



Pennsylvania Department of Public Welfare

Medication Administration Refund Policy



Once a training participant has started the Train the Trainer online course work, refunds will not be granted.

Transfer of funds to another employee/trainer candidate can only be granted upon request by the Agency's Primary Contact when there has been a termination of employment, medical emergency, unanticipated medical leave, or death **prior** to the start of the online testing. If a training participant can no longer continue participating in the course and the provider agency would like to replace him/her, the agency will receive a refund for the first training participant and have the new training participant register and provide payment for the course within 30 days of the request.

If the participant or Agency's Primary Contact does not authorize the payment transaction and the online course has been started, the request will be denied.

To request a refund the Agency's Primary Contact can contact the help desk.