

## Attending a Course

We recommend registering for courses as soon as possible, as space can be limited, and being on the roster means you will receive any important updates and alerts regarding the course. However, you can register for a course up until one week before it's start date.



### What if I need an invoice or other supporting documents?

If you need an invoice or receipt for tuition in order to be reimbursed by your department, or if you need a W9 form, please contact IFSA and we will be happy to send one.

### How much is the tuition?

Typically, tuition for a 3-day course runs at \$134 per student, and tuition for a 1-day course runs at \$150 per student.

### Do these course hours apply to the IAI's training hours?

Yes. At the end of the course you will receive a certificate of completion that also reflects the training hours that can be applied towards the **IAI, ABDMI, TCOLE, POST**, etc...

### How do I prepare for a course?

There are no required preparations for a course. Some items, such as a small stick of chalk, a magnifying glass, laptops, digital cameras, etc. are suggested; this information can be found on that course's specific brochure. Course handouts, etc. will be provided for you.

## Cancellation Policy

At IFSA, we understand that sometimes things happen in one's professional or personal life which may affect their ability to attend a scheduled class. There may also be a circumstance when **IFSA** may have to cancel or reschedule a class due to attendance requirements or unforeseen emergencies. We have outlined our cancellation policy below to address the various circumstances which may occur.

### What if IFSA cancels a class?

This has never happened, but in the event that IFSA should have to cancel a class, all registrants would be notified a minimum of **7** days in advance. All payments will be refunded within 30 days of a cancellation notice; however the registrant may instead apply the payment toward any other course that **IFSA** offers, if they so choose.

### **What if IFSA reschedules a class?**

This has never occurred, but should IFSA have to reschedule a class, all those registered for that class will be notified a minimum of **7** days in advance of the originally-scheduled class date. Those individuals already registered for that class will be given first opportunity to reserve seating in the newly rescheduled class. Registration fees paid for a class which has been rescheduled can be refunded in full, or credited to the registration fee of the rescheduled class. This option is at the discretion of the entity/person which paid the registration fee.

### **What if you are unable to attend a class after you have enrolled?**

Should you register and pay for a class and then be unable to attend, you should notify IFSA at least 21 days prior to the scheduled class. We require a minimum number of paid Attendees at a given seminar in order to justify travel costs and salaries. In order to qualify for a full refund, students (or their employing agencies) must cancel attendance no less than three weeks prior to the commencement of the course. Cancellations must be received via email and/or fax to the attention of the Program Manager or Director. A confirmation of receipt and a cancellation number must be obtained from the coordinator.

### **What if I cancel less than 21 days of the start date?**

Due to costs which will have already been incurred by IFSA for airfare, lodging reservations, etc...cancellations made less than 21 days prior to the start of the course are subject to a **\$100** fee, as long as the minimum required number of attendees will still be achieved.

If the minimum required number of attendees will not be achieved without the cancelling person's attendance, no refunds will be provided. In those instances, 50% of the cost of registration may be credited toward a future scheduled class.

However, substitutions of students who cannot attend with another Attendee may be made at any time prior to the class, in writing, by the person/agency which paid for the slot. Once a class begins, substitutions are not allowed.

Please call us immediately if you have any questions.

### **What if I am a No-Show or I am using a Purchase Order?**

Classes that are scheduled to occur, must meet minimum attendance requirements. While we try to accommodate everyone, seating for **IFSA** classes are limited. Registration is accepted on a first come- first served basis until sold out. Failure to attend a class without prior cancellation does not relieve an enrollee's financial obligation for that class. If the 14 day cancellation policy is not received and confirmed by a return email, IFSA will invoice in full for all No-Shows in each class.

The use of a purchase order to guarantee seat reservation is a courtesy that we offer with prior arrangement. Please take note that purchase orders guarantee registration and they are legally binding. Unless the registration is cancelled within the full refund policy time parameters, agencies using purchase orders will be billed for full enrollment costs if the student is a No-Show.

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