

## **OSC/NCAS Training Cancellation Policy** **Effective September 2008**

- If registration for a NCAS Training class is not canceled at least **five (5) business days** prior to a class, the student's agency will be charged a fee of \$125 per student cancellation.
- If a student cancels a class registration up to five (5) business days prior to the class, no cancellation fee will be charged for the class.
- An agency may substitute an acceptable replacement if approved in advance by the NCAS Training Coordinator. An acceptable replacement is one who:
  - Has not taken the class previously;
  - Meets the prerequisites of the class; and
  - Will use the training in his current job.
- The OSC will not accept illness as an excuse for missing a class unless one of the following terms are met:
  - The NCAS Training Coordinator is notified, either by phone or email, by the Agency Training Coordinator that the confirmed student is sick and will not be attending class.
  - The notification must be received no later than 8:30 a.m. the day of the scheduled class.
  - The NCAS Training Coordinator may require a doctor's note to substantiate the illness for failing to notify prior to 8:30 a.m. of the scheduled class.
- The OSC requires a minimum of eight students in a class unless waived by the NCAS Training Coordinator.
- To cancel a registration.
  - **Extenuating/Emergency Circumstances:**  
If a student is unable to attend class because of a personal emergency and does not have the NCAS Training Coordinator's contact information, the student must contact their immediate supervisor.  
**Their supervisor is responsible for contacting the NCAS Training Coordinator of the circumstances.**
- If you need to be reached during the class, call the numbers below and leave a message. The message will be delivered to you in class.

### **NUMBERS TO CALL:**

To cancel within cancellation period,  
to substitute a student, or to cancel due to illness:  
(919) 707-0647 or (919) 707-0656  
OR  
Email: OSC.BEACON.Training@osc.nc.gov