

CANCELLATION OR NO-SHOW POLICY



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The Council respectfully requests that members treat their practice management education courses as they would any business appointment.

Members of the Council who register but cannot attend a course must provide written notice of cancellation **no later than four (4) business days** before the course is offered. They must do so by sending an email to pme-fpp@icccrc-crcic.ca (see Section 8.1 of the *Practice Management Education Regulation*). By advising the Council of a change of plans in a timely manner, others on a waiting list may have an opportunity to participate.

Members who do not provide advance written notification of their inability to attend will be subject to a cancellation fee of **\$100.00** (see Section 8.2 of the same Regulation). Members who do not attend the course on the scheduled date are considered no-show and will be fined **\$100.00** (see Section 8.3 of the same Regulation). Failure to pay the fine may result in suspension and/or revocation in accordance with the By-law.

In the event that a Member does not provide written notice within the required timeframe or is unable to attend due to illness or an emergency on the scheduled date, appropriate documentation must be provided to the Council to avoid the cancellation or no-show fee (see Section 8.4 of the same Regulation). The Member shall, at the first available opportunity, and not later than the next calendar day after the scheduled session, send an e-mail to the Director of Education explaining the circumstances for missing the session (see Section 8.5 of the same Regulation). Within fourteen (14) calendar days of the missed session, the Member must follow up in writing with the Director of Education by providing a copy of the Member's e-mail notification to the Council together with supporting documentation by regular mail (see Section 8.6 of the same Regulation) to:

Director of Education
Immigration Consultants of Canada Regulatory Council (ICCRC)
5500 North Service Rd., Suite 1002
Burlington ON L7L 6W6

The Council reserves the right to cancel a course if there are less than ten (10) members enrolled. In the event of a cancellation, the Council will send members an email at least three (3) business days prior to the course's scheduled date.

In the event of an illness or emergency of the instructor on the day of the course, the Council will notify members of the cancellation by phone and email. Those members will be invited to register for another session of the course.