

## **Policy Directive #11**

### **Private Career College Key Performance Indicators and Performance Objectives**

**Private Career Colleges Act, 2005**

## Directive

Pursuant to clause 53 (1) (a) of the *Private Career Colleges Act, 2005* (Act), the Superintendent of Private Career Colleges (Superintendent) may set out performance indicators for vocational programs and govern the publication of information by private career colleges (PCCs) respecting these indicators.

Pursuant to subsection 49 (4) of the Act, the Superintendent shall publish such information respecting performance indicators and performance objectives for every PCC as he or she considers appropriate.

Pursuant to section 26 of the Act, every PCC shall make public, at the times and in the manner set out by the Superintendent, the performance indicators and objectives applicable to the PCC's vocational programs.

This policy directive is intended to:

- Set out the Key Performance Indicators (KPIs) that have been established by the Superintendent and will be calculated and published for vocational programs provided by PCCs;
- Establish publication requirements for the KPIs; and
- Describe accountability requirements for PCCs related to reporting data to the Superintendent for the purpose of KPIs.

This policy directive should be read in conjunction with the KPI Operating Procedure, which will be available on the Ministry of Training, Colleges and Universities' (ministry's) public website: [Ministry of Training, Colleges and Universities](#). The KPI Operating Procedure describes the information that the Superintendent will collect from PCCs for the purposes of calculating and publishing KPIs, pursuant to section 36.1 of Ontario Regulation 415/06 (O. Reg. 415/16).

## Legal Requirement

Pursuant to subsection 53 (2) of the Act, policy directives issued by the Superintendent are legal requirements that are binding on all PCCs. Every PCC must comply with and operate in accordance with the policy directive.

## Private Career College Key Performance Indicators

Performance measurement through the collection of KPIs is an important tool to promote quality and accountability in the sector. The Superintendent has defined five KPIs to measure PCC performance, in a consistent manner across the sector, against established goals and objectives.

This policy directive establishes the following five KPIs for vocational programs provided by PCCs in Ontario:

Key Performance Indicator		Definition
1	<b>Graduation Rate</b>	The percentage of students that enrolled in a specific vocational program and successfully graduated from the program within the allowed period of time*.
2	<b>Graduate Employment Rate</b>	The percentage of graduates of a vocational program in the labour force who were employed during a defined period of time following graduation*.
3	<b>Graduate Employment Rate in the Field of Study</b>	The percentage of graduates of a vocational program in the labour force who were employed in a field related to their training during a defined period of time following graduation*.
4	<b>Graduate Satisfaction</b>	The percentage of graduates of a vocational program who perceived that their PCC experience was useful to them in achieving their goals after graduation during a defined period of time following graduation*.
5	<b>Employer Satisfaction</b>	The percentage of employers who indicate that they are satisfied with the graduate's overall PCC preparation during a defined period of time following the graduate's graduation date*.

\*Details provided in the associated KPI Operating Procedure.

The Superintendent will calculate and publish the above five KPIs for vocational programs provided by PCCs, at the times and in the manner prescribed in the KPI Operating Procedure.

## Additional Performance Indicators

### Exam Pass Rates

Some program-specific external regulatory or accrediting bodies set standards that a job seeker must meet prior to entering a certain profession or vocation. In support of the Graduate Employment Rate in the Field of Study KPI, where entry-to-practice requirements<sup>1</sup> have been set for a specific vocation by a regulatory or accrediting body, PCCs providing programs leading to employment in this vocation must submit to the Superintendent exam pass rates pursuant to subsection 36.1 (2) of O. Reg. 415/16.

### Other Graduate Outcomes Survey Results

For the purpose of providing the public with further information about the performance of vocational programs in Ontario, the Superintendent will publish additional performance indicators from data collected through the PCC graduate outcomes survey on the ministry's

<sup>1</sup> **Examples of entry-to-practice requirements set by regulatory/accrediting bodies:** The Commission on Dental Hygiene Accreditation of Canada requires that graduates of dental hygiene programs pass the National Dental Hygiene Certification Examination prior to practicing. The Canadian Council for the Accreditation of Pharmacy Programs requires that graduates of pharmacy technician programs write the Pharmacy Technician Qualifying Examination prior to practicing. The Law Society of Upper Canada requires that graduates of paralegal programs write the Paralegal Licensing Examination prior to practicing.

public website. These additional performance indicators will be listed prior to publication, in Schedule A to this policy directive.

### **Ontario Student Assistance Program**

Ontario Student Assistance Program (OSAP) Default Rate is currently calculated by the ministry in respect of PCCs approved to accept OSAP-assisted students. With the release of this policy directive, OSAP Default Rate will continue to be considered a performance indicator for PCCs.

### **Audit Requirements**

To provide the Superintendent with a level of assurance around the integrity of data provided by PCCs for the purpose of calculating KPIs, PCCs will be required to have certain student and graduate data audited at the times and in the manner prescribed in the KPI Audit Guidelines. The Audit Guidelines will be available on the ministry's public website.

### **Fees**

To allow the ministry to ensure in-year, full cost-recovery for services required to calculate and publish KPIs for vocational programs provided by PCCs, PCCs will be charged a KPI fee at the times and in the manner prescribed in the KPI Operating Procedure.

### **Posting Requirements**

Every PCC must make available on its public website and any promotional materials, the final KPIs related to each of its vocational programs within 30 days of being provided with this information by the Superintendent or a service provider working on behalf of the Superintendent. Those PCCs providing programs governed by standards set by external regulatory or accrediting bodies must also publish their exam pass rates as an additional performance indicator.

### **Required Key Contacts and Processes**

As part of the Superintendent's authority under subsection 53 (1) (a), governing the publication of information by PCCs respecting KPIs, the associated KPI Operating Procedure must be complied with in its entirety.

### **Performance Objectives**

To better protect students and ensure quality and accountability in the sector, the Superintendent has set out the following five overarching objectives against which the performance of PCCs will be measured:

- A significant percentage of students who enrol in a vocational program provided by a PCC successfully complete their training and obtain the relevant credential.
- A high rate of graduates who sought employment after graduating from a vocational program, found employment.
- A high rate of graduates who sought employment after graduation, found employment in the field for which their program purported to prepare them.
- High rates of graduates are satisfied that their vocational training equipped them to achieve their goals after graduation.
- High rates of employers are satisfied with graduates' preparedness.

At a later date, the Superintendent may establish and communicate to the sector further details around performance objectives for vocational programs, and classes of vocational programs.

## Revocation of Program Approval

Under subsection 24 (1) of the Act, the Superintendent may revoke a PCC's approval to provide a specific vocational program if the Superintendent believes that the program fails to meet conditions of approval, applicable standards, performance objectives set out by the Superintendent, or no longer offers the skills and knowledge that would enable graduates to obtain employment in the vocation that is the subject of the program.

## Effective Date

This policy directive is effective July 12, 2013.

### Need More Information?

If you have questions about the *Private Career Colleges Act, 2005* contact the Ministry of Training, Colleges and Universities at:

Private Career Colleges Branch  
Ministry of Training, Colleges and Universities  
77 Wellesley Street, Box 977  
Toronto, ON M7A 1N3

Telephone: 416-314-0500 or 1-866-330-3395

Fax: 416-314-0499

Website: [Ministry of Training, Colleges and Universities](http://www.mtcu.gov.on.ca)

The full text of the act and regulations can also be downloaded from the [Ontario government E-Laws website](http://www.ontario.gov.on.ca).

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