



## STUDENT RIGHTS AND RESPONSIBILITIES

### Table of Contents

1.	<b>Student Rights and Responsibilities</b>	Page 2
2.	<b>Students Have the Right To</b>	Page 2
3.	<b>Students Have the Responsibility To</b>	Page 2
3.1.	Academic Misconduct	Page 3
3.2.	Non-Academic Misconduct	Page 3
4.	<b>Student discipline</b>	Page 4
4.1.	General statement	Page 4
4.2.	Preamble	Page 4
4.3.	Guidelines	Page 4
5.	<b>Disciplinary actions</b>	Page 4
6.	<b>Student grievance and appeal</b>	Page 5
6.1.	General statement	Page 5
6.2.	Definitions	Page 5
6.3.	Guidelines	Page 6
7.	<b>Formal Grievance and Appeal Procedures</b>	Page 6
7.1.	Level One	Page 6
7.2.	Level Two	Page 7
7.3.	Level Three - If the student wishes to appeal the matter further	Page 7
8.	<b>Grievance and Appeal Panel</b>	Page 7
8.1.	Conduct of Student Grievance and Appeal Panel	Page 7
9.	<b>Grading system</b>	Page 8
9.1.	General statement	Page 8
9.2.	Guidelines	Page 8
10.	<b>Security of student information</b>	Page 8
10.1.	General statement	Page 8
10.2.	Guidelines	Page 8
11.	<b>Electronic device use</b>	Page 9
11.1.	General statement	Page 9
12.	<b>Access to information and protection of privacy general statement</b>	Page 9
12.1.	Definitions	Page 10
13.	<b>Protection of Privacy</b>	Page 10
13.1.	Collection and Accuracy of Personal Information	Page 10
13.2.	Use of Personal Information	Page 10
14.	<b>Disclosure of Personal Information</b>	Page 10
15.	<b>Retention and Disposal of Personal Information</b>	Page 10
16.	<b>Student Grievance and Appeal Form Level 1</b>	Page 11
17.	<b>Student Grievance and Appeal Form Level 2</b>	Page 13
18.	<b>Student Grievance and Appeal Form Level 3</b>	Page 15
19.	<b>Student Attendance/Absenteeism Policy (Pre Service Fire Fighting Program )</b>	Page 17
20.	<b>Statement of Students' Rights and Responsibilities (New Sept 9 2015)</b>	Page 18

## **1. STUDENT RIGHTS AND RESPONSIBILITIES**

Students who register at the Fire and Emergency Services Training Institute agree to abide by the rules and regulations of the institution.

## **2. STUDENTS HAVE THE RIGHT TO:**

- A learning environment providing:
  - Respect and fairness from faculty, staff and fellow students;
  - Freedom from harassment; and
  - Preservation of student dignity.
- Reasonable access to statements of policies, procedures and guidelines of the College and student organizations.
- Reasonable and legitimate access to the College buildings and facilities.
- Have the privacy of their student records protected and personal access provided in accordance with Ontario's Freedom of Information and Protection of Privacy Act.
- Challenge the accuracy of an evaluation following the procedures outlined in the College's Student Appeal Procedure.
- Reasonable amount of student support.
- Be informed of the requirements of their courses and programs. This should include:
  - A course outline.
  - Methods of evaluation.
  - A description of assignments and when they are due.
  - Attendance requirements.
- Appropriate instruction/facilitation of learning in all courses.
- Confidentiality of evaluations. Have assignments, essays, exams returned in a reasonable amount of time. The instructor will consult with the students if a delay is to be expected.
- Expect reasonable access to faculty members for assistance with courses or academic problems.
- Reasonable notification of class cancellations.

## **3. STUDENTS HAVE THE RESPONSIBILITY TO:**

- Conduct themselves in a manner which reflects a positive image on FESTI in official and extracurricular events.
- Attempt to resolve academic and personal problems by communicating with the appropriate personnel.
- Observe nonsmoking regulations as posted.
- Keep the College informed of their current mailing address and any change of name.
- Familiarize themselves with course requirements.
- Observe all health and safety procedures.
- Maintain a satisfactory academic standing.
- Be punctual and regular in attendance.

- Students are also expected to conduct themselves in a responsible manner. In the event that a student fails to maintain his/her responsibilities and is suspected of academic or non-academic misconduct as defined below, he/she may be subject to the Student Discipline Procedure. Misconduct will include, but is not limited to:

**3.1. Academic Misconduct, including;**

- Conduct disruptive to class.
- Failure to follow program or course objectives Dishonesty in academic matters including cheating, etc.
- Examples of academic dishonesty include, but are not limited to:
- Cheating on examinations by the use of crib notes, unauthorized use of an electronic device, copying from another paper either before or during the examination, or by any other means.
- Theft of examinations.
- Deliberately allowing another student to copy one's work.
- Plagiarism including the submission of the work of others, published or not, in whole or in part without acknowledgement or proper documentation.

**3.2. Non-Academic Misconduct, including;**

- Failure to obey College employees in the performance of duties.
- Misuse of fire or safety equipment including signs and notices. Threatening to subject or subjecting any student, staff member or College visitor to physical or mental harassment, indignity, injury or violence.
- Directing abusive language, indecent or libelous statements, unfounded allegations or statements harmful to personal dignity towards students, staff members or College visitors.
- Violating the harassment policy of the College.
- Irresponsible behavior on College premises.
- Use/possession of illegal drugs on College premises.
- Threatening to or damaging, destroying, or moving without permission, any College controlled property or property belonging to a student, staff member or visitor to the College.
- Neglecting safety procedures or intentionally creating safety hazards.
- Behavior which is unlawful.

## 4. STUDENT DISCIPLINE

### 4.1 General Statement:

Students who do not comply with College policies, regulations and procedures may be subject to disciplinary action as stated in the guidelines of this policy.

### 4.2. Preamble:

All students should conduct themselves in accordance with College policies, regulations and procedures. In cases where student misconduct occurs, discipline will be applied in a manner consistent with the Student Discipline Policy. Consistent application of this policy ensures that students are aware of the range of disciplinary actions that may be applied by the College.

### 4.3. Guidelines:

- Any College employee has the authority to verbally warn a student. An instructor will send the student to visit the Chief Instructor who has the authority to suspend a student on a temporary basis if the student's behavior warrants such action.
- The Chief Instructor or designate shall, in consultation with Deputy Fire Chief have the authority to:
  - Place a student on disciplinary probation.
  - Require the student to withdraw from a course. Failure to meet conditions specified in the disciplinary letter shall result in removal from the program.
- Instructors will be copied on written communications relative to disciplinary action as appropriate to the specific misconduct.
- The Registrar will maintain the official file containing all written communications relative to disciplinary action.
- A student who believes that they have been inappropriately reprimanded, placed on disciplinary probation, suspended or expelled may initiate an appeal in accordance with the Student Appeal Policy.

## 5. DISCIPLINARY ACTIONS

One or more of the following disciplinary actions may be imposed at the discretion of the College. No particular order need be followed.

- **Disciplinary Probation:** The student receives written notification of the misconduct which will include specific written conditions and a time frame for the probation which must be met by the student if they wish to continue in the College. Students who meet the specific conditions within the specified time frame shall have the probation lifted.
  - Failure to meet the conditions shall result in a review of the case and may result in suspension from the College.
- **Mark Reduction:** The student is subject to a mark reduction on an assignment or examination, or final grade.
- **Restitution:** The student pays for damages incurred.

- **Suspension:** The student is suspended from a program or the College for a specified period of time.
- **Expulsion:** The student is expelled from the College indefinitely and shall be withdrawn from all learning activities.
- **Verbal Warning:** The student receives verbal notification of the misconduct and the implications of further misconduct. The student shall be permitted to continue in learning activities at the College.
- **Written Reprimand:** The student receives written notification of the misconduct and the implications of further misconduct. The student shall be permitted to continue in learning activities at the College.

## 6. STUDENT GRIEVANCE AND APPEAL

### 6.1. General statement:

To provide guidelines for students who disagree with the actions of the institution. Disagreements between a student and an employee of the College are normally resolved informally between the individuals involved or with the intervention of other College employees. Occasionally, this informal process is not effective and the student needs access to a formal process by which the disagreement can be resolved in a fair and unbiased manner. The Student Grievance and Appeal Procedure provides a formal mechanism for hearing grievances and dispute resolution within the college.

### 6.2. Definitions:

- **Grievance:** A complaint lodged with the expectation for resolution.
- **Appeal:** To formally challenge a disciplinary or academic action.
- **Disciplinary Action:** Action(s) taken by the institution to discipline students who do not comply with College policies, regulations or procedures.
- **Balance of Probabilities:** A standard of proof based upon the premise that the decision rendered will be in favor of the party that presents the position that has the greater probability of being true.
- **Student:** An individual who has been admitted to a college program and paid registration fees and is currently attending classes.
- **Decision Maker:** An employee of the college.
- **Supervisor:** The term supervisor refers to a department head, Chief Instructor, Deputy Chief.

### 6.3. Guidelines:

- It is expected that most student concerns will be resolved informally by approaching the decision maker(s).
- Students needing assistance with grievances or appeals may request help from Standards Officer.
- The Standards Officer is available to offer guidance to all participants in the Student Grievance and Appeal process, including students, decision makers and their supervisors. The Standards Officer is responsible for the coordination and orientation of the Student Grievance and Appeal Panel and to ensure that the

process for grievance and appeal is adhered to. In the event that the Standards Officer is unavailable, an alternate will be determined. A student who is appealing a disciplinary action shall not be subject to that disciplinary action until the appeal decision is final. However, if the Standards Officer and Dean/Manager deem that the student's presence will compromise the learning environment and/or constitutes a safety concern, disciplinary action will proceed.

- Timelines for appeal may be adjusted by the mutual consent of the student and the employee.
- Where the grievance or appeal involves several students, they may take a group approach.
- The student may invite a support person(s) to be present at any meeting or hearing in the student appeal process.
- Strict propriety and confidentiality shall be observed regarding information received and discussions that take place.
- In most cases, more information must be brought forward in order for the appeal to continue to the next level.

## **7. FORMAL GRIEVANCE AND APPEAL PROCEDURES:**

### **7.1. Level One**

- The student(s) will provide a written and dated "Student Grievance and Appeal" form to the employee or designate within 4 working days of the decision being rendered.
- The decision maker will meet with the student within one working day of receiving the Student Grievance and Appeal form from the student
- The decision maker will complete the bottom half of the Student Grievance and appeal form, upholding or revising the original decision, with reason(s) and return a copy to the student within one working day of meeting with the student.

### **7.2. Level Two**

- If the issue is not resolved to the student's satisfaction, a further appeal to the Chief Instructor must be made within two working days as stated in the form.
- The student will update the Student Grievance and Appeal form and deliver to the Chief Instructor outlining the basis for the appeal and the resolution sought.
- The Chief Instructor will meet with the student within two working days following receipt of the form. A student support person/and or the decision maker may be asked to join the meeting.
- The Chief Instructor will provide a written decision, with reason(s), within one working day of meeting the student.

### **7.3. Level Three**

#### **If the student wishes to appeal the matter further:**

- He/she will meet with the Standards Officers for guidance within three working days as specified by the Chief Instructor in the completed form. Should the appeal go forth, the student will also prepare a report to be provided to the Student Grievance and Appeal Panel.
- The Standards Officer will advise the student of the date, time and place of the hearing by the Student Grievance and Appeal Panel. The hearing will be convened no later than four working days after the student meets with the Standards Officer. All information pertinent to the case will be packaged and distributed to appeal participants.
- A decision will be rendered in writing to the student by the Chair of the Panel within one working day of the hearing.

### **GRIEVANCE AND APPEAL PANEL**

The panel will be composed of seven individuals - three students, two faculty, Deputy Fire Chief and Fire Chief.

#### **8.1. Conduct of Student Grievance and Appeal Panel:**

- If any member of the Panel is in a conflict of interest relative to a specific appeal, the member will disqualify himself/herself from hearing that appeal. The student has the right to challenge the bias of any Standing Member before the appeal procedure begins. In any cases of conflict of interest, or personal involvement in the situation, the replacement member(s) may be appointed by the Chair.
- The Vice chair will act in place of the Chairperson in their absence.
- Quorum will be two students, one faculty, one administrator and the chair
- A simple majority of votes will prevail for voting purposes.
- The chair person is non-voting unless called upon to break a tie.
- Panel members shall observe strict propriety and confidentiality regarding information received and discussions that take place.
- The student appeal policy is an internal review process of the College and legal counsel is not allowed to attend meetings that are part of this process.
- The standard of proof applied to decisions made by the Student Appeal Panel will be a balance of probabilities (see Definitions).
- The official record will contain the final decision of the Student Appeal Panel as well as the completed Student Appeal forms.
- The official record of student appeal decisions will be maintained by the Standards Officer for a period of five (5) years from the date the decision is communicated.
- Members of the panel are prohibited from consulting or meeting with the student or employee/supervisors prior to the meeting.

## **9. GRADING SYSTEM**

### **9.1. General statement:**

FESTI uses numeric values for reporting Academic grades. Practical testing is a pass/fail. Final grades will be indicated using numerics.

### **9.2. Guidelines:**

The method that is used to determine final grades is mandated by our standards office. This method must be communicated by instructors to their students at the beginning of every course. Details must also be documented in the course outline.

## **10. SECURITY OF STUDENT INFORMATION**

### **10.1. General statement:**

To protect the privacy of the student, the College must acquire written consent of a student prior to release of any personally identifiable information contained in the official student record. The College may release general statistical information to appropriate government agencies. Exceptions will also be made in emergency situations involving perceived danger to persons.

### **10.2. Guidelines:**

- No information regarding a student's status or official academic record will be released by an individual other than the Chief Instructor.
- The following information is a matter of public record and may be released by the Registrar's Office without prior consent of the student:
  - Confirmation that a student is/was registered at FESTI
  - The dates of enrolment
  - The program taken
  - The diploma or certificate received
  - If other information is requested, it will only be released upon the written consent of the student.
- Information regarding a student's name and program number is provided on the Nominal Role is for the confidential use of the Instructor.
- The Chief Instructor may exercise discretion in releasing information to law enforcement officials in situations that warrant release of information.
- The College recognizes the privacy and the confidentiality of student's records/files. Release of information contained in these files is subject to the following guidelines:
  - Upon request, the Registrar will provide students with the opportunity to view information on their student file.
  - Faculty and administrative officers of the college who have a legitimate interest in the material and demonstrate a need to know shall be permitted access to view the academic records of any student. (Such legitimate interest is presumed in the case of faculty members coordinating the student's program, serving on committees of selection or appeals).



- The official student academic record, supporting documents, and other student files are confidential and shall be the administrative responsibility of the Registrar.

## **11. ELECTRONIC DEVICE USE**

### **11.1. General statement:**

To provide guidelines on the use of electronic devices (including cell phones, computers, calculators, iPods, etc.) during class time.

- The use of electronic devices is prohibited in the classroom and exam rooms unless expressly authorized. Unauthorized use may result in confiscation of the equipment and/or disciplinary action
- Students will restrict their computer work to authorized use only in the classroom and exam rooms. Authorized use is dictated by coursework and instructor guidance. Unauthorized use includes checking email messages, playing games, blogging, and opening software that is not required at the time for the class or the exam.

## **12. ACCESS TO INFORMATION AND PROTECTION OF PRIVACY GENERAL STATEMENT:**

To provide guidelines that reflects the underlying principles of the Freedom of Information and Protection of Privacy (FOIP) Act and to apply them in a manner appropriate to FESTI.

### **12.1. Definitions:**

FESTI is committed to the protection of the privacy of those who work and study here. We adhere to the principle of freedom of information.

- Personal information: Means recorded information about an individual, including:
- The individual's name, home or business address, home or business telephone number;
  - The individual's race, national or ethnic origin, color or religious or political beliefs or associations;
  - The individual's age, sex, marital status or family status;
  - An identifying number, symbol or other particular assigned to the individual;
  - The individual's fingerprints, blood type or inheritable characteristics;
  - Information about the individual's health and health care history, including information about a physical or mental disability;
  - Information about the individual's educational, financial, employment or criminal history, including criminal records where a pardon has been given;
  - Anyone else's opinions about the individual and the individual's personal views or opinions, except if they are about someone else.

### **13. PROTECTION OF PRIVACY**

#### **13.1. Collection and Accuracy of Personal Information**

FESTI shall collect and record only personal information needed for the provision and administration of college programs and services. Every effort will be made to ensure that the information collected is accurate and complete.

#### **13.2. Use of Personal Information**

FESTI shall not use personal information in its custody or under its control except:

- For the purpose for which it was collected or compiled or for a use consistent with that purpose.
- For statistical analyses.
- If the individual the information is about has identified the information and consented, in the prescribed manner, to the use; and

### **14. DISCLOSURE OF PERSONAL INFORMATION**

Disclosure of information means the release of information in a record to someone other than to the employees of FESTI.

### **15. RETENTION AND DISPOSAL OF PERSONAL INFORMATION**

The College shall take reasonable precautions to protect the security of records containing personal information. Records are retained for a period of 5 years.

**Fire and Emergency Services Training Institute  
Student Grievance and Appeal Form (Level 1)**

Student \_\_\_\_\_ Date \_\_\_\_\_  
Last First Middle

**Student Number** \_\_\_\_\_ **Phone** \_\_\_\_\_ **E-mail** \_\_\_\_\_

**Check One:**  **Academic (Faculty)**  **Non-Academic (Faculty or Staff)**

If Academic, check only the categories that apply (each category checked must have support documentation):  Mistake  Fraud  Bad Faith  Incompetency

If Non-Academic, specify: \_\_\_\_\_ Date of occurrence (Level I): \_\_\_\_\_

Level I due Date \_\_\_\_\_ Level 2 Filing Date \_\_\_\_\_  
(4 school days from initiation date) (2 school days from Level I due date)

**IT IS THE STUDENT'S RESPONSIBILITY TO ENSURE THAT ALL DEADLINE DATES ARE MET.**

**Level I – (Informal Resolution Process)**

*Any student who believes that an injustice or a violation of provincial, federal or college policies, laws or regulations has occurred, should try to resolve the problem through consultation with the individuals instructor or staff member. Level I must be completed within (4) school days.*

Instructor or staff member

**Name of Instructor/Staff Member:** \_\_\_\_\_

**Class (if appropriate) or Department:** \_\_\_\_\_

**Specify your grievance:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Requested outcome** (specify the solution/action you want taken):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
*Student Signature*

\_\_\_\_\_  
*Date*

*Response to Level I  
Action*

**Documentation of attempts to resolve through Informal**

- Response from Instructor or Staff member

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\_\_\_\_\_  
*Instructor/Staff Member Signature*

\_\_\_\_\_  
*Date*

I Agree/Disagree (circle one) with the outcome of Level I  
I will / will not (circle one) proceed to Formal Level II- Grievance Review

\_\_\_\_\_  
*Student Signature*

\_\_\_\_\_  
*Date*

**Fire and Emergency Services Training Institute  
Student Grievance and Appeal Form (Level 2)**

Student \_\_\_\_\_ Date \_\_\_\_\_  
Last First Middle

**Student Number** \_\_\_\_\_ **Phone** \_\_\_\_\_ **E-mail** \_\_\_\_\_

Check One:    Academic (Faculty)    Non-Academic (Faculty or Staff)

If Academic, check only the categories that apply (each category checked must have support documentation):    Mistake    Fraud    Bad Faith    Incompetency

If Non-Academic, specify: \_\_\_\_\_ Date level 2 filed: \_\_\_\_\_

Level 2 due Date \_\_\_\_\_  
(2 school days from initiation date)

**IT IS THE STUDENT’S RESPONSIBILITY TO ENSURE THAT ALL DEADLINE DATES ARE MET.**

**Level 2 – (Formal Resolution Process to Chief Instructor)**

*Any student who believes that the decision rendered in the Level 1 is injustice or is not satisfied with the decision has the right to proceed to the Level 2 grievance process. Level 2 must be completed within two (2) school days. A decision will be rendered within one (1) day of meeting with the student.*

Chief Instructor/Decision Maker designated by the College

**Name of Instructor/Staff Member:** \_\_\_\_\_

**Class (if appropriate) or Department:** \_\_\_\_\_

**Specify your grievance:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Requested outcome** (specify the solution/action you want taken):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
*Student Signature*

\_\_\_\_\_  
*Date*

*Response to Level 2  
Action*

**Documentation of attempts to resolve through Formal  
Action**

- Response from Chief Instructor/ Decision Maker designated by the College.

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\_\_\_\_\_  
*Chief Instructor*

\_\_\_\_\_  
*Date*

I Agree/Disagree (circle one) with the outcome of Level 2

I will / will not (circle one) proceed to Formal Level 3- Grievance Review; I understand I am responsible to seek the assistance of the Standards Officer within three (3) days.

\_\_\_\_\_  
*Student Signature*

\_\_\_\_\_  
*Date*

**Fire and Emergency Services Training Institute  
Student Grievance and Appeal Form (Level 3)**

Student \_\_\_\_\_ Date \_\_\_\_\_  
Last First Middle

College ID \_\_\_\_\_ Phone \_\_\_\_\_ E-mail \_\_\_\_\_

Check One:  Academic (Faculty)  Non-Academic (Faculty or Staff)

If Academic, check only the categories that apply (each category checked must have support documentation):  Mistake  Fraud  Bad Faith  Incompetency

If Non-Academic, specify: \_\_\_\_\_ Date level 3 filed): \_\_\_\_\_

Level 3 due Date \_\_\_\_\_  
(4 school days from initiation date)

**IT IS THE STUDENT'S RESPONSIBILITY TO ENSURE THAT ALL DEADLINE DATES ARE MET.**

**Level 3 – (Formal Resolution Process to Student Grievance and Appeal Panel)**

Any student who believes that the decision rendered in the Level 2 is injustice or is not satisfied with the decision has the right to proceed to the Level 3 grievance process.

Level 3 must be completed within three school days.

Student Grievance and Appeal Panel

**Name of Instructor/Staff Member:** \_\_\_\_\_

**Class (if appropriate) or Department:** \_\_\_\_\_

**Specify your grievance:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Requested outcome** (specify the solution/action you want taken):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
*Student Signature*

\_\_\_\_\_  
*Date*





**19. STUDENT ATTENDANCE / ABSENTEEISM POLICY (PRE SERVICE FIRE FIGHTING PROGRAM)**

It is expected that a student will only miss school in very limited circumstances. These include:

- Illness
- Authorized absence

If a student is absent from the program at any time without permission or has a cumulative absence of three days then they may be subject to the expulsion policy.

Students must provide medical notes on days of absence due to illness.

# Statement of Students' Rights and Responsibilities

September 9 2015

## Ministry of Training, Colleges and Universities

Private career colleges in Ontario are regulated under the *Private Career Colleges Act, 2005*, which is administered by the Superintendent of Private Career Colleges. Prior to offering vocational programs to the public, private career colleges must be registered and have their programs approved under the Act. For a list of registered private career colleges and approved programs, please go to the Service Ontario website at [www.serviceontario.ca/pcc](http://www.serviceontario.ca/pcc).

### Dealing With Your Private Career College

There may be times when you need to communicate formally with your private career college, for example, giving notice that you want to withdraw from a program and receive a refund of fees or if you have a complaint against the college. When this is the case, you should do so in writing and the document should be delivered personally to the college, sent by courier or registered mail, or faxed or emailed to the appropriate official at the college. You should keep copies of any written documents between you and the college.

### Contract

When you enroll in a program, you must sign and receive a written contract. The college is not allowed to require you to obtain a product or service from a particular person as a condition of admission into the program.

The written contract must contain all of the following terms:

- the approved program name;
- your address, telephone number and, if applicable, e-mail address;
- the start and expected end date;
- the language of instruction;
- the admission requirements;
- a schedule of hours of instruction;
- the location of any practicum (e.g., work placement);
- the fees in Canadian dollars and a schedule indicating the time and amount of each payment;
- a place for you to acknowledge that you have received a copy of:
  - this Statement of Students' Rights and Responsibilities issued by the Superintendent of Private Career Colleges,
  - the college's fee refund policy, and
  - for contracts entered after January 1, 2007,
- the college's student complaint procedure, and
- the college's policy relating to the expulsion of students;
- a consent section for the collection and use of your private information; and
- statements, in bold, that:
  - the contract is subject to the *Private Career Colleges Act, 2005* and the regulations made under the Act, and

◦ the private career college does not guarantee employment for any student who successfully completes a vocational program offered by the college.

### **Fee Collection**

A private career college is only allowed to charge or collect fees for a program in Canadian dollars. Furthermore, the college is not allowed to charge or collect any compulsory fee for a program that is not published on the Service Ontario website or that is higher than what is published. The college is also not allowed to charge or collect any optional fee for a program that is not approved by the Superintendent of Private Career Colleges.

Before a contract is signed, a private career college is prohibited from collecting any fees from you, except 20% of the total fees for the program or \$500, whichever is less. These fees must be in relation to processing your application or conducting any admission tests or assessments. A private career college is required to issue you a receipt every time you pay a fee. You should keep all receipts on file.

### **Sale of Students' Goods and Services**

A private career college is only permitted to sell goods you produce or create, provide your services to the public or arrange for the delivery of such services if the sale is part of completing your program. The college cannot profit from these sales; it can only charge an amount that allows the college to recover its cost.

### **Fee Refund**

A private career college is required to issue a fee refund within 30 days of you giving a written notice of *cancellation* or withdrawal or 30 days of you receiving a written notice of expulsion from the college. If you do not meet the admission requirements at the time the program begins, the college is required to issue you a refund of fees within 30 days of the start of the program. If you do not attend the first 14 days of classes, the college can cancel the contract and must issue a refund within 45 days of the start of the program.

Only the compulsory fees published on the Service Ontario website or the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy. You must return any goods you received under a contract in the same state they were in when supplied to you within 10 days of withdrawing in order to get credit for them. All refunds must be in Canadian dollars.

A private career college is prohibited from deducting any monies owed by you for other services or non-vocational programs offered by the college from a refund that you are entitled to for a vocational program.

The same refund policy applies when you withdraw from a program or are expelled from a private career college in accordance with the college's expulsion policy.

### **Cooling Off Period**

You can cancel a contract within two days of signing it if you deliver a written notice to a private career college at the address shown on the contract. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

### **Full Refund**

In any of the following circumstances, you have a choice of cancelling a contract and making a written request for a full refund of fees paid for a program or accepting the shortcoming and continuing your training with the private career college:

- the college collects any fees for the program before the college is registered or before the program is approved under the *Private Career Colleges Act) 2005*;
- you are expelled from the college in a manner or for reasons that are not permitted under the college's expulsion policy;
- the college collects more than 20% of the total fees for the program to a maximum of \$500 before signing a contract with you;
- a total of more than 10% of the program is taught by unqualified instructors;
- the contract does not include all the mandatory terms required (refer to the "Contract" section); or
- the college, while still operating, discontinues the program before you can complete the program.

In addition, you also may seek a full refund if a private career college or its representative makes certain types of untrue statements for the purposes of convincing you to enroll in the program and the statements constitute a fundamental breach of the contract. The categories of inappropriate statements include: a false or misleading statement, a statement that guarantees admission to or successful completion of the program, employment after graduation or the right to enter Canada or receive a student visa.

If you do not make a request for a full refund within a reasonable time of finding out about the shortcoming, you may lose your right to make a claim for a refund.

If a private career college charges or collects any compulsory fee that is not published on the Service Ontario website or that is higher than what is published, you are entitled to a full refund of the unpublished fee or the difference in amount between what is published and what was collected. The same applies if the college charges or collects any optional fee that is not approved by the Superintendent of Private Career Colleges.

### **Partial Refund Before a Program Begins**

You are entitled to a refund of fees paid for a program, except that a private career college is allowed to retain 20% of the total fees for the program or \$500, whichever is less if:

- you withdraw from the program before it begins;
- you do not meet the program's admission requirements before the program begins; or
- the college cancels the contract for the program within 45 days of the start of the program because you do not attend the first 14 days of classes.

### **Partial Refund After a Program Begins**

If you withdraw from a program after the program begins, you may be entitled to a refund of fees paid for the program, depending on how much of the program has been delivered by a private career college. In most cases, the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less, plus the fees paid with respect to the portion of the program that has been delivered by the college.

### **Transcript**

You have the right to access your transcript for 25 years after you leave a private career college. You may request a copy of your transcript by contacting your college.

After September 18, 2007, in the event of a private career college closure, you will be able to access your transcript from an approved third party transcript issuer. It is suggested that you ask your college for the name of the third party issuer when you graduate.

## **Credential**

A private career college is required to issue you a credential (diploma or certificate) within 60 days of completing a program. The college does not have to issue your credential until you have paid your fees in full.

## **Student Complaint Procedure**

Effective January 1, 2007, all private career colleges are required to have a student complaint procedure in place to resolve issues arising between the college and its students. You must first go through a private career college's student complaint procedure before filing a complaint with the Superintendent of Private Career Colleges. A Student Complaint Form for a complaint to the Superintendent can be downloaded from the Service Ontario website at [www.forms.ssb.gov.on.ca](http://www.forms.ssb.gov.on.ca).

## **International Students**

If you are attending or planning to attend a private career college under a student visa, some special rules apply.

## **Fee Collection**

You should make sure that you are familiar with the rules mentioned in the "Fee Collection" section. A private career college is allowed to charge special international student fees in relation to a vocational program but these fees cannot be higher than what are published on the Service Ontario website. Only the compulsory fees published on the Service Ontario website or the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy.

Effective October 18, 2006, after you sign a contract, a private career college is allowed to collect no more than 25% of the total fees for a program from you before the program begins.

Some private career colleges are required to hold the money in a trust account until you begin the program. You should ask your college for details of its trust fund arrangement when you pay your fees.

## **Fee Refund**

You can cancel a contract with a private career college or withdraw from a program for any reasons. The same refund policy for domestic students also applies to you and any written notice of cancellation or withdrawal is acceptable.

In addition, a special rule applies to international students if you are unable to obtain a student visa to enter Canada. As long as you deliver a written notice of this fact to a private career college before half of the portion of a program has passed, you are entitled to a refund of fees paid for the program, except that the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less.

## **Insurance**

Every private career college is required to have insurance in case you have an accident in class or while on an offsite placement. If you are injured while attending a private career college, you should immediately inform the relevant official at the college.

## **Midway Evaluation**

If you enroll in a program that is 12 months or shorter or that is delivered over an undefined period of time (e.g., trucking), a private career college is required to provide

you with the result of at least one evaluation of your progress before you complete half of the total length of the program. If your program is longer than 12 months, for each 12-month period, the college is required to provide the result of at least one evaluation before you complete half of the period, i.e., 6 months.

### **Qualified Instructors**

You are entitled to be taught by an instructor who holds the required combination of academic, practical and teaching experience. In case of emergency, a private career college is allowed to use a substitute instructor who is not fully qualified. However, the college is not allowed to use unqualified instructors to teach a total of more than 10% of a program.

### **Closure**

Special rules apply when a private career college closes. If your college closes before you finish your program, efforts will be made to arrange for you to complete your program. Instead of participating in a training completion, you may choose to receive a refund of fees paid for the portion of the program that has not been delivered.

### **It's Never Okay: An Action Plan to Stop Sexual Violence and Harassment**

On March 8, 2015, International Women's Day, Ontario issued an Action Plan against Sexual Violence and Harassment ([www.ontario.ca/documentation-plan-stop-sexual-violence-and-harassment](http://www.ontario.ca/documentation-plan-stop-sexual-violence-and-harassment)) calling, among other things, for increased safety on Ontario's postsecondary campuses.

Every private career college student who experiences sexual violence or harassment has the right to be treated with dignity, compassion, and respect. In addition, every student has the right to choose among any available options for addressing incidents of sexual violence or harassment, whether these options are provided on campus or off. Except in extreme situations, where there is an imminent threat to the campus or broader community, the choice of options (including the choice not to exercise any option) always remains with you, the student.

If you experience sexual violence or harassment at your private career college, you may:

- Request information about any counseling, health services, or other supports that are available at your private career college from your campus administrator;
- Engage the services of an off-campus organization, such as a crisis and counseling centre, in your community;
- Contact the Human Rights Tribunal of Ontario; and/or
- Report the incident to the police.

For information about resources in your community, visit [draw-the-line.ca](http://draw-the-line.ca) and [tracons-les-limités.ca](http://tracons-les-limités.ca). These websites list services available throughout Ontario.

Should you witness an incident of sexual violence or harassment at your private career college, you may bring your concerns directly to the attention of the campus administrator or another staff member at the private career college.

As a student at a private career college, you also have a role to play in creating safe campuses for everyone. Private career colleges will welcome your suggestions and ideas.

## Ministry of Training, Colleges and Universities

This document is provided for your information and convenience only. It is not a legal document. For further information and the exact wording please refer to the *Private Career Colleges Act) 2005* and regulations.

### Need More Information?

You can find more detailed information about student protection measures in the *Private Career Colleges Act) 2005* Facts Sheets, including information about fee refund calculation. All Fact Sheets can be downloaded from the Ministry of Training, Colleges and Universities website at [www.tcu.gov.on.ca/pepg/audiences/pcc/](http://www.tcu.gov.on.ca/pepg/audiences/pcc/).

If you have questions about the *Private Career Colleges Act, 2005* and regulations, contact the Private Career Colleges Branch at:

Private Career Colleges Branch  
Ministry of Training, Colleges and Universities  
77 Wellesley Street West  
Box 977  
Toronto (Ontario) M7A 1 N3  
Telephone: (416) 314-0500 or 1-866-330-3395  
Fax: (416) 314-0499  
E-mail: [pcc@ontario.ca](mailto:pcc@ontario.ca)

### OR

Visit our website at: [www.tcu.gov.on.ca/pepg/audiences/pcc/](http://www.tcu.gov.on.ca/pepg/audiences/pcc/)

The full text of the act and regulations can also be downloaded from the Ontario government E-Laws website at:

[www.ontario.ca/laws](http://www.ontario.ca/laws)

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