

Student Policies

Policy No: 7

Refund, Transfer and Dropping Out Policy of all courses and workshops

Revised Edition: September 2018

- * Students need to pay in full to secure their spot in a course. These policies are in place to make sure that any student that is registered in a course is committed to completing that course, in the time frame they have signed up for. Missing any time during the course will result in the student being not eligible to be examined or certified.
- * Management has the right to deny further re-training for the student if the Instructor states the student did not put in the effort to learn the material in the initial course taken, and subsequent courses offered. This includes failure to attend extra practices provided by the Instructor. Lifesavers will also deny further re-training if any issues of student conduct arise.
- * Students are considered Dropouts if they do not show up for their course (without communication in writing) OR they have completed some of their course but don't finish it.

This policy will address:

Part (A): Refunds, Transfers, Dropping out of courses under 16 hours in length (includes Level 1, Transportation Endorsement, Emergency First Aid, Standard First Aid, CPR, BLS, Emergency Childcare, Babysitting Course, Stay Safe, WHMIS, TDG, Bear/Cougar Aware, S185, S100, Pleasure Craft Operators Course)

Part (B): Refunds, Transfers, Dropping out of courses over 16 hours in length (includes Level 2, Level 3, First Responder, Emergency Medical Responder)

Part (C): Refunds, Transfers, Dropping out of the H2S Alive Course

Part (A): Courses under 16 hours in length (except the H2S Alive course)

(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)

Refund of courses under 16 hours in length.

- If the student cancels in writing 7 days or more from the course start date the student are entitled to a full refund. Emails are acceptable, but it is the student's responsibility to contact the office for their refund. Original receipts are required for refunds.
- If a student cancels in writing with less than 7 days notice from the course start date, there will be a \$20 cancellation fee (\$40 for SFA). Emails are acceptable, but it is the student's responsibility to contact the office for their refund. Original receipts are required for refunds.

Transferring courses that are under 16 hours in length.

More than 7 days notice: no transfer fee will be applied. An email is still required, and it is the student's responsibility to contact the office to confirm their course date has been changed.

Less than 7 days notice: \$20 transfer fee will need to be paid **before** the student is moved. An email is still required, and it is the student's responsibility to contact the office to confirm their course date has been changed. No future transfers are available after a change has been made.

** Lifesavers would prefer that the student complete the complete hours of the transferred into course. However, if the student has completed some time in a previous course and can only attend the missed time, the course **must** be completed within 14 days of the original course start date.*

Dropping out courses that are under 16 hours in length.

If a student does not show for their course (without communication in writing) they will be considered a drop out. These students are not eligible for a transfer or refund. Full course fees will be applied to reschedule.

This policy is for the student who cannot finish their one-day program due to illness or emergency, Lifesavers will transfer them to a new course if the student has communicated the problem with the office prior to leaving.

Also, the following conditions must be met by the student.

1. All course fees paid prior to course commencement or a letter of payment guarantee received from their employer or funding agency. The non-refundable portion of the course fee of \$20.00 (\$40 SFA) must be paid or guaranteed before the student is moved. *Lifesavers may choose to waive this fee.*
2. The full course must be taken over again.
3. The student must complete the full course within a 4-month period. If the student wants to complete the course after the 4-month period, full payment must be made again for their course.
4. Students who are no-shows for their courses, may also be charge the non-refundable course fee of \$20.00 in order to move to a different course.

Part (B): Courses over 16 hours in length

(Includes Level 2, Level 3, First Responder, Emergency Medical Responder)

Refunding of courses over 16 hours in length.

If the student cancels in writing 30 days or more from the course start date the student are entitled to a full refund. Emails are acceptable, but it is the student's responsibility to contact the office for their refund. Original receipts are required for refunds.

If a student cancels in writing with more than 7 days notice from the course start date, there will be a \$200 cancellation fee. Emails are acceptable, but it is the student's responsibility to contact the office for their refund. Original receipts are required for refunds.

If a student cancels in writing less than 7 days notice from their course start date, there will be no refund. They may be able to transfer though (see below).

Transferring courses that are over 16 hours in length

More than 30 days notice: no transfer fee will be applied. An email is still required, and it is the student's responsibility to contact the office to confirm their course date has been changed. No future transfers are available after a change has been made.

More than 7 days notice: \$150 transfer fee will need to be paid **before** the student is moved. An email is still required, and it is the student's responsibility to contact the office to confirm their course date has been changed. No future transfers are available after a change has been made.

Less than 7 days notice: \$250 transfer fee **plus** \$100 for each Summative exam (there are 2) that has not been completed. These fees (up to \$450) will **need** to be paid before the student is moved. An email is still required, and it is the student's responsibility to contact the office to confirm their course date has been changed. No future transfers are available after a change has been made.

** Lifesavers would prefer that the student complete the complete hours of the transferred into course. However, if the student has completed some time in a previous course and can only attend the missed time, the course **must** be completed within 2 months of the original course start date.*

***If Lifesavers can fill the student's spot in the course exams, the exam fees **may** be waived.*

Dropping out courses that are over 16 hours in length.

If a student does not show for their course (without communication in writing) they will be considered a drop out. This also applies if they have completed some of their course but doesn't continue. These students are not eligible for a transfer or refund. Full course fees will be applied to reschedule.

Part (C): H2S Alive Course

Refund/Transfer of H2S Alive

*The H2S Alive course is non-refundable and non-transferrable.