



Terms & Conditions For Subsidized Participants

Cancellation

- Candidates may cancel their enrolment at any time. Cancellations received seven (7) or more days before the "Introduction Course Date" can be refunded or transfer their registration to an alternate participant within their organization.
- Cancellations received less than seven (7) days but prior to the "Introduction Course Date" will be required to pay 100% of the participant portion of the course fee and cannot transfer their registration to an alternate participant and they are prohibited from sharing their login credentials.
- Unemployment, absence, relocation, secondment, changing employer – these are special circumstances and result in the participant having to disclose this information in writing to the course administrators and cancel their participation in the course and access to the NAMS+ tools and templates.

Enrolment suspension and transfer

- Applications to suspend and transfer enrolment to the next course must be received by the course administrator before the start of "Introduction Course Date".
- Applications for suspension and transfer received after the "Introduction Course Date" will incur a fee equal to 100% of the participant portion of the course registration fee to transfer to a future course.
- Candidates who have transferred enrolment to a Course must recommence on the next available subsidized course otherwise option to transfer is not available.
- Candidates who are granted an enrolment suspension and transfer will be provided access to all modules of the subsequent Course. Any of the work completed on the Course portal (Cahoot) during the initial enrolment will not be transferred to the subsequent Program portal.
- Login details and credentials must not be shared. The use of generic email addresses (i.e. admin@ or assetteam@) are not encouraged.

Extensions

- Extensions to complete work/assignments which are due will only be given in the following circumstances:
 - a. Illness or injury of the candidate or his/her immediate family where the candidate is one of the primary caregivers;
 - b. Death or incapacity of a family member or close relative;
 - c. Absence of the candidate's manager, where the manager must sign-off any assignment;
 - d. Abnormal or unanticipated work load resulting from entity restructures or severe natural weather events such as earthquakes, storms, floods.
- Only one extension of time to complete work/assignment will be granted per program.
- Requests for extension of time due to any inability to balance competing priorities (such as leaving course work to the last minute) will not be granted. The ability to learn to balance competing objectives is a core skill to be acquired as part of successfully completing the course.