

**Policy Title:** Student Statement of Rights

**Approved by:** Campus Director

**Executive(s) Responsible:** Associate Director, Student Services/Registrar; Associate Director, Compliance and Risk Management

**Administrator(s) Responsible:** Student Services Officer; Compliance Officer

**Revision Date:** November 26, 2024

**Effective Date:** November 26, 2024

**Next Review Date:** November 26, 2025

**Institution Number:** 4119

## Background & Scope

The Canadian College of Technology and Business (CCTB) is committed to meeting its responsibilities under the Private training Act as a PTIB certified institution. It is also committed to ensuring a safe learning environment for its students, which helps promotes their well-being. To do so, CCTB is committed to respecting the rights of its student community.

This policy applies to all prospective and current CCTB students.

## Purpose of the Policy

This policy outlines the rights of CCTB's students.

## Policy Statement

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

### 1. Student Rights

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

1.2. 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;

- If your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided; and
- Whether the program was approved by PTIB or does not require approval.

1.3. Make sure you read the contract before signing. CCTB must provide you with a signed copy.

1.4. You have the right to access CCTB’s **dispute resolution process** and to be **protected against retaliation** for making a complaint.

1.5. You have the right to make a **claim** to PTIB for a **tuition refund** if:

- CCTB ceased to hold a certificate before you completed an approved program; and/or
- 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.

1.6. 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>

### Related Legislation

- Private Training Act

### Related Policies

Policy Name	Policy Number
Student Dispute Resolution Policy and Procedure	
Respectful and Fair Treatment of Students	
Student Code of Conduct	

## Document History

Date	Approval/Review/Key Change(s)
26 Nov 2024	Minor updates for 2025 policy review