

INFORMATION FOR ATTENDEES

Most questions about how to attend our courses are answered in this section. If you have any other questions, concerns or complaints, please call 248-352-9917 and a CPS representative will assist you. CPS representatives are available to take your registration and answer your questions Monday through Friday from 9 a.m. to 6 p.m., Eastern time.

Course Schedules

We often schedule additional sessions and/or bring courses to new cities in response to increased market demand. For the most up-to-date course schedules, including class availability, visit our Web site at www.cpstraining.org or call 248-352-9917.

Registration

To register for our courses, sign on to www.cpstraining.org and look for the [Registration/Shopping cart](#) link or call 248-352-9917.

After registering, but before the course begins, you will receive an e-mail confirmation letter with information about the specific class hours, site, classroom location, conveniently located hotels and public transportation. You will be sent notification of any change to the course location, if one should occur.

Tuition and Payment

Payment must be received at least 30 days before the class start date. If you register less than 30 days before the class start date, your registration must be accompanied by your payment.

CPS accepts payment in the form of a check, credit card or purchase order. Purchase orders should indicate CPS as the vendor. The pricing listed is in U.S. dollars.

Cancellations and Substitutions

You may cancel your course without charge up to 30 days before the start of this course. Within 30 days of the course start date, cancellations are subject to a \$150 processing fee; however, you may send a substitute or transfer to another CPS class and will not receive a refund. Payments for cancellations will result in a credit valid for one year (refundable upon request) from date on which the registration was cancelled.

All courses are subject to cancellation. When a course is cancelled, CPS assumes no responsibility for nonrefundable airline tickets or lodging expenses.

State and Local Government Employees

Courses within our Contract Management and Business Skills curricula are available to state and local government employees at newly established discount pricing. Please call 248-352-9917 for more information and pricing details.

What to Expect in Class

Registration begins at 8 a.m. on the first day of all courses. Participants in most courses receive comprehensive, authoritative texts and reference materials, which are distributed the first morning of class.

CPS courses are intensive and require participants' full attention during class. Please minimize the conduct of business during class (i.e., no cell phones, texts, PDA, etc.). To receive a certificate, continuing education units and credit hours recommended by ACE's Credit program, you must attend the entire course and pass an exam, where applicable.

Casual business dress is appropriate for all courses. Audio recording and videotaping are prohibited.

Training Facilities

Our courses are held across the United States. The cities are identified on the course description pages, and your confirmation e-mail will identify the specific hotel or other training facility where each course is conducted.

When a course is conducted at a hotel, the hotel typically sets aside a limited number of guest rooms (on a first request basis) for participants. If you plan to stay at the meeting hotel, please contact the hotel promptly and inform them that you will be attending a CPS course.

Classes in the Southfield, Michigan area are currently being held at the Hilton Garden Inn, 2600 American Drive, Southfield, MI 48034. **Be sure to check your confirmation e-mail for your exact class location.**

Disability Accommodation Policy

Upon prior sufficient notice, CPS will provide reasonable accommodations to students with disabilities pursuant to applicable laws. We request written notice at least 15 business days prior to the start of a course so that CPS can arrange for reasonable accommodations and

establish appropriate billing arrangements. If applicable, the employer of the student will be billed for the costs of any necessary accommodations. Please call 248-352-9917 for assistance.