



Texas Public Safety Training Academy
Office of the EMS/Security Program Director & Fire Chief
298 Industrial Blvd., Bastrop TX 78602



Memorandum For Record

4/1/2023

Subject: Revision of student cancellation and refund policy

To: All Parties Concerned

This is to confirm that the update of requirements for student cancellation of enrollment and refund issuance. Effective 4/15/2023, students enrolled in upcoming or active courses will only be eligible for a refund with 14 calendar days' notice prior to the published start date of the course of cancellation. The student or sponsoring organization must submit in writing via email or mailed letter postmarked no later than the 14th day prior to the beginning of a course that they wish to disenroll from the course, in order to be eligible for a refund of all tuition paid. If tuition has not yet been paid, the student and/or sponsoring organization shall still be invoiced and required to render full payment of tuition as a reserved seat in the program will have been made in their name with equipment and learning materials paid and designated based upon the students commitment to enroll.

Furthermore, a course start date is subject to be moved to a later start date within reason if the class did not attain the minimum number of required student enrollments, a state agency stipulates the date must be moved, or if the venue where the course is located requires such an adjustment. In these circumstances, the students enrollment shall be based upon the original enrollment date, not the revised start date, and the above paragraph still applies.

Students who experience difficulty with learning objectives, face personal hardships, or otherwise have difficulty with maintaining course attendance and progress requirements may be approved to transfer to another course or be granted a course extension on a case-by-case basis upon request made to the Training Specialist with the approval of the EMS/Security Program Director & Fire Chief, or their designee. Students who are approved for course extension or transfer shall be required to pay a designated flat rate administrative processing fee in addition to tuition.

Students who fail to remit payments within the contractual outlined time frames shall be subject to credit reporting in accordance with Federal, State and Local laws. Students who are enrolled by a third party such as but not limited to a Fire Department, EMS Agency, Police Department, or other Sponsoring Organization shall not have any negative impact reported on their credit or otherwise when such other parties are responsible for payment and fail to satisfy payment obligations. All parties responsible for payments shall incur late fee penalties for delinquent payments which shall be automatically applied to invoices which are beyond their payment terms.

Agreements made with third party payers, sponsoring agencies and/or grant funding organizations and the student enrolling shall be considered distinct and separate from this policy and shall have no effect on this policy. The EMS/Security Program Director & Fire Chief has the sole authority to waive any portion of this policy on a case-by case basis when deemed appropriate based upon the totality of circumstances.

If you have any questions, do not hesitate to contact me directly at 737-881-8045 or chief@pstatx.com

Thank you,

Nicholas Teague
EMS/Security Program Director & Fire Chief
Texas Public Safety Training Academy