

Policy No: 03

Free Retraining Policy Revised February 2019

The Policy will address:

- Part (A): Free Retraining General Policy for all courses under 16 hours *Except H2S Alive (This policy includes Level 1, Transportation Endorsement, Emergency First Aid, Standard First Aid, CPR C, BLS, Emergency Childcare, Babysitting Course, Stay Safe Course, WHMIS, TDG, Bear/Cougar Aware, S185, S100)
- Part (B): Free Retraining General Policy for all courses over 16 hours (Includes Level 2, Level 3, First Responder, Emergency Medical Responder)
- Part (C): Free Retraining policy for H2S Alive

Part (A): Free Retraining General Policy for all courses under 16 hours *except H2S Alive
(This policy includes Level 1, Transportation Endorsement, Emergency First Aid, Standard First Aid, CPR C, BLS, Emergency Childcare, Babysitting Course, Stay Safe Course, WHMIS, TDG, Bear/Cougar Aware, S185, S100)

- The purpose of this policy is for the student who has **completed** their course and were **unsuccessful**. This policy **expires 4 months from date of the original course** registered in, unless Lifesavers extends it due to lack of space in course dates.

Students **must meet all requirements** below to qualify for free retraining:

1. The student must have had 100% attendance in the initial course
2. The student must be on time for class, be prepared, and act professional.
3. All course fees paid prior to course commencement or a letter of payment guarantee received from their employer or funding agency
4. Student needs to bring back their course manual to reuse.
5. The re-training is provided until the student achieves certification or the student chooses to not utilize the guarantee. The re-training must be completed within four months of the original training date.

Free Retraining Limitations

- If the student books a free retraining course and does not attend or drops out, they will **not** qualify for further free retraining.
- Lifesavers may not be able to guarantee a spot in a free retraining course, this may not be known until the day prior to course commencement. If a student would like to confirm a spot in the class, there is the option to pay full course fees to do so. Otherwise students are aware that this is not guaranteed, and student may have to wait an undetermined time to book into a course to get the free retraining.
- Management has the right to deny further free retraining as documented by issues described in the requirements listed above. Lifesavers will also deny the free retraining policy if issues of student misconduct arise.

Part (B): Free Retraining General Policy for all courses over 16 hours

- The purpose of this policy is for the student who has **completed** their course but does not feel ready to do the exams OR students that were **unsuccessful with their exams and want more training**, prior to next exam.
- This policy **expires 4 months from date of the original course** registered in, unless Lifesavers extends it due to lack of space in course dates.

Students **must meet all requirements** below to qualify for free retraining:

1. The student must have had 100% attendance in the initial course
2. The student must be on time for class, be prepared, and act professional.
3. All course fees paid prior to course commencement or a letter of payment guarantee received from their employer or funding agency
4. Students that were unsuccessful, must pay the re-examination fees of \$100.00 per session of exams needing rescheduling BEFORE they are registered in the next course. Basic life support exam; \$100.00 Major scenario exam: \$100.00 Max \$200.00 fee may be applied.
5. The re-training is provided until the student achieves certification or the student chooses to not utilize the guarantee. The re-training must be completed within four months of the original training date.

Free Retraining Limitations.

- If the student books a free retraining course and does not attend or drops out, they will **not** qualify for further free retraining.
- Lifesavers cannot guarantee a spot in a free retraining course, this may not be known until the day prior to course commencement. If a student would like to confirm a spot in the class, there is the option to pay full course fees (excluding the book fees) to do so. Otherwise students are aware that this is not guaranteed, and student may have to wait an undetermined time to book into a course to get the free retraining.
- Management has the right to deny further free retraining as documented by issues described in the requirements listed above. Lifesavers will also deny the free retraining policy if issues of student misconduct arise.

Part (C): Free Retraining policy for H2S Alive

H2S Alive * Free retraining but students needs to pay \$50 certification fee as ENFORM does not sell exams and books separately.