STATEMENT OF STUDENT RIGHTS

Multihexa College is certified with 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 from, 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