

## B.C. EQA Code of Practice

Education Quality Assurance (EQA) is British Columbia's designation used to identify quality post-secondary education institutions that may enroll international students on study permits. Eligible post-secondary institutions in British Columbia may apply for EQA designation, and if designation is granted, an institution may use provincial certification trademarks associated with the EQA brand 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.

EQA has established a Code of Practice which sets consistent standards for institutions:

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

The Ministry's focus is to support and facilitate capacity building and continuous improvement of all institutions through alignment with the standards. By applying for EQA designation, institutions agree to meet the standards outlined in the Code.

This manual includes information about the Standards of Conduct in the Code, as well as links to resources provided by EQA ("public resources", not all of which are applicable and are provided for reference purposes) and information/ resources/ disclosures available through Kaplan.

The manual is reviewed at least annually and updated as needed.

Responsible Parties:

- Kaplan International North America Compliance Department
- Kaplan International North America Director of Operations
- Kaplan International Vancouver School Director

## 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.

Public Resource(s)	Kaplan International Resource(s)
<a href="#">StudyinBC</a>	<a href="#">Kaplan International Website</a>
<a href="#">BC Council for International Education</a>	<a href="#">Brochure</a>
<a href="#">Global Affairs – International Education</a>	<a href="#">KI Vancouver School Page (website)</a>
<a href="#">Study Permit</a>	<a href="#">KI Vancouver School Fact Sheet</a>
<a href="#">Provincial Attestation Letters</a>	<a href="#">Disclosures</a>
<a href="#">Working in Canada as an International Student</a>	
<a href="#">Post-Graduation Work Permit</a>	
<a href="#">BC Provincial Nominee Program</a>	
<a href="#">Canadian Code of Advertising Standards</a>	
<a href="#">High Opportunity Occupations</a>	

## 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.

Public Resource(s)
<a href="#">Statement of Principles for the Ethical Recruitment of International Students by Education Agents</a>
<a href="#">ICEF Canada Course for Education Agents</a>

\* 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.

## 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.

Public Resource(s)	Kaplan International Resource(s)
<a href="#">StudyinBC</a>	<a href="#">Terms and Conditions</a>
<a href="#">Global Affairs – International Education</a>	<a href="#">Price Quote Tool</a>
<a href="#">Private Career College Tuition Refund Claims</a>	<a href="#">Contact Us</a>
<a href="#">Designated Learning Institution Student Transfer</a>	<a href="#">Pricelist and Application Form</a>
<a href="#">Private Training Act Private Training Regulation</a>	

## 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.

Public Resource(s)	Kaplan International Resource(s)
<a href="#">Adapting to Cultural Differences in Canada as an International Student</a>	Orientation is provided at school on the first day
<a href="#">Tenant Resource and Advisory Centre</a>	<a href="#">KI Vancouver School Fact Sheet</a>
<a href="#">While You are Studying in British Columbia – Work while you study</a>	<a href="mailto:vanstudentservices@kaplan.com">vanstudentservices@kaplan.com</a>
<a href="#">Employment Standards and Workplace Safety</a>	<a href="#">Disclosures</a>
<a href="#">Daily Life in British Columbia</a>	
<a href="#">Indigenous Peoples in B.C.</a>	

## 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.

Public Resource(s)	Kaplan International Resource(s)
<a href="#">BCcampus</a>	<a href="#">Satisfactory Academic Progress Policy</a>
<a href="#">Purdue University Online Writing Lab</a>	<a href="#">Attendance Policy</a>
<a href="#">Designated Learning Institution Compliance Reporting</a>	<a href="mailto:vanacademics@kaplan.com">vanacademics@kaplan.com</a>
	Private Lessons for individualized needs available on request; see pricelist for prices

## 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.

Public Resource(s)	Kaplan International Resource(s)
<a href="#">Here2Talk</a>	<a href="#">Respectful and Fair Treatment of Students Policy</a>
<a href="#">Anti-racism</a>	<a href="#">Health and Safety FAQs</a>

<a href="#">BC Campus</a>	Students can purchase insurance through Kaplan if needed; the insurance provider is GuardMe ( <a href="http://www.guard.me">www.guard.me</a> )
<a href="#">Health Fee for International Students</a>	
<a href="#">Active Bystander Intervention</a>	
<a href="#">International Student Safety Guide</a>	
<a href="#">HealthLink BC 8-1-1</a>	
<a href="https://www2.gov.bc.ca/gov/content/overdose/naloxone-kit">https://www2.gov.bc.ca/gov/content/overdose/naloxone-kit</a>	

## 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.

Public Resource(s)	Kaplan International Resource(s)
<a href="#">Housing and tenancy</a>	<a href="#">KI Vancouver School Page (website)</a>
<a href="#">Residential tenancies</a>	
<a href="#">Rental scams</a>	

## 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.

Public Resource(s)
<a href="#">WorkBC Workplace Rights</a>
<a href="#">WorkBC Career Services for Post Secondary Students and Alumni</a>
<a href="#">Post-Graduation Work Permit</a>
<a href="#">Finding Work in BC</a>

\*Does not apply to any programs at Kaplan International

## Complaints, Harassment, and Dispute Resolution

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 Code.

Public Resource(s)	Kaplan International Resource(s)
--------------------	----------------------------------

<a href="#">BCombudsperson</a>	<a href="#">Dispute Resolution Policy</a>
<a href="#">EducationPlanner Disability or Accessibility Services</a>	<a href="#">Respectful and Fair Treatment of Students Policy</a>
<a href="#">BC Initiative for Inclusive Post-secondary Education</a>	<a href="#">Sexual Misconduct Policy</a>
<a href="#">Post-secondary disability services: WorkBC</a>	
<a href="#">Inclusion BC</a>	
<a href="#">Healthy Minds Healthy Campus (BC)</a>	
<a href="#">Disability Alliance BC</a>	
<a href="#">Assistive Technology British Columbia</a>	

### **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 members(s) responsible for the institution's crisis and critical incident management.

<b>Public Resource(s)</b>	<b>Kaplan International Resource(s)</b>
<a href="#">Trauma-informed Care</a>	24-hour emergency phone: +1 778 834 7223
<a href="#">Here2Talk</a>	<a href="#">Health Safety and Security Fact Sheet</a>
<a href="#">Ecomm911</a>	
<a href="#">Crisis Centre BC</a>	