



Mental Health First Aid Standard

Terms and Conditions

Completion certificate issued by the Mental Health Commission of Canada (MHCC).

PLEASE READ

IMPORTANT: Terms and Conditions:

- Course fees: \$250 plus HST per participant.
- Payment is non-refundable, non-transferable unless class is canceled and/or rescheduled.
- If the class is canceled due to reasons outside of our control, and Access (Enrollment) Codes have not been issued, then we will process a full refund of the course fees back to the original form of payment.
- If the class is canceled due to reasons outside of our control, and Access (Enrollment) Codes have been issued, then participants will be offered a one-time option of either: 1) a partial refund of \$175 back to original form of payment, or 2) A one-time transfer to another class, if available. If the 2nd class does not proceed as scheduled or is not available, a refund of \$175 will be processed back to the original form of payment. Access (Enrollment) codes are valid for one year. If you rebook your class with us within the one-year period, we will discount your course fees according.
- Once booked, you may transfer to another scheduled class, if available, one-time only, for a administration fee of \$50 plus HST.
- Cancellations, "no shows" or participants who do not complete the course will forfeit full course fees however access codes will still be valid for one year.
- Course includes access to digital course materials only. Hard copies of course materials can be purchased online via the LMS.
- The Mental Health Commission of Canada requires a minimum of 8 participants (maximum of 15) to run the virtual course. Courses may need to be cancelled and/or rescheduled if minimum participant numbers are not met.
- Course requirements for participants include use of a personal electronic device which includes access to a working camera, microphone and speakers or earphones, and high-speed Internet.
- Prior to the course date, registered participants will be sent a link to the Opening Minds - Learning Management System (LMS) and an Access (Enrollment) Code in order to complete Module 1 - Self Learning. Upon receipt of the Module 1 completion certificate, your access to the Module 2 and 3 virtual sessions will be confirmed. Participants must complete all three modules in full to receive their certificate. No refunds or credits will be issued for incomplete courses.
- Minimum age for certification is 18 years old.
- This training is open to residents of Canada only.