

Acumen College of Business and Technology.**Statement of Student Rights and Responsibilities**

Career colleges in Ontario are regulated under the Ontario Career Colleges Act, 2005, which is administered by the Superintendent of Career Colleges. Prior to offering vocational programs to the public, career colleges must be registered and have their programs approved under the Act. For a list of registered career colleges and approved programs, please go to the ServiceOntario website at www.serviceontario.ca/pcc.

Dealing With Your Career College.

There may be times when you need to communicate formally with your career college, for example, giving notice that you want to withdraw from a program and receive a refund of fees or if you have a complaint against the college. When this is the case, you should do so in writing and the document should be delivered personally to the college, sent by courier or registered mail, or faxed or emailed to the appropriate official at the college. You should keep copies of any written documents between you and the college.

Contract.

When you enrol in a program, you must sign and receive a written contract. The career college is not allowed to require you to obtain a product or service as a condition of admission into the program. For example, a career college may not require you to purchase a laptop computer from the college prior to enrolling you in a vocational program.

The written contract must contain all of the following terms:

- the approved program name;
- your address, telephone number and, if applicable, e-mail address;
- the start and expected end date;
- the language of instruction;
- the admission requirements;
- a schedule of hours of instruction;
- the location of instruction, and if instruction is provided online, the website address;
- the location of any additional training location and/or practicum (e.g., work placement), and if additional training and/or a practicum is provided online, the website address;
- the fees in Canadian dollars and a schedule indicating the time and amount of each payment;
- a place for you to acknowledge that you have received a copy of:
- this Statement of Students' Rights and Responsibilities issued by the Superintendent of Career Colleges,
- the college's fee refund policy,
- the college's student complaint procedure,
- the college's sexual violence policy, and
- the college's policy relating to the expulsion of students;
- a consent section for the collection and use of your private information; and
- statements, in bold, that:
 - the contract is subject to the Ontario Career Colleges Act, 2005 and the
 - regulations made under the Act,
 - the career college does not guarantee employment for any student who successfully completes a vocational program offered by the college; and
 - you are entitled to a copy of the signed contract immediately after it is signed