

## ONLINE TRAINING POLICIES

### PAYMENT

- Full payment is required upfront for all online training courses.

### RESCHEDULING FEES

- Upon completion of their online training module, students are required to register for a live instructor led mock session date in order to achieve full certification. If a student does not appear for, or arrives :15 late, or cancels their scheduled session, a \$45 rescheduling fee will be charged.

### CANCELATIONS

#### All Online Trainings Except BAT Instructor

- Students may cancel their online training and receive a full refund provided they have not started the course.

#### Online BAT Instructor Training

- Students may cancel their training for a full refund provided they have not returned a signed Online BAT Instructor Training Agreement.
- Online BAT Instructor training consists of two live Instructor led sessions. Each session has limited seats. If a student fails to appear for, cancels or arrives :15 late for their scheduled session, a \$400 rescheduling fee will be applied for each cancelled session. All rescheduling fees must be paid before the student can re-enroll in an alternative session.

### SUBSTITUTIONS

- Online training courses can be transferred to another student provided the previously registered student has not completed more than 50% of the course.
- An online BAT Instructor course may be transferred to another student without penalty provided that the previously registered student has not completed more than 50% of the course and the newly registered student is able to attend the scheduled live instructor led sessions. If the newly registered student is unable to attend the scheduled live instructor led sessions, a \$400 rescheduling fee will be charged.