



Refund Policy

Health and Safety training programs are delivered by the BCFSC on a cost recovery basis. Enrolment fees are collected to cover the costs of training, which include trainer fees, trainer expenses, course materials, venues, catering, quality assurance, ongoing improvement and administration.

Courses are scheduled and managed to maximize training opportunities for BC Forest workers. While some larger course attendances will offset costs of smaller courses, it may be necessary to cancel some courses when enrolments are insufficient to cover costs.

Except in extreme circumstances, decisions are made to cancel courses up to 2 weeks prior to the course. We reserve the right to cancel any course in which the minimum registration is not achieved and make any changes in course content as circumstances may require. Every effort will be made to advise students by phone, e-mail or mail, of cancellations before the course start date. If BCFSC cancels a course, students will receive a full refund. However, if a student cancels, the following refund policy applies:

Online – Self-directed:

- Participants are expected to complete their online course within 6 months of enrollment, or as specified when a program has specific completion requirements such as refresher training.
- Refunds or credits will be available within 6 months of enrolment if no log in to the learning management system.
- Once log in has occurred, there is no refund. Extenuating circumstances may be considered upon request to the Training Registrar. Such requests should occur as soon as possible and no later than 5 business days after logging in to the course.

Classroom:

- Up to 2 weeks prior to the course, a full refund is available.
- Within 2 weeks of the course date, a refund is available, less a penalty of 50% of the enrolment fee. Switching to another course will still incur this penalty.
- Refunds will not be issued for 'No Shows'.
- Qualified substitutions will be allowed up to the course start date in lieu of penalties/forfeitures.
- Participants who are unwell should not attend BCFSC training. A refund, or credit is available when a participant contacts on, or before the start of the training session due to illness.
- Extenuating circumstances such as inclement weather, unplanned emergencies may be considered upon request to the Training Registrar. Such requests should occur as soon as possible and no later than 5 business days after the course.

BCFSC is not responsible for any travel expenses related to BCFSC training course cancellations. For questions about this policy, contact the Manager, Training and Standards at 1-877-741-1060 or email training@bcforestsafes.org.



New Faller Training Program Refund Policy

Up to 2 weeks prior to the course start date, a full refund will be issued. Less than two (2) weeks prior to the course start date, there is no refund, except as noted in the terminations and withdrawal section. (see below)

In the event that the course is cancelled or postponed due to circumstances beyond our control, such as weather, tuition fees will either be refunded on a pro-rated basis or transferred to another course.

Terminations and Withdrawals

Cause for termination may arise for the following reasons:

- Participant demonstrates unsafe actions and/or behaviours
- WorkSafeBC designated high risk violations
- Participant is physically unfit to perform the required training
- Participant demonstrates inability to react and make critical decisions in a timely and safe manner and
- Participant displays a poor attitude.

It is incumbent of the trainer to apply “due diligence” and in so, to assess the likelihood of the participant to be able to achieve the appropriate skill level to work safely in a production falling environment. Due to the high hazardous nature of the work activity, participants will be evaluated on an on-going basis throughout their training. If any concerns are identified, the trainer will create a plan and work with the participant to address the concern. If the concern has not been resolved, the student may be removed from the program and issued a prorated refund for tuition. Accommodation arrangements vary and it may or may not be possible to receive a prorated refund for accommodation expenses paid.

All withdrawals from the program must be followed up in writing by the participant.

For questions regarding New Faller Training, contact the Manager, Falling Programs at 1-877-741-1060 or email falling@bcforestsafety.org.