



FRANKLIN COUNTY PUBLIC SAFETY TRAINING CENTER

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FCPSTC Cancellation and Attendance Policy

It is the policy of the Franklin County Public Safety Training Center ("FCPSTC") to provide availability for attendance in courses based on minimum and maximum enrollment requirements. Students who register and do not attend or cancel their application prohibit other students from attending the course, resulting in administrative costs. As of January 1, 2024, it is the policy of the Franklin County Public Safety Training Center (FCPSTC) that any person scheduled to attend a training session must provide notice not less than **FIVE** business days prior to the start of the training if he/she will not be able to attend the course. Any student who fails to provide FCPSTC with **FIVE** business days of notice, but more than **48** hours advanced notice, that they will not be attending a course for which they have been registered will be considered a "Late Withdrawal" and they or their agency will be invoiced for a "Late Withdrawal Fee" equal to **50%** of the full tuition amount for the course.

Any student who is scheduled to attend training and fails to attend the training or withdraws from training within **48** business hours of the start time of the course will be considered a "No Show", and the student or their agency will be invoiced for the full tuition amount of the course. Any student who attends a course, but fails to complete it will also be considered to be a "No Show" and be required to reimburse the full tuition fee to FCPSTC. Any student who is considered a "No Show" for a course will be required to pay the full tuition fee and will receive a written warning after the 1st offense. His/her chief and/or training officer will also be notified.

Any student who is considered a "No Show" for a 2nd time within one consecutive 12-month period will pay the full tuition fee and will be removed from any other courses that they are currently enrolled in. In addition, the student will be prevented from enrolling in any additional courses for a period of six months from the start date of the most recent course in which they were a "No Show". His/her chief and/or training officer will also be notified.

Any student who is considered a "No Show" for a 3rd time within one calendar year will pay the full tuition fee and will be removed from any other courses that they are currently enrolled in. In addition, the student will be prevented from enrolling in any additional courses for a period of 12 months from the start date of the most recent course in which they were a "No Show". His/her chief and/or training officer will also be notified.

This policy applies to ALL courses, even those without tuition fees or courses that have had tuition waived due to your agency's participation in our training membership program. For tuition-free courses, a \$50 no-show fee will be applied for each course that a student fails to attend or complete in accordance with the above requirements.

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Any student who, after being previously considered a "No Show" on at least three separate occasions within any consecutive 12 month period, continues to violate this policy, shall be subject to further restrictions, as deemed appropriate by the FCPSTC Board of Directors, up to and including the complete loss of training privileges at the FCPSTC.

For the purposes of this policy, each course for which the student registers and then subsequently "No Shows" shall count as an independent violation of the "No Show" policy. **To withdraw from a course, the student or chief/training officers must send an email to info@fcpstc.org. Do not contact the instructor. Do not send a message using social media. Do not contact the FCPSTC by telephone. The only acceptable method of withdrawing from a course for which you are registered is to send an email to the FCPSTC General Information account, at info@fcpstc.org. Your email must include your name, the name of the course, the start date of the course, and the location.** You will receive a confirmation that your notification has been received and processed.

Substitutions of students are accepted at any time prior to the start of the course without violating this policy. There is no fee to substitute one student for another. However, the substitute student is still bound by this policy and thus subject to any fees levied for any violations of this policy. Exceptions to this policy may be made on a case by case basis in the sole discretion of the Franklin County Public Safety Training Center Board of Directors.