Kahntact Medical Online Training Policies

Payment

Full payment is required at the time of registration for all online courses.

Online Training Cancellations

- Full refunds are available if the student has not logged into the LMS. Cancellations made before 4:00 PM EST on the day of purchase will incur no fee; later cancellations will be charged a 5% processing fee.
- Refunds will be issued via the original payment method.

Student Substitutions

- Training courses can be transferred to another student if the original student has completed no more than 50% of the course.
- The BAT Instructor course can be transferred without penalty under the same condition and if the new student can attend the scheduled live sessions. If the new student cannot attend, the rescheduling fee applies.

Mock Session Rescheduling Fee

After completing the online modules, students must register for a live instructor-led mock session to attain certification. Failure to attend, arriving more than 15 minutes late, or canceling your scheduled mock session with less than 48 hours' notice will result in a $150 rescheduling fee. The rescheduling fee applies to all online training courses except Alco-Sensor BAT Instructor Training which incurs a separate fee.

Alco-Sensor BAT Instructor Training Mock Session Rescheduling Fee

The Alco-Sensor BAT Instructor training includes two live instructor-led sessions with limited seats. Failure to attend your scheduled mock session, late arrival, or cancellation within 48 hours will incur a $400 rescheduling fee per session, payable before re-enrollment.

DOT Course Completion

Students have 30 days from the completion of the online course to complete their mocks. This is a DOT guideline. Trainees who fail to complete their mocks within the 30 days of online course completion, may be required to retake the online training to satisfy this DOT requirement.

Course Extensions

Course tokens expire after 120 days. Trainees who do not complete the online training within this 120-day period, may be charged a $45 course reactivation fee.