

STUDENT GUIDE

WELCOME TO YOUR NEW SCHOOL

We are delighted you have chosen Can Quest as your new school. Please read the following carefully and make sure you understand everything clearly. If you do not understand anything well, use a dictionary, ask someone to explain it, or even translate it.

Please note that students who enroll in a language program which is six months or less in duration, or for which tuition is less than \$4,000 may not make a claim against the Student Tuition Protection Fund, which is managed by the Private Training Institution Branch (PTIB) of the Ministry of Advanced Education, Skills and Training. Further, our ESL program has been approved by the PTIB.

STUDENT STATEMENT OF RIGHTS

Can Quest International College Inc is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enrol 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 PTIB 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 PTIB 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 PTIB and how to be an informed student, go

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

ADMISSIONS REQUIREMENTS

- Proof of status in Canada or Government Issued Photo ID
- Submitting our Application Form
- Fee payment
- Assessment Test

If you would like to apply to our school to obtain a Study Permit, please take the following steps.

- 1) Read this page completely.
- 2) Read the information about our courses including tuition fees.
- 3) We will send you a Letter of Offer, which includes your next steps.
- 4) Finally, we will send you our Letter of Acceptance that you will take with other required documents to the Canadian embassy.

RESPECTFUL AND FAIR TREATMENT OF STUDENTS

If a student decides to withdraw from a program, he/she must provide a dated written notice of withdrawal to the office. Refunds are calculated according to PTIB's recommended Refund Policy, and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

An international student whose application for a study permit has been denied is entitled to a refund, only if a copy of the denial letter is provided to the school prior to the program start date.

Can Quest College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on Can Quest College premises or in the course of activities or events hosted by Can Quest, the following activities are prohibited.

- 1) Verbal, physical and sexual harassment
- 2) Racial slurs
- 3) Use of illegal drugs
- 4) Drinking alcoholic drinks unless it is an option in a group activity such as a party
- 5) Attending intoxicated

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

In the event of any of the above violations, the student will be dismissed.

You must comply with all applicable Can-Quest policies, including the Attendance Policy

You must treat all students and staff with respect and must not engage in physically aggressive, threatening, harassing, discriminatory or otherwise offensive behavior

- 1) You must not steal, misuse, destroy or deface Can Quest property
- 2) You must not consume, possess or distribute alcohol or controlled or restricted substances.
- 3) You must not contravene any provision of the Canadian Criminal Code or any other federal, provincial, or municipal statute or regulation.
- 4) Students who violate the Code of Conduct will be subject to the procedures and discipline outlined below, which may include immediate dismissal from the institution.

If a refund is due to the student, Can-Quest will ensure that a refund is forwarded to the student within 30 days of the dismissal.

If the student owes tuition or other fees to the institution, Can Quest may undertake the collection of the amount owing.

REFUND POLICY

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	100% tuition and all related fees , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> At least 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> More than seven days after the student and institution signed the enrolment contract, and Less than 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Institution receives a refusal of study permit (applies to international students requiring a study permit):	

<ul style="list-style-type: none"> • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> • Student completed up to 30% of the program. 	<p>Institution may retain up to 30% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> • If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application fees
Circumstances when Refund Payable	Amount of Refund
Institution does not provide a work experience	
<ul style="list-style-type: none"> • The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	100% tuition and all related fees, other than application fees

Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

2 Important Notes!

- The percentages mentioned above refer to the total tuition fee for that course, which means if a student has paid a portion of his/her tuition fee, the calculation is not based on that partial payment; it is based on the total amount. For instance:

Total tuition fee: \$5000 / Partial payment: \$2000 / Withdrawal between 30% to 50% of the course means the student will be required to pay \$500 to be allowed withdrawal if eligible for 50% refund.

- If a student willingly or for personal reasons does not attend class, they are still liable for those sessions. This is especially crucial to notice for one-on-one classes. Otherwise, there will be chaos, and students can miss class anytime they wish, wasting the instructor's time.

DISPUTE RESOLUTION POLICY / HANDLING COMPLAINTS

This policy governs complaints from students respecting Can Quest and any aspect of its operations. The student will not be subject to any form of retaliation as a result of filing a complaint.

All student complaints must be made in writing.

The student must provide the written complaint to the Director who is responsible for making determinations in respect of complaints. If the Director of education is absent or is named in a complaint, the student must provide the complaint to the Director of Administration.

The process by which the student complaint will be handled is as follows:

The student should submit a written complaint with information such as date and location, the individual(s) involved, details of the incident with solid proof.

Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made. The student making the complaint may be represented by an agent or a lawyer. The school authorities will review the student's appeal and make a final decision, which could be one of the following:

- Confirming the initial decision
- Rejecting the student's appeal with reasons
- Re-accepting the student on a conditional basis for a specified period of time.

If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (privatetraininginstitutions.gov.bc.ca).

PROCEDURE FOR GRADE APPEAL

If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.

If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.

If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained.

DISMISSAL POLICY

Can Quest may dismiss a student from a program on any of the following grounds when undeniable evidence is available

Verbal harassment inside the school, after one verbal and one written warning

Physical and sexual harassment inside the school without a warning

Causing intentional damage to the school property

Cheating on tests, after one verbal and one written warning

Solicitation

Any intentional disturbance that jeopardizes the health and lives of students and staff

The process by which a student may be dismissed from a program is as follows:

The student will be informed verbally and then in writing.

The student will be given 30 days to defend themselves, during which they will not be allowed to attend classes.

ATTENDANCE POLICY

The minimum attendance requirements for students are as follows:

70% of the course

The consequences for students who do not meet the minimum attendance requirements listed above are as follows:

After missing 2 classes, the student is contacted by phone or email to see if they are feeling well and ask for a reason why they missed classes.

For two unexcused missed classes, there will be a verbal warning, and for the second two unexcused missed classes, there will be a written warning. If ignored, the student will not be allowed to continue the course unless they and the school find a reasonable way such as using a tutor to catch up.

The process by which students must report an absence is as follows:



The student is required to inform the school in person, by phone, by email, or through another person.

GRADUATION REQUIREMENTS

A student will receive a Certificate of Completion provided that they obtain 70% of the total score. If they obtain between 50% and 70%, they must repeat the exam within two weeks. If they score below 50%, they must repeat the course.

SEXUAL MISCONDUCT

1. Can Quest International College Inc. is committed to the prevention of and appropriate response to sexual misconduct.

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2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
 3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A Complaint is when the victim/survivor discloses or chooses to tell someone at the institution of an incident of sexual misconduct in order to seek support but may not want to make a formal report to police or the institution. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action. A Report does not have to be made by the victim/survivor.
 4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
 5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - The student may report the incident to one of the following individuals in person, by phone, or in writing.
 - Their teacher
 - The receptionist
 - Fred Enayati, Director of Education
 - Ramak Ghavami, Director of Administration
 6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
 - The institution will acknowledge receipt of the Complaint within 24 hours.
 7. The process for making a **Report** of sexual misconduct involving a student is as follows:
 - The student will be asked to submit a detailed written complaint to the Director of Education or the Director of Administration
 8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
 - There will be a meeting at the presence of the student and one of the directors of education or administration.
 - The alleged violators will be contacted and invited to defend themselves.
 - The student may be advised to contact the police if they wish.
 9. In all instances the institution will:
 - Ensure the safety of the victim/survivor.
 - As appropriate, provide emergency numbers for on and off campus security (if applicable), law enforcement, medical assistance, mental health services, and other services.
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- Respect the right of the individual to choose the services they consider most appropriate.
10. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
 11. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
 12. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
 - If an individual is at imminent risk of severe or life-threatening self-harm.
 - If an individual is at imminent risk of harming another.
 - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
 - Where reporting is required by law.
 - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.

STUDENT DISMISSAL POLICY

1. Can Quest may dismiss a student from a program on any of the following grounds when undeniable evidence is available
 - Verbal harassment inside the school, after one verbal and one written warning
 - Physical and sexual harassment inside the school without a warning
 - Causing intentional damage to the school property
 - Cheating on tests, after one verbal and one written warning
 - Solicitation
 - Any intentional disturbance that jeopardizes the health and lives of students and staff
2. The process by which a student may be dismissed from a program is as follows:
 - The student will be informed verbally and then in writing.
 - The student will be given 30 days to defend themselves, during which they will not be allowed to attend classes. Should the student prove to be clear of the violations and be allowed to return to their classes, the time they missed classes will be compensated for by giving them free classes equal to that period plus 20% extra classes or discount, whichever the student chooses. However, if the violations are valid, they will receive a refund minus the portion of the course they attended unless they have caused physical damage to the school's property in which case the value of the damage will be taken into account as well.