



Student Statement of Rights Policy

RESPONSIBILITY: Compliance Officer, Senior Educational Administrator, Onsite Administrator

CEO: Jag Basran, jbasran@careercitycollege.ca or Ph: 250-410-3056

COMPLIANCE OFFICER: Sunit Koli, sunit@careercitycollege.ca or Ph: 250-317-2222

SENIOR EDUCATIONAL ADMINISTRATOR: Jenny Koropatnicki, jenny@careercitycollege.ca or Ph: 250-410-3061

ONSITE ADMINISTRATOR CONTACT: Mayu Tanaka, studentservices@careercitycollege.ca or 250-410-4393

Career City College is certified with the Private Training Institutions Regulatory Unit (PTIRU) 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
- Whether the program was approved by PTIB or does not require approval.
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided

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

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

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

- Career City College ceased operations and the institution ceased to hold a certificate before you completed an approved program
- If 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 PTIRU and how to be an informed student, go to:

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