



## REGISTRATION INSTRUCTIONS AND POLICIES

At the Canadian Centre for Verbatim Studies (“Verbatim Studies”, or the “School”), we firmly believe in the importance of the spoken word and capturing those words accurately when they matter most. As a sister organization to ASAP Reporting Services, an international court reporting firm known for its high-quality transcripts, Verbatim Studies is committed to the success of its students by providing them with a comprehensive, hands-on learning experience that will prepare them to produce accurate and reliable records of legal proceedings.

These Registration Instructions and Policies apply to all courses offered by Verbatim Studies, unless noted otherwise, and **must** be read in conjunction with the specific course policies contained in the applicable course syllabus. By registering with Verbatim Studies, students acknowledge that they have read, understood, and agreed to all the terms and conditions contained herein and in the applicable course syllabus.

### Registering online

Registration and tuition payment can be completed online at <http://verbatimstudies.com/registration>. You can make online payments through direct bank transfers or through PayPal, which accepts funds from all major credit cards.

If you experience any difficulties registering online, please contact us at [info@verbatimstudies.com](mailto:info@verbatimstudies.com).

### Registering in person

Alternatively, you may submit your registration information online and then pay in person at the School or over the phone.

Canadian Centre for Verbatim Studies  
333 Bay Street, Suite 900  
Toronto, Ontario, M5H 2R2

Available methods of in-person payment include cheque, money order, Visa, or MasterCard.

Cheques and money orders should be made payable to the Canadian Centre for Verbatim Studies. If a payment is declined, the student will receive a notification by e-mail. Dishonored (NSF) cheques are subject to a \$30 service charge.

### Registration and Tuition Payment Policies

Students are registered on a first-come, first-served basis. If a class is full, students can place themselves on a waitlist, and the School will notify them when the next available spot is open.



Students are not considered registered until all the necessary registration information and applicable tuition payment are received in full by the School. Registration for a course remains open (and tuition payments may be made) until the end of the first week of classes, subject to the discretion of the School.

Once registered, students will receive a confirmation from the School by e-mail. Students may not commence instruction or attend classes until their registration has been confirmed by e-mail.

### **Withdrawals and Refunds**

Notice of withdrawal must be made in writing to: [info@verbatimstudies.com](mailto:info@verbatimstudies.com). The effective date of withdrawal is the date that the written notice is received. Notifying your instructor that you intend to withdraw does not constitute official notice, nor does notice by phone.

Students who withdraw at least 10 business days prior to the start of the first class will be refunded their full tuition, minus a \$50 administration fee. For withdrawal requests received between 1-9 business days prior to the start of the first class, students will be refunded 75% of their tuition. Once the course begins, no refunds will be issued.

For all course cancellations (e.g., the course has not met its minimum), the School will notify all students registered in the course at least one week prior to the start of class and offer them the option of switching to another course or receiving a full refund.

### **Communication**

E-mail is the School's first line of communication with students. It is the responsibility of the student to check for School updates at the e-mail address he/she provided at the time of registration and to ensure that the e-mail account on file remains active.

### **Disciplinary Action**

While registered at the School, students are expected to behave in a professional, respectful manner when interacting with School staff, the instructor(s), and other students. Any student who behaves disruptively may be asked to leave the class at the discretion of the instructor(s).

Students may be dismissed from the college for any of the following reasons:

- Harassment, bullying, or other abusive behaviour
- Vandalism or destruction of school property
- Theft
- Academic dishonesty, including but not limited to:
  - Copying another person's work
  - Obtaining unauthorized copies of the exam in advance



- Non-payment or late payment of tuition fees
- Sharing, distributing, or duplicating any course material (including audio recordings) without the consent of the school

Tuition will not be refunded in part or in full when a student is dismissed from the course as a result of a disciplinary infraction.

### **Waiver and Release**

Verbatim Studies does not assume any responsibility for personal property lost, damaged, stolen, or left unattended on School property.

Students registered or attempting to register in a Verbatim Studies course agree to release and discharge Verbatim Studies, its employees, contractors, affiliates, successors, and assigns (the “Released Parties”) from all actions, damages, claims, and demands whatsoever, however and wherever arising, which the student or prospective student had, now has, or hereafter may have in respect of the student or prospective student’s direct or indirect dealings with the Released Parties.

Students registered or attempting to register in a Verbatim Studies course further agree to hold harmless and indemnify the School for any action, claim, demand, proceeding or damages arising from the student’s or prospective student’s direct or indirect dealings with the Released Parties.

### **Privacy Statement**

Verbatim Studies is committed to maintaining the privacy of the personal information of its students, prospective students, and instructors (“Personal Information”). By submitting Personal Information to Verbatim Studies or its employees, service providers and agents, you agree that we may collect, use and disclose such Personal Information in accordance with this policy and as permitted or required by applicable legislation. In general, Personal Information is collected by Verbatim Studies for the purpose of a) evaluating a prospective student’s eligibility to enrol in a Verbatim Studies course, b) communicating with students, prospective students, and instructors, and c) presenting students with professional and/or educational opportunities that may be available from Verbatim Studies, Verbatim Studies affiliates, and related third-parties.