



## Frequently Asked Questions

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### Full Time

#### 1. How long will it take to complete the course?

The course will run for 12 weeks, Monday to Friday from 10.30am-3.30pm

#### 2. What is included in the course?

- 3 Course workbooks
- ACE Textbook and study companion
- Coloring Book
- Strength training anatomy book
- CPR/AED
- ACE Exam
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#### 3. What certification can I get by taking the course?

We include the ACE exam in the cost of the course, but you will also be prepared to take the exams for BCRPA, these are not included in the course cost.

#### 4. What other expenses can I expect other than the course cost?

Nothing, except BCRPA costs if you are pursuing that registration.

#### 5. Is the course approved for a loan through Student aid BC?

Yes, it is. You will apply directly on the [Student Aid BC website](#).

#### 6. Do you have any payment plan options?

Yes, we have one, students pay \$2,500 upon registering, or \$1,000 to save their spot, then another \$1,500 3 days prior to the course start date. Following the initial payment, two more payments of \$2,000 are required to be made on the 30th day of their course and then final payment on the 45th day of their course.

#### 7. Will there be practical work during the course?

Yes, we will be in the gym almost every day working on practical aspects of the course.

**8. What happens if I miss a class?**

Depending on what you miss you may just need to review the chapters you missed, if you missed something important then you may require some tutoring completed outside of class time and an additional expense.

**9. Are there any free parking options?**

There is some free street parking available, but you will need to arrive early to find them, alternatively there are some underground car parks close by , where you can pay daily or monthly.

**10. Is there a dress code for class?**

Yes, students are asked to wear all black (shorts, pants, tights, t-shirt or long-sleeved shirt) your trainers can be any color. We want you to look and act professional in class.

**11. How much homework will there be?**

Approximately 10 hours of homework per week.



## Frequently Asked Questions

### Registration

#### 1. How do I register?

You can register over the phone, via the website or in person.

#### 2. How do I pay?

You can pay over the phone, via the website or in person.

#### 3. Do you have payment plans or offer student loans?

We don't have any payment plans but you can buy each module one by one, this would enable you to register for the course one by one and pay as you go, you can see that [option here](#). For the Full-time course students pay \$2,500 upon registering, or \$1,000 to save their spot, then another \$1,500 3 days prior to the course start date. Following the initial payment, two more payments of \$2,000 are required to be made on the 30th day of their course and then final payment on the 45th day of their course...

#### 4. What documents do I need to register?

Just your ID, we need to verify your age before registration.

#### 5. What's the registration process?

Online via our website - you will use the register button on the course page you wish to attend, you will need a credit card or PayPal, we will call you in business hours to verify your course dates and obtain some information for your student profile.

In person - We will obtain some information for your student profile while you are here, and you can pay in person via cash, credit or debit.

Over the phone - We will obtain some information for your student profile while you are on the phone, and you can pay in person via cash, credit or debit.

#### 6. How early/soon should I register?

You should register at least 2 weeks in advance of the course date you wish to attend. Class sizes are limited right now.

**7. If I register online, how soon will you get in touch with me?**

If you register within business hours we will call you as soon as we are able to, sometimes we are busy in the office with phone calls and emails, please be patient with us we'll call you as soon as we can.

**8. If I register online, how soon will I be put into my class? Will I receive any confirmation?**

You will receive an email after you pay online, but we will call you as soon as we are able to confirm your course dates.

**9. What if I want to cancel my registration?**

We require you to email if you wish to cancel your registration.

**10. What's the cancellation policy? How soon will I get my refund?**

Please refer to the refund policy on the course page you are interested in attending, if you need any clarification before registering please call or email, so we can answer your questions.

Any refunds due will be processed within 30 days of the withdrawal notice.

**11. Can I change my class starting date after registering?**

Yes, you can switch your course after registering, we will require an email from you to let us know which date you wish to switch to. Your student contract start and end dates will stay the same. We allow you to transfer twice without charging you but any transfers after that will be charged at \$100.