

## Canadian Red Cross Programming Offered

Every course has a written and practical exam

### **Emergency First Aid**

This course is a must-have, as it meets the requirements of the Federal or Provincial Authority Having Jurisdiction over first-aid training for the workplace. Additionally, the course content meets the Canadian Standards Association (CSA) standard Z1210 for Basic first aid training. Includes the latest first aid and CPR guidelines. Enroll today to gain the knowledge and confidence to handle any emergency situation efficiently.

### **Duration**

- Emergency First Aid & CPR A: 6.5 hours in-class\* OR 4 hours in-class\* + 4 hours online learning\*\*
- Emergency First Aid & CPR C: 7 hours in-class\* OR 5 hours in-class\* + 4 hours online learning\*\*

### **Prerequisites**

This course has no prerequisites.

### **Completion**

- Successfully demonstrate skills and critical steps
- Min. 75% mark for written knowledge evaluation
- Attend and participate in 100% of the course

### **Certification**

3-year certification in Emergency First Aid and CPR Level A or C

### **Recertification\*\*\***

- Emergency First Aid & CPR A: 4 hours in-class\*
- Emergency First Aid & CPR C: 5 hours in-class\*

### **Standard First Aid**

Learn how to save lives by enrolling in our comprehensive two-day course focused on first aid, cardiopulmonary resuscitation (CPR) and automated external defibrillators (AED) for adults, children, and infants. This course is perfect for professionals or anyone who wants to improve their knowledge for personal reasons.

You'll learn the latest first aid and CPR guidelines and techniques that meet legislative requirements for the Federal or Provincial Authority Having Jurisdiction over first aid training for the workplace. Additionally, the course content meets the Canadian Standards

Association (CSA) standard Z1210 for Intermediate first aid. Be the difference, learn first aid, save a life!

### **Duration**

- Standard First Aid & CPR A: 13 hours in-class\* OR 7 hours in-class\* + 8 hours online learning\*\*
- Standard First Aid & CPR C: 14 hours in-class\* OR 7.5 hours in-class\* + 8 hours online learning\*\*

### **Prerequisites**

This course has no prerequisites.

### **Completion**

- Successfully demonstrate skills and critical steps
- Min. 75% mark for written knowledge evaluation
- Attend and participate in 100% of the course

### **Certification**

3-year certification in Standard First Aid, CPR Level A or C, and AED

### **Recertification**

- Standard First Aid & CPR A: 7 hours in-class\*
- Standard First Aid & CPR C: 7.5 hours in-class\*

\*\*\* Can be taught concurrently with emergency first aid \*\*\*

### **Emergency Child Care First Aid**

Our basic one-day course is designed to equip caregivers with the necessary skills and knowledge to prevent injuries among children and babies.

The course covers lifesaving first aid skills, CPR, AED use, choking response, circulation emergencies, wound care, and more. Additionally, this course meets provincial/territorial legislative requirements for early childhood education and daycare workers.

Enrolling in our course will give you the confidence and knowledge to provide quality care to our little ones. Join us today and take the first step toward becoming a competent caregiver!

### **Duration**

Minimum 8 hours in-class\*

### **Prerequisites**

This course has no prerequisites.

### **Completion**

- Demonstrate a working competency of all required skills
- Achieve a minimum score of 75% on a written, closed-book knowledge evaluation completed independently
- Attend and participate in 100% of the course
- Must adhere to the Fundamental Principles of the Red Cross.

### **Certification**

3-year certification in Emergency Child Care First Aid with CPR Level B (digital certificate issued upon successful completion).

### **Recertification\*\***

6 hours in-class\*

### **Standard Child Care First Aid**

Enroll in our comprehensive two-day course and learn lifesaving first aid skills, cardiopulmonary resuscitation (CPR) techniques, AED use, choking response, circulation emergencies, wound care management and strategies for maintaining child safety with a particular focus on childhood injuries and illnesses.

This course is designed to meet the first aid and CPR guidelines. It fulfills provincial/territorial early childhood education and daycare worker safety and legislative requirements. Join us to gain the knowledge and skills necessary to save lives and prevent injuries!

### **Duration**

Minimum 16 hours in-class\*

### **Prerequisites**

This course has no prerequisites.

### **Completion**

- Demonstrate a working competency of all required skills.

- Achieve a minimum score of 75% on a written, closed-book knowledge evaluation completed independently.
- Attend and participate in 100% of the course
- Must adhere to the Fundamental Principles of the Red Cross

### **Certification**

3-year certification in Standard Child Care First Aid with CPR Level B.

### **Recertification\*\***

8 hours in-class\*

### **Marine Basic First Aid**

Our comprehensive course is designed to cater to individuals expected to provide first aid in a marine environment and provide first aid skills and CPR for adults.

Our experienced instructors use a combination of lectures, discussions, and real-life scenarios taken from the marine and fishing industry to ensure that you are fully prepared for any situation.

Our course meets all the requirements outlined in the Transport Canada in Transport Publication (TP) 13008 E. Enroll in our course today to ensure you are prepared to respond to medical emergencies at sea.

### **Duration**

16 hours in-class\* OR 8 hours online learning\*\* + 8 hours in-class\*.

### **Prerequisites**

Learners must be 16 years of age or older.

### **Completion**

- Demonstrate a working competency of all required skills.
- Achieve a minimum score of 75% on a written, closed-book knowledge evaluation completed independently.
- Attend and actively participate in 100% of the course.
- Must adhere to the Fundamental Principles of the Red Cross.

### **Certification**

- 3-year certification in Marine Basic First Aid and CPR/AED Level A or C

- 3-year certification in Standard First Aid and CPR/AED Level A or C (CSA Standard Z1210-17 – Intermediate)
- 5-year certification by Transport Canada

Certificates are issued by Red Cross upon successful completion.

### **Recertification**

Recertification of Marine Basic First Aid is not permitted under federal regulations. If you wish to obtain the certificate after it has expired, you must complete the course again.

Learners who no longer require Marine Basic First Aid certification can continue to maintain current Standard First Aid certification by attending a Standard First Aid Recertification course prior to their expiry date.

### **Oxygen Therapy**

Unlock your potential and acquire the necessary expertise with our Oxygen Therapy training. Our program is uniquely designed to provide you with the knowledge and skills to confidently identify when it is essential to administer supplemental oxygen, ensuring that you can effectively handle any situation with ease.

Our expert trainers will guide you through the safe and proper handling and assembly of the equipment. The course can also be combined with Basic Life Support. Enroll now and become a master of Oxygen Therapy.

### **Duration**

Stand-alone course – 1-2 hours; Combined with BLS – 1 hour (added to BLS)

### **Prerequisites**

This course has no prerequisites.

### **Completion**

- Successfully demonstrate all course skill competencies
- Minimum 75% mark for written, closed book, knowledge evaluation
- Attend and participate in 100% of the course

### **Certification**

3-year certification in Oxygen Therapy (digital certificate issued upon successful completion)

### **Recertification**

No recertification available for this course.

## **Airway Management**

Master the skills and knowledge needed to create and maintain a patent airway through the Airway Management course.

This comprehensive course is designed to equip you with the knowledge and skills to provide timely and effective interventions, including measuring and inserting the applicable airway adjunct based on the patient's condition.

With our expert guidance, you'll gain the confidence to handle any airway emergency and ensure the best possible outcome for your patients. This course can also be combined with Basic Life Support training for additional certification. Enroll in the Airway Management course today to take your skills to the next level.

### **Duration**

1-2 hours stand-alone course; 1 hour when combined with Basic Life Support (added to BLS)

### **Prerequisites**

This course has no prerequisites.

### **Completion**

- Successfully demonstrate all course skill competencies
- Minimum 75% mark for written, closed book, knowledge evaluation
- Attend and participate in 100% of the course

### **Certification**

3-year certification in Airway Management (digital certificate issued upon successful completion)

### **Recertification**

No recertification available for this course.

## **Basic Life Support**

Enroll in the Basic Life Support course to gain the confidence and skills needed to perform cardiopulmonary resuscitation (CPR) as part of a team effort. This course is specifically designed for professionals with a duty to respond during emergencies.

The course will take you through essential steps, such as performing a rapid assessment, basic life support (BLS) skills, and rapid defibrillation, including using an Automated External Defibrillator (AED). By completing this course, you will be equipped with the essential knowledge and skills to respond quickly and effectively during emergency situations.

- Basic Life Support stand-alone course – 4 hours
- BLS with Airway Management – 5 hours
- BLS with Oxygen Therapy – 5 hours
- BLS with Airway Management and Oxygen Therapy – 6 hours

### **Duration**

- Basic Life Support stand-alone course – 4 hours
- BLS with Airway Management – 5 hours
- BLS with Oxygen Therapy – 5 hours
- BLS with Airway Management and Oxygen Therapy – 6 hours

### **Prerequisites**

This course has no prerequisites.

### **Completion**

- Successfully demonstrate all course skill competencies
- Minimum 75% mark for written, closed book, knowledge evaluation
- Attend and participate in 100% of the course

### **Certification**

1-year certification in Basic Life Support (digital certificate issued upon successful completion)

### **Recertification**

2 hours

## **Advanced First Aid**

Our Advanced First Aid course offers people looking for employment or for your employees the necessary knowledge and skills to provide effective emergency care in the workplace or in transit to a healthcare facility.

This comprehensive course builds upon the skills developed in the Emergency Care for Professional Responders text. It covers patient assessments, interventions, and ongoing care. Additionally, we provide training on how to prepare to transport injured workers from the workplace to healthcare facilities.

### **Duration**

80-120 hours (based on jurisdiction)

### **Prerequisites**

Participant must be certified in Standard First Aid with CPR level C.

### **Completion**

- Successfully demonstrate the required skills
- Minimum 75% mark for written, closed book, knowledge evaluation
- Successfully complete two evaluated scenarios (one each, medical and trauma)
- Attend and participate in 100% of the course

### **Certification**

3-year certification in Advanced First Aid (digital certificate issued upon successful completion)

### **Recertification**

40 hours

### **First Responder**

Learn how to provide patient assessment, basic life support (BLS), CPR, hemorrhage control, and care for acute and chronic conditions with our comprehensive training program First Responder.

This course is designed for professional first responders or anyone interested in becoming a first responder. Our training program covers essential topics such as the patient assessment model, airway management, tourniquets use, traction splinting.

Our training is delivered using dynamic techniques such as video presentations, media demonstrations, skills practice sessions, discussions and scenarios based on real-life situations. Get hands-on experience and practical skills that can help you save lives.

### **Duration**

40 hours (based on jurisdiction)

### **Prerequisites**

None

### **Completion**

- Successfully demonstrate the required skills
- Minimum 75% mark for written, closed book, knowledge evaluation
- Successfully complete two evaluated scenarios (one each, medical and trauma)
- Attend and participate in 100% of the course

### **Certification**

3-year certification in First Responder (digital certificate issued upon successful completion)

### **Recertification**

20 hours

### **Marine Advanced First Aid**

Gain the skills and confidence to apply immediate first aid in the event of accidents or illnesses onboard a vessel through the Marine Advanced First Aid Training.

This course is exclusively designed to provide you with marine-specific knowledge, including using equipment and skills in a marine environment and transferring patients from a ship.

You will receive comprehensive training that meets the requirements set by Transport Canada as outlined in Transport Publication (TP) 13008E. Join us now and be prepared for any unforeseen circumstance that may arise while at sea.

### **Duration**

31 hours

### **Prerequisites**

This course has no prerequisites

### **Completion**

- Successfully demonstrate the course skills competencies
- Minimum 75% mark for written, closed book, knowledge evaluation
- Successfully complete two evaluated scenarios (one medical and one trauma)
- Attend and participate in 100% of the course

### **Certification**

3-year Red Cross certification in Marine Advanced First Aid and a Transport Canada certification. Certificates are issued by Red Cross upon successful completion.

### **Recertification**

Recertification of Marine First Aid is not permitted by Transport Canada TP 13008E

### **Emergency Medical Responder**

The Emergency Medical Responder training equips you with the skills to assess, intervene, and provide continuous care to patients while at work, responding to calls, or during transport to a healthcare facility.

This comprehensive course covers advanced first aid and cardiopulmonary resuscitation (CPR) skills, which are essential to carry out appropriate patient assessments, interventions, and ongoing care in the workplace or emergency scene.

EMR is a standalone course, but a bridging course also provides learners with a way to move from Canadian Red Cross First Responder to Emergency Medical Responder, recognizing their existing skills and knowledge in a condensed time frame.

First Responder to Emergency Medical Responder Bridging pre-course requirements include proof of current Red Cross First Responder certification.

### **Duration**

80-120 hours (based on jurisdiction)

### **Prerequisites**

Participant must be certified in Standard First Aid with CPR level C.

### **Completion**

- Successfully demonstrate the required skills
- Minimum 75% mark for written, closed book, knowledge evaluation
- Successfully complete two evaluated scenarios (one medical and one trauma)
- Attend and participate in 100% of the course

### **Certification**

- 3-year certification in Emergency Medical Responder (digital certificate issued upon successful completion)
- 1-year Basic Life Support (BLS) and CPR

### **Recertification**

40 hours

All of this information comes from the following link:

<https://www.redcross.ca/training-and-certification/course-descriptions/workplace-first-aid-courses>

# Heart and Stroke Foundation Courses

## Health Care Providers and First Responders

### Basic Life Support

Basic Life Support (BLS) is the foundational course for healthcare professionals and trained first responders who provide care to patients in a wide variety of in-facility and prehospital settings. BLS is the cornerstone program for healthcare professionals.

As the gold standard, Heart & Stroke's BLS training courses teach the theoretical and hands-on skills needed to respond to medical emergencies and drives the best possible patient outcomes.

Infused with Heart & Stroke's 2020 Guidelines for CPR and ECC, our new BLS program offers an engaging and flexible new way of learning. Powered by a new, user-friendly online platform, students can learn BLS in either a **blended learning** format (self-paced online learning combined with in-person, instructor-led skills training), or for those who require a more traditional format, a completely **in-person** course that's led by a qualified instructor. These options ensure you can choose the learning format that suits your needs and your schedule.

In this course, you will learn the fundamental skills of high-quality cardiopulmonary resuscitation (CPR) for victims of all ages. You will practice delivering these skills as a single rescuer and as a member of a multi-rescuer team.

The skills you learn in BLS will enable you to:

- Recognize a cardiac arrest
- Activate the emergency response system early
- Respond quickly and confidently
- Perform high-quality single-rescuer CPR and multi-rescuer team CPR

This course will ensure people in cardiac arrest have the best chance of survival.

### Features

- Reflects the most recent science from the 2020 Guidelines Update for CPR and ECC and adapted for Canada's unique clinical health care practice, pharmacology and systems of care.
- Supports a variety of learning styles with two proven learning formats, including a blended format that allows students to learn at their own pace online and receive focused skills training in-person.

- Incorporates use of feedback devices, proven to improve learning and skills mastery, into the programming during in-person practice and testing.
- Reinforces the importance of direct hands-on practice and coaching in acquiring and elevating skills proficiency.
- Emphasizes the critical importance of high-quality CPR, including coordinated team dynamics.
- Provides engaging video-based content with real world scenarios.

## Content

The BLS course focuses on building knowledge so you are confident and ready to perform high-quality CPR in a wide variety of settings. The course covers:

- Chain of Survival
- 1-rescuer / 2-rescuer CPR
- High-quality chest compressions with a feedback device
- Multi-rescuer team CPR
- Adult, Child and Infant CPR and relief of choking
- Use of an AED
- Effective ventilations using a barrier device and bag-mask device
- **EXPANDED:** Opioid-associated life-threatening emergencies
- **NEW:** Role of the CPR coach; Maternal cardiac arrest; Anaphylaxis; Drowning; Heart attack and stroke; and, Other life-threatening emergencies

<b>BLS Provider, In-Class Course</b>	<b>BLS Blended Provider</b>
Full certification	Full Certification
4-hour duration	2 hours in class, self-study varies in length
Valid 1 year	Valid 1 year
<b>BLS Renewal, In-Class Course</b>	<b>BLS Blended Renewal</b>
3 hour duration	1.5 hours in class, self-study varies in length
Valid 1 year	Valid 1 year

## Advanced Cardiac Life Support (ACLS)

Our **ACLS Provider** course will help you to develop skills – as a member of a healthcare team – in simulated situations that mirror real-life cardiac-related emergencies in your work life.

These simulations will involve high-quality CPR, high-performance team dynamics and communication, systems of care, recognition and intervention of cardiopulmonary arrest, acute dysrhythmia, stroke, and acute coronary syndromes. You will be able to reinforce concepts, undertake skills practice, receive coaching and correction, and refine your abilities before final testing.

This course is offered in two learning formats: the more traditional classroom-based teaching led by one of our instructors; or the blended learning format in which you delve into parts of the

curriculum on your own time and at your own pace and then take the instructor-led, in-classroom component when you're ready. You can choose the format that suits your learning style best.

**What you're expected to know before taking this course**

For you to achieve the best possible learning outcomes from our ACLS Provider course, you will need to possess clinical skills, knowledge and proficiency in:

- High-quality BLS
- Recognition of common cardiac ECG rhythms
- Effective management of airways and use of adjuncts
- Knowledge of cardiac pharmacology
- Practical management of complex cases
- High-performance team skills

Prerequisites

- Valid Heart and Stroke BLS certification. RQI does not substitute for this, and the Heart and Stroke BLS course must be completed. Reach out for options on how to complete this
- ACLS Precourse Self-Assessment minimum score 70%

<b>ACLS Provider Full Course, In Person</b>	<b>ACLS Provider, Full Course, Blended</b>
Full certification	Full certification
14 hours in class	Self-study length varies, then 10 hours in class
Valid 2 years	Valid 2 years
<b>ACLS Provider Renewal, In Person</b>	<b>ACLS Provider, Renewal, Blended</b>
Renewal course	Renewal course
8 hours in class	Self-study varies, then 6 hours in class
Valid 2 years	Valid 2 years

Pediatric Advanced Life Support (PALS)

Our **PALS Provider** course will help you to develop individual skills – as a member of a healthcare team – in simulated real-life situations that mirror your work life in which you'll need to recognize and respond to cardiopulmonary arrests or other cardiovascular emergencies involving pediatric patients.

These simulations will involve high-quality CPR, high-performance team dynamics and communication, and a systematic approach to pediatric assessment that includes the evaluate-identify-intervene sequence. You will be able to reinforce concepts, undertake skills practice, receive coaching and correction, and refine your abilities before final testing.

This course is offered in two learning formats: the more traditional classroom-based teaching led by one of our instructors; or the blended learning format in which you delve into parts of the curriculum on your own time and at your own pace and then take the instructor-led, in-classroom component when you're ready. You can choose the format that suits your learning style best.

**What you're expected to know before taking this course**

For you to achieve the best possible learning outcomes from our PALS Provider course, you will need to possess clinical skills, knowledge and proficiency in:

- High-quality BLS
- Recognition of common pediatric cardiac ECG rhythms
- Effective airway management and use of adjuncts
- Knowledge of pediatric cardiopulmonary pharmacology
- Practical management of complex cases
- High-performance team skills

Prerequisites

- Valid Heart and Stroke BLS certification. RQI does not substitute for this, and the Heart and Stroke BLS course must be completed. Reach out for options on how to complete this
- PALS Pre-course Self-Assessment minimum score 70%

<b>PALS Provider Full Course, In Person</b>	<b>PALS Provider, Full Course, Blended</b>
Full certification	Full certification
14 hours in class	Self-study length varies, then 9 hours in class
Valid 2 years	Valid 2 years
<b>PALS Provider Renewal, In Person</b>	<b>PALS Provider, Renewal, Blended</b>
Renewal course	Renewal course
6 hours in class	Self-study varies, then 5 hours in class
Valid 2 years	Valid 2 years

Pediatric Emergency Assessment, Recognition, and Stabilization (PEARS)

This course is great for MFR, EMR, PCP, LPN, or any new healthcare provider who assesses and treats the pediatric population.

The Pediatric Emergency Assessment, Recognition and Stabilization (PEARS) Provider course is an intermediary pediatric skills course that builds on BLS concepts and can be a stepping stone towards certification in pediatric advanced life support (PALS). PEARS

equips healthcare providers who periodically care for pediatric patients with foundational skills to participate in the initial management of respiratory and shock emergencies, and cardiopulmonary arrest. PEARS is designed for healthcare providers and first responders who provide care to patients in a wide variety of settings, including rural health centres, schools, or large urban health centres with diverse ranges in scope of practice among staff.

Active case-based instruction will be used to teach students to provide appropriate lifesaving interventions within the initial minutes after response until the child is transferred to advanced life support care.

### **Features**

- Reflects the science of the most recent Guidelines Update for CPR and Emergency Cardiovascular Care (ECC)
- Hands-on class format reinforces pediatric Basic Life Support (BLS)
- Simulation, video demonstration, and real-world scenarios

### **Content**

- High-quality CPR for children and infants, including team dynamics
- Systematic approach to pediatric assessment
- Recognition and stabilization of respiratory emergencies
- Recognition and stabilization of shock emergencies
- Recognition and stabilization of cardiopulmonary arrest
- Multi-rescuer resuscitation

Course length

8-10 hours

Valid 2 years

No recertification

No prerequisite

## **International Trauma Life Support Basic and Advanced programs**

The ITLS course is hands-on and intensive. The primary purpose of the ITLS course is to provide students with the fundamental knowledge and experience necessary to get the trauma patient from scene to surgery in the best possible condition. The ITLS course focuses on the skills necessary to recognize mechanisms of injury; perform an organized, time-efficient assessment; prioritize and perform critical interventions; and appropriately package and transport the trauma patient.

A major focus of the course is the identification of conditions that require immediate transport (“load and go”) in order to save the patient. Lifesaving techniques are taught or reviewed in practical exercises. Newly developed equipment is provided, when possible, to allow the students to become familiar with state-of-the-art techniques and equipment.

Although the course is designed for the prehospital phase of EMS, it is also useful to medical students, emergency medicine residents, registered nurses, nurse practitioners, and physician assistants interested in trauma care.

The Advanced Provider course material requires the ability to start intravenous fluids and to perform advanced airway management. Advanced airway management is defined as the use of a blind insertion airway device, or endotracheal tube. This limits the full course to advanced EMTs, paramedics, medical students, registered nurses, nurse practitioners, physician assistants, and physicians.

The Basic Provider course is for EMS personnel who cannot perform advanced procedures (basic EMTs, first responders, and licensed practical nurses). ITLS does not advocate or condone teaching students to perform skills outside their scope of practice.

Basic and Advanced Courses are 2 days in length and run concurrently with each other

Recertification is 8 hours

Both courses have written and practical exam

I also assume these policies are a good idea to put on the site at launch

### Booking, Reschedule, Cancellation, and Refund Policy

#### Booking Policy

- **Advance Payment Required in Canadian Dollar (CAD):** All courses require full advance payment to confirm your spot.
- **Private Classes:** Only pre-arranged private classes may be eligible for invoicing and alternate payment methods.
- **Invoice due dates:** Students or employers must pay invoices on or before the due date to secure their spot.
- **Heart & Stroke Portal Bookings:** If you book via the Heart and Stroke portal but not through our website, we may manually add you to the class and issue an invoice or cancel your booking and send an email with a link to our website to make payment.

Priority is given to students who register and pay directly on our website. If payment is not received within 24 hours, your spot is not guaranteed and may be cancelled.

### Payment Methods

- All issued invoices will give the option to pay online through QuickBooks
- E-transfer is an option. Please contact for the email address
- Square reader is available for balance payments on site, can possibly meet in advance to take payment.

### Cancellation & Refund Policy

#### General Guidelines

- All cancellations, refunds, and reschedule requests must be submitted in writing to [info@bravostarlightconsulting.com](mailto:info@bravostarlightconsulting.com). Phone calls and text messages are not accepted.
- **A 5% processing fee will be deducted** from all approved refunds.
- Course materials and online access keys are non-refundable.
- Bravo Starlight Consulting. takes no financial or personal or travel interruption or travel expense loss responsibilities due to any of our course cancellations. We are committed to informing our students of schedule updates, changes or cancellations as it become available.

#### Institution-Initiated Cancellations

If a course is cancelled by Bravo Starlight Consulting. Due to low enrollment or unforeseen circumstances, a full refund of the skills fee will be issued (excluding non-refundable online access fees and materials fees).

Storm policy, in Nova Scotia, will follow the NSCC campus cancellation policy.

#### Student-Initiated Cancellations

- Standard Courses (BLS, ACLS, PALS, PEARS, ITLS, First Aid and/or any Canadian Red Cross programming course):
  - Cancellations and reschedules must be requested at least 5 days before the course date for a refund.
  - All refunds are subject to 5% processing fee.
  - Reschedule request 2-5 days incur additional 50% fee.

- No refunds for cancellation requests made within 48 hours of the scheduled class.

### Rescheduling Policy

- One-time free rescheduling is allowed 5 days in advance (except ITLS).
- Once a reschedule is approved from a confirmed course to a non-confirmed course, the fee becomes non-refundable.
- Reschedule request within 2-5 days of the course date, incur an additional 50% fee.
- Only rescheduling is allowed with an additional 50% course fee; no refund is eligible for illness or family emergencies if requested within 12 hours of the course. Require paying the additional 50% course fee to confirm the spot.
- No reschedule offered to requests made within 48 hours of the scheduled class.
- No free rescheduling for ITLS and workshops.
- No-shows are not eligible for a refund or rescheduling. Must inform us through email. Phone calls and text messages are not accepted for absence notification.

### Blended online Access Keys and Course Materials

- Non-refundable once issued.
- Online access is valid for 90 days from the completion of the online exam or until the in-class session is completed.
- If a course is cancelled, the key remains valid for rescheduling at a later date.

### Minimum Participant Requirement

- Courses recommend a minimum of 4 participants as per certifying body guidelines.
- The minimum number of participants to confirm a class is 4 students, and this number may change if new guidelines are released.
- If the minimum is not met, the course will be rescheduled or cancelled, and the skills fee will be refunded.

### Force Majeure

In the event of natural disasters, public health restrictions, or other unforeseen events, courses may be cancelled or rescheduled. We will notify students promptly and offer rescheduling where applicable.