



Massachusetts Water Works Association, Inc.
Course Policies
(Adopted by the Board of Directors, March 20, 2014)
(As Amended September 9, 2016)

The following policies are in affect for all ***Prerequisite Courses*** offered by MWWA and its affiliates on the topic matter of:

- Concepts and Practices of Basic Water Treatment (T2)
- Concepts and Practices of Advanced Water Treatment (T3 and T4)
- Concepts and Practices of Drinking Water Distribution

Policies are as follows:

- 1) **Withdrawal and Refunds**: All withdrawals from courses must be in writing and delivered to MWWA. Any refunds given will go towards course fee only. Books will not be refunded.
 - (a) Withdraw before the first day of class: Full refund
 - (b) Withdraw after first class: 90% refund
 - (c) Withdraw after second class: 50% refund
 - (d) Withdraw after third class: No refund
- 2) **Participation**: Students must attend 80% of the program. There are only two (2) absences allowed. More than two (2) absences will result in automatic failure of the course per the Board of Certification's policy.
- 3) **Midterm Exam Make-up**: Under extraordinary circumstances, and with the prior approval of the Instructor and the Association's Executive Director, a student may make-up the Midterm Exam. The student will have make the request in writing and provide documentation supporting their inability to take the exam on the specified date. No credit for attendance will granted for making up the Midterm Exam since instruction is also given on that day. A fee of \$75.00 shall be assessed for administering a Make-up Midterm Exam.
- 4) **Final Exam Make-up**: Under extraordinary circumstances, and with the prior approval of the Instructor and the Association's Executive Director, a student may make-up the Final Exam and be given attendance credit for the Final Exam day. The student will have make the request in writing and provide documentation supporting their inability to take the exam on the specified date. A fee of \$150.00 shall be assessed for administering a Make-up Final Exam.
- 5) **Grades**: Students must gain a minimum of 70 points that is achieved through a combination of attendance, homework, mid-term and final exams.
- 6) **Payment**: All students must pay for courses in full prior to the first day of the course. If employers paying for the course cannot make the payment in time, students need to pay upfront and be reimbursed by their employer.

The following policies are in affect for **ALL OTHER Courses** offered by MWWA and its affiliates on any topic matter presented during:

- All ½ courses offered
- All full day course offered
- All multi-day courses offered except for the prerequisite courses listed above.
- Any course offered at any MWWA event i.e.: Fall Forum, EXPO, etc.

Polices are as follows:

- 1) Attendance: Participants must attend 90% of the program to receive TCH certificates. Students cannot miss more than 15 minutes for ½ day courses and a ½ hour for full day courses. Multi-day course time participation will be determined for each multi-day course.
- 2) Course Evaluation Criteria: Students must complete a session evaluation form to be eligible for TCHs.
- 3) Payment: Full payment for any course must be received by MWWA before TCH Certificates are released to students.
- 4) No Shows and Cancellations: Students that cancel prior to the course will not be expected to pay for the course except for students attending the 8 Hour or 3 Hour OSHA Class II Asbestos Training: Asbestos-Cement Pipe Worker Safety courses. Students that No Show or Cancel the 8 Hour OSHA Class II Asbestos Training: Asbestos-Cement Pipe Worker Safety course less than 7 days prior to the course will be charged a \$125 cancellation fee. Students that No Show or Cancel the 3 Hour OSHA Class II Asbestos Training: Asbestos-Cement Pipe Worker Safety course less than 7 days prior to the course will be charged a \$75 cancellation fee. In the event a student has paid for any other course and cancels 3 days prior; a credit memo will be issued towards a future course. No shows are expected to submit payment for the course. No cash refunds will be given.

(Amended on September 9, 2016 to add the make-up exam fees)