

15.0 STUDENT STATEMENT OF RIGHTS

Last Reviewed: December 2021, Last Revised: February 2022

The West Coast College of Massage Therapy is certified with the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education and Skills Training in British Columbia.

As a PTIB certified learning institution WCCMT has an obligation to make all students aware of their rights and responsibilities.

15.1 Student Rights

- Students have a right to be treated fairly and equally as learners in WCCMT's learning community.
- Students have a right to be treated with respect, courtesy and consideration at all times. This means, at a minimum, free of any discrimination, violence, harassment, bullying, and inappropriate sexual violence and misconduct.
- Students have a right to an enrolment contract that includes the following information: amount of tuition and any additional fees for the program; refund policy; 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. Students must read their student enrolment contract before signing and will be provided with a signed copy for their records.
- Students have the right to be provided with all relevant information pertaining to the program and the College as outlined in the College's Student Policy Manual prior to enrolling in the program.
- Students have a right to be fully informed of programming and course requirements including evaluation requirements.
- Students have a right to appeal any grade they receive via the College's Academic Marks/Grade Appeal Policy.
- Students have a right to file a grievance or complaint with the College as per the College's Student Dispute Resolution Policy and to be protected against retaliation for making a complaint.
- Students have a right to make a claim to PTIB for a tuition refund if WCCMT ceases to hold a certificate before you complete your approved program, or if you were misled about any significant aspect of your approved program. Claims must be filed within one year of completing, being dismissed or withdrawing from your program.
- Students have the right to reasonable access to instructors during and after class for questions and concerns related to learning and instruction.
- Students have a right to a clean, safe and well-maintained learning environment.
- Students have a right to participate in the process of program and course development via student course evaluations, surveys and grad surveys.

- Students have a right to reasonable accommodation for special needs identified by psycho-educational assessments provided as required in the College's Policy Regarding Special Needs Students.
- Students have the right to access the College's referral resources for personal counseling available within the community.
- Students have a right to be fully informed of their rights as well as their responsibilities as members of the WCCMT learning community.

15.2 Student Responsibilities

- Students have a responsibility to treat all members of WCCMT's learning community with respect, courtesy and consideration at all times. This means refraining from any and all forms of harmful and inappropriate behaviour including, at a minimum, discrimination, violence, harassment, bullying, and inappropriate sexual violence and misconduct.
- Students have a responsibility to read their enrollment contract before signing it.
- Students have a responsibility to ensure that they have read, are familiar with and diligently comply with, all College policies, procedures and protocols outlined in the College's Student Policy Manual, Student Clinic Handbook and all other relevant College documents.
- Students have a responsibility to comply with program and course requirements as outlined in the College's Student Policy Manual and individual Course Outlines for each and every course in our program of study.
- Students have a responsibility to monitor their attendance and ensure that they meet the College's 80% attendance requirement for all academic and practical courses.
- Students have a responsibility to monitor their clinic hours and ensure that they meet the minimum required number of clinic hours for each and every term of clinic.
- Students have a responsibility to follow the College's policy and procedures for Grade Appeals as articulated in the College's Student Policy Manual.
- Students have a responsibility to follow the policy and procedures for Grievances/Concerns as articulated in the College's Student Policy Manual.
- Students have a responsibility to ensure that they do not monopolize any given instructors time either in class or after class thereby preventing their classmates from access to that instructor or slowing the learning process in the classroom.
- Students have a responsibility to ensure that they follow hygiene, cleaning and safety protocols applicable to classrooms, clinic, library, student open concept eating and lounge areas and other College facilities.
- Students have a responsibility to complete course evaluations, student surveys and grad surveys in order to support the College in addressing and remediating any concerns and participating in the College's efforts to continuously improve.

- Students have a responsibility when and if applying for special accommodation to follow the College's Policy Regarding Special Needs Students.
- Students have a responsibility to take responsibility for following up on recommendations made by Admissions, Academic or Practical Advisors.
- Students have a responsibility to take responsibility for their personal health and well-being and for pursuing personal counseling support for any personal issues which may arise during their tenure at the College.
- Students have a responsibility to exercise their rights conscientiously, in good will and in good faith.