



EDUCATION POLICIES AND PROCEDURES

By registering for any CTR Education program, you are indicating that you understand/agree to the following policies:

REGISTRATION: Registration for courses requires pre-payment according to the posted schedule on the registration form. Confirmation letters and directions will be e-mailed approximately one week prior to the start of an in-person class and the day before a virtual class. By mail, you can register with check or credit card. Secure, online registration through our website is also available. Payments must clear before grades/certificates are issued so please keep that in mind if you plan to pay by company/personal check. Telephone registrations cannot be accepted.

ATTENDANCE: Attendance is closely monitored in all CTR Education programs and 100% attendance is required. Late arrivals will not be permitted to enter the class and will not be given a credit to transfer to another CTR class. **Refunds will not be issued to no-shows.**

Per DCP Guidelines, CTR is required to verify VIRTUAL attendees identification. At the start of each Virtual class, please be ready to verify your ID.

CANCELLATIONS: For record keeping purposes, your request for cancellation must be made in writing. A simple e-mail is sufficient. It is a student's responsibility to contact CTR's Professional Programs Department.

Cancellation up to 7 Days Prior	Cancellation within 7 Days of Start Date
Full refund minus \$20 cancellation fee.	No refunds.

If CTR cancels a course, your payment will be refunded in full.

EXAMS: In some cases, the programs we offer have exams associated with them. Final grades and course completion notices will be sent out within three weeks of course completion. **Grades WILL NOT be given over the phone.**

For anyone who may not pass an exam the first time, a re-take option is available. Exams must be re-taken within one year at the CTR office or at your local board if available. There is a \$20 re-take fee per attempt and arrangements must be made in advance with the Professional Programs Department. If an exam is not passed within one year, the student will have to re-take the course. Posted fees on the current schedule would apply.

COURSE COMPLETION: A completion notice will be issued via mail or e-mail within 3 weeks of a completed course. Your CE course information will then be uploaded as required by the State of Connecticut.

INCLEMENT WEATHER/CANCELLATION: If we are experiencing inclement weather, call the CTR office at 860-947-4510 *AFTER 6:30 a.m. the morning of class.* Our voice mail system recording will have instructions, if any. If class has not been cancelled, drive with caution and allow yourself plenty of time to reach your destination. Attendance policies still apply in inclement weather. Course enrollment fees will not be refunded unless CTR has cancelled a course.

CONTACT THE CTR OFFICE WITH ANY QUESTIONS

PHONE: 860-566-8688
WWW.CTREALTORS.COM

Abby Hayward, Manager of Political and Professional Programs – ABBY@CTREALTORS.COM