

**STUDENT ENROLMENT CONTRACT**  
**(GBC Education LTD.) GASTOWN BUSINESS COLLEGE**

200 - 73 Water Street, Vancouver, BC V6B 1A1 Tel: 604-642-0411 Fax: 604-642-0415 Email: info@gbcol.ca

**Gastown Business College is designated by the Private Training Institutions Branch**

**STUDENT INFORMATION**

**Last Name**

**First Name & Middle Name**

Usual First Name

Personal Education Number (if available)

**Mailing Address**

Mailing Address in Canada (if available and different from above)

**Student Telephone Number**

**Student Email Address**

International Student:  Yes  No

If you are an international student:  
Citizenship: \_\_\_\_\_

Do you have a study permit?  Yes  No

If you do not have a study permit, do you have a permit, visa or other written authorization to study in Canada other than a study permit?  Yes  No

**Date of Birth:**

Y	Y	Y	Y	M	M	D	D

**Gender**

Female  Male  Non-Binary

**Voluntary Disclosure**

**\*You may voluntarily provide the personal information listed below:**

Do you identify yourself as an Indigenous person, that is, First Nations, Métis, or Inuit?  Yes  No

If you answered "Yes", please indicate if you are:  First Nations  Métis  Inuit

Do you have a long-term physical or mental health condition that limits the kind of activity that you can perform on a daily basis?  
 Yes  No

**PROGRAM INFORMATION**

**Program Title - iBH (International Business and Hospitality Fundamentals)**

980

48

Hours of Instruction During  
Contract Term

Program Duration in Weeks

Contract Start Date

Contract End Date

Credential Issued on Graduation  Diploma  Certificate

Program Delivery Method  In-class  Distance  Combined

Language of Instruction: ENGLISH

Required course materials and technological resources not provided by the institution (if applicable):

## PROGRAM ADMISSION REQUIREMENTS – MAY NOT BE WAIVED BY THE STUDENT OR THE INSTITUTION

- High school graduate or 19 years of age or older at start of program
- Successful completion of entrance assessment
- International students and non-native English speakers are required to pass a written entrance exam and an interview in English in order to demonstrate appropriate English proficiency

Please note:

- English written assessment: Students must obtain a minimum of 60%
- Verbal English interview: Students must receive a score of 2.5 out of 5 for English fluency to be admitted to GBC. Additionally, Students must achieve a minimum score of 3 out of 5 on the "Attitude and Demeanor" and "Clarity of Practicum and CO-OP Objectives" sections as stated in the GBC Student Assessment

**Applicants may be exempt from the English Assessment if they have the following:**

**TOEFL IBT Score 50; PBT 465; CBT 145; ITP 460**

**or TOEIC Score 650**

**or IELTS Score 5**

**or Certificate or Transcript for written and spoken English from a recognized English language school that states Intermediate English Proficiency (successful completion of an ESL Program).**

Please note:

- Students who are exempt from the English assessment must obtain a minimum score of 3 out of 5 in the "Attitude and Demeanor" and "Clarity of Practicum and CO-OP Objectives" sections as stated in the GBC Student Assessment (exempt from the English assessment) form

## PROGRAM OUTLINE

### Program Description:

Students will learn fundamental skills to be successful in international business. They can be better equipped to work in a variety of industries that require both administrative and customer service support.

### Career Opportunities:

Students will be prepared to work as general office Support Worker. In addition, they have opportunities to work in the hospitality field and take on customer service roles.

### Learning Objectives:

Upon completion of this program, the successful student will have reliably demonstrated the ability to:

- Communicate more effectively in a business setting.
- Develop a market-ready strategy for a service or product.
- Research and present collected data in a professional and convincing manner suitable for a business environment.
- Build and deliver boardroom quality presentations.
- Complete a variety of work-related writing tasks including business letters, business reports, and emails.
- Practically demonstrate the customer service skills that are particular to the hospitality and tourism sector.
- Differentiate between the business models and strategic operational processes utilized in the hospitality and tourism sector viz. hotels, casinos, tourism operators as well as food and beverage services.

### Method(s) of Evaluation

Course	Method(s) of Evaluation
Fundamentals 1	Written examination
Essential Business	Interview Skills Assessment
Business Development	Project based assignment
Hospitality Fundamentals	Assignment (Worksheet) Submission & Written examination
<b>(Pre-recorded) Advanced Communications</b>	Assignment (Worksheet) Submission

### Completion Requirements

- Meet the required attendance criteria.
- Obtain the minimum grade requirement for each course
- Successfully complete the in-class and co-op work experience components of the curriculum (fulfill the required number of hours of co-op).

## Program Organization

Title of Course	# of Hours of Instruction	Delivery Method	Distance/Combined Delivery Description
Fundamentals I	80	In-class	
Essential Business	120	In-class	
Business Development	120	In-class	
Hospitality Fundamentals	120	Combined	Asynchronous
(Pre-recorded) Advanced Communications	60	Distance	Asynchronous
Co-op Work Experience	480		

## STATEMENT OF STUDENT RIGHTS

### Introduction to the Statement of Student Rights

Gastown Business College (GBC) has since its founding prided itself on providing comprehensive care and support for each of our students. We are committed to achieving positive growth opportunities related to the development of characteristics that support future career growth for every GBC student. All students have the right to be treated fairly and respectfully. Such treatment is a hallmark of the caring and supportive environment GBC seeks to engender.

Along with your rights as a student GBC you also have responsibilities and we kindly request that you carefully review your student program binder and the enrollment contract to ensure you are aware of how you are aware of your rights and responsibilities.

### The GBC Enrollment Contract

Before you enroll at GBC you will be provided with a Student Enrollment Contract. You will be asked to carefully read and sign acknowledging you understand the content of the enrollment contract. GBC will provide a signed copy of your enrollment contract.

The contract contains the following information: 1) the amount of tuition and any additional fees required for your GBC program of study; 2) the GBC tuition refund policy; 3) each of GBC's programs includes either a practicum or cooperative work experience components. In either case your work placement will take place in the Greater Vancouver Area (GVA). The required hours you must complete related to your work placement are noted in the contract.

### GBC Regulatory Details

All of GBC's programs are fully-accredited by the Private Training Institutions Branch or better known by its abbreviation PTIB. In addition to informing you of the aforementioned information in your enrollment contract you can locate the GBC Dispute Resolution Process in your student handbook. Finally, as a GBC student you have the right to make a **claim** to PTIB for a **tuition refund** if: 1) GBC ceased to hold a certificate before you completed an approved program and 2) your program is not in keeping with what was promised. 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>.

### Conclusion the Student Statement of Rights

As we noted in our introduction GBC is committed to helping you achieve your future career goals. Consider your program journey including your work experience as a stepping stone to success. Understand your rights and responsibilities and grow and prosper.

Best wishes for your future success from everyone at GBC.

Gastown Business College 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
- if your program includes a work experience, 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.

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

### WORK EXPERIENCE

Requirements for participation: Completion of in-class training  
 Estimate of the costs to complete: Transportation cost  
 Geographic area or region of the province where the work experience component will be provided: Greater Vancouver  
 Date(s) on which work experience is intended to be provided: \_\_\_\_\_  
 \*\* Variances may occur due to statutory holidays and seasonal labor market demands.  
 Number of hours of instruction: 480hrs

### PROGRAM COSTS

Total tuition payable during contract term	<b>\$11340</b>
Application fee	\$200
Assessment fee	\$0
Administrative fee	\$0
Student Record Archiving Fee	\$4.30
Fees for textbooks or other course materials, including equipment and uniforms	\$400
<b>TOTAL PROGRAM COSTS</b>	<b>\$ _____</b>

### PAYMENT TERMS

Method of payment:      Wire transfer    Cheque    Credit Card    Other: \_\_\_\_\_

### REFUND POLICY

Circumstances when Refund Payable	Amount of Refund
<b>Before program start date, institution receives a notice of withdrawal (applies to all students)</b>	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>At least 30 days before the later of:                             <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ul> </li> </ul>	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.
<ul style="list-style-type: none"> <li>More than seven days after the student and institution signed the enrolment contract, and</li> <li>Less than 30 days before the later of:                             <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ul> </li> </ul>	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.
<b>After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)</b>	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.

<ul style="list-style-type: none"> <li>After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</li> </ul>	<p>Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> <li>Student does not attend the first 30% of the program.</li> </ul>	<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>
<p>Institution receives a refusal of study permit (applies to international students requiring a study permit):</p>	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ul> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	<p>100% tuition and all related fees, other than application fee.</p>
<p>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> <li>Student completed up to 30% of the program.</li> </ul>	<p>Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> <li>Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</li> </ul>	<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>
<p>Student enrolled in a program without having met the admission requirements for the program</p>	
<p>If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</p>	<p>100% tuition and all related fees, including application fees</p>
<p>Institution does not provide a work experience</p>	
<ul style="list-style-type: none"> <li>The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.</li> </ul>	<p>100% tuition and all related fees, other than application fees</p>
<p>Institution must pay the tuition or fee refund <b>within 30 days</b> 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).</p>	
<p><b>PRIVATE TRAINING INSTITUTIONS BRANCH</b></p>	
<p>This institution is certified by the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education and Skills Training. Certified institutions must comply with regulatory requirements relating to, among other things, student enrolment contracts, tuition refunds and instructor qualifications. For more information about PTIB, go to <a href="http://www.privatetraininginstitutions.gov.bc.ca">www.privatetraininginstitutions.gov.bc.ca</a>.</p>	
<p>Please be advised that under section 61 of the <i>Private Training Act</i>, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar’s regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.</p>	

## STUDENT DECLARATION

I consent to the Institution sharing my personal information with the Ministry of Advanced Education and Skills Training for research purposes and statistical analysis under the authority of sections 6(2)(a) and 10(1)(a) of the Personal Information Protection Act (PIPA).

I consent to the sharing, in accordance with Provincial privacy legislation, of my enrolment and reporting information between Gastown Business College and Immigration, Refugees and Citizenship Canada, as necessary, for the purposes of the International Student Program.

Should you have any questions about the collection, disclosure and use of personal information you may contact: Director, Policy and Institution Certification, Private Training Institutions Branch, Governance, Legislation and Corporate Planning Division, Ministry of Advanced Education and Skills Training, 203 - 1155 W. Pender St, Vancouver, BC V6E 2P4 or by telephone at (604 569-0019).

By signing below, I understand and agree with the terms and conditions outlined in the **ENROLLMENT CONTRACT AND GASTOWN BUSINESS COLLEGE ("GBC") STUDENT HANDBOOK**. I further confirm that I have had an opportunity to obtain clarification for all of the policies in this agreement and I am aware of what is expected of me as a GBC Student. **I confirm that I have received a complete copy of the GBC Student ENROLLMENT CONTRACT and HANDBOOK.**

In addition, I understand and agree that:

- **new policies/regulations may be implemented as required**
- it is my responsibility to seek clarification for any questions or concerns I may have including regarding this Student Handbook
- it is my responsibility to keep my copy of the **GBC STUDENT HANDBOOK** and **ENROLLMENT CONTRACT** as I may need to review them from time to time
- I will not change my representative (Agency), \_\_\_\_\_, without GBC's consent until completion of my program of study

Student Signature

Date Signed

Signature of Parent or Legal Guardian

Date Signed

## INSTITUTION SIGNATURE

Signature of Institution Representative

Date Signed