

If one wishes to contest any of the Training Centre's policies submit the complaint in writing to the Executive Director within thirty (30) days of the event otherwise the request will not be considered. If the charge back fees are waived only a credit will be issued. Please note all requests will be verified with the employee's supervisor. All decisions are final.

Please see the Centre's complaint procedure for further information.

WORKSHOP ATTENDANCE

Although you may be registered to attend a workshop – you must sign the Training Centre Workshop Attendance Form. This is the only record the Training Centre has to verify your attendance. Please be prompt for your workshop as instructors will start on time. Lateness will result in not receiving a certificate and/or being refused admittance. Please be considerate and put all cell phones and pagers on vibration before entering the workshop. Take all calls outside the facilitation room. For your convenience, there is a phone located in the reception area.

There are three (3) options available if the registrant needs to cancel:

1. Payment can be credited to a future workshop of their choice, provided seven (7) business days' notice has been given. Otherwise the full cost of the workshop will be charged back to the relevant agency or participant.
2. An alternate maybe sent in his/her place. The Training Centre should be informed of this change, in order to keep agency files and finances up to date.
3. A full refund maybe issued provided it is before the seven (7) business day cancellation deadline.

LATE ARRIVAL POLICY

Participants are given thirty (30) minutes leeway regarding the arrival or departure time for all training sessions.

- For certificate courses (such as Standard First Aid & CPR; Emergency First Aid & CPR; Defusing Hostility; CRM; UMAB; CPI; WHMIS), participants that do not arrive within the allotted thirty(30) minutes, will not be permitted to attend the training.
- For non-certificate courses (such as OHSUTP; Shelter Standards; Mental Health), participants that do not arrive within the allotted thirty (30) minutes (sharp), will be permitted to attend the training up to 60 minutes however they will not be issued a certificate of attendance after thirty(30) minutes (sharp).
- ★ Depending upon the workshop topic, participants may be refused admittance to non-certificate courses after thirty (30) minutes (sharp).

After sixty (60) minutes (sharp), participants will not be permitted to attend non-certificate courses.

These times are non-negotiable.

RETURNING TO COMPLETE A WORKSHOP

If an emergency situation arises (eg. illness, work emergency) and an individual currently attending a workshop is unable to complete the required number of hours in order to receive their certificate, the individual may return to complete the required hours at a later time, provided the facilitator is agreeable and it is workable within the framework of the workshop. The re-scheduling must be approved by both the facilitator and Executive Director. Confirmation of the emergency may be requested from the individual's agency/supervisor. A registration form must be completed.

The scheduled individual must complete their required hours of training two (2) months from the date of the original workshop. If the individual is unable to complete the required hours of training by the above time period, then the complete workshop must be re-taken by the individual at full cost. This applies to two day certificate training only eg. Standard First Aid and CPR, Non-Violent Crisis Intervention (CPI) - please contact THTC for confirmation.

★ This does not apply to individuals who arrive late/or leave early for a full and/or half day workshop and are refused admittance by the presenter and/or do not receive a certificate of attendance.

For full and/or half day workshops, the complete workshop must be re-taken.