



CALIFORNIA FIRE MECHANICS ACADEMY, INC.

6770 Stanford Ranch Rd, #1129
Roseville, CA 95678
Phone: 916.333.5044
E-Mail: cfm.academy@gmail.com

California Fire Mechanics Academy Inc.

Tuition and Fee Refund Appeal Policy

Policy Statement:

California Fire Mechanics Academy Inc. (CFMA) requirements of CFMA policy on Tuition and Fees Appeals. Appeals that do not represent a sound basis for reimbursement will be denied. Appeals must be submitted no later than 6 days after the withdrawal date prior to the start of academy.

Submitting an Appeal:

- Students must officially withdraw from courses before their appeal will be considered.
- Students who withdraw once a class has begun are not eligible for tuition or fee reimbursement.
- Appeal documents are accepted at the CFMA mailing address, 6770 Stanford Ranch Rd #1129, Roseville, CA 95678

Appeal Process:

All appeals are referred to the CFMA Education Committee. This committee is comprised of representatives from the Board of Directors of the CFMA. Appeals are reviewed after each academy is complete. Depending upon the complexity of the appeal and receipt of all supporting documentation, the processing time may vary from six to eight weeks.

- Appeals are approved when a majority of the committee decides in favor of the request.
- Committee decisions are final.

Instructions/Checklist:

- ✓ Review the acceptable and unacceptable list of reasons to request a refund listed below.
- ✓ Gather supporting documentation to submit with your appeal.
- ✓ Submit the completed form and any supporting documentation to the CFMA Education Committee, 6770 Stanford Ranch Rd #1129, Roseville, CA 95678
- ✓ If the appeal committee needs additional information from you, a request will be made to the EMAIL address you have provided below.
- ✓ The decision of the committee is final. The review process may take 4 to 8 weeks due to the research conducted on each request submitted. A written decision will be sent to the mailing address listed on the Tuition/Fee Refund Appeal Form
- ✓ Be sure to attach all documentation such as letters from doctors, hospital statements, copies of incorrect or misleading publication, etc. you feel may support your assertions.



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Tuition/Fee Refund Appeals will be considered for the following reasons when the appropriate supporting documentation is provided:

- Medical Withdrawal based on physical illness of the student (including hospitalization) documented by a physician's statement or other medical support on official letterhead and including date of onset.
- Physical or mental illness of the student's immediate family member (including hospitalization) who is dependent upon the student for support--documented by physician's statement or other medical support on official letterhead, including date of onset.
- Death of a student's immediate family member. "Immediate family" is defined as parents, spouse, children, brother, or sister, (either blood or by marriage) with a certified copy of death certificate.
- Mandatory and unforeseen job transfers documented by employer on official letterhead.
- Involuntary changes in employment schedule documented by employer on official letterhead. Loss of employment does not apply.
- Institutional errors/delay in processes.

Tuition/Fee Refund Appeals will not be approved in the following instances:

- Personal errors in judgment or irresponsibility involving transportation, availability of finances, academic ability, time management.
- Misinterpretation of CFMA policies and/or procedures.
- Lack of knowledge of CFMA policies and/or procedures.
- Dissatisfaction with instructor, course content, or delivery of instruction.
- Dissatisfaction with academic progress in course.
- Appeals of non-refundable fees.
- Non-attendance or minimal attendance of class.
- Inadequate investigation of course requirements prior to registration and attendance.
- Non-receipt of mail due to obsolete address on file with the CFMA Office.
- Voluntary acceptance of employment or other activity impacting ability to attend classes.
- Loss of employment.



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Be sure to attach all supporting documentation such as letters from doctors, hospital statements, copies of any incorrect or misleading CFMA publication, etc. you feel may support your assertions.

Submit all materials to: CFMA Tuition and Fee Refund Appeals Committee, CFMA Office, 6770 Stanford Ranch Rd #1129, Roseville, CA 95678

All information included in the appeal is considered confidential and will not be used for any other purpose. Allow 4 to 8 weeks for a response. A response will be sent to the mailing address on this form.



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Tuition/Fee Refund Appeal Form

STUDENT / AGENCY INFORMATION (All information is required):

Name / Agency: _____

Email Address: _____

Mailing Address: _____

City: _____

Phone: _____

State: _____

Zip code: _____

Cell Phone: _____

Identify the term and year for which you are appealing.

Term/Year: Spring Academy _____ Fall Academy _____

Refund Request: Please attach a letter and supporting documentation detailing your situation with dates and events. Please explain to the committee the outcome you are seeking. A refund response in the form of a bank check will be sent to the mailing address on the form.

Signature: _____ Date: _____