



## Institute for Psychological Advancement

### CE Program Policies

**Concerns:** If a participant or potential participant would like to express a concern about their experience with Institute for Psychological Advancement, LLC, they may call (P 816.569.1043) or email (support@ipa-kc.com). We will take the information into consideration and respond within 14 days.

**Privacy:** Participants information will be kept confidential and secure. Information will only be stored for purposes of program registration, follow up communication related to program (i.e. cancellation, sending handouts), future marketing emails (which may be opted out at any time), or as required by state or national organization relating to program approval for CE. Participant's information stored or used for these purposes will be the minimal information only. If you have specific questions or concerns about how your information will be used, please email support@ipa-kc.com.

**Cancellations & Refunds (In Person Training):** Registration cancellation requests must be submitted in writing to support@ipa-kc.com and are accepted up to 14 days prior to the scheduled program. A refund for the program fee will be issued minus a \$25 cancellation fee per registration/person. In lieu of cancelling their registration, participants may also transfer their registration fee to another program based on seat availability and a cancellation fee will not be charged. Refunds are not issued for cancellations received less than 14 days prior to the scheduled program. If a program cannot be held due to reasons beyond Institute for Psychological Advancement's control (e.g. weather), refunds will not be issued; however, the program will be rescheduled. If a participant cannot attend the program on the rescheduled date, participants may transfer their registration fee to another program based on seat availability or a refund will be issued.

Institute for Psychological Advancement reserves the right to cancel a program up to 14 days prior to the scheduled program, with full registration refund, if insufficient numbers of participants have registered for the course.

If a program is cancelled for any reason, participants will be notified by email. An email address will be required at the time of registration. It is the participant's responsibility to notify Institute for Psychological Advancement of any changes to their email address by emailing support@ipa-kc.com.

**Cancellations & Refunds (Online Training):** CE Program fees cannot be refunded after an online purchase has been made as training materials are automatically and immediately sent to participants.

**Reasonable Accommodations:** It is the responsibility of the program participant to notify Institute for Psychological Advancement if they have a disability and to cooperate in the interactive process to determine what reasonable accommodations can be provided. Institute for Psychological Advancement will act in accordance with the law regarding disability and provide reasonable accommodations that appropriately provide equal access to the programs it offers. Please send requests to support@ipa-kc.com at least one (1) week prior to the scheduled program to allow for time to act on requests.

**Program Attendance Verification (In Person Training):** Program facilitator will provide a sign in sheet at the program site. It is the participant's responsibility to sign in upon arrival to the program, before the start of the program, and to sign in after lunch (only applicable to some programs). It is expected that the participant only sign-in and accept a certificate of attendance if they have attended the full scheduled program.

**Program Completion Verification (Online Training):** Program completion will be verified with a passing score of 70% or higher on the post-test provided with each training.

**P 816.569.1043**  
**www.IPA-KC.com**