



boabc

Promoting Building Safety and Professionalism



TITLE:	Course, Training, Conference Refund	Policy No:	3.7
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1. POLICY OBJECTIVE:

1.1. The BOABC believes in a fair and actuatable mechanism for refund of certain fees for service to the applicant on training, courses or conferences. Therefore the objective of the policy is to establish the rule and procedure for refund of fees paid for any training, course, webinar conference by the candidate.

2. POLICY JUSTIFICATION:

2.1. The BOABC incurs costs while developing, maintaining, organizing or facilitating the courses, trainings, webinars conference and other training opportunities. In order to maintain these training opportunities, the BOABC must recover some of these costs where the member may have paid for the training, but is unable to complete the course, training or conference.

3. POLICY

The BOABC may refund the fees paid by the application for various educational and training opportunities offered by the BOABC as per below.

3.1. ONLINE COURSE

3.1.1. The BOABC may refund 50% of the fees once the applicant has been provided access to the online course including issuing password to access the course, but the applicant has not started the course.

3.1.2. The BOABC may refund 25% of the fees once the applicant has logged on to the online account, but has not completed the Module One of the course.

3.1.3. The BOABC shall not refund any fees once the applicant has logged on to the online account, and has completed the Module One (1) of the course.

3.2. WEBINAR

3.2.1. For Live Webinars

3.2.1.1. The BOABC may refund 50% of the fees before the start of live webinar.

3.2.1.2. The BOABC shall not refund any fees once the live webinar has started.

3.2.2. For Pre-Recorded Webinar

3.2.2.1. The BOABC may refund 50% of the fees where the applicant has been provided with account access information but has not logged onto the pre-recorded webinar.



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- 3.2.2.2. The BOABC shall not refund any fees where the applicant has been provided with account access information but has logged onto the pre-recorded webinar.

3.3. STUDY SESSION (IN CLASS)

- 3.3.1. The BOABC may refund 50% of the fees if the applicant requests refund 10 working days before the study session start.
- 3.3.2. The BOABC may refund 25% of the fees if the applicant requests refund 5 working days before the study session start.
- 3.3.3. The BOABC shall not refund any fees if the applicant requests refund less than 5 day before the start of the study session.

3.4. ANNUAL SPRING & FALL CONFERENCE

- 3.4.1. The BOABC may refund 50% of the fees if the applicant requests refund 15 working days before the conference start.
- 3.4.2. The BOABC may refund 25% of the fees if the applicant requests refund 10 working days before the conference start.
- 3.4.3. The BOABC shall not refund any fees if the applicant requests refund less than 10 working days before the start of the study session.

End of the Policy

Date Approved: January 16, 2020
Date Revised

Signed: (Secretary) Trevor Welsh
Signed: (Secretary)