



Dispute Resolution

policy

The following policies and procedures have been designed for the protection and interest of both the student and the Tourism Training Institute. It is acknowledged by both parties (or representatives thereof) that the contents are read and understood and will be the basis of conflict and dispute resolution between the two parties.

If the student still feels dissatisfied with the ruling, the matter will be turned over to an independent arbitrator/mediator; the student will bear the cost of the mediation/arbitration.

DURING CLASSROOM INSTRUCTIONAL SESSIONS:

- A. If a student has a dispute regarding the instruction, training, course content, and other related academic matters, the student shall:
1. Discuss the issue with the instructor directly. If the student does not receive a suitable response, he/she may proceed to the next step.
 2. Make a written statement of the issue directed to the Coordinator of Student Services and within 7 days, a meeting will be arranged between Student Services and the student. If further action is required, proceed to the next step.
 3. Initiate a written appeal with the Dean of Education and furnish a copy to the Managing Director.
- B. If a student has a dispute regarding tuition fees, refunds and other monies or administrative matters, the student shall:
1. Discuss the issue with the Registrar or Admissions Counsellor at the specific campus. If the student does not receive a suitable response, he/she may proceed to the next step.
 2. Make a written statement of the issue directed to the Chief Financial Officer and within 7 days, a meeting will be arranged between the CFO and the student. If further action is required, proceed to next the step.
 3. Initiate a written appeal with the Managing Director.

WORK EXPERIENCE (PRACTICUM) SESSION:

If a student has a concern regarding the placement process, practicum site, supervisor, and other related matters, the student shall:

1. Discuss the issue with the Student Services and Placement Officer at his/her campus. If the student does not receive a suitable response, he/she may proceed to the next step.
2. Make a written statement of the issue directed to the Dean of Education and within 7 days, a meeting will be arranged between the Dean and the student. If further action is required, proceed to the next step.
3. Initiate a written appeal with the Managing Director.

I have read and fully understand the above policy. I have received a copy of the Dispute Resolution policy.

I have also read and fully understand the Private Career Training Institutions Act of BC Bylaws regarding Fees and Refunds.

Print first and last name: _____

Student's Name & Signature: _____ Date: _____

For and on behalf of: **Tourism Training Institute**

Representative's Name & Signature: _____ Date: _____