

STATEMENT OF STUDENT RIGHTS

Vancouver Career College is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

学生权利声明

Vancouver Career College 获得了不列颠哥伦比亚省高等教育和技能培训部私立培训机构分支机构 (PTIB) 的认证。

在您注册经过认证的私立培训机构之前，您应该了解自己的权利和责任。
您有权得到机构公平和尊重的对待。

您有权获得包含以下信息的学生注册合同：

- 课程的学费和任何额外费用
- 退款政策
- 如果您的课程包括工作经验，参与工作经验的要求以及将提供的地理区域
- 该课程是否获得 PTIB 批准或不需要批准。

确保在签署前阅读合同。该机构必须向您提供签名副本。

您有权访问该机构的争议解决流程，并有权免受因投诉而遭到报复。

如果出现以下情况，您有权向 PTIB 申请学费退款：

- 在您完成批准的课程之前，您的机构不再持有证书
- 您在批准的课程的一个重要方面被误导了。

您必须在完成、被开除或退学后一年内提出索赔。

有关 PTIB 以及如何成为知情学生的更多信息，请访问：

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>。