



**VANCOUVER CAMPUS**  
 301-1245 West Broadway, Vancouver  
 British Columbia, Canada V6H 1G7  
 Tel: 604 736 7008 Fax: 604 736 7723

**SURREY CAMPUS**  
 207 – 14888 104<sup>th</sup> Avenue, Surrey  
 British Columbia, Canada V3R 1M4  
 Tel: 604 589 7456 Fax: 604 589 7419

Student or file ID#

**STUDENT ENROLMENT CONTRACT FOR USE AT REGISTERED PRIVATE CAREER TRAINING INSTITUTIONS IN THE PROVINCE OF BRITISH COLUMBIA**

This contract is to be used by an institution registered with the Private Career Training Institutions Agency (PCTIA) to enroll a student into a program which is registered by PCTIA under the provisions of the *Private Career Training Institutions Act*, Regulations, and Bylaws. Registration of the institution and its programs is provided by PCTIA and is mandatory for institutions providing training or instruction in programs which exceed \$1,000 in tuition and 40 hours in duration. PCTIA provides consumer protection by managing the Student Training Completion Fund (STCF) which provides tuition refund protection in the case of institutional closure. Information about PCTIA may be found on the web at <http://pctia.bc.ca> including a list of all registered institutions and their approved programs. In general, students should not complete a training contract for a program at a PCTIA-registered institution which does not appear on PCTIA's website. For further information about the Agency, students may contact PCTIA at:

300 – 5172 Kingsway, Burnaby, BC V5H 2E8  
 (604) 660-4400 fax (604) 660-3312 1(800) 661-7441  
<http://pctia.bc.ca> [info@pctia.bc.ca](mailto:info@pctia.bc.ca)

This contract contains a refund policy which defines the maximum amount of tuition which may be retained by the institution in case of withdrawal or dismissal from the program.

This contract contains a release of information which authorizes the institution to collect certain items of personal information about a student for purposes of identification, statistical reporting, investigating student complaints, determining tuition refund entitlements, measuring program performance, or other requirement.

Employment cannot be guaranteed for any student who successfully completes a career training program offered by the institution.

All sections of this contract must be completed. The contract must be signed and a copy given to the student. The signed contract must be kept in the student's file at the institution. Upon completion of the program of study or after withdrawal or dismissal from the program, an electronic copy of this contract along with the student transcript, certificate or diploma, must be stored off-site for a period of 55 years.

**INSTITUTION INFORMATION**

INSTITUTION NAME	PCTIA REGISTRATION NUMBER:
	BRANCH OR LOCATION (If different from main location)

**STUDENT INFORMATION**

Mr. Mrs. Ms.	Student name - Surname	First name
		Middle or given name(s)
Local mailing address		
Postal Code		
Telephone		Alternate Telephone
Email address		Alternate email address
Permanent address (if different from mailing address)		
Postal Code		
International student		<input type="checkbox"/> No <input type="checkbox"/> Yes

BRITISH COLUMBIA PERSONAL EDUCATION NUMBER (PEN) INFORMATION			
Date of birth (YYYY / MM / DD)	>		
Gender	<input type="checkbox"/> M <input type="checkbox"/> F		
Postal code of last known permanent residence	>		
PROGRAM INFORMATION			
PROGRAM TITLE			
START DATE (YYYY / MM / DD)	>		
END DATE (YYYY / MM / DD)	>		
DURATION	>	<input type="checkbox"/> months <input type="checkbox"/> hours	A single contract must not exceed 18 months, or in the case of a multi-year program, 12 months
SCHEDULE – one of: <input type="checkbox"/> full time <input type="checkbox"/> part time <input type="checkbox"/> distance education / home study <input type="checkbox"/> combination of these		CREDENTIAL OF PROGRAM – one of: <input type="checkbox"/> certificate <input type="checkbox"/> diploma <input type="checkbox"/> letter / citation	
ADMISSION REQUIREMENTS The student has met the following admission requirements for this program:			
TUTION AND FEES			
All fees are in Canadian dollars (\$CAN)			
REGISTRATION FEE (maximum \$150 / \$250 international)	\$		
TUITION FEE	\$		
TEXTBOOK FEE	\$		
MATERIALS AND SUPPLIES FEE	\$		
STUDENT SERVICES FEES	\$		
UNIFORM AND EQUIPMENT FEE	\$		
OTHER FEES (SPECIFY)	\$		
	\$		
STUDENT RECORD ARCHIVING FEE	\$ 3.50		
<b>TOTAL FEES OWED UNDER THIS CONTRACT</b>	<b>\$</b>		
PAYMENT SCHEDULE	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Terms of payment schedule: The institution must not accept pre-payment from a student for more than 12 months tuition at any one time.			
Due date	Amount due on date		
The student acknowledges and agrees to pay the fees indicated above within the terms of this enrolment contract. A tuition refund policy, subject to the provisions of the PCTIA Bylaws, forms a part of this agreement. Fees payable are subject to the terms and provisions of the tuition refund policy.			
Student Initial _____			

## TUITION REFUND POLICY

Registered institutions must abide by the minimum refund policy requirements as defined in the PCTIA Bylaws. Institutions are free to adopt a refund policy which is more generous to the student. The following refund policy applies to the terms of this enrolment contract:

### Refunds in Cases of Withdrawal or Dismissal

1. Refund Policy
  - a) All institutions must have a refund policy which is described, in full, on the student enrolment contract. The minimum policies acceptable to the Agency appear below. Institutions are free to adopt a policy that is more generous to the student.
2. Written Notice
  - a) To initiate a refund, written notice must be provided:
    1. By a student to the institution when the student withdraws, or
    2. By the institution to the student where the institution dismisses a student.
3. Refund Entitlement
  - a) Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable application or registration fee. Where total fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
4. Refund policy for students:
  - a) Refunds before the program of study begins:
    1. If written notice of withdrawal is received by the institution less than seven (7) calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total fees due under the contract or \$100.
    2. Subject to subsection (a) (i), if written notice of withdrawal is received by the institution thirty (30) calendar days or more before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total fees due under the contract, or \$500.
    3. Subject to subsection (a) (i), if written notice of withdrawal is received by the institution less than thirty (30) calendar days before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 20% of the total fees due under the contract, or \$1000.
  - b) Refunds after the program of study starts:
    1. If written notice of withdrawal is received by the institution, or a student is dismissed, within 10% of the period of instruction specified in the contract, the institution may retain 30% of the total fees due under the contract.
    2. If written notice of withdrawal is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract, the institution may retain 50% of the total fees due under the contract.
    3. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract, no refund is required.
5. International Students
  - a) An international student is a person who is not a Canadian citizen or a landed immigrant or who has been determined under the Immigration Act to be a Convention Refugee.
  - b) International students require a Study Permit to study in Canada unless they are taking a course or program with a duration of six months or less, are a minor child already in Canada whose parents are not "visitors" in Canada, or are a family or staff member of a foreign representative to Canada accredited by the Department of Foreign Affairs and International Trade.
  - c) In order to meet the requirements of section R219 of the Immigration and Refugee Protection Regulations, international students are required to include a Letter of Acceptance with their Study Permit application.

The following list of items must be included in all Letters of Acceptance from registered institutions:

1. Full name, date of birth and mailing address of the student;
  2. The course of study for which the student was accepted;
  3. The estimated duration or date of completion of the course;
  4. Date on which the selected course of study begins;
  5. The last date on which the student may register for a selected course;
  6. The academic year of study that the student will be entering;
  7. Whether the course of study is full-time or part-time;
  8. The total tuition fee for the program of study;
  9. The institution's tuition refund policy, stated in full;
  10. Any conditions related to the acceptance or registration, such as academic prerequisites, completion of a previous degree, proof of language competence, etc;
  11. Clear identification of the educational institution, normally confirmed through its letterhead;
  12. Address of the campus the student will attend;
  13. Where applicable, licensing information for private institutions normally confirmed through letterhead.
- d) In cases where the program is jointly offered by more than one institution, the Letter of Acceptance should be issued by the institution that will be granting the degree, diploma or certificate (or, where a degree, diploma or certificate is granted jointly by more than one institution, the Letter of Acceptance should be issued by the institution at which students will begin their studies). The Letter should note that the program of study includes courses/sessions (specify which semesters/courses) given at another institution (specify institution name, type, i.e. college, university, technical institute, etc., and location).
- e) To view an example of a standard form Letter of Acceptance, visit the Citizenship and Immigration Canada website at the following link: <http://www.cic.gc.ca/english/pdf/pub/accllet-e.pdf>.
- f) If an international student's Study Permit application has not been completed by the start date identified in the institution's Letter of Acceptance and the student so notifies the institution, at the request of the student the institution may issue a second Letter of Acceptance for a later start date. In such a circumstance, the institution may charge the student an additional \$200 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application. Should a student fail to so advise the institution, the refund policy for students (sections (a) and/or (b) above ) will apply.
6. Reporting International Student Withdrawals
- a) When an international student enrolled with and/or studying at an institution on the basis of a Study Permit either withdraws from or is dismissed by the institution, the institution is required to notify Citizenship and Immigration Canada within fourteen (14) calendar days that the student has either withdrawn or been dismissed, and a copy of that notification is to be retained in the student file.
7. Other Refund Policy Requirements
- a) Where a student is deemed not to have met the institutional and/or program specific minimum requirements for admission, the institution must refund all fees paid under the contract, less the applicable non-refundable application or registration fee.
- b) Where an institution provides technical equipment to a student, without cost to the student, and the student withdraws or is dismissed, the institution may charge the student for the equipment or use of the equipment on a cost recovery basis, unless the student returns the equipment unopened or as issued within fourteen (14) calendar days.
- c) Refunds owing to students must be paid within thirty (30) calendar days of the institution receiving written notification of withdrawal and all required supporting documentation, or within thirty (30) calendar days of an institution's written notice of dismissal.
- d) Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates specific to Part IV I. 1 (b) of the PCTIA Bylaws

**ADDITIONAL INFORMATION**

Prior to signing this contract, the student has been given a copy of and has had opportunity to review the following:

<input type="checkbox"/> Admission policy (required)	<input type="checkbox"/> Attendance policy (required)
<input type="checkbox"/> Withdrawal / dismissal policy (required)	<input type="checkbox"/> Graduation / promotion policy
<input type="checkbox"/> Student code of conduct policy	<input type="checkbox"/> Student handbook
<input type="checkbox"/> Program or course outline	<input type="checkbox"/> List of required equipment and materials
<input type="checkbox"/> Dispute resolution policy (required)	<input type="checkbox"/> Other

**RELEASE OF PERSONAL INFORMATION**

The personal information on this form consisting of the student name, date of birth, gender, and postal code of the last known permanent address may be used to verify or assign a British Columbia Personal Education Number (PEN) to students. The main use of the PEN is to measure participation of the population in the post-secondary sector and for program research or evaluation. Other uses of personal information may include purposes of identification, statistical reporting, investigating student complaints, determining tuition refund entitlements, measuring program performance, or other requirement. For research purposes any information disclosed will be in a non-identifiable form. In accordance with Part 4(10)(1)(a) of the *Personal Information Protection Act*, we hereby notify you that your name and personal identification information, the name of your program of study, and the amount of the tuition paid will be forwarded to the Private Career Training Institutions Agency for the purpose of administering the Student Training Completion Fund. The information is collected by the PCTIA under section 26 of the *Freedom of Information and Protection of Privacy Act*. We also advise you that upon completion of your program of study or other termination from the program, your academic record consisting of your transcript and diploma if issued, and this contract, are stored for the purpose of academic record archival on an electronic system as per the requirements of the PCTIA Bylaws.

**STUDENT DECLARATION**

I certify that I have read, understood, and agree to the terms and conditions of this enrolment contract, and that I have received a signed copy of this contract. I certify the information provided by me on this form is true and accurate and that I am 19 years of age or older. If under the age of 19, a parent or legal guardian must sign the contract.

PRINTED NAME

SIGNATURE of STUDENT or PARENT/LEGAL GUARDIAN

DATE

**INSTITUTION DECLARATION**

The institution agrees to deliver the program according to the terms of this contract. The institution reserves the right to make minor adjustments to the program curriculum and/or delivery. The institution certifies that the student has met the admission requirements for the program of study.

NAME OF ADMISSION OFFICER, REGISTRAR, AGENT, or SCHOOL OFFICIAL

SIGNATURE

DATE