

## **SPP Customer Training Registration Policies**

### **Registration Policy**

SPP is committed to providing quality programs that meet our stakeholders' training needs. Registration for SPP Customer Training classes is available via the [SPP Learning Center](#) (LMS).

### **Registration Confirmations**

Confirmation notices are emailed to participants upon registration.

Teleconference/WebEx instructions for all virtual-led trainings (vILT) this includes Net Conferences and Virtual Drills will be emailed upon registration or verification of payment, when applicable.

### **Course Payment**

If an organization is a member of Southwest Power Pool, Inc. its employees may participate in customer training events at no cost. Non-members wishing to participate in SPP training events will be charged a fee associated with a particular event. Payments will be made at the time of registration in the SPP Learning Center using a credit card. For questions regarding payments, contact [LMS@spp.org](mailto:LMS@spp.org).

### **Cancellations, Withdrawals and Substitutions**

SPP reserves the right to reschedule, combine or cancel any class based on minimum enrollment requirements. To withdraw from a class, participants should access their transcript in the SPP Learning Center and click the Withdraw link to the right of the training item. The SPP Learning Center will generate an email confirming the withdrawal. Substitutions from the same company are permitted. Non-member substitutions are permitted if payment has been received. Please contact [LMS@spp.org](mailto:LMS@spp.org) for all substitutions.

## **Refund Policy**

### **Instructor-Led**

For our instructor-led classroom training sessions, our policy is as follows:

- Once enrolled, our learners are welcome to move to another training session at any time prior to the scheduled training session, where seats are available.
- Learners may initiate session changes in the SPP Learning Center (LMS) or contact [LMS@spp.org](mailto:LMS@spp.org) for assistance.
- Substitutions are allowed, at no additional cost, *up to 5 business days prior to the scheduled training session.* (We are currently unable to accommodate substitutions after this deadline.)
- Learners may initiate substitutions by contacting [LMS@spp.org](mailto:LMS@spp.org) for assistance.
- Refunds are available, and will be processed upon learner withdrawal in the LMS, under these guidelines:
  - 100% refund upon withdrawal from a training session no less than 10 business days prior to the scheduled training session
  - Learners will be responsible for training fees for all instructor-led classroom training sessions for which they are enrolled and from which they do not withdraw at least 10 business days prior to the scheduled training session or make a substitution at least 5 business days prior to the scheduled training session, in accordance with this policy.
  - FULL REFUNDS WILL BE ISSUED FOR ALL INSTRUCTOR-LED TRAINING SESSIONS CANCELLED BY SPP.

### **Virtual-Led (Net Conferences and Virtual Drills)**

For our virtual-led training sessions (net conferences and virtual drills), our policy is as follows:

- Once enrolled, our learners are welcome to move to another training session at any time prior to the scheduled training session, where seats are available.
- Learners may initiate session changes in the SPP Learning Center (LMS) or contact [LMS@spp.org](mailto:LMS@spp.org) for assistance.

- Substitutions are allowed, at no additional cost, up to 5 business days prior to the scheduled training session. (We are currently unable to accommodate substitutions after this deadline.)
- Learners may initiate substitutions by contacting [LMS@spp.org](mailto:LMS@spp.org) for assistance.
- Refunds are available, and will be processed upon learner withdrawal in the LMS, under these guidelines:
  - 100% refund upon withdrawal from a training session at any time prior to the scheduled training session.
  - Learners may initiate withdrawal in the LMS or contact [LMS@spp.org](mailto:LMS@spp.org) for assistance.
  - Learners will be responsible for training fees for all virtual-led training sessions for which they are enrolled and from which they do not withdraw prior to the scheduled training sessions, in accordance with this policy.
  - FULL REFUNDS WILL BE ISSUED FOR ALL VIRTUAL-LED TRAINING SESSIONS CANCELLED BY SPP.

### **Self-Study (Computer-based) Training**

For our self-study (computer-based) training, our policy is as follows:

- Once enrolled, our learners are welcome to move to another self-study course at any time prior to beginning the self-study course.
- Prior to submitting payment, learners may initiate course changes in the SPP Learning Center (LMS).
- Once payment is submitted, learners will need to initiate course changes by contacting [LMS@spp.org](mailto:LMS@spp.org).
- Should a request for a self-study course be made in error, contact [LMS@spp.org](mailto:LMS@spp.org) to inquire about a refund.
- FULL REFUNDS WILL BE ISSUED FOR ALL SELF-STUDY TRAINING SESSIONS INACTIVATED BY SPP.