

Statement of Student Rights

Sterling College is designated by the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll 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 enrollment contract that includes the following information:
 - amount of tuition and any additional fee for your program
 - refund policy
 - If your program includes work experience, then the requirements to participate in the work experience and the geographic area where it will be
 - whether the program is approved by PTIB or does not require PTIB 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, Please visit:

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

Campus Life at Sterling College

Contacting Sterling College

Students can contact at:

Vancouver Campus: 604-638-7040

Student Services Coordinator is available via email/ by appointment to discuss any issues during the working hours of 8:30am to 5:00pm, Monday to Friday. Instructors are also available via email and will provide those details on your first day of class.

Student Services Coordinator

Each campus has a student services coordinator to support you through your study period at SC as well as

provide you on campus assistance. Your services coordinator can assist you in the following ways:

- ❑ Passing on messages to your Instructor about absences
- ❑ Student ID cards and replacement ID cards (a charge applies)
- ❑ Making appointments with your Campus Manager/ Senior education Administrator
- ❑ Receiving tuition payments
- ❑ General enquiries
- ❑ Conducting Student Orientation
- ❑ Enrollments/Deferment/Campus Transfers/Withdrawals
- ❑ Leave applications
- ❑ Student loans
- ❑ Fees, payments and refund applications
- ❑ Complaints processes
- ❑ Appeals processes
- ❑ Ensuring students have access and information about the following:
 - The work experience Placement Booklet and requirements for eligibility
 - Housing and transportation services
 - Medical insurance, Pharma Care for BC residents program and similar government health care programs
 - Child care services
 - Community and cultural services such as family support, addition and treatment and services for immigrants
 - Employment resources
- ❑ Graduation enquiries
- ❑ Providing copies of student forms

Admissions Advisor

Each campus has one or more Admissions Advisor(s) that ensures prospective students are prepared for their educational experience at SC. Admissions Advisor(s) are available throughout the enrollment process and are available to assist students in the following ways:

- ❑ Program inquiries
- ❑ Enrollment Contracts
- ❑ Providing program outlines
- ❑ Payment plans
- ❑ Enrollment in additional programs
- ❑ Assistance with student loan applications

For those who would like to discuss any aspect of the enrollment process, please contact Admission Advisor to make an appointment.

Instructors

Your Instructors support you in developing the knowledge and skills to be successful in your program. Instructors are available to help you with and provide information relating to:

- ❑ Course content and academic support
- ❑ Assessment support
- ❑ General class issues

- ❓ General campus queries
- ❓ Post-placement advice

Students may have the opportunity to experience multiple instructors throughout the duration of their program. This will provide students the experience of various classrooms, teaching methods and instructor expertise. Instructors will advise you of any hours outside of class that they are available to support you with your studies.

Operating Hours

Campus office hours are 7:30am to 5:00pm, Monday to Friday. Class schedules will vary depending on program and may change during the study period. Your Admissions Advisor will provide you the hours of your program with a schedule outlining the specific course, hours of delivery, and classroom it will be held in.

Schedules

SC class schedules are provided for each student prior to the start of their studies. A class schedule does not constitute a contract between the College and the student, please refer to your Enrollment Contract provided during registration for program details. Classes may be scheduled in mornings, midday, afternoons or evenings in 3-4 hour blocks, Monday to Fridays for a total of 20 hours per week.

The College reserves the right to change the sequence of course delivery prior to and during the student's study period to accommodate the best interest of all students and SC. This may be a result in approved academic changes, adjust schedules or classes that do not have sufficient enrollment or to merge existing classes to warrant continuance. SC will ensure that a program is delivered during the start and end dates outlined on the Enrollment Contract.

Student Orientation

All students enrolled at SC are required to attend an orientation prior to program commencement. During the orientation, you'll have the opportunity to meet the staff, familiarize yourself with the campus facilities and local areas of interest.

You will receive on orientation, on the first day of study the following:

- A tour and explanation of the campus layout
- An additional copy of the Student Handbook (originally provided at time of enrollment), highlighting all the SC policies and procedures
- An introduction to SC staff
- Student Code of Conduct
- Attendance and class expectations
- Academic expectations
- Information pertaining to your campus
- Work experience requirements and Placement
- Class schedule

- Materials list
- Course abbreviation list
- Student Login information
- Referral program
- Graduation ceremony details

Students will be provided with a student orientation date at the time of enrollment.

Professional Attire Policy

It is SC's policy that all students must adhere to the College's Professional Attire Policy. Professional attire may be compulsory at all times. In keeping with SC's aim in preparing our students for their future career, the students will present themselves in a professional and polished manner. It is expected that students will adhere to the policy to and from the college, during the day, and off campus while they are representing the college in an official capacity. Students are also expected to observe the standards of professionalism acceptable by the College.

It is understood that students will use good taste and judgment with respect to their overall presentation and will avoid wearing garments that are damaged, revealing, or poorly fitted. Garments will be well fitted, in good condition and clean all times. SC makes every effort to encourage students to dress appropriately during attendance at the College. However, it must be recognized by students that their studies are the springboard to their future career, where judgments on grooming and presentation will be made as essential criteria for obtaining employment. Students are expected to meet basic hygiene requirements during regular class hours for the duration of their program such as but not limited to:

- Maintain personal cleanliness by bathing daily
- Oral hygiene (brushing of teeth)
- Use deodorant / anti-perspirant to minimize body odors
- No scented perfumes, colognes, body sprays, lotions are permitted on campus. These can cause allergic reactions, migraines and respiratory difficulty for others. Students who disregard this policy may be asked to wash off strong scents or possibly sent home if they are unable to do so.
- Clean and trimmed fingernails (¼ inch long or less)
- Wash hands after eating, or using the restrooms

Students who arrive for a scheduled day of class without professional attire or not representing the College in a professional and polished manner may be required to meet with the Campus Director/ Senior Education Administration (SEA). The student can expect the following process:

1. First offence, the student will receive a verbal warning from their instructor.
2. Second offence, the student will meet with the Campus Director/ SEA and the occurrence will be documented on the Student Interview Form. The student will be reminded of the importance of the Professional Attire Policy and will be permitted to attend class for the day.
3. Third offence, the student will meet with the Campus Director/ SEA and the occurrence will be documented on the Student Interview Form. The student will not be permitted to attend class, however, may remain on campus and work independently. The student will be reminded of the importance of the Professional Attire Policy along with the Attendance Policy to ensure success in their educational path.
4. Fourth offence, the student will meet with the Campus Director/SEA and it may be determined that the student may be dismissed from the College.

For a student with extenuating circumstances that may prohibit him/her from adhering to the Professional Attire Policy, they may request to meet with the Campus Director/SEA to discuss the details and possible accommodations that can be made.