

EDUCATION POLICIES — SEMINARS

All policies are set by Creative Solutions Unlimited, Inc. (CSU), and are reviewed periodically.

Registration Procedure

Registrations must be mailed to the CSU office, sent via fax to 641.892.4475, or submitted online via www.tlc-csu.com. CSU does not discriminate in its programming based upon race, religion, color, creed, sex, national origin, age, physical or mental disability, in accordance with Section 504 of the Rehabilitation Act of 1973, and Title IX of the Education Amendments of 1972. Material presented in the seminar is the property of CSU. If you need any special aids or services identified in the ADA, please contact CSU prior to the seminar.

Fee and Payment

Unless otherwise specified on the seminar brochure, the fee includes all course materials, equipment used during the session, recording of attendance and CEUs. Any supplemental textbooks and reference books are not included in the fee. If the seminar fee will be paid by a current client facility with approved credit terms, the facility will be billed upon completion of the seminar. Any individual or facility without approved credit terms must pay by check or credit card in advance of the seminar.

Cancellations and No-Shows

All registration cancellations received three (3) or fewer business days prior to the scheduled seminar and all no-shows will be billed 50% of the seminar fee. However, if at any time, you learn that you are unable to attend a seminar for which you are registered, you may contact CSU to transfer your registration to another person at your facility, sending them in your place, or change your registration to a subsequent session, at no additional cost. CSU reserves the right to cancel any education program, with any prepaid seminar fees being refunded.

Session Conduct

As a courtesy to both attendees and faculty, CSU requests that cell phones and pagers be shut off or silenced while a seminar is in session. Taping of the session is not allowed. Attendance is limited to adults only.

CEU Credit

Each seminar brochure will designate the number of credit hours and for whom those hours are approved. CSU awards CEU credits upon attendance of all sessions of a program and the completion of an evaluation. 100% attendance is required to verify satisfactory completion before credit is awarded. Seminar doors will close promptly 15 minutes after the designated beginning time of the seminar. No one will be admitted for CEU credit after that time. Partial CEU credit will not be given. Breaks are given in each education seminar of two (2) hours or more in length. Failure to return to the room at the conclusion of the break will result in denied credit for the session. CEU certificates or certificates of attendance will be delivered via email following the seminar.

CEU Credit Records

Records of CEU credit will be maintained by CSU or the contracted provider of CEU credits for a minimum of four (4) years from the date of the seminar. Copies of CEU forms can be obtained for a nominal fee by contacting CSU with the name and date of the program, and the name and title of the attendee.

EDUCATION POLICIES — SELF-STUDY PROGRAM

All policies are set by Creative Solutions Unlimited, Inc. (CSU), and are reviewed periodically.

Registration Procedure and Fees

The fees include all of the following: Self-Study Program book, recording of registration, and CEUs. Supplemental textbooks and reference books are not included in the registration fee. CSU reserves the right to deny CEU credit to anyone who does not meet registration requirements. The fee structure for each Self-Study Program will be specified on the brochure or price list. If the fee will be paid by a current client facility with approved credit terms, the facility will be billed upon shipment of the Self-Study Program(s). Any individual or facility without approved credit terms must pay by check or credit card prior to shipment. CSU does not discriminate in its programming based upon race, religion, color, creed, sex, national origin, age, physical or mental disability, in accordance with Section 504 of the Rehabilitation Act of 1973, and Title IX of the Education Amendments of 1972.

Method of Registration

CSU will accept telephone registrations for Self-Study Programs. Registrations may also be mailed to the CSU office, sent via FAX to 641.892.4475, or submitted on-line at www.tlc-csu.com.

Refunds

Refunds will be granted to persons who notify the CSU office within 5 days of receipt of a Self-Study Program that they will be unable to complete the program. Course materials in any format (i.e., software, video, printed materials, etc.) must be returned unopened and in original Creative Solutions Unlimited, Inc., packaging.

CEU/CEH or Contact Hour Credit

Each Self-Study Program will designate the number of credit hours and for whom those hours are approved. To receive CEU/CEH or Contact Hour credit, the evaluation form, complete with identification of the number of post-test questions answered correctly, must be received by CSU within 90 days of the start date indicated on your study materials. Dates are tracked by CSU via date of postmark, facsimile transmission, or e-mail. CEU certificates or certificates of completion will be delivered via email following successful completion of the self-study.

CEU Credit Records

Records of CEU credit will be maintained with the contracted provider of the CEU credits for a minimum of four (4) years from the date of original issue. Copies of CEU forms can be obtained for a nominal fee by contacting CSU with the name and date of the program, and the name and title of the participant.

Substitutions

If the registered person chooses not to complete the Self-Study Program, the registration may be transferred to another person at the facility. The original start date will remain in effect.