



Student Statement of Rights

PTIRU-BC # 03395

This policy governs student rights at the Interior Heavy Equipment Operator School and any aspect of its operations. Interior Heavy Equipment Operator School Ltd. is Designated by the Private Training Institutions Regulatory Unit (PTIRU) of British Columbia and Licensed with the Private Career Colleges Branch (PCCB) of the Government of Alberta.

Before enrolling at a certified private training institution, you should know 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 fees for your program
- Refund policy
- If your program includes work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- Whether PTIRU-BC /PCCB-AB approved the program 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. Please review the IHE Student **Handbook** for policy and regulations.

You have the right to make a **claim** to PTIRU or PCCB 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.

For BC students, you must file the claim within one year of completing it; for Alberta students, you must file a claim within six months. Otherwise, your claim will be dismissed or withdrawn from your program.

For more information about **student rights** and how to be an informed student, please visit the following online:

Alberta: <https://www.alberta.ca/student-rights-responsibilities>

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