

Dispute Resolution Policy

Pacific Link College	
Admissions Policy	August 1, 2014
Name of Policy	Implementation Date
Student Advisor, Program Head, Campus Coordinator	March 31, 2018
Position(s) Responsible for Administering this Policy	Date of Last Revision

Policy:

Pacific Link College is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals.

Procedure:

A staff (Student Advisor, Marketing Manager) meets with the prospective student to discuss the program of interest.

Once the student has decided on a program of study, the Student Advisor reviews the admission criteria for the program with the student to ensure that he/she meets all of the criteria.

A language proficiency assessment may be arranged with the Campus Coordinator.

The Student Advisor obtains evidence (e.g. passport and study permit or PR card) from the student that he/she meets all of the program's admission criteria and places the evidence in the student file.

After receiving evidence that the prospective students meets all of the admission criteria, the Advisor 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 his/her rights and responsibilities, the prospective student wishes to sign the contract, the Advisor discusses financial arrangements for payment of tuition and other fees with the student.



Dispute Resolution Policy

If the Advisor and the prospective student agree on a financial arrangement, they sign the contract and the school delivers a copy of the signed contract, along with a copy of all student policies to the student as follows:

Admissions Policy

Respectful and Fair Treatment of Students Policy

Tuition and Fee Refund Policy

Dispute Resolution/Grade Appeal Policy

Withdrawal Policy

Dismissal Policy

Language Proficiency Assessment Policy (if applicable)

Attendance Policy

Use and Disclosure of Personal Information

Safety Policy