



Cancellation, Refund, and Transfer Policies

Public In-Person & Virtual PACP™ and ITCP™ Sessions

Registration Cancellation

If you find it necessary to cancel your registration immediately upon enrollment (within one hour) please contact NASSCO at support@nassco.org.

No Show

A no-show is the student's absence from a session without notifying your NASSCO-Certified Trainer. This includes significantly late arrivals (more than one hour after the session begins on the first day). Refunds or transfers will not be allowed for anyone registered for a session who does not attend or show up on time for either an in-person or virtual session.

Refunds

Partial refunds will only be offered if any of the following situations apply and can be supported with official documentation:

1. Student is unable to attend a future session due to health, death, or other reason that is deemed significant and legitimate by NASSCO, Inc.
2. Student is no longer employed by their employer, or their job requirements have changed and certification in one of NASSCO's Training Programs is no longer required.
3. Student is no longer employed in the underground infrastructure assessment field.

Partial refunds will be based on the following:

1. Student returns the manual in original condition to Gilmore within 30 days of the original shipment date at their expense. A Return Materials Authorization (RMA) number must be requested from NASSCO@gilmore.ca and included in the box with the return: Full course fee less a \$75 handling fee.
2. After 31 days from the original shipment date, if manual has not been received by Gilmore, student will be deemed to have kept the manual: We will refund the full course fee less \$175 manual and handling fee.

Partial refunds will not result in a future credit. Whether the student keeps or returns the manual, future course purchases must be made in full. Individuals are not entitled to a refund of any kind for failure to successfully complete one or more the required course exams.

Transfers

A student's transfer to another session will be allowed upon requests received at least three weeks before the original session's start date.

Substitutions

Substitutions of one student for another may be approved upon written request to NASSCO and the NASSCO-Certified Trainer.

Session Cancellations

NASSCO, Inc. reserves the right to cancel sessions that do not meet minimum enrollment levels or for other good cause. The NASSCO-Certified Trainer will notify NASSCO immediately upon decision to cancel, for any reason. Students will be notified of these cancellations prior to the session start date and will be offered a transfer to another session.

If a weather event or internet disruption causes the last-minute cancellation of an in-person session, student will be notified as soon as reasonably possible. Virtual courses will continue to run in virtual classrooms during inclement weather at the discretion of the instructor.

Other Terms

- Individuals are not entitled to a refund of any kind for failure to successfully complete one or more the required course exams.
- Individuals are given three attempts to pass each exam with an 85%. If all attempts result in a failure, no certification will be issued and no refunds will be made.
- NASSCO will issue certification for the program(s) that were successfully completed in a bundled PACP, LACP, MACP course if an individual is unable to successfully complete all exams in the course.
- Students may choose to attend an initial certification session to fulfill their recertification requirements with the understanding that the course fee is at the initial certification rate.
- Falsification of student identity or individual's presenting themselves as a certified individual without successful completion of a NASSCO Certification Program may result in criminal charges and additional fees for the individual and their employer.
- The terms and conditions included in this document apply to public courses. For private courses offered by NASSCO-Certified Trainers, please refer to the cancellation, refund and transfer policies as stated in the Trainer's individual contracts and agreements.