



Registration and Admissions

Policy #: 2.1

Responsibility: CFRC Director

Effective Date: January 12, 2023

Purpose: Canadian Fire Rescue College (CFRC) Registration and Admissions Policy.

Scope: CFRC Admission services Section and Students

Policy: To describe CFRC policies and procedures for registering and admissions on CFRC courses.

2.1.1 GENERAL INFORMATION:

Course Information: Students should look for information relating specifically to CFRC courses and program areas in the CFRC Course Catalogue available on our website at www.canadianfirerescuecollege.com.

Forms: All forms are available on the CFRC website www.canadianfirerescuecollege.com or by calling 1-855-710-2372 (toll free). Forms may be returned to the CFRC by e-mailing them to admissions@canadianfirerescuecollege.com

To ensure the success of the students in our programs, you are responsible for ensuring that you have all of your course materials (text books) prior to the first day of class. The CFRC does not condone copying of any portion of a textbook or purchasing for, or loaning textbooks to students.

Student Information & Protection of Privacy: The CFRC adheres to federal and provincial acts regulating the collection and disclosure of student information. No student information may be disclosed outside the parameters set by these acts. Course marks will NOT be given to students, any other individuals or organizations by telephone.



Transcripts and certificates are mailed to the student using email, or regular mail through Canada Post. Students requesting information be sent to them in any other way will require them to pay whatever fees may apply.

Equity Principles: All programs and testing offered by the CFRC are available to all applicants meeting admissions requirements without regard for race, gender or ethnic origin.

Harassment: Freedom from harassment is a fundamental right of all employees, students and clients. The CFRC will not condone or tolerate harassment in any form on CFRC property or in relation to CFRC activities. Individuals involved in any type of harassment will be asked to leave the course or activity immediately and may be refused entry on future courses or activities.

Harassment takes on many forms but can be generally defined as unwelcome, inappropriate, belittling or otherwise offensive remarks or behavior directed at a person or group of persons thus creating an uncomfortable, hostile and/or intimidating learning environment. It may be a one-time event or a series of incidents and may also exist systemically as part of the learning environment. The CFRC is committed to creating and supporting a learning environment with is harassment free.

Age Requirement: Anyone wishing to attend an CFRC course must be 18 years of age. The CFRC will accept students under the age of 18 on a case-by-case basis with signed parental approval.

Workers Compensation: Individuals applying for CFRC courses must be covered by Worker's Compensation with their respective Fire/Emergency Services Department or employer or provide proof of equivalent insurance coverage (this requires a letter from the candidate's insurance provider). The CFRC will refuse to register applicants not covered by Worker's Compensation or equivalent insurance.

Medical Permission: Applicants for courses or testing with strenuous practical work may be required to obtain permission from their doctor prior to being allowed to participate in this training or testing. The CFRC reserves the right to request a completed Medical Clearance Form. Some CFRC courses will be monitoring student's vital signs. If the Instructor determines a student does not meet predetermined clinical criteria they will be asked to leave the course. The decision of the CFRC in this type of situation will be final.



Student Breaks and Designated Areas: Instructors will designate the time for breaks. Students must stay in their designated areas and are not allowed to wander around the facility or training grounds as other courses may be going on and that can be dangerous for students and instructors. The CFRC will not assume responsibility for students who do not stay in their designated areas.

Parking: Individuals attending the CFRC at the Red Deer Campus must park their vehicle in the designated areas only. Individuals are responsible for making themselves aware of parking rules at all CFRC course locations. The CFRC will not assume responsibility for any parking tickets.

Personal Items: The CFRC will not assume responsibility for loss, theft, or damage of personal items.

2.1.2 ADMISSION REQUIREMENTS:

Applicable to All (regardless of admission type): All students must be legally entitled to work in Canada in order to apply (the CFRC does not currently sponsor international students). Anyone wishing to attend an CFRC course must be 18 years of age. The CFRC will accept students under the age of 18 on a case-by-case basis with signed parental approval. Individuals applying for CFRC courses must be covered by Worker's Compensation with their respective Fire/Emergency Services Department or employer or provide proof of equivalent insurance coverage (this requires a letter from the candidate's insurance provider). The CFRC will refuse to register applicants not covered by Worker's Compensation or equivalent insurance. **Medical Permission:** Applicants for courses or testing with strenuous practical work may be required to obtain permission from their doctor prior to being allowed to participate in this training or testing. The CFRC reserves the right to request a completed Medical Clearance Form. Some CFRC courses will be monitoring student's vital signs. If the Instructor determines a student does not meet predetermined clinical criteria they will be asked to leave the course. The decision of the CFRC in this type of situation will be final. The CFRC requires that students hold a valid Alberta Class 5 Drivers License (Or equivalent).

Regular Admission: Applicants for regular admission must satisfy all minimum course requirements. Admission to all courses at the CFRC is by advanced registration only. Walk-in attendance on the first day of any course, or telephone applications will not be accepted. Applicants must fully complete an CFRC Course Application for each course applied for. Forms must be legible, or they will be returned. Names will be recorded on certificates as they appear on the application form. If a certificate must be changed the student must request the change through the accrediting agency if applicable. The CFRC requires an Alberta high school diploma, verified by transcript, or non-Alberta Canadian equivalent, verified by transcript, or a GED, identifying any specific high school courses required for admission into



the proposed program. The CFRC will verify the transcripts of students who have completed their high school diploma outside of Canada, through International Qualifications Assessment Services (IQAS) or World Education Services (WES) to be eligible for admission to the proposed program. Students will meet the institution's language requirement if the student has completed one full year of post-secondary education in another country where English was the language of instruction.

Mature Admission: Applicants who do not qualify for regular admission, may qualify for mature admission instead. These applicants must be 18 years or older. Mature admission applicants must complete an academic achievement test to demonstrate required competency. It is required that it be a standard test such as CAAT (Canadian Adult Achievement Test), TABE (Test of Adult Basic Education), CAST (Canadian Achievement Survey Test for Adults) or Wonderlic. Regardless of which of the four test options the applicant chooses to take, they must score at least a grade 12 equivalency.

Alberta Municipal Fire Fighter Admission: Alberta Municipal Fire Fighters are exempt from the regular tuition fee. These fire fighters instead will receive a 10% discount on regular course tuition. These fire fighters must be an "active member" (as defined in the Glossary) of the Alberta Municipal Fire Department they identify on their course application form. The Fire Chief from that Fire Department may be asked to attest that the fire fighter is an active member of the Fire Department. The CFRC reserves the right to request proof that the fire fighter is an active member, on the roster, covered by Worker's Compensation and that the Fire Department provides that service to their community. The CFRC also reserves the right to limit Alberta Municipal Fire Fighters on courses if their Fire Department is not active in the discipline or provides that service to their community. These members may still apply for the course but may be required to pay the full tuition.

Alberta Municipal Fire Department Admission: Alberta Municipal Fire Departments are exempt from the regular tuition fee. These fire departments instead will receive a 25% discount on regular course tuition. These fire departments must book the course directly and enroll two (2) or more students in a given program. The Fire Chief from that Fire Department or their designate must request the training of fire fighters on their behalf. The CFRC reserves the right to request proof that the fire fighter is an active member, on the roster, covered by Worker's Compensation and that the Fire Department provides that service to their community. The CFRC also reserves the right to limit Alberta Municipal Fire Fighters on courses if their Fire Department is not active in the discipline or provides that service to their community. These members may still apply for the course but may be required to pay the full tuition.

2.1.2.1 ENGLISH AS A SECOND LANGUAGE:



Applicants whose native language is not English must complete a Test of English as a Foreign Language (TOEFL). Applicants must achieve a score of 90 or more, with a score not lower than 21 on each band or equivalent. They also may instead choose to complete International English Language Testing System (IELTS) testing. IELTS scores must be a minimum of 6.5 overall, and no lower than 6.0 in each section.

2.1.3 REGISTRATION PROCEDURES:

Registration: Registration is the process by which students select courses in the CFRC Course Catalogue (published online at www.canadianfirerescuecollege.com), on-or-off campus, complete a Course Application Form (paper or online) and submit to Admission services along with any applicable fees (e.g. tuition fee). Students are responsible for the accurate completion of their application form and must complete all sections of the form. Illegible and/or incomplete forms will be rejected. Students refusing to complete all sections of the form or provide Admission services with the information required for their student record will not be allowed to register for courses. Students are also responsible for ensuring that Students Services is informed of all changes in course registration and personal information and making payment for all applicable fees.

The Student Application Form must be submitted a minimum of 15 working days prior to the start date of the course. Before students are eligible to register on a course they must meet course pre-requisites.

Pre-requisites (as defined in the Glossary): All pre-requisites identified in the CFRC course description must be completed before being registered for the course.

Course Application Forms: In completing the Course Application Form, it is imperative that the course title, course dates, and course location be correctly stated and copies of pre-requisites attached. The Course Application Form is not complete until the candidate has provided all the required information on the form. Names will be recorded on certificates as they appear on the application form.

Online Registration: The Online Registration Form is not complete until the candidate has answered the required questions and submitted their request. Upon receipt of application a notification will be sent to the student's e-mail address as provided on the online registration form. If receipt has not been received within three business days please contact Admission services.

Waiting Lists: The CFRC has a waiting list system for courses that have reached the enrollment limit. Students are placed on a waiting list for that course and if spots become available, the students from the



waiting list are notified. If no spots become available in that course the student must re-apply for the next available course.

Course Withdrawal: When a student withdraws from an in-class or online course, it is their responsibility to notify Admission services in writing. Any refundable portion of fees will be calculated only from the date on which Admission services has been notified. Students should note that refund dates differ from registration dates. (see Section 2.1.6 policy on Refunds).

Deadline Dates for Withdrawal:

- Prior to the first day of class, no academic penalty, not recorded on transcript;
- First day of class up to and including last day, a voluntary withdrawal (VW) will be recorded on their transcript.

Failure to Withdraw/Non-Attendance: Students who do not withdraw from a course following the proper procedures will receive a final grade of Fail (F) in that course. Failure to appear in class does NOT constitute a withdrawal from a course/class.

Students withdrawing from a course with several assignments completed and requesting the CFRC allow these completed assignments be carried over to the next course may be allowed to do so but must register for the next available course. This request will only be granted once.

Course Cancellations or Postponements: The CFRC reserves the right to cancel or postpone courses and/or testing within the following parameters:

- **Minimum Enrollment Requirements:** If courses and/or testing fail to meet the minimum enrollment requirements the CFRC will cancel/postpone 15 Working Days prior to start date.
- **Inclement Weather/ Emergency Response Requirements:** In the event of inclement weather or emergency response, the CFRC may cancel and/or postpone courses and/or testing prior to or during any course.
- The CFRC is not responsible for any expenses incurred by a student if a course or testing is cancelled or postponed.



Student Transcripts (as defined in Glossary): Once a final grade has been entered for a course it will not be modified or removed.

All transcripts are confidential and mailed directly to the student. Employers must receive permission, in writing or by submitting a Transcript Release Form signed by the student to have the transcript re-directed to them. Students requesting a duplicate of their transcript may do so in writing to Admission services. The student may have to provide proof with a valid government photo ID. A fee of \$10.00 will be assessed.

2.1.4 COURSEWORK AND STUDENT PERFORMANCE

CFRC Student Manuals: The CFRC will not assume responsibility for lost, stolen, or damaged CFRC student manuals.

Coursework and Performance Assessments: At the close of each course, grades are assigned indicating the character of the student's work throughout the course. Results may be based on course work of a critical or analytical nature, written examinations, practical evaluations, or a combination depending on the course. These assessment instruments will be based on course pre-requisites and work covered in the course.

The course materials shall clearly indicate to the class how the final grade in the class shall be assigned and the minimum acceptable performance in that course. Students will not receive credit in a course if the stipulated requisite courses have not been met, an incomplete (INC) will be recorded on their transcript.

- Requisite (as defined in the Glossary): All requisite courses identified in the CFRC course descriptions must be completed within 18 months of completing the course (this timeline includes all exams and re-write exams, written and practical). If the requisite(s) are not completed within 18 months of completing the course an incomplete (INC) will be recorded on the student's transcript and the course will have to be repeated.
- Assignments: Course assignments must be completed by the due date assigned by the CFRC. If the assignment is not completed by the due date and the student has not been granted an extension by the Instructor the assignment will receive an F (fail) grade and the student may be asked to leave the course. Only two extensions per course will be granted. If a student is unsuccessful on an assignment they will be given one opportunity to re-do the assignment(s). If their second assignment is not successful they will receive an F (fail) grade and may be asked to



leave the course. Students must complete all assignments before they are allowed to take any exams (written or practical) or participate in any labs.

Attendance at Lectures and Practical Exercises: All Instructors will take attendance at courses. All students are expected to be regular in their attendance at lectures and labs and punctual for class. Classes will begin promptly at the time specified in the confirmation letter unless specific instructions from the Instructor are given to the contrary. Students arriving late may have to wait outside until a scheduled break.

Attendance requirements for successful completion of CFRC courses will be provided by the Instructor, some CFRC courses may require a 100% attendance. All absences must be approved by the course Instructor. Absences do not relieve a student of their responsibility for completing the work in the course(s) to the satisfaction of the Instructor.

If the student requires assistance from an Instructor due to an absence, there may be an hourly fee of \$100.00 per hour assessed for the time of the Instructor. Absences of more than 20% without approval by the Instructor may result in a Fail (F) for the course on the student transcript.

Academic Dishonesty: Academic integrity is an essential part of the CFRC programs. Academic dishonesty and misconduct will not be tolerated. The CFRC supports students, Instructors and administrators in their efforts to preserve this institution as a community of academic excellence. Actions which constitute academic dishonesty and/or misconduct are considered an offence and may include:

Cheating (including but not limited to):

- Using, giving, receiving, or attempting to use, give or receive unauthorized information during an examination in any form.
- Copying an essay, examination, report, assignment or like form of evaluation.
- Allowing another to copy an essay, examination, report, assignment or like form of evaluation.
- Impersonating another person in an examination or test and/or serving as a substitute in such activities.
- Buying or otherwise obtaining papers, assignments or examination copies for submission as one's own.



- Giving false reasons for absence (e.g. from an in-class test, final examination, required classroom activity).

Falsifying Records (including, but is not limited to):

- Misrepresenting one's credentials/ work.
- Submitting false documents or falsifying academic records, transcripts or other documents.
- Falsifying documents from outside agencies required for the work of the CFRC (e.g. medical notes, letters of reference).

Penalties for Academic Dishonesty: Academic misconduct will be dealt with by an immediate suspension of the student from the course and review of the students' academic standing with the CFRC. Sanctions will be administered based on the severity of the misconduct and determined in relation to the degree of the offence committed or attempted.

Student Conduct: Any student expelled from a CFRC course will receive a failure (F) on their transcript and no tuition fee will be refunded. If the student is exempt from the regular tuition fee then the Fire or Emergency Services Department or Agency will be notified and may be invoiced for the tuition fee for the course. The following outlines the expected student conduct on (CFRC) courses:

Safety: Students will be committed to safety throughout the duration of the program, and follow all safety directions, guidelines, and policies. Any student involved in unsafe acts may be subject to disciplinary actions and will be asked to leave the course. Any and all accidents must be reported immediately to the Instructor or evaluator who will initiate the appropriate emergency medical treatment.

Classroom Demeanor: Any student who is disrespectful, makes vulgar remarks or disrupts the class activities will be asked to leave the classroom and possibly the course (see also, policy on Harassment).

Electronic Devices: Students will be asked to turn electronic devices on vibrate or silent mode while in class. If a student is continually looking at the device or leaving the classroom to respond they will be asked to stop and put the device away during class. Students refusing to do so may be asked to leave the class and possibly the course.



Dress: Dress is B class station wear for all courses; however, students will be required to bring casual clothes and activewear to specified courses. The CFRC may supply personal protective gear for specified courses and is not responsible for damage to any clothing or personal protective gear.

Student Grievance Procedures: A student having a valid, well considered academic type of grievance against a faculty (CFRC Instructional personnel) or a staff member must exercise the following procedure:

Step 1: It is strongly recommended that the parties in question should work out the problem between themselves.

Step 2: If the student is not satisfied, the student may seek advice from a CFRC Program Manager. A second attempt should then be made to solve the problem directly with the faculty/staff member in question.

Step 3: If step 2 is unsuccessful the problem must be presented to the Director of the CFRC in writing citing policy and/conduct violations.

2.1.5 FEE REGULATIONS:

ALL FEES LISTED ARE SUBJECT TO CHANGE WITHOUT NOTICE.

Methods of fee payment:

- Visa or Mastercard
- Purchase Orders, Certified Cheque or Money Order. All NSF Cheques will be assessed an NSF Fee of \$60.00

Send to: Canadian Fire Rescue College
3420 22 Street,
Springbrook, Alberta
T4S 2E6
Attention: Admission Team



Tuition Fees: Tuition fees are listed with each course description or are available upon request from the CFRC. The first tuition payment for any CFRC educational program must be received on the first day of classes, and the remaining tuition (if applicable) must be paid by dates specified in each course description. Failure to pay tuition fees by dates specified will result in the student's removal from the program. All fees and tuitions are payable to the Canadian Fire Rescue College. Students will not receive certificates, transcripts, or take part in final testing for any course until the tuition fee is paid in full.

Outstanding Fees: Students with any outstanding fees will not be allowed to register for any future courses, participate in any testing or have any new transcripts or certificates issued until payment is remitted. Certificates and transcripts that have not already been issued will be held. This is also applicable to students exempt from the regular tuition fees and may affect the Fire/ Emergency Services Department(s) or Agency they are a member of. Fire/Emergency Services Department or Agencies will be notified of these outstanding fees.

2.1.6 REFUND POLICY: *in accordance with the Private Vocational Training Act (Alberta Regulation 341/2003)*


Students may receive full reimbursement for tuition paid in the following circumstances:

- If a student terminates a student contract on or before the 4th business day after signing the contract
- If a student terminates a student contract before the vocational training begins
- If a course is cancelled, or a significant date change occurs that the student is unable to attend before the start of the course.
- Full or partial refunds may be given at the discretion of the director for compassionate reasons. There is no requirement to provide refunds in this regard.

Students may receive a partial refund for course tuition fees in the following circumstances:

- When 10% or less of the training has been provided, 75% of the tuition fees are to be refunded
- When more than 10% but 50% or less of the vocational training has been provided, 40% of the tuition fees are to be refunded
- When more than 50% of the training has been delivered, no refund amount will be given.



Signed: Director Erik Ives	
Date	2024-12-24
Effective Date	2023-01-12
Date of last Revision	2024-12-24