



# DELTA EMERGENCY

Support Training

## REGARDING:

### Professional Responder Cohort Swap Policy: 1 of 3

## UPDATED:

7 January, 2024

### To our students and clients,

Delta Emergency Support Training's Cohort Swap Policy is designed to offer flexibility while ensuring the integrity and structure of our training cohorts. This policy outlines the terms and conditions under which students may request a change in their cohort enrollment, acknowledging the dynamic nature of our students' schedules and commitments.

#### Cohort Swap Fee:

- A fee of \$370 will be charged for each request to swap cohorts within specified timelines. This fee covers administrative expenses and the reallocation of resources necessitated by the cohort change.

#### Limitation on Swaps:

- Students are permitted only one swap during their enrollment with Delta Emergency Support Training. Multiple swaps are not allowed.

#### Swap Types and Conditions:

- Standard Cohort Swap:
  - Eligibility and Fee: Within 10 days of the current cohort start date. Swap fee: \$370.
  - Conditions: Requests must be at least 14 days before the start date of the new cohort.
  - Progress: All previous progress is nullified. No previous progress or assessments from the original cohort will be carried over.
- Late Cohort Swap:
  - Eligibility and Fee: Between 11-21 days after the current cohort start date. Swap fee: \$800, requiring full program restart.
  - Conditions: Late swap requests necessitate re-enrollment from the start of the program.
  - Progress: All previous progress is nullified. No previous progress or assessments from the original cohort will be carried over.

Sincerely,

**Jarrett Chisholm**  
Owner, Lead Instructor



Phone

844-643-3582



Email

jarrett@deltaemergency.com



Address

1006 11 Ave SW #200 Calgary, AB T2R 0G3

[www.deltaemergency.com](http://www.deltaemergency.com)

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## REGARDING:

### Professional Responder Cohort Swap Policy: 2 of 3

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7 January, 2024

### To our students and clients,

- Ineligibility for Swap:
  - No Swap Permitted: Beyond 21 days of the current cohort start date.
  - Conditions: Students must withdraw, forfeiting all course fees, non-transferable.
  - Progress: All progress is nullified. No previous progress or assessments from the original cohort will be carried over.
  - Re-Enrollment: If a student wishes to rejoin a Professional Responder program with Delta Emergency Support Training, they must enroll as a new student in a new cohort. This involves paying the full course fees again. Upon re-enrollment, the student is subject to the same cohort swap policy guidelines as all other students, including the associated fees and conditions for swapping future cohorts. This ensures fairness and consistency in the application of our policies.

#### Commitment to New Cohort Dates:

- Students must commit to the new cohort's schedule, whether virtual or in-person. Inability to commit renders them ineligible for a swap.

#### Financial Impact and Seat Availability:

- The cohort swap fee reflects the cost of securing a spot in a different cohort, which involves logistical adjustments and potential displacement of other interested students.
- Late or multiple swap requests impact course planning and availability for other students, leading to inefficiencies in resource utilization.

Sincerely,

**Jarrett Chisholm**  
Owner, Lead Instructor

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844-643-3582

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## REGARDING:

### Professional Responder Cohort Swap Policy: 3 of 3

## UPDATED:

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### To our students and clients,

Process for Requesting a Cohort Swap:

- To request a cohort swap, contact Delta Emergency Support Training at 1-844-643-3582 or via email at jarrett@deltaemergency.com.
- Provide your full name, current cohort, and the desired cohort for the swap.
- The cohort swap fee must be paid at the time of the request to secure your spot in the new cohort.

Agreement to Terms:

- By requesting a cohort swap, students acknowledge and agree to the terms outlined in this policy. Compliance with these terms ensures a smooth transition and effective program management.

Policy Modification:

- Delta Emergency Support Training reserves the right to modify this policy as necessary.

Sincerely,

**Jarrett Chisholm**  
Owner, Lead Instructor



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844-643-3582



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