

Course Registration and Fees

All training courses are non-refundable; however, participants may request a transfer to the next available course (or later course, as agreed upon by the participant and Learning Manager).

In order to request a transfer:

- Email events@cmc-canada.ca with your request, including the first and last name of the registered participant and upcoming date(s) to which the participant would like to transfer their registration.
- **Transfer requests must be received at least 10 business days prior to the first live session** (in person or online).
- **Transfers are NOT guaranteed** and will be accommodated based on class space available in future classes.
- **A class transfer fee of \$60** will be charged per participant. Confirmation of the class transfer will be communicated to the participant via email once payment is received.

Every attempt will be made to hold a class; however, should CMC-Canada cancel a class, participants will be offered a free transfer to the next available class (as agreed upon by the participant and the training coordinator). If the course is not offered on a date that is amenable to the participant, CMC-Canada will fully refund any course fees that have been collected as part of registration (less any transfer fees incurred by the participant, where applicable).

Attendance Policy

Attendance and participation (with a working microphone, webcam, and speakers) are required to receive a passing grade and credit in any class. Please test your tech and software compatibility PRIOR to the day of class. The class coordinator/Learning Manager is happy to assist with accommodation requests and troubleshooting up until one day prior to the live portion of the class.

Completion of all pre-work prior to attending live online class sessions is also required to receive credit for the class.

In order to ensure adequate time for all participants to reach their learning objectives, please make every effort to “arrive” (log in) to your live classes on time. **A grace period of 15 minutes will be allowed after which no participants will be admitted to the session.**

Failure to attend any portion of a class (including logging off early) will result in a failing grade, ineligibility to write the exam, and a forfeiture of the class fee.

If you are experiencing circumstances that you feel warrant an exception, please contact the training coordinator directly at events@cmc-canada.ca and we will do our best to assist and accommodate you.

Exams

Classes that include an exam must be completed within 30 calendar days of the live portion of the class. Participants who do not initiate and complete their course within the aforementioned time frame will not receive credit for the course.

For those who do not pass the exam, or who fail to complete the exam on time, make-up exams can be written within a six-month period (from the time the initial exam expires).

A \$90 exam fee will be charged for an extension or re-write.

For assistance with activating a make-up exam, please email events@cmc-canada.ca.