



NASSCO

Cancellation, Refund, and Transfer Policies

Self-Paced PACP™ and ITCP™ Recertification Courses

Registration Cancellation

If you find it necessary to cancel your registration immediately upon enrollment (the same day) please call NASSCO at 301-624-2400.

Failure to Complete

Refunds will not be issued to anyone who fails to complete the self-paced recertification course within the 60-day time allotment.

Refunds

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

1. Student is unable to complete the self-paced course due to health, death, or other documented 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 include the full course fee less \$125 manual and shipping & handling fee. No manual returns will be accepted.

Partial refunds will not result in a future credit. 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 of the required course exams.

Transfers

A student's transfer to an in-person session will be allowed upon request within the 60-day timeframe and will be invoiced at the difference between the course fees plus a \$75 admin fee.

Substitutions

Substitutions of one student for another may be approved upon written request to NASSCO, via support@nassco.org, so long as the original student did not access the course.

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% pass rate. If all attempts result in a failure, no certification will be issued, and no refunds will be made.
- Should a student fail all three attempts to pass the exams, yet continues to desire certification, student must re-enroll in a new session and pay the full fee.
- 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. Please note that PACP is a prerequisite and, therefore, must be passed prior to issuance of LACP and/or MACP certification. Stand-alone LACP or MACP certifications are not available.
- 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 self-paced recertification courses.