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Learner satisfaction is extremely important to us. If you have placed an order to attend any online training or workshop and have not yet accessed your student dashboard or materials, you may request a full refund or course credit. Refund requests must be received within 30 days of your order date.

After a learner has accessed the online student dashboard and materials, no refund options are available. However, if the course is not complete and no certification has been issued, full credit for the course may be applied to any similarly priced event or training in our catalog (of equal or lesser value).

Please note that all dynamic topic including courses addressing Government Incentive Programs must be renewed annually because the programs update frequently. The accrediting agencies require that updated knowledge be examined in order to maintain that professional designation. Select titles such as our HIPAA Compliance Officer Certification and HIPAA Workforce certificates must be renewed annually as required for proof of compliance by government agencies like HHS. These training programs may provide attractive course credit options.

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