
ADMINISTRATION POLICY

Title: REVIEW COURSE AND EXAM NO-SHOW POLICY

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Notes:

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Policy Statement

For ECI sponsored certification review courses or exams, if an applicant notifies ECI in writing that they will not be attending a minimum of ten (10) days (includes the 10th day) prior to the event, they will be entitled to a full refund. Within ten (10) days, of the event, the Attendee will forfeit their full amount of the fees.

For Partner sponsored events attendees will be refunded based on the Partnership agreement.

BACKGROUND

ECI or ECI partners schedule certification review courses and exams to aid applicants in achieving certification. Attendees at these events pay a registration fee or exam fee. In the scheduling and organizing certification reviews and exams ECI incurs administrative time and costs, physical costs (room rental and AV costs), as well as trainer/presenter cost(s) and proctoring cost(s).

PURPOSE

To provide fair and equitable guidelines for all parties in the planning and execution of these events.

APPLICABILITY

This policy applies to all those who register for an ECI certification review course or exam session in the U.S. and U.S. Territories.

DEFINITIONS

Certification Review Course: An ECI developed review session to assist those preparing for the certification examinations or obtaining PDHs.

Certification Exam: Exam given by ECI to determine if an applicant meets certification requirements.

RESPONSIBILITY

Attendee: Notify ECI a minimum of ten (10) days prior to the event if they have to cancel their attendance.

ECI Staff: Coordinate and execute all training and exam events. Where necessary, execute timely refunds.

Procedures

ECI Sponsored events

- Attendee notifies the ECI Operations Manager or Program Assistant in writing a minimum of ten days (including the 10th day) prior to the event that they will not be able to attend.
- ECI will issue a reimbursement to the attendee within ten (10) business days.

ECI Partner events

- Attendee notifies the ECI Operations Manager or Program Assistant in writing a minimum of ten (10) days (including the 10th day) prior to the event that they will not be able to attend.
- ECI Program staff notifies ECI partner.
- ECI Program staff works with partner and issues a reimbursement to the attendee per the Partnership Agreement within ten (10) business days.

In the case of extenuating circumstances, the ECI Operations Manager in writing must receive a request for a reimbursement.

Extenuating circumstances include but are not limited to:

- Medical emergencies
- Loss of employment
- Family emergencies

Any such exception will require sufficient documentation for ECI verification and approval.

Related Documents

ECI Documents:

N/A

Other Documents:

N/A

Related Links:

N/A

Appendix

N/A