

GW TRAINING CENTER

FREQUENTLY ASKED QUESTIONS

Q: When can I expect to receive my course materials?

Course registrations are processed as soon as possible, typically within 2-3 business days of receiving the registration request. An email confirmation containing your course details will be sent to the email address entered when registering. Textbooks are shipped via federal express and typically are received within 5-10 business days of your registration.

Q: Is the textbook included in the course fee?

No, the textbook is not included in the course fee, however, **you are required to have the latest textbook** before, during, and after the class. You may add the textbook to your order by selecting the appropriate shipping option.

Q: I have lost my card, can you provide a replacement?

Yes. We can replace lost cards for courses within the last three years. There is a \$10 fee for card replacement.

Q: How long is AHA certification valid for?

The certification expires on the last day of the month two years from when you completed the course. For example, if your training was completed on June 10, 2007, your card will expire on June 30, 2009. The expiration date will be listed as 'June 2009'.

Q: You don't have courses listed for upcoming months, will more courses be added?

Our schedules are updated as soon as we have confirmed course locations, which is usually 2-3 months in advance.

Q: Course Registration:

Cancellations received within 14 days of the course will be given a 50% refund if requested via email to the training center coordinator at the email address stated below.

Cancellations received **within 7 days** of the course date are ineligible for any refund as instructors and equipment are scheduled based on course attendance.

You MUST contact William Fritz, the Training Center coordinator by email (wfritz@mfa.gwu.edu) or by telephone (202-741-2958) to cancel. You MUST leave a voicemail if no one answers or if it after business hours.

If, for any reason, the course is cancelled by the Training Center, you will be contacted immediately via phone or email to reschedule or refund you.

Q: Do the course fees support the American Heart Association?

The American Heart Association strongly promotes knowledge and proficiency in BLS, ACLS, and PALS and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the American Heart Association. Any fees charged for such a course, except for a portion of fees needed for AHA course material, do not represent income to the Association.