



WINSTON COLLEGE

4277 Kingsway, Suite M11
Burnaby, British Columbia
Canada V5H 3Z2

INSTITUTION'S PCTIA REGISTRATION NUMBER:	3066
This Institution is PCTIA Accredited:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
STUDENT NUMBER OR INSTITUTION'S FILE NUMBER	

DOMESTIC STUDENT ENROLLMENT CONTRACT

STUDENT INFORMATION

Student Last Name		Student First Name and Initial	
Student Previous Last Name (if applicable)		Student Previous First Name and Initial (if applicable)	
Student Local Mailing Address (including country)		Postal Code	
Student Permanent Mailing Address (including country) (if different from above)		Postal Code	
Student Telephone Number	2 nd Telephone Number	Student Email Address	2 nd Student Email Address
International Student:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Date of Birth:	Y Y Y Y M M D D	Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Postal code of last permanent residence in Canada			

PROGRAM INFORMATION

Program Name (as registered with PCTIA) :			
Program Duration in Hours:	Program Duration in months:	Program Start Date:	Program End Date:
Credential Issued on Graduation	<input type="checkbox"/> Diploma	<input type="checkbox"/> Certificate	<input type="checkbox"/> Post-Diploma
Program Delivery Method	<input type="checkbox"/> On-Site	<input type="checkbox"/> Distance	<input type="checkbox"/> Combined
Language of Delivery if other than English			

PROGRAM ADMISSION REQUIREMENTS

- High School Diploma or equivalent, or age 19 and above;
- Winston College English Placement Test minimum 55%, or Winston College ESL program as a Prerequisite for non-native English speaker.

PROGRAM COSTS

Program Costs in Canadian Dollars (\$CDN):	Amount
● Tuition	\$
● Registration/Application Fee	\$
● Textbooks	\$
● Supplies/Materials	\$
● Other (please specify)	\$
TOTAL PROGRAM COSTS	\$

PAYMENT PLAN

Payment Amount(s)	_____	Date(s) Due:	_____
	_____		_____
	_____		_____
	_____		_____

WINSTON COLLEGE TUITION REFUND POLICY

The **Winston College** Refund Policy conforms to the Policy Guidelines stipulated by the Private Career Training Institutions Agency (PCTIA). This Policy, as described below, is to be applied in regards to a student's application for a refund of tuition paid to **Winston College**.

In accordance with Part 4(10)(1)(a) of the Personal Information Protection Act, we hereby notify you that your name and personal identification information, the name of your program of study, and the amount of the tuition paid will be forwarded to the Private Career Training Institutions Agency for the purpose of administering the Student Training Completion Fund. This information is collected by the PCTIA under section 26 of the Freedom of Information and Protection of Privacy Act. For more information about the collection, use and disclosure of your personal information, visit the Agency's website at www.pctia.bc.ca.

To be considered for a refund, a student must submit a Written Notice of Withdrawal to Winston College. **Where total fees have not yet been collected, Winston College is not responsible for refunding more than what has been collected to date. Please allow 30 days to process any refund.**

1. Refunds BEFORE the Program of Study starts:

- a) If written notice of withdrawal is received by the institution less than 7 calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract, or \$250.00.
- b) Subject to subsection 24.11) a.) i.), if written notice of withdrawal is received by the institution 30 calendar days or more before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract, or \$750.00.
- c) Subject to the subsection 24.11) a.) i.), if written notice of withdrawal is received by the institution less than 30 calendar days before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 20% of the total tuition and fees under the contract, or \$1000.00

2. Refunds AFTER the Program of Study Starts:

- a) If Written Notice of Withdrawal is received by the College, or a student is dismissed, within 10% of the period of instruction specified in the contract, the College may retain 30% of the Total Tuition Fees under this Contract.
- b) If Written Notice of Withdrawal is received by the College, or a student is dismissed after 10% and before 30% of a program of the period of instruction specified in the contract, the College may retain 50% of the Total Tuition Fees due under this Contract.
- c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract, no refund is required.

3. For International Students:

If an international student's Study Permit application has not been completed by the start date identified in the institution's Letter of Acceptance and the student so notifies the institution, at the request of the student the institution may issue a second Letter of Acceptance for a later start date.

*In such circumstance, the institution will charge a \$200 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application. Should a student fail to so advise the institution, the institution's refund policy for students will apply.

An institution may retain the lesser of 10% or the total fees due under the contract or \$400 for international students who are denied Study Permit authorization from Citizenship and Immigration Canada. Students denied a Study Permit must provide the institution with a copy of the denial letter prior to the program start date as set out in the institution's most recently issued Letter of Acceptance. Should a student fail to so advise the institution, or choose to withdraw for other reasons, the refund policy set out in Bylaw 24(11) will apply. Refunds owing to students must be paid within 30 calendar days of the institutions receiving a copy of the Study Permit denial letter.

*** To process a Refund, the College requires that the following documents be returned to the office:**

- a) The original **Letter of Acceptance**,
- b) The original **Receipt**,
- c) The original **Letter of Refusal** from Canada Immigration,
- d) A Written Request for the Refund.

Refunds will only be processed once all documents have been received. Please allow 30 days to process any refund.

When an international student enrolled with and/or studying at an institution on the basis of a Study Permit either withdraws from or is dismissed by the institution, the institution is required to notify Citizenship and Immigration Canada within fourteen (14) calendar days that the student has either withdrawn or been dismissed.

NOTE: Classes will start with a minimum group of 5 students. Should there be less than 5 students, the program date shall be advanced. Registrants who cannot begin their studies on the advanced date are eligible of a refund. In case of program cancellation, the student shall get a full refund of the tuition fees paid or as per the enrollment agreement.

OTHER REFUND POLICY REQUIREMENTS

1. Where a student is deemed not to have met the institutional and /or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
2. Where a student withdraws or is dismissed from their program they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
3. Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge: a.)The student must return the equipment unopened or as issued within 14 calendar days; and b.) If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student.
4. Refunds owing to students must be paid within 30 calendar days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 calendar days of an institution's written notice of dismissal.
5. Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in the Refund Policy for Students section of these Bylaws.

WITHDRAW & DISMISSAL POLICY

1. Absenteeism without informing the school and provision of a Doctor's Note
2. Failure of rectification of poor class attendance without a legitimate reason will eventually result in dismissal from the program. Refer to section 9.1 in Student Handbook.
3. Cheating or Plagiarism in connection with Academic Program
4. Forgery, Alteration or Misuse of Institution's Documents, Records or Identification, or knowingly Furnishing False Information to the Institute
5. Misrepresentation of Oneself or of an Organization to be an Agent of the Institute
6. Obstruction or Disruption of, on or off-campus, Property
7. Physical Abuse of Institution's (Campus) Property
8. Theft or Non-accidental Damage to the Institution's Property (ies)
9. The Sale or knowing possession of Dangerous Drugs, restricted Dangerous Drugs or Narcotics on Campus Property
10. Engaging in Lewd, Indecent or Obscene Behavior on campus property
11. Abusive behavior towards a member of the Institute's Staff
12. Soliciting or assisting another to commit any act, which would subject a student to Expulsion, Suspension or Probation pursuant to this section
13. Failure to pay the tuition fees after 3 warnings.

ADMISSION POLICY & PROCEDURE

Winston College is committed to enrolling students who meet all of our program admission criteria and who are likely to succeed in meeting their education and career goals.

1. Winston College's receptionist refers all inquiries to the admission representative.
2. The admission representative meets with the prospective student to discuss the program of interest. If the student is undecided about a program of study, the admission representative gives the prospective student information about a number of programs so that the student can make a decision.
3. Once the student has decided on a program of study, the admission representative reviews the admission criteria for the program with the student to ensure that he/she meets all of the criteria.
4. The admission representative obtains evidence (e.g. transcript, proof of age, etc.) from the student that he/she meets all of the program's admission criteria and places the evidence in the student file. **The admission criteria can not be waived by either the school or the applicant.**
5. After receiving evidence that the prospective student meets all of the admission criteria, the admission representative prepares a Student Enrolment Contract and meets with the prospective student to review the policies that will affect the student during his/her completion of the program of study and to review the contract. If, after understanding their rights and responsibilities, the prospective student wishes to sign the contract, the admission representative arranges for the prospective student to meet with the Senior Education Administrator.
6. The Senior Education Administrator meets with the prospective student to discuss his/her educational goals and commitment to completing the program of study. Financial arrangements for payment of tuition and other fees is also discussed.
7. If the Senior Education Administrator and the prospective student agree on a financial arrangement, they sign the contract and the school owner delivers a copy of the signed contract, along with a copy of all student policies to the student.

DISPUTE RESOLUTION POLICY & PROCEDURE

Policy: Individuals should always try to resolve issues informally. If necessary, the Institution provides a fair and reasonable mechanism for resolution.

Procedure (Step):

1. First try to resolve the issue directly with the other party. If this doesn't work
2. Put your complaint in writing to the Managing Director of the Institution. He/She will request submissions from all involved parties, including witnesses; conduct an investigation and set up a meeting within 3 days. The Managing Director will provide a written decision to all parties within 3 days. If this doesn't work
3. The parties agree to appoint an Outside Mediator to assist in resolving the dispute. The cost of the Outside Mediator will be equally assumed by all involved parties. The decision offered by the duly appointed Mediator will be deemed impartial and considered final.

WORK EXPERIENCE (CO-OP STUDENT) POLICIES

Student agrees to release your transcripts to potential co-op employers. If a placement cannot be found a refund for the CO-OP term will be reimbursed. If student is an international student a valid work permit is required. For other regulations please refer to the Student Handbook.

RELEASE OF PERSONAL INFORMATION

1. The personal information on this form consisting of the student name, date of birth, gender, and postal code of the last known permanent address may be used to verify or assign a British Columbia Personal Education Number (PEN) to students. The main use of the PEN is to measure participation of the population in the post-secondary sector and for program research or evaluation.
2. Other uses of personal information may include purposes of identification, statistical reporting, investigating student complaints, determining tuition refund entitlements, measuring program performance, or other requirements
3. For research purposes, any information disclosed will be in a non-identifiable form.
4. In accordance with Part 4(10)(1)(a) of the *Personal Information Protection Act*, we hereby notify you that your name and personal identification information, the name of your program of study, and the amount of the tuition paid will be forwarded to the Private Career Training Institutions Agency for the purpose of administering the Student Training Completion Fund. This information is collected by the PCTIA under section 26 of the *Freedom of Information and Protection of Privacy Act*.
5. We also advise you that upon completion of your program of study or other termination from the program, your academic record consisting of your copies of transcript and diploma if issued, and this contract, will be stored for the purpose of maintaining an academic record archive on an electronic system as per the requirements of the PCTIA Bylaws.

ATTENDANCE POLICY

Students must be on time and attend classes regularly; the instructors will monitor attendance on a daily basis. If you are unable to attend on time, the College must be notified in advance or as soon as possible by telephone. Failure of rectification of poor class attendance without a legitimate reason will eventually result in dismissal from the program. See guideline below:

- 1st occurrence of 3 consecutive absent days = 1st academic warning
- 2nd occurrence of 3 consecutive absent days = 2nd academic warning
- 3rd occurrence of 3 consecutive absent days = Dismissal

PARTICIPATION: Attendance and class participation will be considered as 10% of the total evaluation mark, however, if a student is absent from the class for more than 3 consecutive days without informing the College with a legitimate reason or a valid doctor's note, the student will receive an "Incomplete" for the module. The student may recover the incomplete grade by retaking the module according to Section 13. GRADUATION REQUIREMENTS.

LEAVES OF ABSENCE: The Admission/Student Services Officer may approve a Leave of Absence with proper reasons. Please fill in the necessary information and have the authorization form signed by the Admission Officer. Students will be responsible to make up any missed/incomplete lessons at their own expense.

ILLNESS NOTIFICATION: A student unable to attend his/her classes due to illness must contact either the Receptionist or Admission/Student Services Officer by phone 1/2 hour prior to class start and must be made each day that you are ill. If you are sick for more than three (3) consecutive instruction days, you must present a doctor's note.

GRADUATION POLICY

1. A student must complete all exams, projects and assignments with an overall average of at least 60% in order to graduate and receive their diploma. A student may achieve a grade of less than 60% in any module provided that the overall average is at least 60% and no module mark is below 50%.
2. The American Hotel and Lodging Association (AHLA) Program requires a minimum level of 69% in each of the 12 components.
3. Forum for International Trade Training (FITT) Program requires a minimum level of 65% for in each of 8 modules.
4. Have met all financial obligations of their enrolment agreement.
5. Have returned in good order all equipment and material belonging to the College.
6. A student may be allowed to retake a module once free of charge in which the mark received was below 50%, or the required level as in Hospitality Management & FITT program, or to raise the overall average to 60% in order to qualify for Diploma. However, it is the responsibility of the student to arrange the time with the instructor without incurring extra costs to the college and the instructor. The student is responsible to cover the costs of any further module retakes.

STUDENT CODE OF CONDUCT POLICY

1. Attend school in accordance with the Attendance Policy.
2. Treat all students and staff with respect.
3. Refrain from any disruptive or offensive classroom behavior.
4. Dress according to the school's dress code as outlined in the Student Handbook.
5. Refrain from cheating or plagiarism in completing class assignments.
6. Treat school property with respect.
7. Refrain from bringing weapons of any kind (i.e. knives, guns) to school.
8. Complete all assignments and examinations on the scheduled completion dates.
9. Refrain from bringing any alcohol or any prohibited mood altering substances to the Institution.
10. Refrain from making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation.
11. Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution: Sexual assault; Physical assault or other violent acts committed on or off campus against any student; Verbal abuse or threats; Vandalism of school property; Theft.

CHECK LIST

- | | |
|---|---|
| <input type="checkbox"/> Admission policy (required) | <input type="checkbox"/> Attendance policy (required) |
| <input type="checkbox"/> Withdrawal / dismissal policy (required) | <input type="checkbox"/> Graduation / promotion policy |
| <input type="checkbox"/> Student code of conduct policy | <input type="checkbox"/> Student handbook |
| <input type="checkbox"/> Program or course outline | <input type="checkbox"/> List of required equipment and materials |
| <input type="checkbox"/> Dispute resolution policy (required) | <input type="checkbox"/> Other (explain) |

STUDENT DECLARATION

I DECLARE THAT:

- I have read, understood, and agreed to the terms and conditions of this enrolment contract,
- I have received a signed copy of this contract.
- I have represented to the institution and provided evidence to prove that I meet all of the admission requirements for this program of study.
- The information provided by me on this form is true and accurate and that I am 19 years of age or older. *(If under the age of 19, a parent or legal guardian must also sign the contract.)*

Student Signature _____

Date Signed _____

INSTITUTION DECLARATION

The institution agrees to deliver the program according to the terms of this contract. The institution reserves the right to make minor adjustments to the program curriculum and/or delivery. The institution certifies that the student has met the admission requirements for the program of study.

Signature of Institution Representative _____

Date Signed _____