

## Seattle Research Partners IIA-CIA Certification Program Policies

1. **Program:** These courses are offered by Seattle Research Partners, Inc. in cooperation with Seattle Pacific University (SPU). SPU has reviewed and approved the curriculum for these courses and the curriculum vitae of the instructors. However, except where students register for the issuance of continuing education credit, certificates of completion will be issued solely by Seattle Research Partners, Inc. and students in these courses will not be SPU students. Students who elect to register for continuing education credit will be issued credits by SPU upon successful completion of the course. In either case, tuition payments should be paid directly to Seattle Research Partners, Inc.
2. **Course Schedules:** All courses are subject to final approval by the SPU and Seattle Research Partners, Inc. at their sole discretion. Any course may be cancelled without notice. In such case, all deposits or tuition will be returned to participants.
3. **Course Payment:** Full tuition is due on or before 7 days prior to the first scheduled day of class, unless prior arrangements have been made and agreed to by Seattle Research Partners, Inc. Exceptions to this policy are at the sole discretion of Seattle Research Partners, Inc. & will be treated consistently for each learner. Boeing employees will remit deposits and tuition payment through the recognized Learning Together Program. Boeing employees are required to provide the LTR electronic confirmation in place of the deposit at the time of registration.
4. **Exceptions to Payment provisions:** Learners who are granted an exception in writing by Seattle Research Partners, Inc, either for personal financial reasons or who are affected by Tuition Assistance program guidelines are required to submit the following information:
  - a. Written documentation and verification that a check will be issued to Seattle Research Partners, Inc. within 7 days of the start of the course;
  - b. All written documentation must include both personal and business mailing address, email account and telephone numbers;
  - c. If paying through corporate accounts payable, a Purchase Order number or other verification of payment intention is required.

All late payments are subject to a \$50.00 late processing fee, regardless of the reason. Payments received more than 10 days after the start of the SHRM program will be subject to a 15% rebilling fee for the total amount owed.

5. **Non-refundable Deposit:** For learners and/or their sponsoring employer who register and pay for Parts 1 -3 or Parts 1-4 are required to pay either the full tuition or a non-refundable deposit **at the time** of registration to reserve a place in the course. Submitting this registration, all learners and their sponsoring employees agree to this provision, without exception. Deposits sent by mail must be received with 7 days of the initial registration, unless prior approval by Seattle Research Partners has been granted in writing.

Learners who enroll and pay tuition for Parts 1, 2, 3 or 4 separately must pay the full tuition at the time of registration.

6. **Course Deferral:** Registration may be deferred for any learner so long as full tuition has been received and the request to defer is received by Seattle Research Partners, Inc. prior to the second week of the course. Learners who defer enrollment will have one year from the time of the original registration to re-enroll and take the course. All learners who request deferment but fail to re-enroll and attend courses within one year of the original registration will forfeit their course deposit and will be treated as new learners for subsequent course

registration. Learners who elect to defer enrollment may be subject to additional material charges, unless otherwise agreed to in writing by Seattle Research Partners, Inc.

7. **Course Withdrawal:** Learners who withdraw from the course prior to the start date will receive a refund for tuition payments received, less the non-refundable deposit and fees assessed by outside vendors (e.g. PayPal). Learners who withdraw after the start of the first day of the program will be required to pay the non-refundable deposit, material costs and a pro-rated course fee. Refunds will not be issued after the end of the fifth week of the course in which the learner is enrolled.
8. **Discounts:** Any discounts for the IIA-CIA Certification program is at the sole discretion of Seattle Research Partners, Inc. and will be authorized in writing.
9. **Confidentiality:** Seattle Research Partners, Inc. respects and upholds the privacy of all learners. All learner contact, payment, and course performance information is confidential and will not be provided to any other agency, individual, learner, or organization unless we are legally required to do so or unless any of the following apply:
  - a. **Tuition Assistance:** Employers who sponsor tuition payments may require Seattle Research Partners, Inc. to verify course payment, attendance and participation as a provision of the tuition assistance program. Seattle Research Partners, Inc. will provide information if it is requested in writing on official corporate letterhead.
  - b. **Partnerships:** From time to time, Seattle Pacific University may wish to audit our program and in the course of that audit require us to provide them the names of our learners. Only names and contact information will be shared with SPU.
  - c. **Learner Release:** Any learner may authorize the release of their personal contact information provided at registration in writing to the Seattle Research Partners, Inc. expressly releasing their information to any and/or specific parties.

Seattle Research Partners, Inc. reserves the right to use learning contact information for direct and indirect recruiting, surveys, and other information sharing. Learners who register for this program understand and accept that they may be contacted by the Seattle Research Partners, Inc. at any point in the future regarding participation in this program or other programs. Learners who do not wish to be contacted by Seattle Research Partners, Inc. post course participation must submit a written request to that effect via US Mail to Seattle Research Partners, Inc.

Seattle Research Partners, Inc. will never sell learner information to any group, party, individual, agency, or provider unless approved in writing by the learner.

#### 10. **Contact Information:**

Seattle Research Partners, Inc.  
2311 North 45<sup>th</sup> Street, Suite #195  
Seattle, WA 98103  
Program Administrator: 425.789-0161  
Learner Support 425-512-7685