FAQ

Q: My agency requires an invoice prior to registration. How do I request one?
A: Email elearning@nfstc.org to make that request. Be sure to include how many students will be taking each course to ensure an accurate invoice. Also, let us know if you will be paying with a credit card or purchase order so we can make the process as smooth as possible.

Q: I need to pay by check or use a purchase order. Is that possible?
A: Yes. Please email elearning@nfstc.org with your request or call (727) 395-2511 ext. 136). Please include the following details:
- Agency name and purchasing department contact information
- Name and email address of each student to be enrolled
- Name of course(s) being purchased, and how many courses are being purchased.
  (Ex: Two Intermediate CSI courses and one Introduction to CSI course.)

Q: The head trainer for our agency wants to audit this course before approving my enrollment. Can that be done?
A: Please have the trainer contact NFSTC at elearning@nfstc.org to request access to the course for audit purposes.

Q: Is there a deadline or a close date for the online courses?
A: The courses are available 24/7 and do not have a close date. Once enrolled, students have 60 days to complete each course. Once enrolled, users will be notified if there will be any expected system outages or updates.

Q: We have a group of 10 or more and would like to receive the group rate, but I don’t see that price in the cart. How do I enroll a group?
A: Please email elearning@nfstc.org with your request and include the following details:
- Agency name and purchasing dept. contact information
- Name and email address of each student to be enrolled
- Name of course(s) being purchased, and how many courses are being purchased. (Ex: Eleven Intermediate CSI courses. NOTE: the group rate applies to 10 or more of the same course. Agencies, schools and individuals can work together to create a group, if desired.)

We will issue an invoice for this amount. The invoice will contain a link to your cart and the purchase can be completed online.