TLC Statement of Student Rights

Trinity Language Centre (TLC)		4185
Name of Institution		Institution Number
	Sept. 1, 2021	
Statement of Student Rights		
Name of Policy	Effective Date	Revision Date

Trinity Language Centre (TLC) is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rightsand 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
- if your program includes a work experience, the requirements to participate in thework experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

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

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

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

- your institution ceased to hold a certificate before you completed an approved program
- 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 fromyour 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. Members of the Centre community engaged in any activity on Centre property or in conjunction with the Centre have the right to an environment that promotes respectfulbehavior.