Professional Crisis Management Association, Inc.

Public Policy Number: GPW01-PUB
Date Originally Approved: 01/05/2009
Current Version as of: 06/07/2012
Title: Training Registrations and Refunds

Policies:

It is the policy of PCMA to register course participants in advance of courses in order to collect complete information and payment, and to provide the opportunity for individuals who are on a wait list to obtain any un-purchased seats. It is the policy of PCMA to allow refunds of registration fees under certain conditions.

Procedures:

A) Anyone interested in participating in a PCM Instructor course or BehaviorTools Instructor course (certification or re-certification) must complete the appropriate registration form.
B) Additionally, in the case of PCM Instructor Certification courses, participants must also review and sign the Instructor Selection Policy document and acknowledge understanding of the co-training requirement.
C) Course fees are due at the time of registration.
D) An individual is not confirmed in a PCMA course until payment in full has been received.
E) Once the course is full, PCMA will start a wait list. Prospective participants may call the PCMA office to be placed on a wait list for a course opening.
F) Two weeks prior to the start of the course, PCMA will begin to give any unpaid registration spots to individuals on the wait list.
G) If it is necessary to cancel out of a PCMA course that one has registered and paid for, cancellation must be made at least 14 days prior to the first day of the course for a full refund.
H) If an individual cancels less than 14 days prior to the start date of the class the registration fee is non-refundable and credit cannot be given.
I) Cancellations must be made either by email (preferred method) to pcma@pcma.com or by speaking directly by telephone to a PCMA representative. A cancellation cannot be made by leaving a telephone voice message.

Approval Signature:

Neal Fleisig, Executive Director