



## Your Safety Department<sup>SM</sup>

### Class Attendance and Cancellation Policy

It is very important to carefully read the attendance and cancellation policies of our online classes before beginning your class.

Class fees must be paid at the time of registration. Class fees will not be pro-rated.

Due to limited seating, we request that you cancel at least 48 hours before a scheduled class. This allows us to fill the class. You may cancel by email, ([info@yoursafetydept.com](mailto:info@yoursafetydept.com)). We offer you a credit to your account if you cancel before 48 hours, but do not offer refunds. You may use these credits towards any future class taken within 6 months. However, if you do not cancel before the 48 hours, you will lose the payment for the class. Classes may be rescheduled once at no charge; however, additional class rescheduling will incur a \$50.00 rescheduling cost.

A complete no-show results in the loss of the class fee. It is the student's responsibility to comply with the established schedule.

Due to accredited class attendance requirements, Instructors are required to close classes to late arrivals (15 minutes after the scheduled class start time or later at the instructor's prerogative) – this is treated the same as a no-show.

Failed classes will result in the loss of that class fee and incur additional class or retesting fees.

**Your Safety Department<sup>SM</sup>** reserves the right to cancel a class due to lack of enrollment; full refunds will be given at the time of cancellation.

### General Rules for Online Classes

Most classes are designed for participants who are 18 years or older unless otherwise indicated.

If you have any concerns or special circumstances that could restrict a certain activity, please communicate those needs to the instructor.

The student should access the virtual classroom at least 2 days before their first class to learn how to work within the system. Make sure to check the videoconference link 15 minutes before your class.

It is the student's responsibility to make sure they have the necessary technical requirements and internet connection before class begins. Any technical difficulties during the class that are the responsibility of the student cannot be reimbursed if class time is lost.

Double-check that you have a stable internet connection BEFORE your class starts. Take into consideration that if other people in your home or office are downloading files, watching videos, playing games on the internet, etc., it could interrupt your internet connection and class.

Students must be on time for the videoconference; we will not make up class time due to late arrivals. Check your course schedule – **ALL TIMES ARE CENTRAL STANDARD TIME.**

Please keep in mind that the Virtual Campus operates using Central Standard Time. If the student misses' class due to a misunderstanding of the timetable in their region, we will not make up classes for the time lost. Check/Change your Time Zone.

It is strongly recommended that students actively participate in each class.

If you have a disability that could affect your performance in this class or that requires additional accommodation, please contact **Your Safety Department<sup>SM</sup>** before your class starts so we can make the appropriate arrangements.

Students must demonstrate appropriate social behaviors in class; the appropriateness of their behavior is determined by the instructor. For example, talking on the phone during class or to a person outside of the class could lead to being disconnected from the class.

Thank you for your attention to these policies. We look forward to having you in class and assisting you in achieving the required training and certifications in a setting that is conducive to the best learning experience possible.

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