

Policy Title: Student Statement of Rights

Approved by: Campus Director

Executive(s) Responsible: Associate Director, Student Services/Registrar; Director, Compliance and Regulatory Affairs

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

Revision Date: November 26, 2024

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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 Regulatory Unit](#) (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills.

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