



Billing Policy

We will bill organizations with more than 15+ employees (Due Net 30). Please call the office at 206-673-2919 or email contact@cornerstonehealthcaretraining.com to request a billing account. Training requests for billing accounts will be billed in full upon registration of the course(s), NOT completion. Organizations that do not pay their invoices within 60 days are subject to suspension.

Employers with established billing accounts should use the Training Request form located on our website to request course(s) for their staff. Please contact the office at (206) 673-2919 with any questions.

Organizations with less than 15 employees will need to pay by credit card at the time of registration for employee training utilizing the self-registration option within our online classroom.

Refund Policy

CANCELLATIONS WITHIN 14 DAYS OF REGISTRATION:

There is NO charge for unopened courses that are cancelled within 14 days of registration, all tuition fees paid or billed are fully refundable (except a \$15 Skills Lab Kit fee).

1. The school will refund all money paid if the applicant cancels within 14 days following enrollment provided the applicant has not opened their courses.

Note: For those enrolled in Core Basic there is a non-refundable fee of \$15 for the Skills Lab Kit that is mailed upon registration.

2. The school may retain an established registration fee equal to 10 percent of the total tuition cost, or \$100, whichever is less, if the applicant cancels more than 14 days following enrollment and has not opened or begun their course(s). A "registration fee" is any fee charged by a school to process student applications and establish a student record system.

3. If training is terminated after the student has opened and begun training, the school may retain the registration fee established under #2 above, plus a percentage of the total tuition as described in the following table:

If the student completes this amount of their overall training course(s) or lesson plan:	The school may keep this percentage of the tuition cost:
Up to 10%	10%
10% but less but less than 25%	25%
25% but less than 50%	50%
More than 50%	100%

NOTE: CB200 Virtual Skills Labs: Once you have submitted your first skill video and it has been graded this course will be considered 'Completed' within the framework of our refund policy. All other courses will not count as a 'Completed' course within the framework of this policy until the student has fully finished the course.

FEES AND LIMITATIONS:

CANCELLATIONS AFTER 3 MONTHS (90 DAYS) OF REGISTRATION:

No Refunds are available 3 months (90 days) after the original enrollment date, regardless of if the course has been opened.

CB200 Skills Lab Kit Fee: Upon registration students will be mailed a "Skills Kit" that will include supplies needed for practice that are not commonly found household items.

The \$15 cost of kit materials and shipping is included in the tuition for the CB200 course.

This \$15 fee is non-refundable and will be deducted from any refund owed to a student or employer relating to the CB200 course. This fee is billed to the employer for all employer requested/billed training as Cornerstone has no financial agreement in place with the individual student. We do not bill individual students. Students who enroll independently of an employer must pay in advance for their course(s).

Any requests for replacement kits will incur an additional \$15 charge.

We encourage employers to make arrangements with your employee so you may recoup these fees from them in the event of employment termination.

Course fees are non-transferable. We are required to keep detailed records on each enrolled HCA student and a clear payment history is part of that requirement. Training fees paid cannot be transferred to a new student/employee.

Upon request, we will disclose any training fees paid to us, even when paid by a student's employer. This is to maintain transparency and ethics as required by the WorkForce Board of Washington.

We cannot bill individual Core Basic modules. If you wish to purchase and pay for Core Basic modules individually you will need to use the self-registration option within the Catalog and pay by credit/debit card. Call the office you require assistance or instructions on how to accomplish this.

Courses expire one year (365 days) from the original registration date.

Please make sure you understand this refund policy. We do not make exceptions. Please contact us if you have any questions or concerns. Some employers initiate payroll deductions for training fees or offer reimbursement programs.

Students should check with your employer about their specific policy as Cornerstone has no access or knowledge of policies or agreements between employer and student.

Financial Aid

Every effort has been given to make our classes affordable and easy to access. If for any reason you do not have a credit card or ability to make a payment through our online system please contact our office and we will make arrangement for you to send a check, money order or pay through PayPal. If you are not currently employed, we encourage you to reach out to employers in your community. Demand for caregivers is high and many LTC providers subsidize training costs or offer reimbursement programs.

Placement Assistance

At this time, we do not offer placement assistance though you may contact us at any time to discuss what openings or opportunities we may be aware of. We also encourage students and employers to post employment opportunities and/or seeking employment ads on our Facebook page.