

OSC/NCAS Training Cancellation Policy Effective September 2010

If registration for a NCAS Training class is not canceled at least **five (5) business days** prior to a class, the student's agency will be charged a fee of **\$125** per student cancellation.

An agency may send a substitute if the substitute is approved in advance by the NCAS Training Coordinator.

An acceptable replacement is one who:

- Has not taken the class previously;
- Meets the prerequisites of the class; and
- Will use the training in his current job.

OSC will accept illness or extenuating/emergency circumstances as a reason for missing a class if the following terms are met:

- The agency Training Coordinator must notify the NCAS Training Coordinator, either by email at OSC.Training.Team@osc.nc.gov or by phone (919-701-0647 or 919-707-0656), providing the student's reason for not attending class.
- The notification must be received no later than 8:30 a.m. the day of the scheduled class.

NOTE: *The NCAS Training Coordinator may require a doctor's note to substantiate the illness for failing to notify prior to 8:30 a.m. of the scheduled class.*

OSC requires a minimum of eight students in a class unless waived by the NCAS Training Coordinator.

If you need to reach a student during class, call the numbers below or email the team with the message. The message will be delivered to the student.

CONTACT INFORMATION:

For cancellations, substitutions, and to leave a message:

(919) 707-0647 or (919) 707-0656

OR

Email: OSC.Training.Team@osc.nc.gov