

Protecting Your Privacy

1. Protecting your privacy and the confidentiality of your personal information is important to us.
2. Records are maintained for data from application and registration documents. The records are in a filing facility and/or on a secure server at the Spalding Education International (SEI) offices.
3. Only official and qualified administrators of SEI have access to any and all records.
4. SEI will not submit, release, or provide participant records and information to any outside agency or party.
5. We will, with your help, keep your information accurate, complete, and up to date. If you wish to amend any details we hold on file, please contact the SEI office in writing.

Attendance, Assignments, Special Needs, and Refund Policies

1. Punctuality and attendance for the duration of each session is required.
 - a. An excused absence will be granted in the case of an emergency or unavoidable event. Notify the instructor immediately. An excused absence will be granted if the participant received prior instructor approval. The participant will be required to complete all assignments listed on the LMS for the missed session. Two excused absences for any reason will result in an automatic loss of 50 points.
 - b. Missing more than 30 minutes of a session is considered an excused absence.
 - c. An unexcused absence will be granted if the participant did not receive prior instructor approval. The participant will be required to complete all assignments listed on the LMS for the missed session. One unexcused absence will result in an automatic loss of 50 points. A second unexcused absence will result in another automatic loss of 50 points.
 - d. Missing more than 60 minutes of a session is considered an unexcused absence.
 - e. In the case of a religious holiday, notify the instructor in advance and arrange to complete session assignments.
 - f. A withdrawal is required in the case of more than two unexcused absences for any reason.
 - g. Audits (attendance without completing all requirements) are not allowed.

2. All homework assignments are due by the next session. If an assignment is late, the participant will receive a 25% grade reduction for each session the assignment is not turned in to the instructor. The instructor may ask a participant to redo an assignment one time for an improved grade. If an assignment is redone, it is due by the next session, or the original grade will be recorded. If there are missing assignments or quizzes, the participant may receive an incomplete.
3. If you have special needs, notify the instructor in advance to make appropriate arrangements.
4. A refund equal to the course fee will be issued upon written request to Spalding Education International (SEI) for course withdrawal up to, but not later than, the start of the second session of any Spalding course. The cost of course materials (less 10% restocking fee) may be refunded if the materials are returned to SEI in like-new condition within 30 days.

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