



Lifetime Assistance Inc.

Registration Terms & Conditions

Ground Rules & Disclaimers

Registration is offered on a first-come/ first-served basis. Registrants attempting to register after a course has been filled will have the option of being placed on a waiting list.

Lifetime Assistance, Inc. will not take training registrations over the phone. All registration requests should be sent via email to whitney.macintyre@lifetimeassistance.org or US Mail to Whitney MacIntyre 465 Paul Rd. Rochester, NY 14624

Registration fees are constructed at the discretion of Lifetime Assistance, Inc. and can change at any time without prior notice.

The courses offered through Lifetime Assistance, Inc. are open to employees of agencies that provide services and supports to individuals with developmental disabilities. All certification courses (e.g. First Aid, CPR, Approved Medication Administration Personnel [AMAP], Strategies for Crisis Intervention & Prevention Revised [SCIP-R]), are taught by highly trained experienced and certified personnel only. Expiration dates of all instructors' certifications are monitored and renewed as needed. In some instances, access to courses is restricted to specified personnel (e.g. AMAP, SCIP-R).

Registration Payments & Refunds

Payment is expected in full prior to training commencement. An invoice will be attached to the confirmation email received when registering for training.

Refunds are made to registrants in the event that they must cancel enrollment or if Lifetime Assistance, Inc., at its discretion, decides to cancel a course. All cancellations, for all courses, must be received at least 48 business hours before the start of the training. For trainings having multiple meeting days, cancellation notification must be sent at least 48 business hours prior to the start of the first date of the training. At that time, canceling participants will receive a 100% refund of the training fee. Cancellations must be received in writing by email to whitney.macintyre@lifetimeassistance.org, fax (585-429-4656, ATTN: Training Department), or by U.S. Mail (Lifetime Assistance, Inc., 465 Paul Road, Rochester, New York 14624, ATTN: Training Department). No refunds will be made for requests received after that time. Please allow 2-4 weeks for processing. Registrants who cancel will not have access, under any circumstances, to training materials.

Attendance & Certification

Attendance at all days of a multi-day course is mandatory for certification.

Registrants should be aware of the class location (e.g. Name of Venue, Address, and Transportation) prior to the day of training. Training locations and specific directions will be attached to confirmation correspondence. For your convenience, please allow for extra travel time to ensure timely arrival at trainings. Registrants arriving late may not be admitted into class. Admission, following lateness, is at the discretion of the course instructor.

At each training, it is mandatory for participants to sign the sign-in sheet(s) and complete all other requested information to assure appropriate certification processing. Failure to do so will result in assumed absenteeism. Absenteeism waives the right to receive certification or course materials for the registered course.

Testing

(Applies to AMAP, SCIP, CPR, First Aid, and any training where testing is required for certification)

Where testing is required for a course certification, a score of 80% or better is required for certification. In the event that the trainee does not achieve an 80% score, trainers may permit re-testing if time and scheduling permit, but are not required to do so. If the trainee has not received 80% when testing opportunities are completed, the trainee will receive a Certificate of Attendance rather than a certification of completion, and must re-enroll if they wish to be fully certified.