

## **CPSM Seminar Information**

### **If I am not successfully registered, how will I be notified?**

The online registration system will provide a message if you attempt to register, and the seminar is already full. Registrations are processed by the system in the order they are received until the preset seminar attendance limit has been met. These seminars can fill quickly so early registration is encouraged.

### **If I am not successfully registered, do I need to complete the online form again to continue to express my interest in attending?**

Yes. Submissions of the [Seminar Interest Form](#) remain active until a CPSM Seminar is offered. If you choose not to register for the following session but would like to be notified of the next upcoming session, please resubmit your details on the [Seminar Interest Form](#). You may have your name removed from this list by contacting [seminars@dgs.virginia.gov](mailto:seminars@dgs.virginia.gov).

### **Can I get a refund?**

Once an applicant is successfully registered by the system, no refund will be issued, however, please see SUBSTITUTIONS below.

There will also be no refunds for “no shows” or partial attendance. The refund policy is clearly stated in the Application Instructions.

If a seminar is cancelled by DEB, refunds will be issued.

DEB may also limit the number of attendees from any individual organization to assure equitable and widespread access to this training. Generally, no more than five attendees from an individual organization will be allowed to register for the same seminar, especially if a conference is fully booked. DEB reserves the right to cancel registrations to apply this policy. If a registration is cancelled by DEB to apply this policy, a full refund will be provided.

### **SUBSTITUTIONS: Can someone else from my firm attend in my place?**

Substitution of attendees is allowed. In the case of a substitution, e-mail [seminars@dgs.virginia.gov](mailto:seminars@dgs.virginia.gov) and provide the seminar date and the names of both the original registrant and the individual who will be attending in their place. (This is needed to adjust rosters and to correct the Certificates of Training.)

### **Will I get a Certificate of Training?**

All attendees who complete **all four half-day training sessions**, and **answer the appropriate Poll Questions**, will receive a Certificate of Training listing the number of contact hours of instruction.