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Professional Crisis Management Association, Inc.

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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](mailto: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