

Armstrong Institute for Patient Safety and Quality Course Cancellation and No-Show Policy

Attendance policy: You must arrive on time and attend the entire course to be considered present and to receive eligible credits or certificates.

Cancellation Policy for Johns Hopkins University or John Hopkins Health System

employees: Failure to attend a course for which you are registered *or* cancel 7 or more days prior to the start date will result in your department being charged the no-show fee of \$100. It is recommended that you receive prior approval from your supervisor to take a course during business hours.

Cancellation Policy for external registrants: Cancellations made at least 7 days prior to the start of the course will result in a full refund for the course. Refunds are not available for cancellations made less than 7 days prior to the course start date.

Lean Practitioner and Lean Sigma Green Belt courses: If all required assignments are not completed by the final assignment due date, the participant is considered a no-show.

Online Self-paced Learning Course: Armstrong Institute online courses are not eligible for refunds. The purchase of an online course is final. Before purchasing, please ensure that you understand the technical requirements and have appropriate online access.

To cancel or modify a registration, please contact: AllLearning@jhmi.edu

Please contact us if you are unable to attend the course, even if within the 7-day window.

The Johns Hopkins Medicine Armstrong Institute for Patient Safety and Quality reserves the right to cancel or postpone the training program due to unforeseen circumstances. In this event, Armstrong Institute will refund the program registration fee but is not responsible for travel expenses.