

NPMA Policies

ON-SITE TRAINING POLICY

I. SCOPE

This operating procedure applies to all NPMA-offered education held for a specific organization or group, rather than offered by NPMA to the public-at-large. 'On-Site' programs are special requests made to NPMA to provide instructors and/or training to be taught at a location determined by the requesting organization.

For the purpose of this policy, HOST refers to any company, agency, organization, or NPMA Chapter who wishes to engage the services of NPMA to put on a training event or course. NPMA HQ refers to the staff at the NPMA National Office.

II. GENERAL POLICY

The HOST must submit a signed Onsite Training Request Form to the NPMA HQ at least 60 days prior to the earliest desired start date for the event.

NPMA HQ will provide the requesting organization with a quote for services before proceeding with any plans to hold a class. Once the quote has been approved, the information will be provided to the NPMA Vice President of Professional Development, who will do the following:

- a) Identify the instructor for training, or approve the instructor requested by the organization.
- b) Review and approve the training outline and/or materials to be offered for the training.
- c) Determine the number of CEUs to be awarded for the successful completion of the training.
- d) Review current NPMA Course & Event calendar and either approve requested dates or offer alternatives if there are conflicts on the NPMA side.

Once the course details have been finalized, NPMA HQ will send a deposit invoice to HOST to hold the dates. Quote and course dates are not considered final until deposit has been received.

III. EDUCATION COURSES (INCLUDING CERTIFICATION COURSES)

The HOST must provide the NPMA HQ with a completed and signed On-Site Training Request Form including:

1. Proposed event date(s) (two required – first choice and second choice).
2. The physical location (city and state) of the training, or a request for a virtual course offering.
3. Contact information for the organization/event.
4. The description of the training requested - if requesting an existing NPMA training class, provide the actual title of the training or a description of training topics desired for the on-site event.

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5. The services to be provided by NPMA.
6. The expected number of participants (final attendee count and list due 15 business days prior to the start of the course).

NPMA HQ will provide HOST with a price quote for conducting the on-site event, including the number of days required, the instructor to be used, and the number of CEUs that will be earned by NPMA attendees.

If the HOST is handling the registration activities, the HOST will provide NPMA HQ with an attendee list prior to the training event. The HOST shall send a completed On-Site Attendee Information form, including information for each attendee, to NPMA HQ at least 15 business days prior to the event start date.

If the requesting organization is responsible for the AV requirements, they shall communicate with NPMA HQ and facility to ensure equipment is available and ready for the training event.

Within 2-3 weeks of confirmation of attendance, NPMA HQ will add CEUs, as approved by the NPMA Vice President of Professional Development, to the transcript of all participants who completed the course and have a profile in the NPMA system.

IV. CERTIFICATION COURSES

If the training event is a Certification Course, the organization shall send NPMA HQ a completed On-Site Attendee Information form, including information for each attendee, at least 15 business days prior to the event. If certification exams are purchased with the course, all participants are responsible for ensuring they meet all prerequisites for the certification exam. Please note that exams are now offered through an external proctoring service (Kryterion) and all exams must be taken either online through the Kryterion WebAssessor module or in person at a Kryterion approved testing center. Participants are responsible for scheduling their exam appointment through Kryterion. Late cancellations/reschedules of exam appointments will result in a late fee, paid directly by the test taker to Kryterion. For more information about exam administration, please visit www.npma.org/page/examadmin.

V. VIRTUAL ONSITE COURSES

NPMA offers the option of holding courses via an online learning platform rather than meeting in person. Virtual courses may only be held on business days. If participants will be using work-issued computers to attend a virtual course, it is the responsibility of the HOST to ensure the participants have access to a computer that meets the requirements for participation, as listed on the Virtual Onsite Request Form. If participants will be using personal computers to attend the virtual course, it is the responsibility of each participant to test the learning platform before registering for the class, or at least 45 days before the class. No refunds will be issued after 45 days prior to the start date of class due to technical issues.

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VI. MISCELLANEOUS

Chapters utilizing on-sites may determine the fee to charge their attendees to either:

1. provide a discounted training opportunity for their members, or
2. provide a method for raising funds for the Chapter.

In either case, the Chapter is responsible for meeting the final price quote from NPMA HQ for all services rendered.

Because the Chapter is responsible for meeting the final price quote, it is important to calculate the number of participants needed in order to break even (unless it is the intention of the Chapter to pay NPMA HQ from its own funds in order to provide the training opportunity to its members regardless).

The HOST contact will be included in all correspondence. Instructor and HOST can work together on details regarding course content.

All attendees must be a member of the requesting chapter or organization, or employees of the requesting company or agency.

VII. CANCELLATION POLICY

Requests for course cancellations and/or rescheduling must be received in writing via email at education@npma.org.

- Requests received at least 45 days before the event will receive a full refund, or can be rescheduled to a mutually agreed upon date within 12 months from the original course date.
- Requests received less than 45 days before the course will forfeit the deposit. In the event the deposit does not cover all costs incurred by NPMA or the instructor, HOST will be responsible to reimburse the additional costs.
- If the training is cancelled due to weather or other unforeseen circumstances beyond our control, a full refund of the course fee will be given. NPMA will not be responsible for travel expenses incurred by any parties as a result of such cancellation.

Should event be cancelled and not rescheduled within 60 days of the agreement/quote, NPMA reserves the right to update pricing as needed.

For NPMA Chapter-sponsored courses, the Chapter is responsible for any cancellation fees.