

Student Statement of Rights

Goh Ballet Youth Company Canada is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

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 PTIB 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 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 from your 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>.

Student Rights

Every student has a right to have:

- Courses delivered by qualified and, where required, certified and reputable professionals;
- A safe, welcoming and inclusive learning environment;
- Classes, rehearsals and events that start and end on time, with reasonable notice of schedule changes in the event of cancellation or change in instructor availability;
- Objective and clear channels of communication when appealing or addressing any penalty for misconduct or misconduct allegation.

Goh Ballet Youth Company Canada Student Responsibilities

Every student has a responsibility to:

- Become familiar with Goh Ballet Youth Company Canada's policies, procedures, rules and regulations as outlined in the Student Handbook
- Treat all members of the community with respect and refrain from unwelcome or persistent behaviour that may cause another person to feel humiliated, demeaned, or intimidated.
- Refrain from conduct and activities likely to endanger the health or safety of self or another person.
- Refrain from behaviour which obstructs teaching, learning, evaluation, or undermines the mission, goals or reputation of Goh Ballet Youth Company Canada.
- Arrive at class on time, engage in the learning process, and remain for the duration of scheduled classes, rehearsals, and events, with reasonable exceptions.
- Respect the instructor and his or her right to enforce attendance policies, standards of behaviour, class content and methodology.
- Fulfill financial obligations to Goh Ballet Youth Company Canada