



SOUTHWEST FIRE ACADEMY

POLICY 400-001
Rev.005

POLICY

SECTION: 400 - Student

TITLE: Student Refunds – Rebooking Fees - Vocational

Date Approved:
January 15, 2016

Current Revision Date:
July 2, 2025

Subject:

Student Refund and Rebooking Policy

Scope:

This policy applies to all students of the Southwest Fire Academy

Purpose:

To establish a policy for refund in accordance with the Private Career Colleges Act 2005

Procedure:

Rebooking

Once your enrollment has been confirmed, you may request to rebook your Bootcamp if needed. Rebooking is subject to course availability and must comply with the contractual requirement to complete your program within one year of your original enrollment date. If rebooking into a new calendar year, additional fees may apply.

Rebooking Fees:

- \$500 – If rebooking is requested after enrollment and more than 30 days before the Bootcamp start date.
- \$1,000 – If rebooking is requested between 30 and 14 days before the Bootcamp start date.
- \$1,500 – If rebooking is requested within 14 days of the Bootcamp start date.
- \$4,000 – If rebooking is requested after the Bootcamp has started, or due to unsuccessful academic performance or incomplete course requirements.

Please note: All rebooking requests are reviewed on a case-by-case basis, and availability in future sessions is not guaranteed.

Refunds

This policy outlines student refund entitlements in compliance with Ontario Regulation 353/23 under the **Ontario Career Colleges Act, 2005**, to ensure transparency and fairness in all vocational program fee matters.

1. Full Refund of All Fees

A student is entitled to a full refund of all fees paid for a vocational program in the following cases:

- The student withdraws in writing within two (2) days of receiving a signed copy of the enrollment contract **OR**
- Southwest Fire Academy discontinues the program before the student completes it, or approval to deliver the program is revoked **OR**
- Fees were collected before:
 - The Academy was registered as a career college.
 - The program was approved by the Superintendent.
 - A contract was signed (excluding the allowable service fee) **OR**
- The student is expelled in a manner that does not follow the expulsion policy.
- The Academy fails to provide a written evaluation of student progress as required **OR**
- The contract is voided due to misleading advertising, prohibited claims, or missing required terms **OR**
- More than 10% of the program is taught by an instructor who is not properly qualified under Ontario Regulation 415/06.

2. Full Refund Minus Service Fee

A student is entitled to a full refund of tuition fees paid, minus a service fee \$500 if:

- They withdraw in writing before the program start date **OR**
- They were conditionally accepted and failed to meet admission requirements before the start date **OR**
- They do not attend the program within the first 14 days, and the Academy cancels the contract within the first 45 days **OR**
- The student is denied a Canadian study permit before the midpoint of the program. Proof of visa denial counts as written notice of withdrawal.

3. Partial Refunds (After Program Start)

If a student withdraws or is expelled (in accordance with the expulsion policy) after the program starts:

- **Before the Midpoint:**
A refund may be issued for all fees paid, **minus** the non-refundable service fee **and** any earned fees.
- **After the Midpoint:**
No refunds will be issued once the program has passed its midpoint.

Midpoint Definition:

The midpoint of the Pre-Service Program is defined as **11:59 p.m. (23:59)** on the day **prior** to the start of Bootcamp.

Example: If Bootcamp begins on Monday, February 23rd, the midpoint is 11:59 p.m. on Sunday, February 22nd.

Earned fees are calculated based on the proportion of instruction hours delivered at the time of withdrawal or expulsion.

4. Compulsory Fees

Southwest Fire Academy only charges compulsory fees that have been published by the Superintendent under the Ontario Career Colleges Act. If a non-compulsory fee is collected in error, a full refund of that fee will be issued upon written request.

5. Refund Processing and Deadlines

All refunds are issued in **Canadian dollars** within:

- **30 days** of receiving written notice of withdrawal.
- **30 days** of issuing written notice of expulsion.
- **45 days** from the start date if the contract is canceled due to non-attendance.
- **30 days** of receiving a written request for refund of an invalid compulsory fee.

6. No Offset of Refunds

Refunds cannot be withheld to recover costs for any service or program not related to the vocational program.

7. No refunds will be granted if a student withdraws from the program twelve months or more beyond the registration date, coinciding with the expiration of registration. The student is allotted twelve months to complete the program entirely. Upon expiration of this period, all fees paid shall be retained by Southwest Fire Academy and are nonrefundable. To continue participation in the program, the student must initiate a new application, subject to all fees as outlined in the new application/contract.

How to Withdraw

Students must provide written notice to withdraw by email, registered mail, or in person. No reason is required. Denial of a study permit is treated as official notice of withdrawal.

References:

Ontario Career Colleges Act 2005