

Statement of Student Rights

Sprott Shaw College's Student Rights and Responsibilities

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 practice education, the requirements to participate in the practice education and the geographic area where it will be provided
- whether the program was approved by PTIRU 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 PTIRU 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 PTIRU and how to be an informed student, go to:
<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.