

# Policy - Online Business Management Certificate Program

## **Certificate Performance Standards**

Exam scores (take only "post-tests") of 75 or better on all required course modules as set forth in the curriculum. Online system requires viewing all content (except pre-tests) Satisfactory completion of all your Advisor-Instructor's assignments.

## **Refund Policy**

(for Online Certificate program only - Lean Six Sigma Green Belt - Black Belt program refund policy is found [here](#))

All cancellations must be made in writing, by fax or email, to Rutgers University Institute for Management and Executive Development. A registration fee of 15% of tuition, up to a maximum of \$250, will be retained upon receipt of the registration document.

A course initiation fee of 35% of tuition will be charged upon issuance of an online user ID and password.

## **Cancellations**

All cancellations must be made in writing, by fax or email, to Rutgers University Institute for Management and Executive Development.

- Cancellation notice received more than 20 business days before start date:  
Registration fee will be refunded, less a 10% fee.
- Cancellation notice received more than 10 business days and less than 20 business days before start date:  
Registration fee will be refunded, less a 50% fee.
- Cancellation notice received less than 10 business days before start date: No refund will be made.

Rutgers University reserves the right to cancel or reschedule any course or change instructors at any time and is not responsible for any airfare penalties or other travel charges that may occur. If a course is cancelled, every attempt will be made to notify participants ten (10) business days prior to the course start date.

## **CEU/ACE Credit**

Candidates interested in these additional benefits must ask for the specific requirements under University Policy.

## **Record Confidentiality**

Performance records will be released only upon written request of participant unless training program is

employer funded, or funded through a local, state or federal agency, in which case performance records will be available to employer's or the agency's authorized representative.

#### Non-Discrimination Policy

It is the policy of the Rutgers Rohrer Center for Management and Entrepreneurship not to discriminate on the basis of sex, age, handicap, race, color, national and ethnic origin or sexual orientation in its education programs, admissions policies, employment policies, financial aid programs and other school administered programs.

#### Grievance Policy

If you are a participant in our Online Certificate Program or Lean/Six Sigma Training Program and have an unresolved issue or complaint to address, please follow our [Grievance Procedure](#)