



1.0 Introduction

- 1.1 This policy is to provide direction for establishing, publishing, and enforcing On-Demand self-directed online course cancellation and refund guidelines at the Continuing Care Safety Association (CCSA).

2.0 Purpose

- 2.1 This policy applies to all On-Demand self-directed online Courses that are accessible through the CCSA's eLearning Management System (LMS) at <https://ccsaelearning.ca/login> and applies to all Participants.

3.0 Definitions

- 3.1 **On-Demand course** is a self-directed set of lessons in a particular subject, with defined learning outcomes, offered under a designated subject name and course number.
- 3.2 **LMS Learner** is a member or non-member individual that is registered in a CCSA On-Demand course.
- 3.3 **LMS Supervisor** is a member or non-member individual that has upgraded level in the CCSA's LMS to purchase and assign courses not only for oneself but for other Learners from the same organization, create and update Learner's profile and monitor their course progress.

4.0 Policy

- 4.1 **Cancellation requests:** Unless otherwise agreed, either party may request to cancel and by giving the other party written notice. Notice must be submitted by email to record the reason as well as the time and the date of the request.
- 4.2 **Cancel with Notice:** We will provide a full refund for written cancellation requests received within 48 hours of purchase for any self-directed online course placed on the CCSA's LMS which has not been accessed and/or opened. No refund will be granted after 48 hours of a course purchase.

This policy applies to all Participants of the LMS System: Learners and Supervisors.

- 4.3 **Substitutions/Transfers:** All self-directed online courses within LMS may be transferred to other Learner from the same organization within 14 days of course purchase. Any self-directed online courses which have been accessed and/or opened are no longer eligible for transfers.
- 4.4 **Cost-Equivalent Courses Exchange:** Courses with the same cost but different subjects cannot be exchanged/replaced. Follow the Cancellation Request Policy 4.2.
- 4.5 All transfers and cancellations must be submitted in writing to education@ab-ccsa.ca.
- 4.6 **Exceptions may be permitted under this policy upon evaluation and assessment of the circumstances on a case by case basis with prior consultation and/or approval with the Director, Training Delivery and/or Executive Director. All exceptions must be documented and retained for audit and review.**