

## Training Procedures

### **Time Allowed for Courses:**

The time allotted to complete a course is six months from the registration date.

### **Course Extensions:**

You may request four-month course extensions for a fee of \$100 per extension and course. Extension requests must be received via Council Connect before the completion due date.

### **Advisors:**

Some courses have advisors. It is the role of the advisor to answer questions regarding course content. You will be informed of your advisor's contact information within one week of registering.

### **Assignments:**

Some courses have assignments. You must submit completed assignments directly to your course advisor. The advisor will provide feedback.

### **Exams:**

You must schedule your exams via your Council Connect account; a minimum of one week's notice is required.

### **Proctors:**

You can write exams by using our online proctor, this option is just for online exams. Also, you can write your exams with a proctor of your choice. The proctor of the examination must be an educator or qualified person such a teacher, a librarian, or a person approved by the Safety Codes Council who is not directly related to you. New proctors must create a Council Connect account and submit a one-time proctor approval form before you can schedule your exam; the paper exam or login information will be sent directly to the proctor

### **Print Exam Accommodation :**

Unless required due to a medical accommodation issue, paper exams are subject to a \$75 fee.

If you require a paper exam as a medical accommodation you are exempt the exam fee and need to follow the below process:

Medical accommodation

- At least 15 business days/3 weeks prior to the desired exam date, email your note to

[training@safetycodes.ab.ca](mailto:training@safetycodes.ab.ca). Please include the desired exam date in the body of the email.

Doctor, note you need to send it by email to

[training@safetycodes.ab.ca](mailto:training@safetycodes.ab.ca)

The training team will contact you within 5 business days to make arrangements for your exam.

### **EXAM SECURITY:**

- The Council cannot guarantee the timeliness or security of exams while in transit via postal services.
- By registering for a paper exam, you assume the risks and costs associated with delayed exams or lost exams.
- This may require re-writing of exams and/or payment of an additional fee.

### **Classroom/Webinar Date Changes:**

If you need to change your webinar or classroom dates, you must notify the Council at least 5 business days in advance, or a date change fee of \$50 may be charged.

### **Course Refunds:**

The deadline to withdraw and receive a partial refund is 30 days after you register for the course. A refund will be up to one-half the cost of the course.

### **Withdrawal:**

To withdraw from a course, you must submit a completed Withdrawal form to the Council via your Council Connect account.

### **Confidentiality of Student Records:**

The Safety Codes Council will maintain confidentiality of all your information and records. Marks will be released to third parties only with your written consent.

### **Grading:**

Passing grades for each course can be found on the course syllabus on Council Connect.

### **Exam Results:**

You will receive a notification email when a new mark becomes available, and you can view your results on Council Connect. Marks are not disclosed over the phone.

**Exam Rereads:**

If you receive a failing mark on an exam, you can have the exam reread within 30 days of the results being issued, for a fee of \$50. A reevaluation of the exam will be conducted only once per exam. If an error is identified in the scoring of an exam, in either the answer key or the wording of the questions, the student's grade will be adjusted, up or down, as determined by the reviewer. The adjusted mark will be the grade on record. If the mark increases to a passing grade, the reread fee will be refunded.

**Exam Rewrites:**

If you are registered in a course and fail the exam, you may rewrite the exam for a fee of \$50, provided it is written within the allotted timeframe. If a rewrite date falls outside the course completion deadline, you must extend the course before you can schedule a rewrite.

**Transcripts:**

Official transcripts are available self-serve via your Council Connect account.

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