



## Seattle Research Partners 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. 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:** All learners or their sponsoring employers may be required to pay a non-refundable deposit **at the time** of registration to reserve a place in the course. By submitting the electronic registration, learners and their sponsoring employees agree to this provision, without exception. Deposits, when required, must be received prior to the at least 5 business days prior first course start date.

4. **Course Payment:** Full tuition is due prior to the first scheduled day of class, unless prior arrangements have been made and agreed to by Seattle Research Partners, Inc. in writing. Exceptions to this policy are at the sole discretion of Seattle Research Partners, Inc. & will be treated consistently for each learner.

Boeing employees are required to provide a Learning Together Program Voucher at the time of registration. The vouchers may be sent electronically or faxed (425-349-3497). Boeing employees who enroll in the SHRM course and who do not provide an LTP Voucher at the time of enrollment will be billed for the full amount of the course. Boeing employees who do not complete the course will be issued an "incomplete" and will be required to remit the deposit, material costs and other course fees to Seattle Research Partners based on our cancellation policy described below.

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 two weeks 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 course 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 written 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 reenroll and take the course. All learners who request deferment but fail to reenroll and attend courses within one year of the original registration will forfeit their course payment and will be treated as new Learners for subsequent course registration. Learners who elect to defer enrollment may be subject to additional material and SHRM Learning System access charges, unless otherwise agreed to in writing by Seattle Research Partners, Inc.

**7. Course Withdrawal:** We recognize you may occasionally need to cancel your registration. You can substitute another person in your place prior to the class start. If you wish to receive a refund, we must receive your request for cancellation no less than FIVE business days prior to the class start date and the non-refundable deposit in effect for the course, if any, will be deducted from your refund. We are sorry we cannot provide a refund if we receive your written cancellation four or fewer business days before the start of the course. Learners who have received the course materials prior to the start of class and have requested a refund, an additional materials fee will be deducted from your refund.

**8. Course Participation:** To receive a certificate of completion from Seattle Research Partners, Inc. all learners are required to meet the following:

- a. Attend and participate in **80%** of the class sessions, either in-class or online (attendance is taken each week); and
- b. Complete **80%** of all assigned in-class tests and complete **80%** of all assigned on-line tests on or before the end of the last scheduled class.
- c. In the event you may be absent from a class, you are welcome to attend the same class offered on a different night/location. It is your responsibility to notify the instructor the night you attend class that you are making up a missed night. That way your name can be added to the roster and you will receive credit for attending the class.

**9. Our Guarantee:** Any learner who takes the exam but fails to pass, will be allowed the opportunity to audit the course on a **one-time basis** so long they: 1) met the course



participation requirements in their original course (see section 8); and 2) attend at least 2 out of the 3 optional Saturday School Sessions during the quarter in which they were enrolled (audit learners in the on-line courses are not subject to the Saturday School attendance requirement).

Learners who wish to take advantage of our guarantee must do so within ONE calendar year of their original course enrollment date and must provide us written documentation they did not pass the exam.. Learners who participate in the SRP Guarantee Program but do so more than **six months** beyond their original enrollment date will be subject to additional course access fees charged by the Society of Human Resource Management and billed through Seattle Research Partners, Inc..

Learners who take advantage of the Guarantee program, or who have deferred their enrollment, will be allowed to use their original course materials, if they are deemed current by the Society for Human Resource Management. If new versions of the materials have been produced by SHRM, audit learners will be required to purchase new materials at the price set by Seattle Research Partners, Inc.

Learners who request audit status after the one-year deadline will be subject to full tuition payments described in Course Payment.

**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.  
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Program Administrator: 425.789-0161