

# **First on Scene Training LLC**

## **Student Policy**

### **Course Completion**

Upon successfully completing the class and the met the established criteria for successful completion of a course the student will be issues a Course Completion Certificate. The students must keep this record for four (4) years.

### **Attendance**

The students must attend the entire class in order to get credit. No partial credit will be given for attending a portion of the class.

### **Notification of course cancellation**

A full refund or the option to enroll in the next available class will be given to the student if First on Scene Training LLC cancels the class. First on Scene Training will make every attempt to notify the student as soon as the class has officially been canceled or re-scheduled.

### **Cancelation/Refund Prior to Class**

Refunds and Transfers will be allowed up to two (2) full working days prior to class, subject to a \$10.00 processing fee. No refunds or Transfers allowed with less than two (2) working days notice

### **Refund due to non attendance**

No refunds or transfers will be given if the student fails to notify First on Scene Training prior to the end of the class. If the student leaves a voicemail/text message with the Course Register prior to the end of the class with a valid explanation of why they could not attend the class, the student will be able to transfer to the next available class. No refund will be given for non attendance.

### **Check Return Fee/ Credit Card Return Fee**

A \$50.00 funds denied fee will be charged for any returned check or credit card transactions that fail to clear the bank.

### **Dress Code**

Appropriate attire for pre-hospital and hospital care must be worn at all times. This includes proper foot wear.

### **Body Substance Isolation (BSI) & Personal Protection Equipment (PPE)**

When appropriate First on Scene Training LLC will make available proper BSI/PPE. It is the student's responsibility to avail themselves to the available equipment. The student is responsible to notify the instructor immediately if the required equipment malfunctions or does not fit properly.