

TLC Statement of Student Rights

<u>Trinity Language Centre (TLC)</u>		<u>4185</u>
Name of Institution		Institution Number
<u>Statement of Student Rights</u>	<u>Sept. 1, 2021</u>	<u>Jan. 3, 2025</u>
Name of Policy	Effective Date	Revision Date

Trinity Language Centre (TLC) is certified with the Private Training Institutions Regulatory Unit (PTIRU) 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 rights and 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 the work experience and the geographic area where it will be provided
- whether the program was approved by PTIRU or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed 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 PTIRU 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 from your 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>. 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 respectful behavior.