



DELTA EMERGENCY

Support Training

REGARDING:

Professional Responder Missed Time & Private Instruction Policy: 1 of 3 To our students and clients,

UPDATED:

7 January, 2024

This policy provides guidelines for students who are unable to attend scheduled in-person skill sessions at Delta Emergency Support Training. It covers various scenarios, including lateness and absences, irrespective of the reason.

Private Instruction Fees:

- **Minimum Daily Fee:** A set fee of \$350 is charged for any private instruction session that covers skills which can be completed within 4 hours or less.
- **Maximum Daily Fee:**** A set fee of \$750 is charged for private sessions that require between 4 to 8 hours to complete. This fee applies regardless of whether the entire duration is utilized.
- **Fee Structure:** The fees are fixed and are not based on an hourly rate. They apply to any portion of missed skill sessions, ensuring that students who miss skill training receive dedicated and focused instruction to cover the missed material.

Applicability:

- The policy is applicable under all circumstances that lead to missing in-person skill sessions, including but not limited to lateness, sickness, bereavement, or personal emergencies.
- Even if a student is late and misses part of a skill session, the minimum fee is applicable, emphasizing the importance of punctuality and full participation in scheduled sessions.

Completion Options:

- Students have the option to complete their current cohort by paying for and attending a private instruction session for the missed material.
- As an alternative, students may opt to swap to a different cohort in accordance with the Cohort Swap Policy, which may be preferable in cases of prolonged absence or scheduling conflicts.

Sincerely,

Jarrett Chisholm
Owner, Lead Instructor

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www.deltaemergency.com

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Conditions for Private Instruction:

- The actual duration of the private instruction session can vary according to the specific skills missed and the individual learning pace of the student. However, the fee remains consistent, providing a straightforward and transparent cost structure.
- Availability of instructors and suitable scheduling will be considered when arranging private sessions. This ensures that students receive quality instruction at a convenient time.

Instructor Assignment and Course Outcome:

- Instructor Assignment: Students are not able to choose their instructor for private instruction sessions. Instructors are assigned based on availability and expertise, ensuring the highest quality of training. The assignment is determined by Delta Emergency Support Training with the aim of providing the best possible educational experience.
- Course Outcome: Enrollment in and completion of a private skills course to replace missed time does not guarantee the student's success in the remainder of the course. Students are still required to meet all course competencies and standards. Private instruction is designed to provide targeted learning for missed content but does not substitute for the comprehensive learning experience of the full course.

Scheduling and Cancellations:

- Session Timing: Private session dates must align with the current cohort's timeline for continuity.
- Rescheduling: If rescheduling a private session is necessary, it must be done with at least 72 hours' notice. Failure to do so results in the forfeiture of all fees, and the student must re-enroll in a new cohort, paying full course fees.
- Late Arrivals: Arriving over 15 minutes late to a private session leads to its cancellation, loss of all paid fees, and the necessity to join a new cohort with full fees.

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Policy for Missed Skill Sessions:

- Failing to opt for private instruction or to swap cohorts after missing skill sessions will result in the student being marked as incomplete in their course progression.
- To achieve a complete status and certification, students must either complete the required private instruction or swap to a new cohort, following the guidelines of this policy.

Agreement to Terms:

- By opting for private instruction, students are agreeing to adhere to the terms and conditions set out in this policy.
- Compliance with these terms is critical for ensuring that the student can successfully complete their training and receive certification.

Policy Modification:

- Delta Emergency Support Training maintains the right to modify this policy as necessary to accommodate changes in training requirements or operational needs.

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