

Institution #: 03876
Revision date: November 18, 2025

Effective date: September 1, 2019

INTRODUCTION

Columbia Paramedic Academy recognizes that some students require more time or support than others. It is our commitment to support students to be as successful as possible, without further financial burden. As such, the school offers no-cost remedial training for students who are unsuccessful (i.e., A student may return and retake training without additional tuition fees).

This policy is not required by any regulatory body. It has been developed and implemented by the school as part of its commitment to a student-centric learning environment. As such, the application of this policy is entirely at the school's discretion.

PROCESS

Following an unsuccessful academic or precepting component of training the student will sit for a Student Support Plan meeting with their Lead Instructor and a Program Manager to identify the challenges faced and reasons for the unsuccessful outcome of the initial attempt.

- The course instructor will notify the student after an unsuccessful result.
- If the student is a candidate for a no-cost retake, the lead instructor, student and manager will discuss area(s) in which the student struggled, and they will jointly identify steps or actions that the student will be required to undertake to ensure a better chance of success moving forward.
- All parties must participate in the meeting and will have an opportunity to share their thoughts, concerns and ideas.
- The lead instructor will fill out the Student Support plan and submit it to a manager for approval. Once approved, the form will be sent via BoldSign for e-signature in the following order:
 - Student
 - Course Instructor
 - Manager
- The Student Support Plan must be in place and signed off by the student prior to their reattempt.
- The final decision on the required remedial actions and/or training will be determined by the Program Manager.
 - This decision is final and is not open to appeal. Students who do not sign their Student Support Plan waive their right to no-cost remedial training.
- Once the Student Support Plan has been finalized, administrative staff will confirm the student's placement in an upcoming cohort (if additional classroom participation is required).
 - Note that while every effort will be made to schedule the student as soon as possible, final cohort placement may be subject to availability.

Failure to adhere to the Student Support Plan during the remedial training will result in the student being required to withdraw from the program and forfeiting their no-cost re-attempt.

LIMITATIONS OF THIS POLICY

Unsuccessful students will receive a maximum of one re-attempt, with training expected to be started within 18 months of the student's original date of withdrawal or failure. The school acknowledges that

exceptional circumstances may occur that delay this timeline or limit, and extenuating circumstances may be considered by academy leadership on a case-by-case basis.

PROFESSIONALISM REQUIREMENT

This policy assumes that a student has been unsuccessful for academic or practical reasons. If a student has been disciplined or exited from the program as a result of unprofessional behaviour (including, but not limited to, violations of any student policies, or failure to meet the attendance requirements) they are not eligible for future no-cost training under this policy.

FINANCIAL “GOOD STANDING” REQUIREMENT

Students are required to be in good financial standing with the Academy (ie. no outstanding payments owing to the school). Any overdue balance must be settled with the Academy prior to a Learning Plan being created and a student being permitted to re-attempt their training at no-cost.

