will be provided along with a due date.
- In some cases, the Registrar may determine that enforcement action is necessary and will issue a compliance order or administrative penalty.
- Serious contraventions or lack of institution response may result in suspension or cancellation of an institution's PTIB certificate.

# FOLLOW-UP INSPECTIONS

If non-compliance is noted during an inspection and a follow up inspection is required, the institution will be charged \$100/hour for each PTIB inspector, \$200/hour for each subject matter expert and \$300/hour for each consultant with expertise in accounting.

# COMMON FINDINGS

## PTIB's most common compliance findings relate to:

- **Incomplete student records.** Student records must include dismissal/withdrawal notices, refund calculations, and evidence of refund/admission requirement.
- **Non-compliant student enrolment contracts.** Student enrolment contracts must be compliant. Templates for student enrolment contracts are available on the PTIB website under the heading of Forms, Templates and Resources.
- **Admission requirements not documented.** Evidence all students meet admission requirements, including those of third-party regulators (where applicable) must be in student records.
- **Inconsistent program information.** Institutions often change programs without the required PTIB approval.
- **Inadequate attendance records.** Attendance records must include the number of hours of instruction the student attended each day.

# COMMON FINDINGS – WEBSITES

## Common non-compliance findings on websites:

- No link to PTIB website on the institution's website
- Tuition and related fees for each approved program are not posted
- Contains misleading advertising including pictures that do not accurately reflect the institution and its offerings
- Program information and policies on website does not match PTIB records. Institutions can view all program information registered with PTIB by going to the Manage Programs tab of the PTIB Portal.

# RESOURCES AND CONTACTS

PTIB's **website** is a useful tool to look up information:  
[www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)

You will find a copy of the [PTA](#), the [Regulations](#), and the [Policy Manual](#).

You can also search the [Online Directory](#) for information on institutions, programs offered, and enforcement actions.

Or Contact Us:

Toll-free: 1-800-661-7441

Email: [PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)

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