



HeartCert Nursing Assistant Training

Cancellation/Rescheduling Policy

Students can request a transfer up to 7 days prior to their in-person classes starting. Students are allowed one free transfer; additional transfer requests will require a \$150 rescheduling fee.

We understand that students may have a significant life event that makes them unable to attend or complete their training course. Students providing documentation may be eligible for a refund or transfer into another class. *Multiple transfers/reschedules will result in a \$150 rescheduling fee.

Students are eligible for a full refund if they cancel their training more than 14 days out from their in-person session start date. Cancelling less than 14 days out will result in a \$150 cancellation fee deducted from your refund.

Students that have **activated the online learning** will have \$600 deducted from their refund as we incur this charge every time the course is activated.

Students dismissed from the program for academic; attendance/punctuality; or behavior issues are not eligible for refunds.

Please keep in mind that our seats are limited and we will often have waitlist running for classes. Students need as much notice as possible so they can complete their online training. If you know that your scheduled training is not going to work out, please reach out at your earliest convenience. We appreciate your communication and will always do our best to accommodate your needs.

Thank You