

POLICIES ON REGISTRATION PROCEDURES

CLIENT SATISFACTION:

The Centre for Learning and Development is committed to ensuring high quality in its learning programs. If a participant is not fully satisfied that a course has met its stated learning objectives:

- 100% of the registration fee will be refunded. Contact the Senior Manager or Administrative Officer of the Centre for Learning and Development to arrange for the refund.

COURSE APPLICATION:

Employees should register for courses as early as possible as waiting lists exist for most courses. Obtain a Registration Form from your Director of Human Resources or Manager of Training or from this intranet site. Complete the Registration Form and send it to the Centre for Learning and Development, 5th Floor, West Block, Confederation Building, at least 15 working days before the start of the course. The Registration Form must be signed by your immediate supervisor.

CONFIRMATION:

When you are enrolled in a course, your attendance will be confirmed by e-mail, letter, fax or phone call. Three (3) weeks prior to the course commencement date, the Centre for Learning and Development will send you an email, letter, fax or phone call re-confirming your registration and advising you of the course particulars.

LATE CANCELLATIONS / NO SHOWS:

A cancellation fee of **\$100.00 per participant** will be charged to the Department if the participant(s) cancels or fails to attend, unless one of the following conditions exists:

- The participant's manager substitutes another participant who meets the basic participation criteria for the course/workshop.
- The participant cancels five (5) or more working days before the start date of the course through direct contact with the Administrative Officer, Diane Blackmore, 729-3654.

The Centre reserves the right to charge participants for the full cost of registration if one of the above conditions is not met.

Please Note: Employees who fail to show up for courses as scheduled or who cancel less than five working days prior to the course start, will need to reregister if they still wish to complete the course in the future.

For further information on courses provided by the Centre for Learning and Development, please telephone Ms. Diane Blackmore, Administrative Officer at 729-3654.

Registration Forms are available at the Centre for Learning and Development, 5th Floor, West Block, Confederation Building, St. John's or on this intranet site.