

Student Statement of Rights

Southern Interior Flight Centre

Student Statement of Rights

June 9, 2021

Name of Policy

Implementation Date

Flight School Director, CFI

July 20, 2021

Position(s) Responsible

Date of Last Revision

Policy:

Southern Interior Flight Centre (SIFC) 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 rights and responsibilities.

Procedure:

You have the right to **fair treatment** and **respect** by the institution.

You have the right to a student enrolment contract that includes the following information:

- Amount of tuition and any additional fees for your program
- Refund Policy
- Whether the program was approved by the PTIB or does not require approval

Make sure you read the contract before signing. The institution must provide you with a signed copy; if you did not receive this document, please ask for it.

You have the right to access the institution's **Dispute Resolution process** and 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 have been misled about a significant aspect of your **approved program**

You must file a claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and find out how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>