VALIDATION INSTITUTE EDUCATIONAL ADMINISTRATIVE & CONTENT POLICIES

Record Retention Policy
In compliance with the Statement on Standards for Continuing Professional Education (CPE) Programs, the Validation Institute retains certification program/CPE records for a minimum of five (5) years. Send an email to education@validationinstitute.com for more information on this policy or your specific records.

Refund Policy:
Refunds for online self-study courses are available within 30 days after date of purchase as long as no CPE credit has been granted. If you meet these guidelines, send an email to education@validationinstitute.com with your full name, company, and mail address used to purchase your program, to request a refund.

Program Cancellation Policy:
Validation Institute may, at its discretion, cancel or replace a previously listed educational element or module with a program of similar content. Validation Institute will make every effort to provide sufficient notification of a change of title or cancellation and will provide a refund for the purchase of CPE credit only in those cases where a full cancellation has occurred, and no substitute program has been provided.

Complaint Resolution Policy:
Validation Institute is committed to our course participants' satisfaction and will make every effort to resolve complaints in a professional and timely manner. For more information regarding administrative policies such as complaints, please email education@validationinstitute.com. Every possible attempt will be made to work with the submitter to come to a reasonable solution to the issue(s) at hand.

Course Updates:
Courses will be reviewed annually (or more frequently if necessary due to the subject matter) by a qualified individual or team, other than those who developed the programs, to consider currency of the content, technical accuracy, attendee evaluations, and anecdotal feedback. Such reviews will occur before the first presentation of a course and again after each significant revision.

Content Development:

E-learning courses offered by Validation Institute for CPE credit will be developed and taught by individuals or teams having expertise in the subject matter. Such expertise will have been demonstrated through practical experience and/or education. All courses will use activities, materials, and delivery systems that are current, technically accurate, effectively designed and will contain the most recent publication, revision or review date.

Program Content and Knowledge Level Participants

E-learning courses offered by Validation Institute will be developed and executed in a manner consistent with the prerequisite education and experience of the participants. The knowledge level of the course will be specified so that participants can determine if the program is appropriate for their development needs. Prerequisite education or experience and advanced preparation will be noted if applicable, and otherwise, state "none" in course announcement or descriptive materials.

Learning Objectives

The primary learning objective of Validation Institute's educational and certification programs is to maintain or increase the competency of participants. The content is designed for learners to exercise a practical understanding of new and current issues, as well as the latest changes, in a complex and continually changing industry. Learning activities will be based on relevant learning objectives and outcomes that clearly articulate the knowledge, skills, and abilities that can be achieved by participants in the learning activities. *There are no prerequisites or advance preparation requirements for Validation Institute's e-learning courses.*