



Fire Service Training, LLC

Student Policies Manual

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Purpose

This policy manual serves as a reference document for students attending courses held at Fire Service Training, LLC. This manual serves as a guidance document for the most commonly encountered situations; however, it may not be an all-inclusive policy manual and individual instructors have the latitude to institute policies and procedures to handle items not addressed in this document.

Standards of Accessibility

Every attempt will be made to ensure that all courses are accessible to all students. This can be through a variety of methods, including but not limited to: a variety of textual and audio delivery methods, user control for online learning methodologies, clear information structure for those utilizing text readers for online content, and any other means required to ensure compliance with the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973.

Students with Disabilities

Any student with a permanent or temporary disability that may require reasonable accommodations to participate in any course of instruction must present documentation of the disability and requested accommodation prior to the beginning of the course to ensure accommodations can be made prior to the beginning of the course. Accessibility accommodations can include services such as tutoring, alternate testing methodologies, assistance with alternate delivery formats for online/hybrid courses, or other reasonable accommodations as required.

Academic Support Services

A variety of academic support services are provided and coordinated to ensure a successful experience for students and class attendees. Some of these services are listed, should you require any support not listed feel free to contact our staff for more information.

Library and On-line Reference Materials

There are numerous library resources available in the local area (Pensacola and Florida Panhandle.) All are able to assist students with print, electronic, and multimedia materials to support educational objectives. Fire Service Training, LLC also houses a small section of reference materials to support educational objectives. Individual library hours can be accessed through those individual institutions as well as by contacting the staff of Fire Service Training, LLC.

Technology Resources

An Information Technology Center is available at the primary location for Fire Service Training, LLC. The Information Technology Center is equipped with a limited number of computer kiosks for students requiring assistance with computer access. In addition, the primary location for Fire Service Training, LLC is equipped with Wi-Fi internet access for student use.

Students requiring assistance with technical support can do so through a variety of technical support features offered. See individual courses for links to the technical support appropriate for the individual course.

Tutoring

A variety of tutoring services are available by contacting our staff, either via telephone or through email correspondence with course instructors. Tutoring services are available from certified instructor staff as well as from student and industry volunteers.

Student Support Services

Students requiring assistance with registration, recommendations of courses needed for certification programs, career counseling, or any other student-related needs can receive assistance by contacting our staff and requesting these services from any of our staff.

Academic Integrity

Academic integrity is a critical component of the learning community and shows respect to the institution, course, instructor, fellow students, and the learner themselves. Any violation of academic integrity to include cheating, plagiarism, using or having any content of an un-administered test, submitting the same work for multiple courses without permission of the course instructor, receiving assistance on any exam or work that requires independent effort, or any similar infraction.

Students found guilty of violating the academic integrity policy are subject to disciplinary action. The first step of the policy is for the instructor to meet with the student and discuss the evidence relating to the violation, giving the student an opportunity to refute or deny the charge. If the instructor confirms the violation, he/she in consultation with the program director may take any of the following steps:

- Allow the student to redo the assignment/exam
- Lower the grade for the work in question
- Assign a grade of F for the work in question
- Assign a grade of F for the course
- Recommend dismissal from the course
- Forward notification to the student's employer of the violation and penalty imposed.

Once an action has been taken, the instructor will notify both the program director and the student in writing, instructing the student to contact the program director as a final step. A copy of the letter will be retained in the student's confidential file. The student has a right of appeal as outlined in the Grievance Procedure section of this manual.

Attendance Policy

Student attendance and participation in courses of instruction are vital to the successful completion of courses. All students are expected to be in attendance for all scheduled sessions and to actively participate in all scheduled course activities. This includes online components of blended learning courses and computer-based learning. Students missing more than 10% of any course of instruction are subject to withdrawal of the course without refund.

Tardiness

Any student reporting for class later than the assigned time shall be considered tardy. If the student reports late for class, and has missed over 30 minutes of instruction for that session, the student may be considered absent at the discretion of the instructor.

It is understood that situations may arise that are beyond the control of the student, and these situations could cause a student to be late for class. However, whether a tardy is excusable or not will be determined by the instructor for that course. Any discrepancies will be resolved by the program director.

Any student accumulating what the instructor deems is excessive unexcused tardies can be immediately terminated from the course/program. Statements of attendance will be maintained in each student's file.

Withdrawals

Students withdrawing from a course at least 24 hours prior to the beginning of the course are eligible for a refund of any fees submitted. Students withdrawing within 24 hours of the beginning of a course or after the beginning of a course are not eligible for a refund of fees due to the condensed format of courses. Students who withdraw after the beginning of the course will receive a "W" (withdrawn) for course records.

Student Conduct

All students are expected to know and follow the institutional code of conduct for Fire Service Training, LLC. The code of conduct applies to individual students as well as any potential student groups or organizations and extends to any institution owned or controlled property as well as off-site events under the control of Fire Service Training, LLC (i.e. off-site courses held at other locations.) Depending on the severity of the infraction, responsible individuals may be subject to notification of violation, removal from a course, removal from attendance at future courses, notification to their employer of the violation, and/or notification to local law enforcement authorities. Examples of student violations under the code of conduct include:

- Addressing staff – all staff will be properly addressed as Mr., Ms., or by fire service rank as appropriate.
- Alcohol – those under the age of 21 may not possess, consume, or furnish alcohol to those under 21. Those age 21 and over may not consume alcohol on institution property or be under the influence of alcohol while attending courses of instruction.
- Disorderly Conduct – unreasonable conduct that interferes with courses or other functions.
- Drug Distribution – selling or distributing an illegal drug or a legal drug without a prescription.
- Drug Possession/Use – possessing or using an illegal drug or legal medication without a prescription.
- False Information – intentionally furnishing false information to an institutional representative.
- Harassment – unreasonable insults, gestures, or abusive words directed to another person that may reasonably cause emotional distress.
- Hazing – initiation rites involving any intentional action that a reasonable person would foresee as causing mental or physical discomfort or embarrassment.
- Institutional Documents – forgery, alteration, or unauthorized use of institutional documents, records, or services.
- Lewd or Indecent Conduct – Exposing one’s self to others or trying to see and/or record others in private acts.
- Physical Contact – physical contact that endangers, threatens, or harms the health or safety of any person, or behavior that causes a reasonable person to fear such contact.
- Property Use – damage, destruction, theft, or unauthorized entry or use of institutional property.
- Sexual Misconduct – Any contact of a sexual nature without explicit consent for each form of activity.
- Tobacco – students participating in face-to-face classes and training sessions are forbidden from using tobacco products during those sessions.
- Unwanted Contact – repeated or persistent contact or attempts to contact another person when the contacting person knows or should know that the contact is unwanted by other persons.

Grading Policies

Grading Scale

Fire Service Training, LLC utilizes a grading scale based on the State of Florida grading scale for educational programs. Letter grades indicate the quality of work the student achieved during the course of instruction.

A = 90-100	Excellent
B = 80-89	Good
C = 70-79	Average
F = Below 70	Failing
I – Incomplete	

Incomplete

A grade of “I” will not be routinely administered and is reserved for special cases with the approval of the course instructor and program director. When a grade of “I” is administered, the student agrees to successfully complete all remaining coursework within 30 days of the scheduled course completion or a grade of “F” will be assigned. In order to receive a grade of “I”, the student must have been maintaining adequate progress during the first half of the course and be reasonably certain of completion of all remaining components.

Late Assignments

In courses as in life, deadlines are established to ensure tasks are completed in a timely fashion. Instructors as well as students rely on these deadlines to ensure the flow of course material and adequate feedback throughout the duration of a course. Due to the need for strict adherence to these deadlines, an institutional policy is established as a baseline for instructor guidance. Late assignments may be accepted at the discretion of the individual instructor, with a reasonable penalty assigned for

work submitted beyond the scheduled deadline. Instructors at their discretion may refuse acceptance of work submitted after a scheduled deadline.

Confidentiality

In compliance with the Family Educational Rights and Privacy Act (FERPA) students attending course of instruction at Fire Service Training, LLC are classified as eligible students and afforded confidentiality protection under FERPA. Eligible students have the right to inspect and review all of the student's education records maintained by the institution. The institution is not required to provide copies unless the student is unable to inspect the records due to circumstances such as great distance. The institution may charge a fee for copies of records.

Eligible students have the right to request that records believed to be inaccurate or incorrect be corrected. If the institution decides not to amend the records the student has the right to a formal hearing. After the hearing, if the institution still decides to not amend the record the eligible student has the right to place a statement with the record detailing the contested information in the record.

The institution must have written permission from the student before releasing any information from the student's record. Due to the sensitive nature of enrolled students, "directory" type information will not be disclosed except under the circumstances required by law. Law allows the institution to disclose records without consent under certain circumstances:

- Institution officials with a legitimate educational interest, to include faculty and staff.
- Other institutions to which the student is transferring.
- Certain governmental officials in order to carry out lawful functions.
- Accrediting organizations
- Individuals who have obtained court orders or subpoenas.

Students who would like to allow others, such as a spouse, to have access to their confidential information should submit a release of information to the institution for retention in their student records file.

Student Grievances

Standard Grievance Procedure

The following procedure is to be used to resolve a grievance. Once this procedure of due process has begun, students who want to continue to pursue due process must follow the procedure and may not circumvent steps in the procedure and go prematurely to a higher authority.

- 1) **The Offending Person**—the student must first make contact with the offending person to resolve their differences within five working days. The exception to this requirement is sexual harassment complaints, which may be taken directly to the program director, as described below. If extenuating circumstances warrant it, then the student may meet with a mediator designated by the program director.
- 2) **The Program Director**—if the complaint is not resolved in the informal conference with the offending person, the student may then appeal in writing to the program director, who will schedule a conference with the student and the other involved parties. If the grievance is academic in nature the student will be directed to follow the Procedure for Resolving an Academic Grievance as listed below.
- 3) **The Appeals Committee**—if the grievance is not resolved by the appropriate program director, the student may request a hearing in writing before the Appeals Committee.
 - a) The student must present his/her case in writing to the program director who will appoint a chair of the Appeals Committee within five days after the meeting with the appropriate program director.
 - b) The Appeals Committee is comprised of two faculty members, a student representative, the program director or his/her designee, and any additional members appointed as necessary.

- c) After receiving the student's letter of grievance, the Appeals Committee must grant a hearing at the earliest convenient opportunity, but no later than five working days after receiving the request.
- d) The Appeals Committee will send to the student an outline of the procedures to be followed in the hearing. These may include, but are not limited to, who may attend the hearing, who may speak before the committee, and any documentation that is requested.
- e) The Appeals Committee must render a decision and respond to the student in writing within five working days following the hearing.

Academic Grievance Procedure

An Academic Grievance must be initiated within **one month** of the completion of the course in question.

If the grievance is regarding an academic matter, the following steps must be followed:

1. **The Instructor**—the student must go first to the instructor with whom he/she has the grievance. A conference with the instructor will be held to resolve the grievance informally.
2. **The Program Director**—if the informal conference with the instructor does not resolve the grievance, the student may appeal in writing within five working days of the informal conference to the program director. If the grievance is not resolved by the Program Director, the student has access to the Standard Grievance Procedure beginning with the Appeals Committee, which must be initiated in writing within five working days.
3. **Interim Decision Concerning Student Status**—before the student goes before the Appeals Committee, the program director will determine the feasibility of keeping the student in class while the appeals process continues. Should the circumstances warrant, the program director may decide that the student should be removed from class and/or the program until the appeals process has ended.

Sexual Harassment Grievance Procedure

If the student grievance pertains to an allegation of sexual harassment by either another student or an employee, the student may go directly to the program director rather than to the offending person. Any person who receives knowledge of a student allegedly being sexually harassed must report it to the program director. If the matter is not satisfactorily resolved, the student has access to the Standard Grievance Procedure, beginning with the Appeals Committee.