



## **CDCP™ Dementia Designation Program Money Back Guarantee, Cancellation & Refund Policy**

### **Education Program:**

CDCP™ Dementia Designation Program to Become a Certified Dementia Care Provider

### **Delivery:**

Online, Self-paced with video/audio + monthly live 1-hour Zoom Sessions with Karen Tyrell, CPCA, CDCP

### **Length of Program:**

- 22 hours in total
- 2 hours for the pre-requisite course, Cracking the Dementia Code™ - Fundamentals & quiz
- 5 Modules in the CDCP™ Program - 4 Lessons per Module. Total of 20 Lessons
- 20 short lesson quizzes
- 1 Final Assessment

### **Allowable Time to Complete the Program:**

12 months from date of registration\*

#### **\*How to Request for an Extension**

After twelve (12) months, the student can request an extension of three (3) additional months to complete the program by sending an email to [DementiaCareAcademy@DementiaSolutions.ca](mailto:DementiaCareAcademy@DementiaSolutions.ca)

Please note: There is a minimal administrative fee of **\$ 25 (plus applicable taxes)** that the student needs to pay before access can be granted.

After payment of the administrative fee, the student will be given access and an additional **three (3) months** to complete the program. If after the three (3) months' extension, they have not completed the program, the student will not be granted any further extensions. They will instead be required to re-register and re-start the program from the beginning as a new student. This policy is in place to encourage students to stay current with their knowledge and skills in dementia care.

### **Money Back Guarantee & Refund Policy:**

If after completing the **first 3 modules, and before progressing any further**, the student feels as if they are not receiving any value from the program **AND** provided that their request was received **no-more than thirty (30) days** from the date of registration, they can request a full refund.\*\*

In the interest of maintaining the integrity and effectiveness of our training program, it is essential for learners to engage fully with the material provided. Should it be observed that a learner is progressing through the lessons at an unusually rapid pace (defined as completing lessons in less than the actual length the video plays for), they will receive an email warning. Continued violation of this guideline after receiving a warning may result in the suspension of CDCP access privileges. Please note that in such instances, our Money Back Guarantee policy will not apply, and no refunds will be provided.

**\*\*How to Request a Refund**

Step 1: Send us an email to [DementiaCareAcademy@DementiaSolutions.ca](mailto:DementiaCareAcademy@DementiaSolutions.ca) and tell us why you felt you have not received value from the program.

Step 2: Upon receipt of your request, we will then review/check your student profile to see if you were able to complete the first 3 modules of the program and have not exceeded the thirty (30) days' grace period.

Step 3: If you've met the above criteria, we will process your refund and send you the amount you've paid via PayPal refund or e-transfer. Please allow five (5) business days for processing.