

SOUTHWEST FIRE ACADEMY		POLICY 400-001 Rev.003	
POLICY	SECTION: 400 - Student		
	TITLE: Student Refunds – Rebooking Fees - Vocational		
	Date Approved: January 15, 2016		Current Revision Date: November 11, 2019
Subject: Student Refund 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: Students are entitled to a full refund if they withdraw from a program within 2 days of signing their enrolment contract. After this two-day period, a student withdrawing from the program before it begins is entitled to receive a full refund of tuition fees paid minus 20% of the total fees for the program (to a maximum of \$500). The start date of the vocational program at Southwest Fire Academy is the date that the online training course access is issued to the student, after the complete registration package is processed in accordance with SFA Policy 400-002.2. Personal Protective Equipment, Textbooks, Online Course Materials and Uniforms are non-refundable once issued to the student. These costs will be added in addition to the maximum of \$500.00 as outlined above. To ensure that there is a clear understanding that a student has withdrawn, the student should notify Southwest Fire Academy in writing. Students do not have to give a reason for their withdrawal from a program. The letter can be sent by e-mail, fax, registered mail or delivered in person. Being told that an international student has been denied a study visa is the same as receiving a written notice of withdrawal.			

If the student withdraws from a program after the program begins, the student may be entitled to a refund of fees paid for the program, depending on how much of the program has been delivered by Southwest Fire Academy. Southwest Fire Academy will 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 Southwest Fire Academy; plus the fees charged for online course materials, textbooks, personal protective equipment and uniforms.

Withdraw During Bootcamp:

If a student withdraws from the program during the bootcamp portion, there will an additional charge applied to the refund calculator of \$2000.00 for all costs attributed to the scheduled bootcamp.

Bootcamp Rescheduling Fees:

Should a student be required to rebook a scheduled bootcamp for any reason, there shall be a charge as outlined below:

- Cancellation less than 6 weeks from start of boot camp \$500.00
- Cancellation less than 4 weeks from start of boot camp \$1000.00
- Cancellation less than 2 weeks from start of boot camp \$1500.00
- Unsuccessful Academic Performance – Second Boot Camp Required \$3500.00
- Course Incomplete – Attendance – Second Boot Camp Required \$3500.00

All refunds must be paid in Canadian dollars. Refunds must be issued within 30 days of a student's notice of withdrawal from the program or within 45 days of the start of the program if a contract is cancelled because a student does not attend classes.

References:

Private Career Colleges Act 2005
SFA Policy 400-002.2 SFA Student Enrolment Procedure - Vocational

Notes: