



## Course Policies

### Registration and Payment

1. Courses may be canceled or rescheduled within one week of the course start date due to insufficient enrollment. Refunds will be processed for all registrants in canceled courses. Registrants in rescheduled courses will remain enrolled with the new date. They may request a refund of the full course fee within 4 weeks (20 business days) of the notification of the course date change in lieu of enrollment in the rescheduled course
2. Full refunds or credit may be given for requests made **no later than 5 business days** prior to the course start date.
3. Refunds will not be provided for registrants who cannot meet the minimum technical requirements for course participation.
4. Full refunds or credit will be given to registrants who meet the [minimum technical requirements](#) and have technical problems that significantly impact the delivery of the course content and for which technical support is not able to resolve.

### Course Access

#### *Facilitated courses:*

1. After registering for a course, participants will receive a confirmation that their registration has been received. If the course has low enrollment, a notification will be sent out a week before the course start date.
2. Within five days before the course start date, an email will be sent out to each participant with instructions on logging in and getting started.

#### *Self-paced courses:*

1. After registering for a course, participants will receive an email directing them to set up their account or add the course to their current account.

World Education staff will make a reasonable attempt to ensure that the course registrants are able to access the online course system by sending confirmation emails, and through telephone contact if necessary, using the contact information provided upon course registration.

## **Communications Policies**

1. Course communications may include group e-mails, discussion posts, chats, Webinars, Webinar archives, team discussions, and instructor/participant correspondence.
2. Course instructors will use e-mail, either within or outside of the LMS, as the primary source of communication with course participants. Electronic communications will be directed to the e-mail addresses located in the participants' profile within the LMS.
3. Only course participants, instructors, and World Education staff may access and use LMS course communication tools.
4. Upon request of the individual participant, and World Education staff, instructors, and facilitators may provide a course participant's sponsor (i.e., one who purchases the course on behalf of the course participant), with the Course Outline and Schedule and the participant's LMS Grade Book information. World Education staff and instructors will not provide sponsors access to or records of any course communications.

## **Completion Policies**

1. Upon satisfactory completion of all course requirements, course participants may download and print a Certificate of Completion. World Education does not mail hard copies of the course completion certificate.
2. The Certificate of Completion documents the professional development hours associated with the course, as listed in the course description; it does not document the actual hours the course participant spent doing coursework. Participants may take more or less time, depending on their depth of participation and comfort with technology. Completion time is the estimated time participants should expect to spend with a course; however, the actual number of hours each participant spends on coursework may vary greatly.
3. Course completion requirements are published in the Course Outline and Schedule, available as a document within the course. In order to receive a Certificate of Completion, the participant must meet the course completion requirements listed on the Course Outline and Schedule by the final deadline posted. The course instructor has the sole authority to determine if the participant has met the minimum requirements for course completion.
4. Participants may negotiate revision and re-submission of their work with the course instructor; however, the participant must submit revised work by a mutually agreed upon deadline in order to receive the Certificate of Completion.
5. Participants may negotiate a one-time extension for final course completion at the sole discretion of the course instructor. If the participant fails to meet the extended deadline, no further extensions will be allowed.
6. Course content is only available for the duration of the course: After the course has closed, course content and any documents participants have uploaded to the LMS may not be available.