

# STUDENT STATEMENT OF RIGHTS

PTIRU Institution #4423 | DLI #O266418531812

Policy Title: STUDENT STATEMENT OF RIGHTS

Institution: Story Institute

Effective Date: September 25, 2026

Revision Date: September 25, 2026

Responsibility: Senior Educational Administrator and designated administrators

Applies To: All Story Institute students and prospective students

## 1. YOUR RIGHTS AS A STUDENT

Story Institute is certified by the Private Training Institutions Regulatory Unit (PTIRU) of the Province of British Columbia. Before enrolling, students should understand their rights and responsibilities.

- You have the right to be treated fairly and respectfully by the institution.
- You have the right to receive a student enrolment contract that identifies tuition, applicable fees, refund information, work experience requirements where applicable, and whether the program is approved by PTIRU.
- You have the right to receive a signed copy of your enrolment contract.
- You have the right to receive required student policies before the start of your program.
- You have the right to access Story Institute's dispute resolution process and to be protected against retaliation for making a complaint.
- You have the right to be represented by an agent or lawyer when making a student complaint under the dispute resolution process.
- You have the right to appeal a grade under Story Institute's Grade Appeal Policy.
- You have the right to receive fair and reasonable treatment under the Attendance, Dismissal, Work Experience, Sexual Misconduct, Grade Appeal and other applicable student policies.
- You have the right to request access to your student records in accordance with applicable privacy requirements.
- You have the right to make a tuition refund claim to PTIRU where the statutory requirements for such a claim are met.

## 2. STUDENT RESPONSIBILITIES

- Provide accurate information and comply with the enrolment contract.
- Meet attendance, academic, participation, and other program requirements.
- Follow Story Institute policies and reasonable safety directions.
- Treat students, employees, instructors and visitors respectfully.
- Protect confidential information and respect the privacy and dignity of others.
- Use the applicable complaint, appeal, and dispute-resolution processes in good faith.

## 3. PTIRU INFORMATION

Students should consult the current PTIRU information and applicable legislation for the most current requirements and rights. Where a Story Institute policy conflicts with applicable law or a binding Registrar direction, the

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applicable legal requirement prevails.

#### **4. IMPORTANT RECORDS**

Students should retain copies of their enrolment contract, payment records, correspondence, notices, and other records relating to their program.

#### **5. CONTACT**

Story Institute Administration can provide students with copies of applicable policies and information about how to access the institution's dispute resolution, grade appeal, withdrawal, dismissal, attendance, work experience and sexual misconduct processes.