



## STATEMENT OF STUDENT RIGHTS

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Montair Aviation is certified with the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills.

For students enrolling on courses requiring approval by PTIRU 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>.