



STUDENT STATEMENT OF RIGHTS

Effective: February 1, 2025

Responsibility: Senior Educational Administrator, College Director, Staffs, Instructors

Date of Last Revision: January 20, 2025

Metropolitan Community College is certified by the **Private Training Institutions Regulatory Unit (PTIRU)** of the **British Columbia Ministry of Post-Secondary Education and Future Skills**.

Before you enrol 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 the **PTIRU** and how to be an informed student, go to:
<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.