

## Application Terms and Conditions

**Application Review:** PeopleDynamics Learning Group wants to make sure participants in our programs are set up for success. Applications are assessed to determine good fit. We may contact you prior to acceptance to discuss your application. If we see the need, we may require that you engage in additional learning and support to assist you in getting ready for participation or continuation in the program. When we review your application form, we will advise you if there are any such requirements. If there are, the Program Coordinator will work with you individually to identify a process and approach for such activities.

**Program Acceptance and Availability:** All Program enrollments are subject to availability. Enrollment is based on acceptance of your application and payment in full for the program. You will receive written notice of your acceptance. If the program you have applied for is full, we will contact you to discuss options.

**Program Payment Procedure:** Participants will receive written confirmation of acceptance into the program. In that correspondence, you will be advised of payment procedures. Payment in full for the program is due upon receipt of your acceptance to secure your registration. Payments can be made by credit card (Visa or Mastercard) or by cheque, money order, wire, bank transfer or email transfer (in Canada). You are not registered in a program until payment has been received.

**Program Pricing:** PeopleDynamics Learning Group is committed to offering high quality programs at a fair price. We review pricing annually. Pricing for future programs is subject to change without notice.

**Program Cancellation:** If you are registered in a program and choose to cancel your registration before the official start date of a Program, you must notify us in writing by sending your cancellation request to [coordinator@businesscoachingadvantage.com](mailto:coordinator@businesscoachingadvantage.com). A program is defined as the part or parts of the program that you registered for as follows. The official start date information for each program is outlined below.

Business Coaching Advantage Coursework - Face to Face programs:

- official start date is the first day of the program delivery.

Business Coaching Advantage Virtual Programs (Coursework and Practicum programs):

- official start date is 14 days before the delivery of the first Module of the program.

You will receive a full refund minus a non-refundable registration fee. This refund is calculated from the date of the written notice (postmarked or received email date). The following outlines the applicable non-refundable registration fees. If you cancel your registration:

- more than 30 days before the official program start date a non-refundable registration fee of 10% of the fee paid will apply
- between 29 days and the official start date of the program a non-refundable registration fee of 20% of the fee paid will apply

If you cancel a program where you have taken advantage of the full program bundle savings, the savings amount applied to the bundled purchase will also be deducted from your refund.

HST will be added to non-refundable registration fees where applicable. Eligible refunds will be processed back to the credit card, organization, or individual that paid for the original registration within 30 days of receipt of the request.

No refunds will be given if a participant misses an individual session within a program.

People Dynamics Learning Group reserves the right to cancel or postpone programs at its discretion. On such occasions, a participant may choose to transfer his/her tuition to another date at no additional charge or receive a full refund. People Dynamics Learning is not responsible for participants' travel costs or related expenses for cancelled programs.

**Program Transfers:** You may transfer your registration from one course date to another without penalty, provided the request is made more than 30 days prior to the program official start date. Transfers that occur less than 30 days but more than 14 days prior to the official start date are subject to a transfer fee of \$100 plus HST where applicable. Program transfers that occur less than 14 days prior to the official start date are subject to a transfer fee of \$500 plus HST where applicable. Transfers between programs after you have started a program are discouraged. However, if you must request a transfer due to life circumstance we will work with you to determine the best options. A transfer fee will apply and the amount will depend on the circumstances of the transfer. Program transfers must be made in writing and addressed to [coordinator@businesscoachingadvantage.com](mailto:coordinator@businesscoachingadvantage.com).

#### **Program Attendance, Extensions and Withdrawals:**

**Attendance:** This is an interactive learning program where attendance in the program is required. In situations where you must be absent from a class due to illness or unforeseeable circumstances, make up work is required. It is important to do make up activities in a timeframe that enables you to stay on track with the rest of your cohort. In the case of an absence, you must be in touch with the [coordinator@businesscoachingadvantage.com](mailto:coordinator@businesscoachingadvantage.com) as soon as reasonably possible to make arrangements for make-up activities. If you are absent for more than 30% of the coursework or Skills Labs, PeopleDynamics Learning Group Inc. reserves the right to require you to withdraw from the program without refund.

**Recordings:** The virtual components of the program are recorded. These recordings form part of the program material and will be available to participants registered in the BCA Certification Program. By agreeing to these terms, you agree to being recorded and that the recordings will be shared with others registered in the BCA programs.

#### **Extensions:**

The normal time for the **BCA Program™ (Part 1 Essentials)** completion is between 4 and 6 months. Participants who need extra time to complete beyond the 6 month time frame must request an extension in writing by sending an email to [coordinator@businesscoachingadvantage.com](mailto:coordinator@businesscoachingadvantage.com). Extension requests will be considered on a case-by-case basis and we will work with you to identify a process to

help you succeed in completing the program. An extension that takes you beyond 12 months from the program start date is subject to a \$500 extension fee, plus HST where applicable and payable at the time of your extension request.

The normal time to complete **BCA Certification Program (Part 2 and 3)** is 12-14 months. Participants who need extra time to complete beyond the 14 month time frame must request an extension in writing by sending an email to [coordinator@businesscoachingadvantage.com](mailto:coordinator@businesscoachingadvantage.com).

Extension requests will be considered on a case-by-case basis and we will work with you to identify a process to help you succeed in completing the program. An extension that takes you beyond 18 months from the program start date is subject to a \$500 extension fee, plus HST where applicable and payable at the time of your extension request.

**Withdrawals:** Withdrawal notifications must be made in writing and directed to [coordinator@businesscoachingadvantage.com](mailto:coordinator@businesscoachingadvantage.com). If you withdraw from a program after the official start date, a refund will be pro-rated for the unused portion of the program minus a non-refundable registration fee of 20% of the fee paid, plus HST where applicable. The refund is calculated from the postmarked/email date of the written notice. Refunds will be made within 30 days following the receipt of a written request.

Contact for more information at [info@businesscoachingadvantage.com](mailto:info@businesscoachingadvantage.com)