

# Family Plus First Aid's Terms and Conditions

## Certification

### **First Aid and CPR**

To obtain certification, participants must:

- attend 100% of the course. Students who arrive late may be denied admission. Students who arrive late back from breaks may not be allowed to continue with the class.
- participate in class activities and demonstrate their practical skills to the standard required by the Canadian Red Cross.
- pass multiple choice written exam. 75% required to pass.

### **Transfers**

Not available.

### **Medical Issues**

If you are unable to attend a course due to medical reasons, please contact us immediately as we often have wait lists for our courses. Requests to change course dates must be made in writing via email and be accompanied by a doctor's note that is signed and dated. \$21 is applied.

If it's related to COVID-19, different protocols will be applied case by case. Please [contact us](#), if applicable. If anything in [COVID-19 Self Assessment Tool](#) applies to you, please [contact us](#) for rescheduling. (This is not applicable as of 2023)

### **Cancellations**

Not available.

### **No Shows**

If you do not show up for your course, you will not receive a refund or be able to apply your payment to another course. If you were registered for the course by an agency, the agency may invoice you for the training.

## **Repeat Classes**

If you do not pass the written test and/or practical skills section of your course, you may re-register for a repeat course. The cost for a repeat course is 50% or the original course fee +GST. Registration for repeat courses must be requested by emailing our office and registration must be done by phone.

If you do not receive certification because you arrived late or were late back from a break during the course, you will need to re-register for the course and pay the full course fee.

## **Blended Training**

Participants must complete the online self-study training before attending the classroom session.

Participants must complete the online component and email the completion card sent by Canadian Red Cross to Family Plus First Aid 2 days before in class date at the latest before coming to the classroom for the skill component and written exam.

Participants are required to attend 100% of the classroom session. Participants who arrive late may be denied admission. Participants who arrive late back from breaks may not be allowed to continue with the class.

Participants are required to participate in class activities and demonstrate their practical skills to the standard required by the Canadian Red Cross.

Participants are required to obtain 75% in multiple-choice written exams.

Family Plus First Aid reserves the right to change these terms and conditions at any time. [Please contact us if you have any questions.](#)