

Student Statement of Rights

Arbutus College is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

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

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:

- a. amount of tuition and any additional fee for your program
- b. refund policy
- c. if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- d. whether the program was approved by PTIB or did 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 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.

Related Documents

- Respectful and Fair Treatment of Students Policy
- Dispute Resolution Policy
- Tuition Refund Policy



 Authorized Signatory

August 9, 2021

 Date