



SOUTHWEST FIRE ACADEMY

POLICY-400-007
Rev.003

POLICY

SECTION: 400 - Students

TITLE: Student Rights and Responsibilities

Date Approved:

June 26, 2026

Current Revision Date:

June 26, 2026

Subject:

Student's rights and responsibilities as per the Ontario Career Colleges Act, 2005

Scope:

High level overview of a SFA student's rights and responsibilities.

Student Rights

As a student enrolled in a registered program at Southwest Fire Academy (SFA), you have the right to:

1. Quality Education
 - Receive instruction and materials that meet the learning objectives and vocational outcomes of your approved program.
2. Fair Treatment
 - Learn in an environment free from discrimination, harassment, and sexual violence.
3. Transparency and Accountability
 - Receive a copy of your enrolment contract, including tuition fees, refund policies, and program details.
 - Be informed of all program changes that may affect your learning outcomes or credential.
4. Fee Protection
 - Withdraw from a program and receive a refund according to the Fee Refund Policy, as outlined in your contract and under the OCCA, 2005.
 - Be protected under the Training Completion Assurance Fund (TCAF) if your college closes unexpectedly.
5. File Complaints and Appeals
 - Access clear procedures for making formal complaints, appealing academic decisions, and challenging disciplinary actions.
 - File a complaint with the Superintendent of Private Career Colleges if you believe your rights under the Act have been violated.
6. Confidentiality
 - Expect that your personal and academic records will be handled with respect for privacy and only shared with authorized personnel.

7. Accessibility and Support

- Request accommodations if you have a disability, without fear of discrimination.

Student Responsibilities

As a student at Southwest Fire Academy, you are expected to:

1. Act with Integrity
 - Complete your own work, avoid academic dishonesty (e.g., cheating, plagiarism), and uphold the Academy's academic standards.
2. Comply with Policies
 - Follow all rules outlined in the Student Handbook, including the Code of Conduct, attendance expectations, health and safety procedures, and academic integrity rules.
3. Respect Others
 - Treat fellow students, staff, instructors, and guests with dignity and respect at all times, whether on campus, during field activities, or at official events.
4. Communicate Responsibly
 - Report concerns (academic, financial, safety-related) in a timely, respectful manner to the appropriate staff or program leadership.
5. Maintain Accurate Records
 - Keep your contact information up to date and inform the Registrar of any changes to your address, email, or phone number.
6. Meet Financial Obligations
 - Pay tuition and fees according to the payment schedule outlined in your enrolment contract.
7. Use Resources Responsibly
 - Respect and care for Academy property and resources, including classrooms, labs, equipment, and digital platforms.

Questions or Concerns?

Please contact the Registrar or Director of Academic Operations for help understanding your rights and responsibilities.

If you feel your rights under the Ontario Career Colleges Act, 2005 have been violated, you may contact the:

Superintendent of Private Career Colleges
Ministry of Colleges and Universities
<https://www.ontario.ca/page/private-career-colleges>

References:

[Career colleges | ontario.ca](https://www.ontario.ca/page/private-career-colleges)
[Career college students rights and responsibilities | ontario.ca](https://www.ontario.ca/page/private-career-colleges)