

Mutual Consensus

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Enrolling in Courses

Registration for the workshop Strategic Thinking –“Understanding Grievance Mediation and Arbitration” must be in writing accompanied by payment. Mutual Consensus accepts cheques only at this time. Please consult the University of Waterloo’s website (www.grebel.uwaterloo.ca/certificate) for the appropriate workshop dates and fees. Any questions regarding registration and payment should be directed to Chuck Matheson at 519 – 378 – 6489 or via e-mail to cmatheson@mutualconsensus.com. When making payment by cheque, please make payments directly to C. Matheson and mail directly to 392010 Grey Rd. #109, Holstein Ontario, N0G 2A0.

Early Payment Discount

A 5% discount is applicable when payment is received 4 or more weeks prior to the start of a course. Not available in combination with other discounts.

Volume Discount

When 2 or more people attend the same workshop, *paid for by the same organization at the same time*, a 10% discount is applicable when payment is received 4 or more weeks prior to the start of a course. Not available in combination with other discounts.

Withdrawing From a Workshop

The request for withdrawal must be made **in writing**. Send your request to the C. Matheson by fax at 519 – 334 - 3531 or e-mail cmatheson@mutualconsensus.com

Withdrawal and Handling Fees:

- Withdrawal up to 10 working days prior to the course – full refund of course fee paid less an administrative fee of \$160.00.
- No refund for withdrawal received after that date. An administrative fee of \$160.00 will be charged before the registrant is permitted to enroll in a subsequent course.
- Substitution of registrant is permitted within a one year time period.
- If any costs have been incurred on behalf of participants who withdraw or do not attend sessions, these may be charged.
- Once a participant has started the program, no refunds are possible.

A certificate of participation will not be granted until a participant’s account is in good standing.

Class Attendance

As professionals who are interested in co-creating a high quality learning experience, we know that your commitment to the program includes attending all the classes. Because we are committed to offering a professional program, we need to ensure that individuals who receive our certificates have actually covered the full curriculum. At the same time, we know that life does occasionally get in the way, despite all our planning. If this should happen, we would like to work with you in finding a way to 'make up' the core of the learning so that you can still complete the program in the one year time frame. We have outlined below the process to deal with this situation. We share with you the expectation that this mechanism will be used only under '*exceptional*' circumstances (e.g. illness, compassionate grounds).

Make-up Classes

If a participant misses one or more days or a portion of a day, he or she may be offered one or more of the following options, at the discretion of the faculty:

1. The participant may attend the missed days or portion of days at a subsequent program within one year of the participant's start of training. This is the usual and expected option. There is no charge for this option; however, if the cost of the subsequent program is higher than the original, the participant will be expected to pay the additional amount.
2. When the time missed is relatively short (approximately 60 – 90 minutes), and the material missed did not include a role play, the participant may be offered private tutoring. This depends on the availability of the faculty member, and the participant will be charged for the tutor's time.
3. When the time missed is relatively short (approximately 60 – 90 minutes), and the material missed did not include a role play, the participant may be given a reading and written assignment to be completed within a specific period of time.

The Workshop Coordinator will let the participant know when the relevant portion of the workshop will be offered next and will ask for a commitment with respect to attendance for the missed portion.