

Frequently Asked Questions

What if I'm late to class?

Since the core of most programs is taught at the beginning of class, you do not want to miss a minute of class time. In order to maximize training time, session starting times are firm. Late arrivals are admitted at the discretion of the instructor until 15 minutes after the class has begun, but tardiness may affect certification. If you arrive too late or miss a scheduled class, a re-registration fee may be assessed to register for another class.

Can I transfer to another a class?

If you need to transfer to another class you will be allowed **ONE** transfer but please let us know 2 full working days in advance so we may fill the slot vacated by your transfer request. Please call during regular business hours– Monday thru Friday, 8:00 am– 5:00 pm, excluding major holidays. We will make every effort to accommodate your request, but transfers will not be honored if made without sufficient notice. **A \$10 fee will be charged for all transfers. No refunds or transfers are available for individuals who fail to show up for a class or are making a second transfer.**

Cancellation Policy:

If a scheduled class does not meet the minimum requirement of 12 students, the class will be cancelled 48 hours prior to the class date. All registered students will be contacted by phone and have the option of transferring to another class without a transfer fee. If the student cannot transfer to another class, a refund will be offered.

Can I take a class if I have a medical condition or a special educational need?

We will work with you to accommodate medical conditions or disabilities as much as possible, although certification requirements vary among classes. For more information, or to pre-arrange a class, call Customer Service at 214-678-4800.

How actively must I participate in class?

You'll learn more – and have more fun – by participating as much as possible. Most classes include videos, group discussions and skills practice that require you to participate in hands-on activities. Since some of the skills practice takes place on the floor, please wear comfortable, non-restrictive clothing. To receive certification, you must attend all class sessions and pass both skills and written testing.

Can lost certificates be replaced?

We can send you replacement certificates for any courses taught in Dallas Area Chapter as long as your certification is still valid. Simply provide the course name, location and completion dates when making your request. **A \$10 replacement fee will be charged.**