



Acumen College of Business and Technology

Statement of Student Rights and Responsibilities

Acumen College of Business and Technology is registered as a career college under the Ontario Career Colleges Act, 2005.

Students are protected by 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 their vocational programs must be approved under the Act.

For a list of registered career colleges and approved vocational programs, please visit the Service Ontario 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, such as providing notice that you wish to withdraw from a program and request a refund of fees or submitting a complaint against the college. In such cases, communication should be made in writing and delivered personally to the college, sent by courier or registered mail, or transmitted by email to the appropriate college official. Students should keep copies of all written communications between themselves and the college.

Student Contract

When you enroll in a vocational program, you must sign and receive a written student contract. The career college cannot require you to obtain a product or service as a condition of admission to the program. For example, a career college cannot require you to purchase a laptop computer from the college before enrolling in a vocational program.

The written contract must include the following information:

- The approved program name;
- The student's address, telephone number, and, if applicable, email address;
- The program start date and expected completion date;
- The language of instruction;
- The admission requirements;
- The schedule of hours of instruction;
- The location of instruction, and if instruction is delivered online, the website address;
- The location of any additional training location and/or practicum, and if provided online, the applicable website address;
- The fees in Canadian dollars and the schedule indicating the amount and timing of each payment;



- A section acknowledging that the student has received:
 - ❖ this Statement of Student 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 regarding student expulsion;

- A consent section for the collection and use of personal information; and
- Statements in bold confirming that:
 - ❖ the contract is subject to the Ontario Career Colleges Act, 2005 and its regulations;
 - ❖ the career college does not guarantee employment to students who successfully complete a vocational program; and
 - ❖ the student is entitled to receive a copy of the signed contract immediately after it is signed.

This document has been revised to align the institutional wording with the approved language required under section 16 of Ontario Regulation 415/06. This document was last reviewed and revised in June 2026.