



## **First Aid Course – POLICIES**

In accordance to the regulations prescribed by the Red Cross, the policies under which this course is offered to the 24<sup>th</sup> Fraser Valley Medical Venturers/Rovers by Canadian Red Cross Training Partner Adam Gesicki is outlined below.

### **Student Registration Agreement**

For a candidate to be registered for a course, they must submit their name and the full course fee. Cash or cheques are accepted as payment for a course. Cheques that are returned with not sufficient funds (NSF) will incur an additional charge of \$50 to the participant. Registration is due on the course registration deadline. If no course registration deadline is explicitly stated, the deadline is 15 days before the course start date.

In order to facilitate a successful learning experience, candidates are asked to notify the instructor of any conditions that may affect learning, and strategies that may assist the learner in successfully completing the course as soon as they register. The privacy of each candidate will be respected. Any participants registering for a course are considered to have agreed to the Canadian Red Cross statement titled "Health Precautions", dated July 2005.

Course participants may have their photos used for the promotion of courses by the 24<sup>th</sup> Fraser Valley MedVents. If you do not agree to such use, please let us know at the time of your registration.

Course participants who are not members of Scouting will have to sign a Hold Harmless and Physical Fitness Certificate form for any course. Also, non-members of Scouting taking any of the Wilderness courses must sign a Canadian Red Cross liability waiver before being registered on the course.

### **Student Code of Conduct & Behavior Expectations**

Students will be expected to behave in a manner that is professional and respectful to all students, instructors, and staff. A student acting in a manner that is unprofessional or disrespectful to the Instructor(s), staff, or other students in the course will be dismissed from the course.

Students who are members of Scouts Canada are also expected adhere to the Scouts Canada Code of Conduct, Bylaws, Policies, & Procedures, and other Scouts Canada policies and procedures relevant to behaviour.

### **Dismissal Policy**

Any of the following are grounds for dismissal from a course:

1. Behaviour posing risk to others. These behaviours include, but are not limited to, the following:
  - a. Sexual harassment
  - b. Inappropriate touching
  - c. Aggressive behaviour - verbal or physical
  - d. Verbal or physical threats
  - e. Any form of violence towards staff, instructors or students
2. Wilful damage or destruction of training facility or equipment.
3. Failure to attend 100% of the program as set out by Canadian Red Cross Programme Standards (and for *Workplace Emergency First Aid* courses, WorkSafeBC Regulations).
4. Failure to meet the practical skill requirements of the course, including but not limited to, basic life support and critical interventions. If a student requires specific accommodations due to pre-existing injury or illness this must be discussed with the instructor prior to course commencement.
5. Behaviour that continues to be disruptive to the other students and the learning environment. These behaviours may include, but are not limited to, the following:
  - a. Alcohol or illegal drug consumption
  - b. Tardiness
  - c. Rough-housing or horse-play
  - d. Repeatedly disputing Instructor's knowledge
  - e. Constant and unnecessary chatter

If a student is to be dismissed for any reason the following procedures will be followed:

1. The student will receive a verbal warning from the instructor. The Instructor will document this warning on the Course Roster.
2. If the behaviour continues and causes a disruption in the class, the student will be dismissed by the Instructor. The Training Partner will complete an incident report and a file will be created. The Training Partner will notify the Canadian Red Cross and provide a copy of the incident report.
3. The Training Partner will review all student dismissals with the affected student either verbally or in writing. If a student's course has been paid for by their employer, the employer will also be informed verbally or in writing of the reason for the dismissal.

### **Appeal Process**

If a student feels they have been unfairly evaluated on their skills, they may appeal to the Training Partner for a review of their performance. This appeal must be submitted in writing to the Training Partner within 30 days of the course completion.



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A review will be conducted by the Training Partner to determine if the student should be eligible for re-testing of first aid skills and/or the written exam. The final decision will be documented and the student will receive a written response from the Training Partner to their appeal within 30 days of filing their appeal.

In the event that the student is not satisfied with the outcome of the appeal process, they can submit their appeal to the Canadian Red Cross. This appeal must be submitted in writing to the Canadian Red Cross within 30 days of receiving the written response from the Training Partner. The student will receive a written response to their appeal from the Canadian Red Cross within 30 days of filing their appeal.

### **Policy for Oral Exams**

Students who feel they may have difficulty with any written evaluations because of a learning condition or because they are an English Language Learner, must identify this concern at the time of their registration. The instructor may provide accommodation to the student by conducting a one-on-one oral exam during the time allotted for the written exam. Any accommodation provided will be documented by the Instructor. For students taking the *Workplace Emergency First Aid* course, the use of an oral exam will be noted on the official course roster.

### **Refund Policy**

Students who have registered for a course and wish to withdraw from it, will be permitted the following refund rates:

<b>days until start of course</b>	<b>cancellation fee</b>	<b>refund</b>
more than 15 days	no fee	full refund
7 to 15 days	\$50 fee	75% refund of remainder
1 to 7 days	\$50 fee	50% refund of remainder

Students who do not attend the first day of class (“no-shows”), students who are more than 20 minutes late, or students who stop attending the course before the final evaluation, are unable to claim refunds. Students who do not successfully complete a course or are dismissed from a course are also unable to claim a refund.

### **Transfer Policy**

Should a candidate wish to transfer to the same course offered at another already-scheduled time, they will be permitted to do so with no administrative fee given at least five (5) days’ notice. Otherwise, students will be charged a \$50 fee. In either case, the candidate’s payment will be applied to the new course’s fees. Should the student owe additional money (i.e. the course they are transferring to is more expensive than the course they transferred from), the balance is due on arrival to the course. A maximum of two transfers will be permitted per person per course type; any persons exceeding this will be charged a \$50 cancellation fee, and receive 50% of the remainder of course fees.

### **Substitution Policy**

A course participant may be substituted for another course participant with no penalty of fee. For this to apply, a substitution must be processed by the instructor of the course at least 24 hours before the start of the course.

### **Cancellation Policy**

Occasionally, unwarranted conditions will require a course to be cancelled. In such a case, participants will be provided with as much advance notice as possible. In the event that a course needs to be cancelled, participants will be refunded the course fees paid for that particular course, with no administrative fees deducted. Participants will be offered an alternative course as soon as is feasible.

### **Student Complaint Policy**

All efforts are aimed at providing a meaningful and enriching experience throughout their course. In order to help achieve this goal, a confidential feedback form is distributed at the end of each course. All participants are encouraged to use the form to provide meaningful feedback about the instruction they received. It is highly encouraged that if a student has a particular concern, that they address it with the instructor as soon as the concern occurs. All steps will be taken in order to ensure that a positive learning environment is maintained.

Should a candidate not feel that their concerns were addressed, or do not feel comfortable in addressing their concerns directly with the instructor; a written letter including the details of the specific concern and the parties involved is also welcome. A written response will be provided within fifteen (15) days. Members of Scouts Canada taking this course can enlist the assistance of their Group Commissioner in resolving any concerns they may have.

Should the concern still remain unresolved, another individual familiar with the Red Cross programmes will be nominated by the Training Partner to facilitate the resolution of the concern.

