

Seattle Research Partners SHRM Certification Program Policies
PHR/SPHR/GPHR

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. The start date of the course is defined as 6 p.m. on the first day of the posted course. Courses are scheduled to run for 10 consecutive weeks, unless interrupted by a legally recognized holiday.
3. **Non-refundable Deposit:** If full payment is not an option at the time of registration, learners and/or their sponsoring employers are required to pay a non-refundable deposit **at the time** of registration to reserve a place in the course. By submitting the on-line registration form, all learners and their sponsoring employees agree to this provision, without exception. Deposits sent by mail must be received within 7 days of the date of registration.
4. **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.
5. **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.

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. in writing, prior to the **fourth** week of the scheduled course. Learners who defer enrollment will be required to re-enroll the next quarter the course is offered, unless otherwise authorized in writing by Seattle Research Partners, Inc. 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 a new learner 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. **Cancellation:** Cancellations must be in writing at least FIVE business days prior to the start date of class. If cancellation is received with four or fewer business days before the start of the class, a full refund will not be issued; the Non-Refundable Deposit, a \$500 material fee will be applied before the refund is issued. Refunds will not be issued after week 4.
8. **Course Participation:** To receive a certificate of completion from Seattle Research Partners, Inc. all learners are required to meet the following:
 - a. Attend 80% (8 of the 10) of the class sessions, either in-class or on-line (attendance is taken each week); and
 - b. Complete 80% of all in-class (7 of the 8 practice tests administered); and
 - c. Complete 14 out of 14 on-line practice tests available through LearnHRM.com with a score of 80% or higher by midnight on the Sunday following the last night of the scheduled class. On-line practice exams can be taken as often as necessary for learners to obtain scores of at least 80% on each practice exam.
9. **Our Guarantee:** Any learner who meets the following conditions:
 - a. course participation and attendance requirements spelled out in paragraph 8;
 - b. attend **at least** one Saturday School session; AND
 - c. sit for the exam during the current testing window but does not pass the exam

will be allowed to audit the course - - free of charge one-time. To receive benefit from the guarantee, a learner must register to retake the course during the **NEXT** academic quarter.

Learners who request audit status after one calendar year will be subject to full tuition payments described in the Course Payment section. Learners who take advantage of the Guarantee program, or who have deferred their enrollment, will be allowed to use their original course materials or purchase new materials at the price set by Seattle Research Partners, Inc. so long as the materials are not older than one calendar year.

10. **Discounts:** Any discounts for the SHRM program is at the sole discretion of Seattle Research Partners, Inc. and will be authorized in writing.
11. **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.

12. **Online Learning Center:** Seattle Research Partners, Inc. owns and operates the Online Learning Center. Any information posted, shared, communicated, or otherwise exchanged through this site is subject to the following:
 - a. We reserve the right to review, remove, alter, and otherwise edit learner and instructor comments interpreted by us to be outside of ordinary academic communication, threatening, misleading, illicit, illegal, or otherwise unwarranted in a learning environment. Violators may be subject to action deemed appropriate by Seattle Research Partners, Inc. which may include immediate elimination of access to the site.
 - b. No learner or instructor may use the online site to market, solicit business of any nature.
 - c. Seattle Research Partners, Inc. reserves the right to remove any information, without consent, notification, or other approval of the learner or instructor.
 - d. Seattle Research Partners, Inc. is not liable for any communications written, verbal, or other outside of the academic environment. If offensive comments, actions, suggestions, or otherwise inappropriate behavior is demonstrated at any time within the learning program(s), learners must report such incidents to Seattle Research Partners immediately.

13. **Contact Information:**

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