



SOUTHWEST FIRE ACADEMY

POLICY 400-008
Rev.003

POLICY

SECTION: 400 - Student

TITLE: Student Grade Release & Ontario Fire Marshal (OFM) Exam Results & Certificates

Date Approved:
January 15, 2016

Current Revision Date:
July 2, 2025

Subject:

Student Grade Release & Ontario Fire Marshal (OFM) Exam Results & Certificates

Scope:

This policy applies to all students of the Southwest Fire Academy

Purpose:

To establish a policy for grade release in accordance with the Ontario Career Colleges Act, 2005 governing the use of student's private information.

Procedure:

Grades and academic standing are official once reviewed and approved by the Director of Academic Operations.

- Final grades are typically available **within 7 business days** of course or program completion.
- Grades may be withheld if:
 - Tuition or fees remain unpaid
 - Required documentation is incomplete
 - Disciplinary action or academic appeals are pending
- Students may request official transcripts in writing through registrations@fire-academy.ca
- Grade appeals must follow the procedures in the Academic Policy and be submitted within **5 business days** of grade release.

Ontario Fire Marshal (OFM) Exam Results & Certificates

Southwest Fire Academy (SFA) is not responsible for the timeline in which exam results or certificates are released by the Office of the Fire Marshal (OFM). While results are typically received within 90 days, it can take **up to six (6) months** for OFM certificates to be issued.

As soon as SFA receives official results and/or certificates from the OFM, they will be processed and mailed directly to students. Certificates are sent to the **last mailing address on file**, and it is the **student's responsibility** to ensure their address is current. SFA is not liable for lost, delayed, or

misdirected mail due to outdated or incorrect address information.

If a certificate is lost, stolen, or damaged after being issued, students must contact the OFM directly to request a replacement. Any associated **reprinting or administrative fees** are the responsibility of the student and fee are set by the OFM.

Requests can be made by emailing: ofmtestingandcertification@ontario.ca

References: