



**Water Safety Consulting  
& Pool Management, LLC**

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## **FAQ'S Blended Learning Certification Course:**

- **How do Blended Learning Classes Work?** Blended learning is a combination of self-directed, online learning followed by an in-person hands-on skills training and assessment with an Instructor. Within 48 hours of registration, a member of the Water Safety Consulting & Pool Management team will email you a link to the online learning platform. This email will also contain further instructions. The date, time, and location of the hands-on portion is customized for the client and is further explained in the email you will receive after registration.
- **What to Bring?** On day of skills assessment, bathing suit, towel, sunglasses, warm dry change of clothes, sunscreen, food and a drink.
- **What Paperwork do I Need? 1.)** A government and/or school issued photo ID. **2.)** If you are under 18 years of age, you will also need to bring a signed (by parent or legal guardian) copy of the permission and release form. **3.)** Verification of Completion of Online portion of course.
- **When is Payment Due?** All tuition and fees must be paid in full prior to the start on of any online and/or in-person skills assessment or class. Without payment or proper payment arrangements, you may not participate in any skills assessment. Businesses with established up-to-date accounts may choose to be billed. Payment can be made directly on the Water Safety Consulting & Pool Management website.
- **What if we have Bad Weather on Day of Skills Assessment for Aquatics courses?** Courses will only be rescheduled if it is forecasted to storm (thunder and lightning). We do not cancel because of rain. If your in-person outdoor session is cancelled, you will be immediately notified at both the email address and the phone number you provided when you registered.
- **How do I Find Out all of the Dates, Times, Locations of my Class?** A member of the Water Safety Consulting & Pool Management team will send you an email within 48 hours of your registration. In this email you will find: the link to the online learning platform; directions to login to the platform; directions about the timeframe you have to complete the online modules; directions about scheduling your in-person skills assessment; the location of your in-person skills assessment; and your Instructor's name and contact information.
- **What if I Need to Cancel?** If you need to cancel your scheduled skills assessment, you must notify your Instructor via email 48 hours or more prior to the assessment. You are responsible to confirm that your in-person training instructor has received your cancellation notice. Therefore, it is advised that you also telephone your Instructor to confirm that he/she received your cancellation email. Failure to provide at least 48 hours will result in a cancellation fee of \$50.

*"Ensuring Safety; Providing High Levels of Customer Service; Maintaining Facility Quality"*