



# CANADA AVIATION ACADEMY

## Student Statement of Rights

Canada Aviation Academy (CAAI) is designated with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enrol with us, you should be aware of your rights and responsibilities:

- 1) You have the right to be treated fairly and respectfully by the institution.
- 2) You have the right to a Student Enrolment Contract that includes the following information:
  - a) Amount of tuition and any additional fee for your program
  - b) Refund policy
  - c) Dispute resolution policy (*You have the right to access the institution's dispute resolution process and to be protected against retaliation for making a complaint.*)
  - d) Whether the program is approved by PTIB or does not require approval.
  - e) Make sure you read the contract before signing. CAAI must provide you with a signed copy.
- 3) You have the right to make a claim to PTIB for a tuition refund if:
  - a) CAAI ceased to hold a PTIB Designation certificate before you completed an approved program.
  - b) You were misled about a significant aspect of your approved program.
- 4) You must file the claim within one year of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:  
<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.