

Demeritte School of Professional Learning Policies

Revised January 2019

If you have any questions or need clarification on these policies and procedures, please email our Executive Director at bryan@demeritteschool.com. Thank you!

1. All participants will receive a PDF copy of a completion certificate once the course is completed in the window time frame, within 30 days. We must wait on state certification of each course completed. If however, you need your completion certificate sooner, please contact us and we will try to rush it! **IF YOU DO NOT RECEIVE YOUR CERTIFICATE WITHIN 30 DAYS OF THE TERM WINDOW CLOSING, PLEASE CONTACT US AS SOON AS POSSIBLE, SINCE IT IS LIKELY THAT THE ATTACHMENT HAS BEEN REJECTED BY A SECURED EMAIL SERVER IN YOUR DISTRICT OR ON YOUR PRIVATE EMAIL. PLEASE CHECK YOUR JUNK/SPAM FOLDER FIRST TO MAKE SURE IT DIDN'T END UP THERE.**

2. (NOT REQUIRED) If you'd like a hard copy of your certificate mailed to you, then the cost is an additional \$5. You may pay this at any time, either as you register or within 30 days after the completion of the course. Please go to pay icon and select the \$5 hard copy fee to pay. This is an ADDITIONAL policy by request of several participants that is for the benefit of those who would like a hard copy only, AND YOU MUST SEND AN EMAIL NOTIFYING US THAT YOU'D LIKE ONE, AFTER YOU HAVE MADE PAYMENT. **ONCE AGAIN, THIS FEE IS NOT REQUIRED.** You will automatically receive an electronic copy of your certificate within 30 DAYS of successful completion.

3. If you need to request an additional electronic copy, ***the first re-email request is free.*** We allow for this one additional request due to the nature of electronic communication. After the first re-request, all requests are \$5 PER COURSE. Make sure you check your junk/spam filter or folder within 30 days after the completion of the course before requesting an additional electronic copy. At the pay icon, select the \$5 fee to pay for every additional copy after the first two have been sent.

5. If you do not complete a course by the completion deadline, you will NOT receive any penalty AS LONG AS YOU NOTIFY US AHEAD OF TIME. We can simply defer your tuition to the next term, as a courtesy. **YOU MUST CONTACT US THOUGH, BECAUSE WE WILL NOT KNOW OTHERWISE.**

Thank you for your understanding in our quest to serve you better and more efficiently.

BRYAN DEMERITTE - DEMERITTE SCHOOL OF PROFESSIONAL LEARNING.