



## Executive and Professional Education

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### Acceptance Policy

Acceptance in the Leadership Coaching for Organizational Well-Being program is based upon the criteria of the application. Acceptance does not guarantee a space in the program. Participation is confirmed once the applicant's registration has been processed, including payment of the tuition, completed payment plan contract or receipt of a training authorization or purchase order.

Cohort size is limited. If the program reaches capacity before payment is submitted, accepted applicants will be placed on a waitlist for the current cohort. Applications received after the deadline will be considered on a space available basis. Note that the program may fill in advance of the application deadline.

### Deferral Policy

If an applicant has been accepted into the program and has not yet paid tuition, but must defer participation, the following policy applies:

Applicants may defer their enrollment one time, within one calendar year from the date of their acceptance. If they fail to register and pay for a subsequent Leadership Coaching course within the year, they will be required to resubmit their entire application package for consideration along with updated documents as required for future courses.

### Withdrawal Policy

If a registered participant has to withdraw from the program, the following policies apply:

<u>Timeframe</u>	<u>Amount Charged to Participant</u>
Notification received greater than 90 days from start of program	\$100 Withdrawal Fee
Notification received between 60 – 90 days from start of program	\$250 Withdrawal Fee
Notification received between 30 – 59 days from start of program	\$500 Withdrawal Fee
Notification received less than 30 days from start of program	100% of the published cost at time of enrollment
Notification received on or after program start date	100% of the published cost at time of enrollment

For purposes of this policy, all notifications of deferral or withdrawal are based on calendar days and must be provided in writing by email to [coaching@gmu.edu](mailto:coaching@gmu.edu). George Mason University reserves the right to cancel any program, in which case, a full refund will be offered.

If requesting a refund, please note that the time it takes to process a refund varies according to the method of payment. Payment made by check can take up to six weeks as refunds are processed through the Commonwealth of Virginia. Refunds to debit or credit cards will vary based on the financial institution and may take several weeks to process. Refunds will be issued using the same method of payment to the person or company that made the original payment.

### Transfer Policy

Transfers are prohibited. Participants who withdraw from the program are subject to the withdrawal policy.

### Payment Obligations

Payment plans are available upon request. For payment plans, the program tuition is divided over several months and must be paid in full by the last module of the program. A non-refundable \$100 processing fee is added to the program tuition and charged with the first payment. The Visa or MasterCard information is kept on file and automatically charged each month on the dates specified in the payment plan contract. Participants who withdraw from the program are still responsible for all remaining payment plan obligations as outlined in the Leadership Coaching withdrawal policy and payment plan contract. If a participant is dismissed from the program due to credit card default, they are still liable for all applicable course payments and fees.

If a participant's anticipated payment is not received by their company/sponsor within the specified payment terms, then they will be personally liable for all course fees. Any failure to meet the financial obligations as outlined in this policy or the payment plan contract will result in the participant's dismissal from the program. Delinquent accounts will be submitted to a collection agency for collection of funds.

### Financial Good Standing

Financial good standing, and a university record clear of holds, are required for students to receive services. Services, including but not limited to, transcript issuance, certificate release, and course registration, will not be provided to students with a financial balance due or a hold of any kind on their record. Holds are based on outstanding obligations and may be financial.

### FERPA Notice

The Family Educational Rights and Privacy Act of 1974 (FERPA) is a federal law that governs the educational records of eligible students. It grants students continuous access to their educational records upon request, allows students to amend their records if they feel they are inaccurate, and restricts how and when their educational records can be disclosed. All students at Mason control access to all of their educational records and must give consent before that information is disclosed to any third party (including parents, spouses, employers, etc.). Please note that Mason does not disclose non-directory information unless the student has signed a consent form or the disclosure meets a qualified exception under FERPA.

### Weather & Emergency Cancellations

In the event of inclement weather, students are encouraged to confirm in advance whether class will meet as scheduled. It is Executive and Professional Education's policy to follow the George Mason University inclement weather policy, regardless of where your class is held. Please visit [www.gmu.edu](http://www.gmu.edu) or call George Mason's 24-hour Information Line at 703-993-1000 for information about cancellations or delays. The Information Line will indicate whether classes are affected at the beginning of the message, otherwise the usual greeting is in place.

On occasion, alternative arrangements can be made depending on the severity of the situation. You will be notified as to the status of the Leadership Coaching program through email and Blackboard.

### Attendance Policy

To receive a Certificate of Completion, students must achieve a 100% attendance record and successfully satisfy all program requirements. Certificates may take up to two weeks or longer to process once students have successfully completed the program.

### Change of Contact Information

Please contact Executive and Professional Education at [execinfo@gmu.edu](mailto:execinfo@gmu.edu) to update your contact information.