

**Center for the Application of Substance Abuse Technologies (CASAT),
University of Nevada, Reno (UNR)
Policies for In-Person Workshops and Distance Learning**

Registration/Enrollment	<ul style="list-style-type: none">❖ Advance registration is requested for in-person workshops. Due to administrative costs and program costs, workshops are subject to cancellation or rescheduling if a minimum number of registrations are not received (see Refunds & Cancellations).❖ Conversely, workshops may reach capacity and registration may be closed prior to the workshop. It is recommended that interested professionals request to be placed on a waiting list if the workshop is full by noting so on a registration form submitted to CASAT in advance.❖ Interested professionals who are on the waiting list, and who are on time for the workshop, will be admitted before walk-ins, if there are open seats. In the event the workshop is <u>not</u> in an individual's city of residence, they will be notified of status in order to make arrangements by request.❖ Professionals will be notified through the CASAT SAPTA workshop listserv of announcements and updates regarding SAPTA workshops. To subscribe to the CASAT SAPTA workshop listserv, please go to www.workshop.casat.org❖ Professionals will be notified through the CASAT distance learning listserv of announcements and updates regarding distance learning products. To subscribe to the CASAT prevention workshop listserv, please go to www.distancelearning.casat.org❖ Professionals may go to the CASAT website to view the SAPTA workshop catalog and download the registration form to register for in-person SAPTA workshops.
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<p>Registration/Enrollment (continued)</p>	<ul style="list-style-type: none"> ❖ Professionals may go to the CASAT website to view prevention distance learning products and download the order form to enroll in distance learning. ❖ Note that all distance learning products are not approved by the same organizations and are specific to various professionals. It is the responsibility of each professional to know and follow the state licensing/certification requirements in which they are licensed/certified. Visit: http://www.nattc.org/getCertified.asp
<p>Fees</p>	<ul style="list-style-type: none"> ❖ CASAT accepts payment by check, money order, purchase order, or credit card (American Express, Discover, Master Card, or Visa). Please make checks payable to <u>Board of Regents</u>. ❖ Purchase orders are <u>not</u> considered payment, and the participant will <u>not</u> be considered enrolled or registered until payment is received from the individual or organization. ❖ For any material to be express mailed, please choose that option on the order form. An additional fee will apply to cover shipping and handling for rush requests. Requests for express mailing will be processed within 2 business days of receipt. ❖ All distance learning students have one (1) year from enrollment to complete and return homework to be awarded a certificate of completion. ❖ An administrative fee may apply to distance learning students in the event homework is returned later than one (1) year after enrollment.

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<p>Fees (continued)</p>	<p>In-person Workshops</p> <ul style="list-style-type: none">❖ Fees for in-person workshops vary. Payment in advance is suggested and preferred. Follow the instructions on the appropriate registration form to register. <p>DVD/VHS</p> <ul style="list-style-type: none">❖ Payment is required before any DVD/VHS can be mailed.❖ A <u>refundable</u> deposit is required before a rental DVD/VHS is mailed. If paying by check, please write a <u>separate check for the refundable deposit</u>. We will void or destroy the separate check if the DVD/VHS is returned by the specified date or the media is returned in the same, usable condition. If the DVD/VHS is not returned on time or the media is damaged, the deposit will be considered payment for losses. If paying by credit card, your card will <u>not</u> be refunded the deposit if the DVD/VHS is not returned on time or the media is damaged. Your credit card will not be charged for the refundable deposit unless the VHS/DVD material is damaged or not returned to CASAT.❖ No deposit is necessary for materials that are purchased.❖ A padded envelope, provided by CASAT, must be used for returning rented DVD/VHS materials to protect the media. If the provided padded envelope is not used, and the media is damaged, the deposit will <u>not</u> be refunded. <p>CD-Rom/Textbook</p> <ul style="list-style-type: none">❖ Materials will be mailed upon receipt of payment.❖ In the event a CD-Rom is damaged, please contact CASAT for a
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<p>Fees (continued)</p>	<p>replacement disk. You may be required to return the damaged disk in a business reply envelope provided by CASAT.</p> <p>Online (Instructor-Led)</p> <ul style="list-style-type: none"> ❖ Participants must register and pay the fee before starting. Registration is allowed up to the end of the <u>first week only</u>. It is the responsibility of the registered student to contact CASAT in the event of technical difficulties by the end of the first week in order to receive a refund (see Refunds & Cancellations). <p>Self-Paced Online (Independent Distance Learning)</p> <ul style="list-style-type: none"> ❖ Participants must enroll and pay the fee before starting. ❖ Online enrollment and payment is available for all self-paced online distance learning. ❖ No partial certificates will be awarded. The student must complete all homework in order to receive a certificate of completion. ❖ Certificates are available to print online after completion. ❖ Professionals may enroll in CASAT self-paced online distance learning by visiting the CASAT website at http://casat.unr.edu/self-paced/
<p>Refunds & Cancellations</p>	<ul style="list-style-type: none"> ❖ Refunds will be made within 7-14 business days. In order to receive a refund check from the University of Nevada, Reno/CASAT, the student <u>must</u> report a social security number or tax ID number to CASAT for processing (pertains only to students paying by check).

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Refunds & Cancellations (continued)	<ul style="list-style-type: none">❖ Registered Student: If a workshop is cancelled, the student will be notified through regular mail, electronic mail, and/or by phone, including a voice message. CASAT will use the contact information self-identified on the registration form for notification.❖ Additional Notification: If a workshop is cancelled, notification will be posted through the CASAT master mailing list, the CASAT listserv, and/or the CASAT website.❖ For a full refund on <u>all</u> distance learning products (including online), purchased materials must be returned in <i>unused condition</i> within 15 days of the original postmark. <p>In-person Workshops</p> <ul style="list-style-type: none">❖ Refunds for in-person workshops will be made if the cancellation is received at least <u>three (3) working days prior</u> to the workshop. There are <u>no refunds for non-attendance</u>.❖ Students who arrive late or must leave a workshop early will receive adjusted certificates. If a student must leave a workshop early, CASAT will mail the certificate to the address on the registration form. <p>DVD/VHS/CD-Rom/Textbook/Self-paced Online (Independent Distance Learning)</p> <ul style="list-style-type: none">❖ Students who do not complete homework will not receive a refund or certificate. No partial certificates will be awarded. <p>Online (Instructor Led)</p> <ul style="list-style-type: none">❖ Due to the variability of personal computer resources, it is the responsibility of the student to contact CASAT in the event of
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<p>Refunds & Cancellations (continued)</p>	<p>technical difficulties. <u>A student must contact CASAT within one week of the start date in order to cancel and receive a full refund.</u></p> <p>Self-paced Online (Independent Distance Learning)</p> <ul style="list-style-type: none"> ❖ Due to the variability of personal computer resources, it is the responsibility of the student to contact CASAT in the event of technical difficulties. <u>A student must contact CASAT within 15 days in order to cancel and receive a full refund for any reason.</u>
<p>Services/Information</p>	<ul style="list-style-type: none"> ❖ Certificates will <u>not</u> be issued until payment is received. ❖ If a participant requests material(s) or certificate(s) to be express mailed, an additional fee will apply to cover shipping and handling. Please complete the appropriate form and return to CASAT for rushed material(s) or certificate(s). ❖ Although CASAT will maintain provider-required records for ten (10) years, it is ultimately the responsibility of the professional to maintain contact hour records, certificates, and to be familiar with licensure/certification requirements for their state. ❖ Certificate reproductions for CASAT workshops or completed distance learning can be made at the request of the professional. An administrative fee for each reproduction requested may apply. Please complete the appropriate form and return to CASAT for a "duplicate copy" certificate. ❖ Any certificate that is a reproduction will have "duplicate copy" printed on the front. ❖ If a professional should need a letter verifying attendance at

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Services/Information (continued)	<p>multiple CASAT in-person workshops that occurred more than two (2) years prior (from the anniversary of the workshops), an administrative fee will be charged. Please complete the appropriate form and return to CASAT for request of audit letter.</p> <ul style="list-style-type: none">❖ For in-person workshops, certificates are dated the date of the workshop.❖ For distance learning, certificates are dated on the date homework is received.❖ If distance learning homework is not received within one year of the initial registration, an administrative fee may apply, and/or a certificate may not be granted. <p>In-person Workshops</p> <ul style="list-style-type: none">❖ Students will receive certificates at the conclusion of the workshop, with the exception of walk-ins and those listed on the waiting list. Please allow 7-21 business days to receive certificates by mail, unless a form is completed and submitted for rush requests (see Services/Information). <p>DVD/VHS/CD-Rom/Textbook/Online Distance Learning</p> <ul style="list-style-type: none">❖ CASAT will issue certificates to students who complete and submit all homework according to the criteria and standards outlined in the instructions. Students who complete some, but not all, homework will <u>not</u> be issued a certificate and will <u>not</u> be given a reduced number of contact hours. Please allow 7-21 business days to receive certificates by mail, unless a form is completed and submitted for rush requests.
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Evaluation	<ul style="list-style-type: none">❖ For CASAT in-person workshops, online distance learning, and distance learning products, it is requested that students complete evaluation forms. Since evaluation forms are anonymous, a business reply envelope is provided by CASAT (when applicable). For in-person workshops, they are distributed at the beginning of the workshop and collected at the end of the workshop by a CASAT representative. Evaluations are used to collect demographic data and/or opinions of the participant regarding the instructor and/or the product.
Grievances	<ul style="list-style-type: none">❖ In the event of a grievance, please send a certified letter to CASAT describing the grievance in detail, including contact information for author of grievance, product/workshop information, workshop location (if applicable), CASAT staff, name of workshop/product, and day, month and year of workshop/purchase, where applicable.❖ CASAT will contact the author of the reported grievance in 7-14 business days at the self-identified contact information provided.