

**Goh Ballet Inc.**

**Goh Ballet Youth Company Canada**

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**Goh Ballet Youth Company Canada** is designated by the  
**Private Training Institutions Regulatory Unit (PTIRU)**

**PROGRAM OUTLINE**

**GOH BALLET YOUTH COMPANY CANADA**

As one of Canada’s leading professional youth ballet organizations, the Goh Ballet Youth Company Canada (GBYC) was formed as a bridge for students who desire continued intensive training and professional performance opportunities. For those 16 years old and above, GBYC offers the opportunity to refine technical and artistic skills while providing the support and guidance needed to pursue a rewarding dance career. For GBYC Members, the schedule is intensive, with over 30 hours a week of classes and rehearsals consisting of advanced classical ballet technique, pointe work/male technical coaching, variations, repertoire, pas de deux, and contemporary dance. The program focuses on building technical and artistic excellence, which is showcased through a wide-ranging and ever-expanding repertoire of classical and contemporary ballet, jazz, character, and Chinese dance. With many performance opportunities and tours as well as educational outreach, the program is further enhanced through the influence of internationally renowned guest teachers and choreographers who create original repertoire and instruct master classes.

**The Goh Ballet Youth Company program consists of the following curricula:**

- Classical Ballet
- Dance Repertoire/Variations
- Technique Development
- Pas de Deux/Partnering
- Contemporary/Jazz
- Improvisation
- Pointe or Men’s Work
- Body Conditioning
- Stretch / Strengthening
- Workshops/Master Classes
- Creative Process with Choreographers
- Performance Tours (seasonal)
- Public Performances and Presentations
- Educational & Community Outreach Events

## STATEMENT OF STUDENT RIGHTS

**Goh Ballet Youth Company Canada** is certified with the Private Training Institutions Regulatory Unit (**PTIRU**) of the British Columbia Ministry of Post-Secondary Education and Future Skills.

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>.

## GOH BALLET YOUTH COMPANY CANADA – RIGHTS & RESPONSIBILITIES

*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 allegation.

*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 and or safety of self or another person.
- 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 their right to enforce attendance policies of behaviour, class content and methodology.
- Fulfill financial obligations to Goh Ballet Youth Company Canada.

## DISPUTE RESOLUTION POLICY

### PURPOSE

*This policy establishes a formal process for a fair, transparent, and accessible process for receiving, reviewing, and resolving complaints made by international students, including about academic and administrative matters, student support services, misleading information provided by the institution's education agents, and harassment and discrimination based on the protected grounds outlined in the BC Human Rights Code.*

1. This policy governs complaints from students respecting **Goh Ballet Youth Company Canada** and any aspect of its operations.
  - Students and families who wish to register, must agree to the Academy's policies as denoted in the Goh Ballet Student Handbook.
  - Goh Ballet Academy and Youth Company Canada's tuition, withdrawal, and refund policies are subject to updates, and requires review every year via the JackRabbit Parent Portal. The Academy's policies are strictly reinforced and in compliance with PTIRU (Private Training Institutions Regulatory Unit).
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process by which the student complaint will be handled is as follows:
  - Student complaints must be made in writing with the following mandatory details:
    - i. Student's legal name (first, last) & student ID, contact information (i.e. phone number, email)
    - ii. Describe in detail of the dispute/ complaint
    - iii. Provide incident details including dates of complaint, dates of issue(s) experienced, related incidences
    - iv. Provide any supporting document pertaining to the issue addressed (i.e. related incidences, examples, evidence & any relevant documentation)
    - v. If the student is under the age of 19, details of contact information of their legal representative (guardian, agent, or lawyer) must be provided. The student making the complaint may be represented by an agent or a lawyer
  - Student complaints and disputes must be made in writing to **Leona Chu, Assistant Director of Operations** at [l.chu@gohballet.com](mailto:l.chu@gohballet.com), whom will be responsible for making the initial determination. Should the Assistant Director of Operations be absent or named in the complaint – please redirect your formal submission to **Chan Hon Goh, General & Artistic Director** at [chgoh@gohballet.com](mailto:chgoh@gohballet.com).
  - Goh Ballet Academy will provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint. All complaints and resolutions will be documented and retained in accordance with the institution policies and privacy legislation.
  - The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)) within one year of the date a student completes, is dismissed from, or withdraws from the program.

## TUITION REFUND POLICY

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application (registration) fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10% but before 30% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 30% but before 50% of instruction hours have been provided.</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 50% of instruction hours have been provided.</li> </ul>	No refund due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> <li>A student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> <li>• Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ul> </li> <li>• Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>• If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</li> </ul>	100% tuition and all related fees, including application fees

### Private Training Institutions Regulatory Unit (PTIRU)

This institution is certified by the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills. Certified institutions must comply with regulatory requirements relating to, among other things, student enrolment contracts, tuition refunds and instructor qualifications. For more information about PTIRU, go to [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).

Please be advised that under section 61 of the *Private Training Act*, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar’s regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.