

## NRCA Education Program Policies

Policies differ for types of courses. Please see them below.

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### Virtual Instructor Lead Training (VILT) Courses

- Five (5) or more business days before the course start date: Full refund of registration fees or can be transfers to a different course date.
- Less than five (5) business days before the course start date and course no-shows: No refunds or transfers to future course dates.

#### *Other Policies*

- Substitution of another member of your company/team is permitted up to the course start date for no additional fee.
- Unless otherwise stated, every person able to see, hear, and observe the virtual course sessions must be a paid participant. Non-compliance of this requirement will result in removal from the course. Refunds will not be issued to students who are removed from the course for non-compliance of this requirement.
- If the NRCA has to postpone or cancel courses due to insufficient enrolment, NRCA will refund the registration fee or, if possible, the attendee may choose to move to an identical session in the future.

### Construction 101 Course – In Line With Co-Hosted RCA's

- Registration cancellation request/notification received:
  - i. Three (3) weeks before the course start date: Full Refund of Registration Fee
  - ii. Less than three (3) weeks before the course start date: No refunds. No transfers of registration fee to a future course date.
- Please Note: Construction 101 delivered virtually is subject to a unique cancellation and refund policy due to the limited seats and extensive coordination required to provide students with hard-copy materials. We appreciate your understanding.

#### *Other Policies*

- Substitution of another member of your company/team is permitted up to the course start date for no additional fee.
- Unless otherwise stated, every person able to see, hear, and observe the virtual course sessions must be a paid participant. Non-compliance of this requirement will result in removal from the course. Refunds will not be issued to students who are removed from the course for non-compliance of this requirement.

- If the NRCA has to postpone or cancel courses due to insufficient enrolment, NRCA will refund the registration fee or, if possible, the attendee may choose to move to an identical session in the future.

### **Online, Self Directed Training**

- Once activated or a pin has been issued: No refunds or cancellations are permitted once an order has been placed for an E-learning course.
- If not issued: Refunds or cancellations are permitted.

### **In Class Training**

- Ten (10) business days before the course start date: Full refund of registration fees or can be transfers to a different course date.
- Between nine (9) to five (5) business days before the course start date: Refund of half (50%) course registration fees. No transfers to future course dates.
- Less than five (5) business days before the course start date and course no-shows: No refunds or transfers to future course dates.

### *Other Policies*

- Substitution of another member of your company/team is permitted up to the course start date for no additional fee.
- If the NRCA must postpone or cancel courses due to insufficient enrolment, NRCA will refund the registration fee or, if possible, the attendee may choose to move to an identical session in the future.