

1. Student Statement of Rights

Vancouver Film School 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
- Whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. VFS will provide all students with signed copies of their contracts after they have signed them and sent them to VFS Admissions. You have the right to access the institution's dispute resolution process and to be protected against retaliation for making a complaint. For more information on the VFS dispute resolution process refer to the VFS Student Handbook at moodle.myvfs.com.

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>.

2. Refund Policy

To be considered for a refund, students must submit a written notice of withdrawal to VFS Educational Administration at edadmin@vfs.com. Non-attendance does not constitute notice of withdrawal. Refunds are based on a percentage of hours of instruction to be provided during the contract term, excluding weekends, holidays and scheduled school breaks. Where total fees have not yet been collected, VFS is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.

VFS will refund the tuition for the program and all related fees paid 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.

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. 	<p>100% tuition and all related fees, other than application fee. Related fees include: administrative fees, assessment fees, and fees charged for textbooks or other course materials.</p>
<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. 	<p>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.</p>
<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. 	<p>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.</p>
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	<p>Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	<p>Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
Student does not attend program – “no-show”	
<ul style="list-style-type: none"> Student does not attend the first 30% of the program. 	<p>Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>

Institution receives a refusal of study permit (applies to international students requiring a study permit):

- Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: 100% tuition and all related fees, other than application fee.
 - 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.

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).