



**Canadian Vocational Training Centre**

**Student Statement of Rights**

September 1, 2021

Name of Policy

Implementation Date

**Centre Director**

September 1, 2021

Position(s) Responsible

Date of Last Revision

Canadian Vocational Training Centre (CVTC) is designated by the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enrol at CVTC, we will advise you of your rights and responsibilities while in attendance at CVTC.

**Policy:**

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

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

- amount of tuition and any additional fees 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. CVTC will 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:

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

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>.