



## Questions & Answers

### **What requirements do we need to meet to organize an onsite course?**

To enable us to provide a quality course at your group workplace, we suggest these requirements or we can accommodate any setting with advance notice.

#### **Training Room**

- An area with adult seating and writing facilities at least up to class size.
- Large area suitable for practicing
- Lockable room (to secure class equipment before, during and after the class)
- Access to washroom facilities.

#### **Training Needs**

- Overhead projector & marker board (we can supply if you don't have them)

### **What do we need to bring?**

Ensure that your staff wear comfortable clothes and footwear, and willingness to learn.

### **What are the costs involved?**

Negotiated as a group discount for the employer.

First aid kits are available at a discount to students if they purchase during the class.

### **Is there GST charged on the course?**

No, it is included in the course fees.

### **What happens if we need to change the course date or cancel the course?**

Refund Policy:

A full refund of fees paid will be given if:

- If Okanagan First Aid Training Center has to cancel the class.
- The course participant/organisation gives notice in writing that they will not be attending the class, fourteen

(14) days before the commencement date for that class.

A 50% refund on fees paid will be given when a course participant/organisation withdraws from the class within fourteen

(14) days of the commencement date. No refund will be given after the class has commenced.

### **My Staff have previously trained with another provider but would now like to Recertification with Red Cross, is this possible?**

Depending upon the last certification date and provider. Please email us at: [info@okanaganfirstaid.com](mailto:info@okanaganfirstaid.com)