

**Ministry of Training,
Colleges and Universities**

Office of the Superintendent

Private Career Colleges Branch
9th Floor, Mowat Block
900 Bay Street
Toronto ON M7A 1L2

**Ministère de la Formation
et des Collèges et Universités**

Bureau du Surintendant

Direction des collèges
privés d'enseignement professionnel
9^e étage, édifice Mowat
900, rue Bay
Toronto ON M7A 1L2



Served by fax (416)665-8111; email; mariasun@viccollege.com and courier

COMPLIANCE ORDER

October 6, 2010

Shanqin (Maria) Sun
President
CJ Trading International Inc. operating as
Victoria International College of Business & Technology
200 Consumers Road
Toronto, ON M2J4R4

Dear Ms. Sun:

This is a Compliance Order issued under s. 46(2) of the *Private Career Colleges Act, 2005* ("Act"). As the Superintendent of Private Career Colleges, I believe that CJ Trading International Inc. operating as Victoria International College of Business & Technology ("Registrant"), a registered private career college, has contravened or failed to comply with a provision of the Act or regulations. I order that the Registrant:

- Cease contravening section 11 of the Act - restrictions on Advertising and soliciting (\$1,000)
- Cease contravening section 33 of the Act read Ontario Regulation 415/06 s.16 (1) paragraph 1,3,4,5 and 6 - Content of advertising
- Cease contravening section 33 of the Act read Ontario Regulation 415/06 s.16 (1) paragraph 2 – Content of Advertising
- Cease contravening section 45 of O. Reg. 415/06 – Student files
- Cease contravening section 17 of O. Reg. 415/06 – Advertising records

- Cease contravening section 23 (6) of the Act – Changes to vocational program
- Cease contravening section 30 of the Act - Access to transcripts, read with O. Reg. 415/06, s.34 - student transcripts

Detailed reasons in support of my decision to issue this order are found in Schedule “A”, attached. Failure to comply with this order may result in any or all of the following, further enforcement actions:

- Application for an order from the Superior Court of Justice;
- The issuance of further Administrative Monetary Penalties; and/or
- Prosecution for offences under the Act. Upon conviction by a court,
 - A corporation is subject to a fine of up to \$250,000;
 - An individual is subject to a fine of up to \$100,000, a prison term of up to one year, or both; and
 - An officer or director of a corporation, who concurs in the commission of the offence, is subject to a fine of up to \$25,000, a prison term of up to one year, or both.

You must provide written confirmation signed by a person with authority to bind the Registrant, together with all available supporting evidence, that the steps outlined below have been taken. This written confirmation must be delivered by **October 13, 2010** by registered mail or courier to my attention and requires that The Registrant do the following:

Advertising

- confirm that it has stopped advertising a part-time PSW program and an unapproved Data Warehouse program and provide evidence of its removal from the college’s website www.viccollege.com;
- confirm that the Registrant is maintaining a copy of all advertisement as required by s. 17 of O. Reg 415/06;
- confirm that advertising is compliant with s. 33 of the Act and s. 16 of O.Reg 415/06 and that testimonials have been immediately removed from all advertising until the Registrant has provided to the Ministry all documentation to substantiate and support the claims. This must be in the form of a signed release by the individuals providing the testimonial;
- confirm that all advertising referring to the fact that The Registrant has been registered under the Act to operate a private career college uses the mandatory prescribed wording: *“Registered as a private career college under the Private Career Colleges Act, 2005”* pursuant to s. 16(1) 3 of O.

Reg. 415/06. Confirm that all advertising that was not compliant has been removed from all media;

- confirm that all advertising referring to the fact that programs have been approved by the Superintendent under section 23 of the Act, uses the mandatory prescribed wording: *“Approved as a vocational program under the Private Career Colleges Act, 2005”* pursuant to s. 16(1) 4 of O. Reg 415/06. Confirm that all advertising that was not compliant has been removed for all media;
- must provide specific evidence that the Registrant has removed the advertisement of a Skills Development refund policy that is not compliant with s.25-33 of Ontario Regulation 415/06;

Student File Information

- confirm that each contract entered into by the Registrant and a student for the provision of a vocational program is in writing and includes the mandatory requirements as set out in s. 20 of O. Reg 415/06;
- confirm that all student files have been updated in accordance with s.45 of O.Reg 415/06. Specifically there must be evidence of students meeting admissions requirements, evidence of student documentation confirming student withdrawals or expulsions, copies of receipts to students for payment of fees, updated contracts that are compliant with s.20 of Ontario Regulation 415/06. The Registrant must supply evidence that this has been completed and is available for review by a Designate;
- confirm that evaluations of student progress are done and signed prior to the midpoint of the programs as required by s. 12 of O. Reg 415/06 and provide evidence of same;

Approved Practicum

- provide copies of signed host agreements for all students in field placements, a list of those students and a copy of the current WSIB insurance for those students;
- update all placement host agreements and submit them to the attention of a Designate;

Transcripts

- confirm and provide evidence that the Registrant has uploaded all transcripts to its transcript maintenance company as required by s. 34 of O. Reg 415/06;

- confirm that transcripts contain the required detail as per s. 35 of O. Reg 415/06 and provide evidence of same in the form of 5 sample transcripts;

Substantive Changes to Approved Programs

- confirm that all approved programs will be offered and delivered as approved and that instructors are present to deliver all program hours. The Registrant will also confirm its understanding and compliance with s. 23(6) of the Act in that substantive changes to a program require the approval of the Superintendent and confirm that programs will only be offered and delivered as approved; and
- submit a program change for the Personal Support Worker program and include the updated off site location for the 739-25 Bamburgh Circle location.

As noted above, the applicable legislation is the *Private Career Colleges Act, 2005* and the regulations made thereunder. The legislation and regulations are available at www.e-laws.gov.on.ca. If you are unable to access any relevant information on e-laws, you may contact our offices at (416) 314-0500 to request that a copy of the legislation and regulations be sent to you. You are also reminded that pursuant to s. 39 of O.Reg. 415/06, you are required to keep an up-to-date copy of the Act and all regulations at each campus.

Pursuant to sections 49(2) and 49(6) of the Act, this order is published on the Ministry of Training, Colleges and Universities' website.

Kindly govern yourself accordingly,

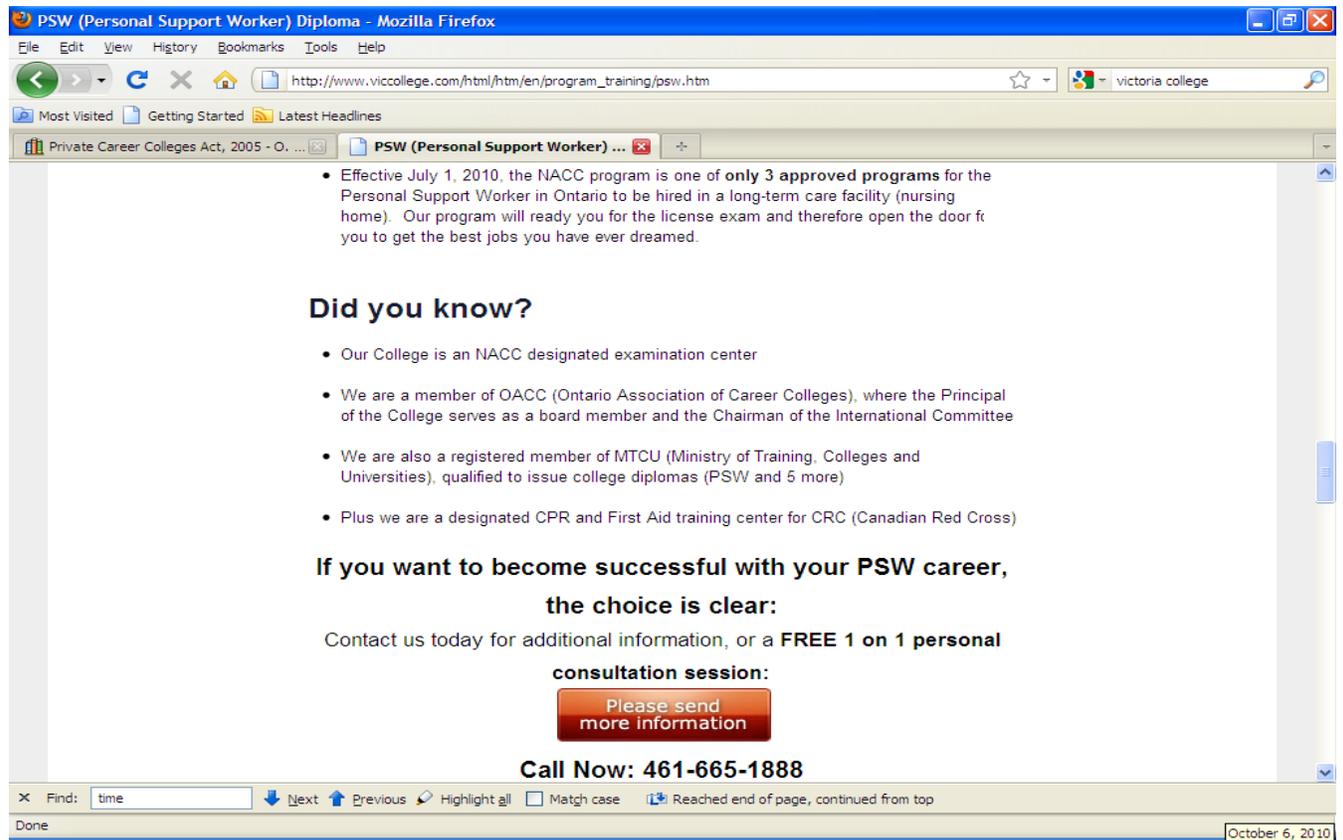
ORIGINAL SIGNED BY

Allan Scott
Superintendent of Private Career Colleges

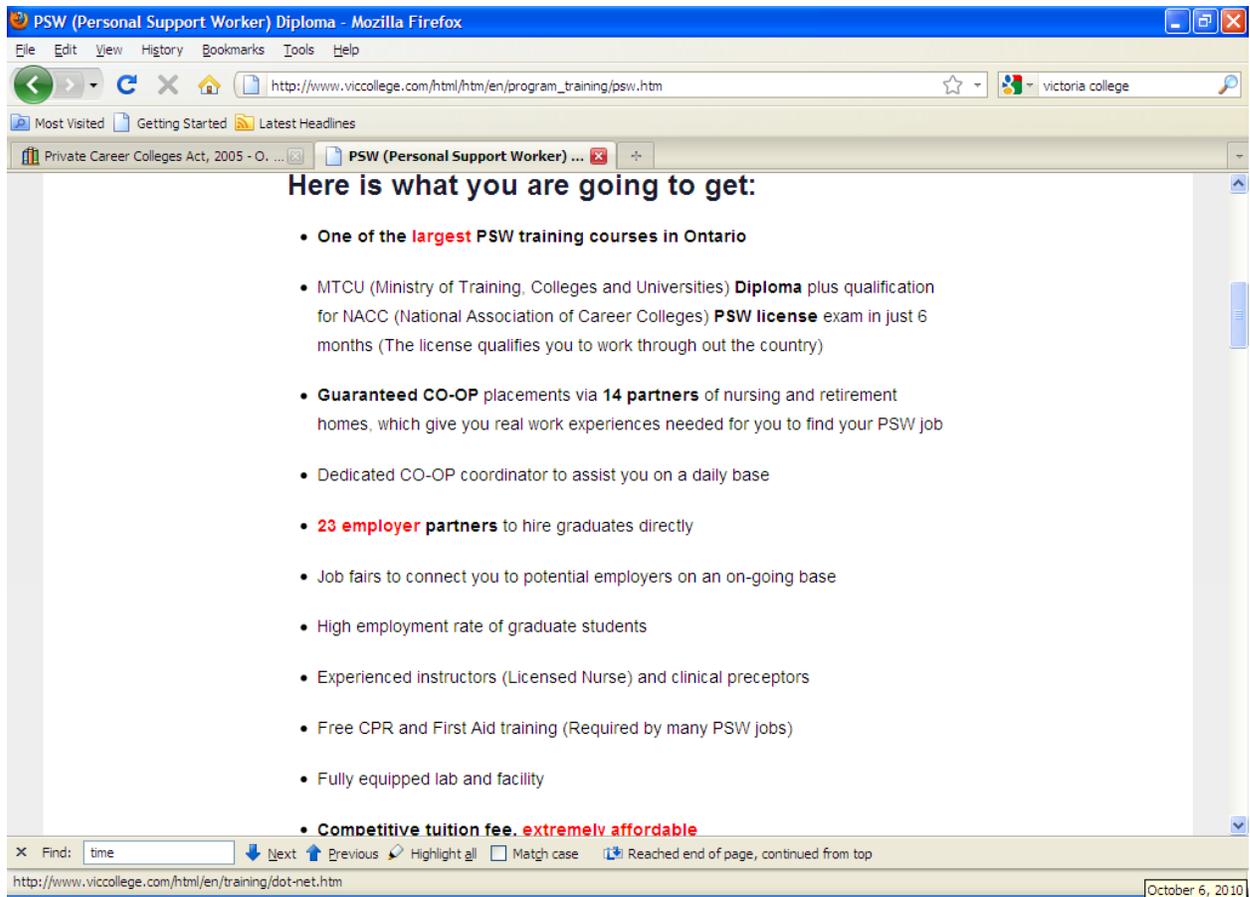
SCHEDULE A

Act. s.33 – Advertising, read with O.Reg 415/06 s.16 (1) paragraph 1,3,4,5 and 6 – Content of Advertising

On October 6, 2010 a Designate reviewed the website <http://www.viccollege.com/html/en/default.htm> which belongs to the Registrant. The review determined that the Registrant failed to correctly use the prescribed wording when referring to its registration status. The advertisement states “we are also a registered member of MTCU (Ministry of Training Colleges and Universities”, qualified to issue Diploma (PSW and 5 more).” This is directly contrary to section 16 (3) of the Act.



In addition to this, the Registrant also continues to use incorrect references to describe its program approval status under the Act. While reviewing the same website referenced above, the Designate found advertising that states the following: “Here is what you are going to get: MTCU (Ministry of Training Colleges and Universities) Diploma.” This wording is not consistent with the prescribed wording as required under section 16 (4) of the Act. A Screen shot is included below:

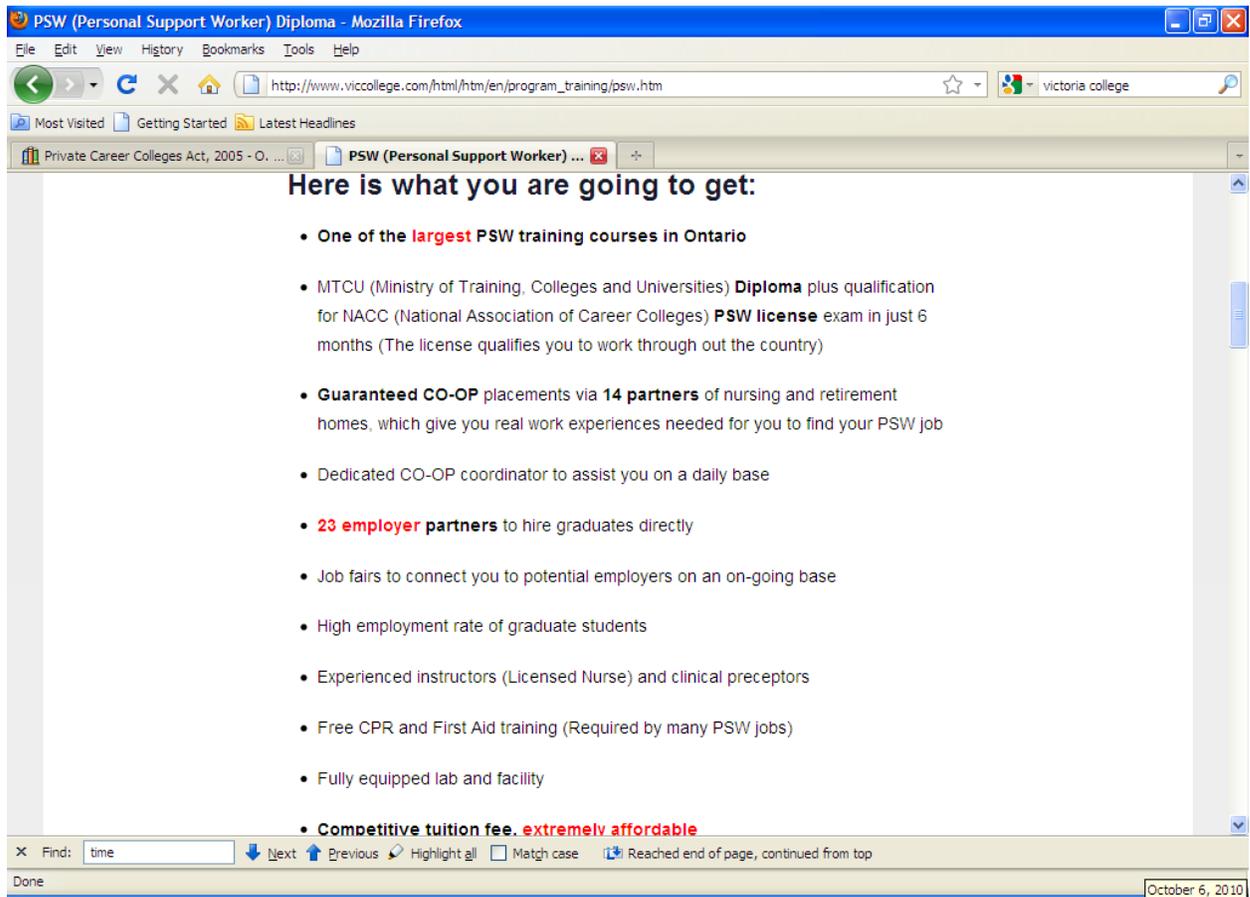


Act. s.33 - Advertising read with O.Reg 415/06 s.16 (1) paragraph 2 – Content of Advertising

Both of the Registrants websites contain statements that are misleading or appear to be exaggerated. A couple of examples to illustrate the misleading wording have been included below. This issue was raised in a previous order issued by the Superintendent in December 2006. For example:

- A statement such as “One of the largest PSW training courses in Ontario” without any evidence to prove it, is misleading.
- Statements such as “23 employer partners to hire graduates directly” and “Guaranteed CO-OP placements via 14 partners of nursing and retirement homes” gives the impression that the Registrant is guaranteeing employment to prospective students.

A screen shot of the webpage is included below:



Act, s.11 – Restrictions on Advertising and soliciting

On May 26, 2010, designates of the Superintendent of Private Career Colleges visited the Registrant's campus at 200 Consumers Road, Scarborough Ontario. During this visit, the Principal Shanqin (Maria) Sun was advised that evidence of an advertisement for a part time Personal Support Worker Program was found on the college's "Chinese language" website. Ms. Sun acknowledged the document presented to her and informed the Designates that it was an error and she was unaware of it. Maria stated that she would have the error removed from the website.

On August 26, 2010 a Designate revisited the college's Chinese language website to discover that the advertisement was not removed. A unofficially translated statement on the college's Chinese Language website reads "*Personal Support Worker (PSW) training program is a provincial government approved training program. It follows a set of rules and regulations and it delivers a curriculum rich in practical information which fully prepares students to work as Personal Support Workers. All personal Support Worker training programs*

contain two components: theory and clinical placement (practicum). The entire training program normally takes about 6-12 months to complete depending on programs being offered-full time or part time."

Another page goes on to refer to an 'optional' part-time or full-time PSW program. The Designates received numerous anonymous complaints alleging that the Registrant was offering a part time PSW program. The Registrant has not received approval from the Superintendent to offer a part time PSW program. A copy of the webpages are attached below.

called to ask, you can also search the Internet, but the job opportunities in private care the most effective way is through the teachers, students and friends of this vast network of relationships, that is what we spoke networking. Victorian Institute of Education to help millions of students successfully found a job before graduating enthusiastically provide various job information. Victoria University has its own employment agency, on a regular basis a lot of work information. Victoria students have English training for students to improve their language skills, quickly find a satisfactory job of providing effective assistance.

Attractive salary job stability

Private nursing staff salaries can not be less than the minimum required by the Government \$ 13.78/hour, with work experience can get beyond \$ 17 - \$ 20. Private care work more flexible, part-time or full-time employment in a home for the elderly, nursing home or hospital, you can choose one of the private home, the freedom to choose working hours.

Made in Ontario: Personal Support Worker (PSW)

By Norman

Personal Support Worker (PSW) is a profession / occupation created and well defined in Ontario. Over the past 10 years, it has truly become one of the fast growing employment fields in the province. The designation of PSW title and the formalization of PSW training programs have also gained national recognition at the same time. As aging population is projected to double in the next 2 decades, the need for Personal Support Workers undoubtedly will continue to rise and the interest for people trying to get into the field certainly will increase too.

Who is a Personal Support worker (PSW) anyway?

In short, a Personal Support worker (PSW) is an individual who has been trained for employment in the Health Care field and who possesses the knowledge, skills, and a positive attitude required to assist clients with personal or household needs.

What is PSW training program?

Personal Support Worker (PSW) training program is a provincial government approved training program. It follows a set of rules and regulations and it delivers a curriculum rich in practical information which fully prepares students to work as Personal Support Workers. All Personal Support Worker training programs contain two components: theory and clinical placement (practicum). The entire training program normally takes about 6-12 months to complete depending on programs being offered - full time or part-time.

1. PSW has 4 years of school experience;
2. NACC the unit test points;
3. Graduates may be awarded double diploma;
4. To help students with internships, and job;
5. Experienced teacher in the class: Full Time: weekdays from 9:30 am-2:30pm;

More and more jobs - the private care! Stable high salary!

PSW full name in English is the Personal Support Worker, translated into Chinese by a private sector care workers, to help those whose lives can not take care of themselves in need of care services including Home management (such as: shopping, cleaning, meal preparation), Personal Care (such as: dressing, personal hygiene), Family Responsibility (such as child care), Social and Recreational Activities (such as going to church, shopping, participate in Party) and the spirit of comfort and other services. The target could be 70 of age, it can be 18 years old university student paralyzed since childhood. Many people in private care enough about the industry overall, and believe that this choice is no choice. In fact, private care and the profession in the 21st century, North America has a high social status, well-paid, stable job and benefits. Annual budget of the Government of Canada, the two major sectors of health and education topped the list. Health of the industry, with the aging of the population of Canada seriously, requires a lot of trained personal care workers, the next 20 years, the private care of this job will become a new bright spot can be described as a real professional in the new century Star.

A card in hand around the country

PSW professional learning, through the Ministry of Education to choose registered, you can legally issued diploma colleges. At present, the widely welcomed by employers PSW Victoria Institute of Education professional learning for 4 months, including more than two months of classroom learning, a month or so of practice, CPR / FIRST AID's training and examination NACC. NACC's full name is the National Association of Career College, is the Government of Canada manages vocational training. Through the NACC examination, there is a PSW career License, in addition to the salary of the average income of more than 2 dollars per hour to about, you can also go to other provinces for work, ALBERTA province requires a lot of personal care workers, and starting salaries high, \$ 17/hour. CPR / FIRST AID, NACC exam test centers are at the Victoria International College, CPR / FIRST AID by the Red Cross training of personnel to the school in person, on the spot certification. NACC review by the school uniform, the pass rate topped the list at the same institutions.

Practice a lot of advantages

Victorian Institute of Education commitment to 100% guarantee internship students, because the Academy and 10 large Westerners, the Chinese nursing home internship agreement signed, many students are left in the practice by practice units, a part-time or full-time work personnel. As students of the Institute taking into account the requirements, so to open part-time and full-time two classes, normal and weekend courses are optional.

Student network friend

PSW workplace, including: Long-term Care Facility, Community, Adult Day Programs, Supportive Housing Settings, Group Homes, Hospitals, Educational Facilities. The methods include looking for work can register directly to the employer fill in a form, send resume, jobs can also be

The Registrant is also advertising a '3-in-1 Data warehouse Real Project' program. Evidence was found on the Registrant's website on August 23, 2010 to confirm that it is in fact being advertised. The Registrant is not approved to offer a Data warehouse program.

Data Warehouse Real Project A 3-in-1 Data Warehouse Course for Your Career Success:

Enterprise Data Warehouse and Business Intelligence (Cognos, Informatica, Erwin, BI, ETL)

Victoria College offers a special set of Data Warehouse Courses to help you find your dream job quickly and easily:

1. **Introduction to Data Warehouse (Data Modeling, 20 hours):** To help you understand the basic concept, methodologies, standards and procedures of data warehouse industry. In addition, to help you get familiar with Erwin, the most popular data modeling tool to effectively design your data warehouse.
2. **Data Warehouse Informatica (Data Integration, 20 hours):** To help you learn

step-by-step one of the most valuable skills of a data warehouse expert - to Extract, Transfer and Load (ETL) data. A leading tool, Informatica, is used to ready you for the corporate jobs available in big companies.

3. **Data Warehouse Cognos (Business Intelligence, 20 hours):** To help you master the Business Intelligence (BI) skills using IBM Cognos - a leading data warehouse database product.

**For Details,
Please Contact Us Today:**



Here is what you are going to get:

- Extensive skills and in-depth knowledge to prepare you for the highly paid, stable jobs in large organizations
- Solid hands-on skills using the most popular, widely recognized and utilized tools (You will also learn how to prepare and present yourself properly if your next job requires different tools.)
- To learn the complete set of skills for all the 3 stages of data warehousing cycle: 1) Data Modeling; 2) Data Integration; 3) Business Intelligence

<http://www.viccollege.com/html/datawarehouse.htm>

8...3/2010

O.Reg 415/06, s.45 - Student files

During the investigation by the Private Career Colleges Branch, a sample of student files were reviewed to determine whether or not the Registrant was in compliance with the Act. The sample of student files reviewed revealed that some of the student files were missing required information and documentation.

In a few instances the files were missing complete results of academic evaluations by the Registrant. In other cases, if evaluations were present, they were left unsigned and/or incomplete. Additional examples of non-compliance include;

- Student files did not contain evidence that the student met the admissions requirements for the program. Specifically medical and police reference checks were not present in the file when required.
- There were examples of files where students withdrew from the program; however, there was no evidence of a withdrawal or expulsion letter, refund calculation or refund cheque.
- There were files that were missing student contracts as required by s.20 of O.Reg 415/06
- Files where there was no record of a placement agreement in programs where placements were required.
- Student files that did not contain copies of receipts for the payment of fees as required by s.45 of O. Reg.415/06

O. Reg 415/06, s. 17 - Advertising records

- At the time of the field visit the Registrant supplied the Designates with a copy of official translations for printed advertisements that were being used. However, the Registration did not supply the Designates with a translated copy of its entire Chinese language website.
- There were two documents found on the Registrant's premises that were not translated. One was a booklet for featuring "Jerry Dai". Another was a company brochure for "Victoria College" that illustrated the company's organizational structure. Copies of the front pages of these publications have been attached below.



The greatest obstacle lying between our reality and dreams is mostly our own excuse of why we can not reach it.

— Jerry Dai



維多利亞教育集團

Victoria Education Group
加拿大-中國

維多利亞夢想：
 我們提供的不僅僅是培訓，
 而是培養能夠找到工作，
 勝任工作，
 更重要的是終生熱愛工作的人！

維多利亞精神：
Never Give up!
You can do it!



每一位老師都是好老師！
 每一步就業服務都到位！
 愛與實力讓我們共同走向成功！

● 激發個人潛能 創造燦爛人生

Victoria Career Training Guide

Evidence of partial translation of the Chinese language website was supplied to the Designates on August 28, 2010; however, a fully translated website has not been received to date.

Act. s.23 (6) – Changes to vocational program

Personal Support worker program (PSW) – the National Association of Career Colleges (NACC) supplied the college with an inspection report on March 18, 2010. In this report, the NACC inspector noted that the PSW Household management course (module) is being taught at an off site facility at 739-25 Bamburgh Circle, Scarborough Ontario. This location is not an approved site for program delivery and therefore the Registrant is in violation of s.23 (6) of the Act.

Act s. 30 - Access to transcripts, read with O. Reg 415/06, s.34 - student transcripts

Transcript maintenance: The Registrant was required to submit a copy of its transcript upload record. The record submitted indicated that the Registrant was not uploading student transcripts within the prescribed 90-days as required by s. 30 (2) of the Act.

Evidence was supplied to show that the Registrant delayed uploads for each of their programs, in particular:

Computerized Accounting - of the 45 students who were reported to have graduated from the program since July 2009, 60% or 27 student transcripts were not uploaded to the transcript vendor within the prescribed 90 day time frame

ECA - six students who were reported to have graduated from this program between January to March 2010 did not have their transcripts sent to the transcript vendor by the Registrant until August 22, 2010.

PSW - of the 54 students who were reported to have graduated from this program, 41 or 76% of students did not have their transcripts sent to the transcript vendor by the Registrant within the prescribed 90 day timeframe

Software Development - of the 75 students that were reported to have graduated from the program, 46 or 61% of students did not have their transcripts sent to the transcript vendor by the Registrant within the prescribed 90 day timeframe

BACKGROUND

CJ Trading International Inc. was registered as a corporation in Ontario on May 28, 1999. Its operating name is Victoria International College of Business & Technology. Maria (Shanqin) Sun is the sole shareholder, President and operating mind of the School

Ms. Sun also has 3 other entities operating at the College address:

- CJ Employment Services (same legal entity behind this operating name)
- MPR Consulting Ltd. (separate legal entity – Maria Sun is sole officer and director)
- CJ International Talent and Education Ltd. (Maria Sun's husband – Peter Zhang is President of this legal entity)

Location: 200 Consumers Road, Scarborough Ontario

Approved programs:

Business Administration- 52 weeks
Certified Quality Engineer (CQE)-6 weeks
Computerized Accounting-28 weeks
Early Childcare Assistant-26 weeks
Personal Support Worker- 26 weeks
Software Development-28 weeks

Compliance History

Date	Compliance Action
May 21 2004	College registered under the Act
December 14, 2006	Restraining and Compliance Order issued.
December 22, 2006	School responds to Superintendent's Order.
November 8, 2007	Inspection conducted by Superintendent designate.
November 9, 2007	Superintendent's designate issues a compliance letter for continued contraventions of the Act.
November 26, 2007	College responds to compliance letter stating that they have complied.
June 2009	Inspection conducted by Superintendents designate.
November 2009	Compliance letter issued to the school for repeated contraventions of the Act.
November 27, 2009	School responds to the compliance

	letter stating that they are in compliance.
February 2010	Additional contraventions identified. Anonymous complaints received by the Superintendent's office. File referred to Compliance and Enforcement.
May 26, 2010	Field visit conducted, investigation launched
August 28, 2010	Subsequent site visit conducted