



**SGIC**  
St. George International College

SGIC LANGUAGE SCHOOL INC  
**St. George International College**  
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SGIC LANGUAGE SCHOOL INC  
is **[designated]** by the Private Training Institutions Branch

### PROGRAM ADMISSION REQUIREMENTS

Students, who get 0/40~15/40 from level test A, 0/10~2/10 from Writing Score, can take Elementary.  
Students, who get 16/40~25/40 from level test A, 3/10~4/10 from Writing Score, can take Pre-intermediate.  
Students, who get 26/40~30/40 from level test A, 5/10~6/10 from Writing Score, can take intermediate.  
Students, who get 31/40~35/40 from level test A, 6.5/10~7.5/10 from Writing Score, can take Upper-intermediate.  
Students, who get 36/40~40/40 from level test A, 8/10~10/10 from Writing Score, can take advanced

**Program admission requirements may not be waived by the student or the institution.**

### Attendance Policy

1. The minimum attendance requirements for students are as follows:
  - ESL Students can absent maximum 3 times per 4 weeks. If students absent more than 3 times because of medical reason or family matter, students need to provide doctor's note or written notice from a legal guardian
  - UCPP students are permitted a maximum of three (3) absences in total, a student will not be permitted to miss more than 3 times in one session.
2. The consequences for students who do not meet the minimum attendance requirements listed above are as follows:
  - If a student has more than 3 absences in one session, the student will have to repeat the session (therefore unable to move up to the next level).
3. The process by which students must report an absence is as follows:
  - If students need to absent more than 3 times per 4 weeks, students need to submit a vacation form to counselor.
  - Student can leave with a vacation approval letter
  - Students must return to school on the date that the Campus office asks you to return.
4. Classes start at 9:00 sharp. The school bell will ring every morning at 9:00 a.m. If a student arrives after the bell has rung, his/her will be given a late slip which must be given to his/her teacher. If a student arrives at or past 09:20, he/she will not be allowed to enter class until the break. A student who arrives late will not be permitted to enter class without a late slip. Keep in mind that every 2 late slips count as one absence from class.

5. If students know they will be absent, they should inform the school beforehand and call in sick if they suddenly can't attend class. #604 605 0220. If a student is sick with a valid doctor's note on the day of their return, the absences will be excused. The students must provide the school with the original doctor's note from G.P. (General Practitioner) or specialist. Students, we will NOT be accepting massages as a medical notes. Acupuncture will be accepted once per student per session.

### Grade Appeal Policy

The process by which a student may appeal a grade received in a course at **St. George International College** is as follows:

- Students can appeal a grade received to counselor if students are not happy with their grade
- The counselor will talk to Campus manager about appeal case
- Campus manager will talk to the academic leader
- The academic leader will talk to appealed student's teacher
- The teacher will give new test for students
- The counselor will talk to student based on the test result

### Withdrawal Policy

If a student decides to withdraw from a program prior to the start of the classes, he/she must provide a dated, written, notice of withdrawal via e-mail to [join-us@sgiccanada.com](mailto:join-us@sgiccanada.com). Refunds are calculated according to St George International College's Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

### Dispute Resolution Policy

- This policy governs complaints from students respecting SGIC Language School Inc and any aspect of its operations. 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.

#### 1.0 Purpose

The purpose of this policy is to provide a single system to deal with all types of complaints, ranging from minor administrative matters to more serious deeply held grievances concerning unfair, unjust or unreasonable behavior.

#### 2.0 Scope

Complaints can be lodged by students or staff of the College or other persons who have a complaint with the College.

Students and staff can approach a counselor to make an informal complaint, or the Manager directly if they wish to make a formal complaint.

People who are not staff or students of the College can approach the Manager directly to make either a formal or an informal complaint if the situation has arisen in the course of their dealings with the College. The Manager will assess the complaint, or assign a member of staff to assess the complaint and make a determination on whether further action should be taken.

Where the College refers a complaint to an external agency, or the complainant takes the complaint to an external agency the College may cease the internal process.

#### 3.0 Rationale

The College is committed to the development and maintenance of an effective system of complaints management and to the encouragement of an organizational culture that responds to complaints and

conflict in a constructive way.

The appropriate and timely resolution of complaints is essential to the maintenance of safe, positive, harmonious and cooperative work and learning environment, and provides an opportunity for improvement in systems, procedures, and outcomes.

The College believes that complaints should be resolved quickly and at the local level if possible, and provides support and ongoing training to staff who deal with complaints in order to achieve this outcome.

Staff and students are expected to comply with the requirements of this policy and procedure and to cooperate with employees who are delegated responsibility for the management and resolution of complaints. The College reserves the right to address matters related to its affairs and to remove any individual or group from its premises for failure to comply with its policies or the reasonable directions of its employees.

#### **4.0 Definitions**

For the purposes of this policy, the following definitions apply:

1. adverse behavior - refers to behavior that a reasonable person would not consider appropriate and includes, but is not limited to, bullying, discrimination, harassment, sexual harassment, victimization and vilification.
2. bias - refers to a pre-existing favorable or unfavorable attitude to an issue when impartial consideration of the merits of the case is required.
3. bullying - means exhibiting a pattern of behavior that intimidates, degrades or humiliates a person or persons, or that causes a risk or injury to the persons targeted.
4. confidential - means that information will only be released to those who have a legitimate 'need to know' and not for general consumption.
5. Manager - refers to an objective employee who has been appointed to coordinate/manage any complaint lodged through the Formal Internal Avenue and who may, therefore, take decisions in relation to the complaint in accordance with this policy/procedure.
6. counselor - refers to those employees chosen by the College to be the first point of contact for receiving complaint related inquiries, providing general advice in regard to the College's Complaint Handling Processes and referring complaints to Managers for handling and resolution purposes.
7. complainant - refers to the person/persons who have lodged a complaint.
8. complaint - refers to an expression of dissatisfaction drawn to the attention of an officer of St. George International College that requires review, investigation or action.
9. discrimination - means treating a person/persons less favorably based on the actual, past, presumed or future identity or status, or some other associated characteristic or personal attribute of the person/persons, or their associates (whether the association is real or perceived).
10. frivolous - refers to an issue that is determined to be so minor, trifling or unimportant that no further action is required.
11. grievance - another word for complaint.
12. harassment - refers to any form of behavior that is unwanted and offends, humiliates or intimidates a person, whether intended or not.
13. local investigation - refers to an investigation conducted within the Unit or the normal reporting lines of the Unit to which the complaint relates.
14. misconduct - refers to actions that are serious enough to be regarded as requiring referral to a formal disciplinary process constituted in accordance with relevant College policy and/or employment agreement or contract.
15. serious matter/nature - refers to matters such as those that:
  - 1) involve an offense under law (e.g. assault); and/or
  - 2) incur on the College an obligation to act (e.g. sexual harassment, harassment, vilification, bullying, victimization); and/or

- 3) are otherwise considered to present a significant risk to the University or members of its community.
16. sexual harassment - refers to any form of sexually related behavior that is unwanted and that in the circumstances, a reasonable person would expect a person to be offended, humiliated or intimidated.
17. stalking - refers to persistently pursuing a person or persons without any valid justification for doing so.
18. vexatious - refers to an action, such as the lodgement of a complaint, that lacks substance and on consideration of the available evidence is deemed to have been intentionally fabricated.
19. victimisation - refers to any form of detriment directed at a person/persons for their participation in making, supporting or resolving a complaint, whether that participation actual, intended or presumed or any form of detriment applied selectively and without justification.
20. Vilification - refers to a public act that incites hatred towards, serious contempt for or severe ridicule of a person or persons on the grounds of their identity or status.

### **5.0 Victimization**

5.1. It is a breach of this policy to victimize anyone for their use of the College's complaint resolution process. The College will take necessary precautions in an endeavor to prevent victimization from occurring, including educating supervisors and managers of their obligations to prevent victimization. Appropriate remedial action will be taken where victimization occurs.

5.2. In the event that a party to a complaint is victimized, appropriate assistance should be sought immediately. This may mean:

- 1) notifying the person who is dealing with their original complaint (i.e. their counselor), or
- 2) in the absence of their counselor, notifying the Manager Complaints Resolution, or
- 3) in the case of an emergency, (e.g. threat to health and safety), seeking immediate assistance from the police.

5.3. Any student or staff member who participates in victimization may be considered to have committed misconduct or serious misconduct and may, where it is not appropriate to reach resolution by other means, find themselves subject to disciplinary proceedings.

5.4. Enactment of disciplinary proceedings against any person/persons who breach the College's policy is not of itself evidence of victimization. Victimization, where it does occur in these circumstances, would relate to unfair or unreasonable disciplinary action or inconsistent application of disciplinary proceedings.

### **6.0 Misuse of the Complaints Resolution Process**

6.1. Making a complaint under this policy and procedure is a serious matter with potentially serious consequences for those involved. Staff or students who use this policy and procedure to make frivolous or vexatious complaints (for example, to harass someone), or who lie or deliberately mislead in connection with a complaint, may find themselves subject to disciplinary proceedings.

6.2. In addition to the possibility of internal disciplinary proceedings, those who misuse the College's Complaints Resolution Process should be aware that external remedies might also come in to play (e.g. civil liability/defamation claims).

### **7.0 Making a Complaint-Procedures**

#### Informal Complaints

7.1. Many problems can be resolved informally and without the need for further action. By allowing both sides to clarify their positions, an informal complaint can often lead to a better understanding of the nature of the problem and a satisfactory solution for those concerned.

7.2. The fastest results and best outcomes from complaints often happen through a direct approach to the person or group whose actions have given rise to the complaint. This approach may be by email or in writing but can also be by phone or face to face. If the complaint is about a policy or procedure, the first approach should be to the person responsible for local implementation of that policy or procedure, if known.

7.3. The counselor has delegated authority to act on some complaints and will attempt to deal with informal

complaints at first contact, and if possible resolve them within 5 working days of the complaint being brought to their attention. If a resolution cannot be achieved, the counselor will provide information on the alternative complaint resolution methods available, and refer the complaint or complainant to the Manager.

7.4. In some cases, for example, complaints alleging potentially unlawful behavior, such as illegal discrimination or harassment, it is appropriate to proceed directly to the formal complaint procedures.

#### Formal Complaints

7.5. If an informal complaint has not been resolved, if it relates to potentially unlawful behavior, may result in disciplinary action, or where the facts are in dispute, a formal complaint should be made. Any formal complaint must be in writing to ensure that the issues raised are clear and that all those who will be involved in resolution of the complaint, including the subject(s) of the complaint (the respondent(s)) have a shared understanding of the substance of the complaint; normally such complaints cannot be made anonymously.

7.6. The Manager has delegated authority to consider, investigate and resolve formal complaints.

7.7. A formal complaint will be acknowledged in writing within five working days of receipt and the Manager will ensure that steps are taken within ten working days to resolve the complaint.

7.8 When it is not possible to resolve the complaint within the stated timeframe, the Manager will keep the complainant(s) and respondent(s) informed of the progress of the complaint.

#### **8.0. Anonymous complaints**

The College will not normally act on the basis of an anonymous complaint. However, in some cases, where the information provided is convincing and the issues raised are significant, an anonymous complaint may be pursued. Anonymous complaints should be referred directly to the Manager.

##### **8.1. Vexatious complaints**

Some complaints may be vexatious in that they are designed to harass or annoy; to cause delay or detriment; or for any other wrongful purpose.

The Manager will examine complaints which may appear to be frequent and frivolous complaints and determine whether or not they are "vexatious".

Staff or students who make vexatious complaints will be subject to the misconduct provision under the appropriate Workplace Agreement, or the Student Discipline Rules, respectively.

#### **9.0 How the College will deal with the complaints**

Staff or students of the College wishing to make a complaint should contact the counselor initially. If complaint is regarding counselor, students need to contact Manager directly. If complaint is regarding counselor and Manager, students need to contact Director.

##### **9.1 Role of Counselor**

In dealing with complaints, the Counselor will:

- i) resolve informal complaints; or
- ii) receive formal complaints in writing or document the formal complaint; and
- iii) notify the formal complaint to the Manager.

##### **9.2 Role of Manager**

The role of the Manager is to manage and respond to both internal and external complaints concerning the College and oversee the College's complaints system.

The Manager also is responsible for identifying and investigating systematic problems that may give rise to complaints and recommend organizational improvements, and provide advice to the Senior Executive Group on any action the College needs to take to protect or improve the integrity of policies or procedures.

On receipt of a complaint the Manager will:

- i) register, acknowledge receipt and determine the nature and any relevant procedures to deal with the complaint;
- ii) clarify the issues of the complaint to determine where the complaint should be handled;

- iii) where appropriate, investigate the complaint or assign the complaint to a competent person or panel for initial investigation or refer to mediation;
- iv) advise the complainant about the process and the timetable for resolution of the complaint;
- v) advise the subject(s) of the complaint (the respondent(s)) of the allegations and the process and timetable for resolution of the complaint.
- vi) advise the complainant and the respondent on progress in dealing with the complaint;
- vii) oversee and/or manage the resolution of the complaint and refer to the relevant Director as necessary;
- viii) advise the complainant and the respondent of the outcome;
- ix) advise the complainant and the respondent of the action taken to resolve the complaint.

### 9.3 Investigation Procedures

9.3.1 The receiving Manager is responsible for investigating the matter as quickly as possible and may seek whatever information, advice or assistance they deem necessary to enable them to reach a preliminary or final determination.

9.3.2. The Complaint Handling System will be updated to reflect referral of the matter and access to the complaint will be restricted accordingly. The manager will then proceed with the investigation in accordance with these procedures.

9.3.3. Where the Manager decides that there is insufficient information to enable investigation of the complaint and legitimate attempts to obtain that information have failed, they must refer the matter to the Manager Complaints Resolution (MCR) requesting termination of the investigation. Their submission must clearly indicate the basis for termination and the actions they have undertaken to attempt to remedy the situation. The MCR will then review the available evidence and:

- 1) where these do not place an unreasonable burden on resources, provide advice to the Manager as to other mechanisms for pursuing the complaint, or
- 2) terminate proceedings, in which case the Manager Complaints Resolution will notify the relevant parties of their decision.

9.3.4. Where the Manager decides to investigate the complaint themselves they must decide whether to conduct an investigation on 'process' or an investigation on 'merit' and advise the complainant/s, respondent/s, and other relevant parties accordingly. The Manager must conduct an investigation on process where the complaint relates to another procedure. In all other instances they must conduct an investigation on merit.

9.3.5. An investigation on the process will only consider the procedural elements which led to the original action/decision, evaluating those elements to determine whether that action/decision was justified. The elements considered are procedural fairness, compliance, and authority to act.

9.3.6. In terms of procedural fairness the Manager will consider the issues of bias, fair hearing and evidence to determine whether the person responsible for taking the action/decision:

- 1) had a pre-existing attitude (bias) in favor of or against a particular outcome;
- 2) provided each person with an opportunity to present their case (fair hearing);
- 3) based their action/decision on actual evidence.

9.3.7. In terms of compliance, the Manager will determine:

- 1) whether the relevant procedure was followed (compliance); and
- 2) where failure is identified, whether it placed any affected party at an unreasonable disadvantage.

9.3.8. In terms of authority to act, the Manager will determine whether the person taking the action/decision had the authority to do so.

9.3.9. An investigation on merit will consider the issues of procedural fairness and authority to act as well as the probative value of the available evidence.

9.3.10 Having conducted their investigation, the Manager may determine that:

- 1) the relevant procedure was followed and no further action is required;

- 2) there was a procedural flaw with respect to procedural fairness, compliance and/or authority to act and further action is required.
- 3) there is insufficient evidence to reach a determination one way or the other;
- 4) there is evidence to suggest that the complaint is frivolous or lacking substance;
- 5) there is evidence to suggest that the complaint may be vexatious.

9.3.11. Where the Manager determines that relevant procedures were followed, they will advise the complainant/s, respondent/s and other relevant parties of their findings.

9.3.12. Where the Manager determines a complaint to be frivolous or lacking substance, the Manager will notify the relevant parties (including complainants and respondents) of their findings in writing and provide each with an opportunity to comment prior to finalizing their findings and making formal recommendations. Recommendations may include referral for disciplinary action.

9.3.13. Once a determination has been made and the relevant parties notified, the Manager will record the outcome, including any recommendations, in the Complaint Handling System and initiate any further action as required, and Manager will give statement that written reason for determination to students within 45 days after the date on which the students make the complaint

## **10.0 Confidentiality**

Under all of the College's complaint handling procedures, there is a requirement to maintain the privacy of all parties involved. Persons dealing with complaints should not improperly disclose any information obtained in the complaint handling process. Some records of the complaint need to be kept, and there are some circumstances in which there are legal obligations to disclose complaints.

### **10.1 Record Keeping**

Records are also made about key steps in the handling of complaints, including the reasons for all significant decisions.

The files relating to complaints are confidential and cannot be accessed by unauthorized people.

The College will seek to maintain the confidentiality of all parties involved in a complaint process. However, in the course of dealing with a complaint, information may be received that must be reported, either internally or to external bodies.

The College has a legal duty to report situations which:

- i) risk the health and safety of staff or students or others in the workplace;
- ii) involve allegations of corrupt conduct;
- iii) involve allegations of reportable conduct against children; or
- iv) involve criminal conduct.

## **11.0 Protection and Fairness**

Regardless of the nature of the allegations or the evidence supporting the allegations, the College will apply procedural fairness and natural justice to all involved in the complaints process and will protect those people from retaliation, victimization, adverse impacts or vexatious claims.

This includes not only people making complaints and people who are subject of complaints, but also people who are the subject of complaints that are dismissed, people who are witnesses or provide information on complaints and people who assess, investigate or determine the outcome of complaints.

Members of staff or students, who retaliate against, victimize or punish people on the basis of their involvement in complaint processes will be subject to the misconduct provision under the appropriate Workplace Agreement or the Student Discipline Rules, respectively.

People involved in complaint processes who are victims of retaliation or fear that they will be subject to retaliation should report their concerns to the Manager or Director.

## **12.0 Timetable**

The College deals with a wide variety of complaints. Some of these can be dealt with quickly, while other more complex issues need much more time to resolve.

While it is impossible to provide exact projections of the time to resolution, people who lodge a complaint should be made aware of how long it is likely to be before the matter is finalized. Depending on the nature of the complaint, complainants will be advised of approximate times for:

- registration
- attempted resolution
- investigation
- mediation
- referral for disciplinary or external action
- the advice of outcome.

The Manager will register a formal complaint and acknowledge receipt within three working days, and advise the complainant about how the complaint is to be handled within ten working days of receipt of the complaint. In the event that there are delays in resolving the complaint, the Manager will advise the complainant in writing and provide updates on progress towards resolution of the complaint every ten working days.

### **13 Referral and Investigation**

13.1 The student making the complaint may be represented by an agent or a lawyer.

13.2 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 ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

## **Dismissal Policy**

1. The Code of Conduct Student's are expected to follow include:

- Attend school in accordance with the Attendance Policy.
- Refrain from any disruptive or offensive classroom behavior.
- Refrain from cheating or plagiarism
- Theft or non-accidental damage to the institution's property
  - Refrain from bringing any alcohol or any prohibited mood-altering substances to the SGIC.
- Refrain from Sexual assault.
- Refrain from Physical assault or other violent acts against any students
- Refrain from verbal abuse or threats
- Refrain from vandalism of school property

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

1) All concerns relating to student misconduct shall be directed to the Director.

Concerns may be brought by staff, students or the public.

2) The Director will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint.

3) Following the meeting with the student, the Director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.



- 4) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
- 5) The Director will meet with the student and do one of the following:
  - (a) Determine that the concern(s) were unsubstantiated;
  - (b) Determine that the concern(s) were substantiated, in whole or in part, and either:
    1. Give the student a warning setting out the consequences of further misconduct;
    2. Set a probationary period with appropriate conditions; or
    3. Recommend that the student be dismissed from SGIC
- 6) The Director will prepare a written summary of the determination. A copy shall be given to the student, and the original will be placed in the student file.
- 7) If the student is issued a warning or placed on probation, the Director and the student will both sign the written warning or probationary conditions and the student will be given a copy. The original document will be placed in the student's file.
- 8) If the recommendation is to dismiss the student, two board members, other than the Director, must review the recommendation and accept or reject it. If the recommendation is accepted by two board members, the Director will meet with the student to dismiss him/her from study at the SGIC. The director of the SGIC will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing. If the recommendation is rejected by another two board members, the Director will follow steps 5 through 7, above.
- 9) If a refund is due to the student, SGIC will ensure that a refund is forwarded to the student within 30 days of the dismissal.
- 10) If the student owes tuition or other fees to the institution, SGIC will undertake collection of the amount owing.

#### **REFUND POLICY**

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
  - (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
  - (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the

contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.

4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
  - (a) more than seven days after the effective contract date and
    - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
    - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - (b) after the contract start date and
    - i. Up to and including 10% of instruction hours have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - ii. and after more than 10% but before 30% of instruction hours have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
  - (a) Up to and including 10% of instruction hours have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - (b) More than 10% but less than 30% of the instruction hours have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
  - (a) the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
  - (b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
  - (a) of the date the institution receives a student's notice of withdrawal,
  - (b) of the date the institution provides a notice of dismissal to the student,
  - (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
  - (d) after the first 30% of the hours of instruction if section 3 of this policy applies.
9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
  - (a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or
  - (b) the program is provided solely through distance education.

\* For customized program is not refundable

**PRIVATE TRAINING INSTITUTIONS BRANCH**

Please be advised that under section 61 of the Private Training Act, the registrar is authorized to collect, use and disclose personal information in accordance with the regulator duties of the registrar under that Act. Accordingly, this institution is authorized to disclose your personal information to the registrar for regulatory purposes. .