

### **MIC-LC-DOC-001: Registration, Attendance, and Cancellation Policy**

1. A student is considered registered for a class when a completed registration form and all fees/tuition have been received in full by Micromeritics. Registration is on a “first come, first serve” basis. No applicant will be rejected.
2. Registration for a given class formally closes thirty (30) days prior to the start of the class. Within twenty-nine (29) days or less, seats for a given class may be granted but are not guaranteed, even if the class size limit has not been met.
3. Each class requires a minimum of two (2) registrants in order to be held. If this minimum is not met, the class may be cancelled or rescheduled at the discretion of Micromeritics.
4. If a class roster is full, a waiting list may be created with applicants placed in the order in which their application was received. If a registrant cancels their attendance, the first applicant on the waiting list will be notified immediately and has three (3) business days to submit tuition payment before the next applicant on the waiting list is contacted.
5. Prior to the first date of the training class, if a registrant is unable to attend, the registrant’s employer is allowed to transfer their place to another employee of that company at no additional cost.
6. A registrant is expected to attend the entire class for which they are registered in order to receive full Continuing Education Units (CEUs) for the course. Since classes range from one (1) to four (4) days, tardiness or early departures are strongly discouraged and will result in a reduction of CEUs earned.
7. During the training class, if a student is unable to complete the entire class due to illness, emergency, etc., the Training Coordinator must be notified as soon as possible and Micromeritics will determine an appropriate course of action. A memo will be placed in the class file and Micromeritics will award a certificate and prorated CEUs based on actual contact hours.
8. It is recommended, but not required, that all transfers/cancellations be received in writing via email or fax and include the registrant’s name(s) and contact information, as well as the training class title(s) and scheduled date(s).
9. Cancellation of attendance and refunds shall be handled in the following manner:
  - a. If the student paid with a Credit Card and cancels prior to the start of the class, all fees/tuition will be refunded immediately to the credit card used for payment. (Note that Credit Card payments are collected at time of registration.)
  - b. If the student paid with Purchase Order (PO) and cancels prior to the start of class, the PO will be canceled. (Note that Purchase Orders are processed with a standard Net 30 Days. In other words, payment for the class is not invoiced to the client company until 30 days after the class is complete.)
  - c. If the student cancels attendance after the start of the class and did not attend any portion of the class, all fees/tuition will be refunded based on method of payment.

- d. **If the student cancels attendance after the start of the class and does attend a portion of the class (withdrawal), prorated CEUs are awarded and all fees/tuition will be earned.**
- e. **If Micromeritics must cancel/reschedule a training class, the client company will receive a full refund of fees/tuition or attend the rescheduled class. Micromeritics is not responsible for travel/lodging related expenses.**

Revision History:

Revision	Effective Date	Justification	Author
0	03/15/2012	New Document	Jack Saad
1	04/02/2012	Changed references of Training Program (TP) to Learning Center (LC)	Jack Saad
2	05/15/2012	Simplified “registered students” to “registrants.” Removed redundancies. Clarified registrant substitutions. Removed requirement for written notification to cancel attendance.	Jack Saad
3	06/20/2012	8.b. and 8.c. clarified that the “client company” will be credited for the amount of money paid.	Mark Stephens
4	08/29/12	Added statement to Line 6. “A memo will be placed in the class file and Micromeritics will award a certificate and prorated CEUs based on contact hours according to Policy MIC-LC-DOC-005.”	Jack Saad
5	09/19/2012	Included “Attendance” in title, inserted a “new” Line 6 describing attendance. Removed reference to MIC-LC-DOC-005 from “new” Line 7.	Jack Saad
6	11/19/2015	3. Changed “will” be cancelled, to “may” be cancelled.	Melissa Martinez
7	01/15/2019	Updated line 1 and 9 to reflect current practice	Jack Saad