INTERNATIONAL GATEWAY LANGUAGE ACADEMY & COLLEGE -KELOWNA
STATEMENT OF STUDENT RIGHTS

International Gateway Language Academy & College – Kelowna is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before enrolling at International Gateway Language Academy & College - Kelowna, students should be aware of their rights and responsibilities.

International Gateway Language Academy & College - Kelowna*'s Student Rights and Responsibilities are as Follows:*

- Students have the right to be treated fairly and respectfully by the college.

- Students 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.

- Students need to ensure that they read the contract before signing. The college must provide students with a signed copy.

- Students have the right to access the college's dispute resolution process and to be protected against retaliation for making a complaint.

- Students have the right to make a claim to PTIB for a tuition refund if:
    - the college ceased to hold a certificate before you completed an approved program
    - they were misled about a significant aspect of their approved program.

- Students must file the claim within one year of completing, being dismissed or withdrawing from their 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.

My signature below confirms that I have read and fully understand the student rights and responsibilities listed above.

_____   _____
Student Signature   Witness

_____   _____
Date   Date

International Gateway Language Academy & College - Kelowna