

Administrative Policies & Guidance

RECORD RETENTION POLICY

Government Business Results, LLC will keep all records of certified class offerings for a period of five years. The information retained will include, but is not limited to;

- Record of participation
- Dates and locations of program offerings
- Author/ instructor, author/ developer and reviewer names and credentials
- Number of CPE credits earned by participants
- Results of program evaluations
- Program descriptive materials (course announcement information)
- Program outline
- Agenda
- Speaker notes or other documentation related to participant engagement

REFUND POLICY

Refunds must be requested in writing and received at least 14 days prior to the posted event date. All refund requests received before this cut off will be reimbursed in full.

PROGRAM CANCELLATION POLICY

Any program cancellation on the part of Government Business Results, LLC will be announced through email. The email will be sent to the participants email provided at registration and full refunds will be issued to all participants.

COMPLAINT RESOLUTION POLICY

Any complaints or concerns about courses provided by Government Business Results, LLC should be sent to CPE@govbizresults.com.

COURSE UPDATE POLICY

Government Business Results, LLC is the leading go-to-market firm for technology companies doing business in the public sector. All course materials are created and produced by industry experts and their staff to provide the most up to date information at hand. Programs are reviewed every 2 years for accuracy and changes in program material facts. Learning activities are reviewed by qualified persons other than those who developed the programs.

Content Development Policies & Guidance

PROGRAM CONTENT AND KNOWLEDGE LEVEL

All courses offered by Government Business Results, LLC, are thoroughly screened to establish knowledge level. Although practical experience is sometimes difficult to quantify, all courses will be rated clearly as either “Basic, Intermediate, Advanced, Update or Overview” and identify the prerequisite education, experience and/ or advanced preparation.

CONTENT AND DELIVERY SYSTEMS

All course material is compiled by Government Business Results, LLC using our inside team of industry experts and content developers.

CONTENT IS DEVELOPED BY A SUBJECT MATTER EXPERT

Program material undergoes a final and separate evaluation using subject matter experts who were not involved in the program development. This process happens before the first live presentation and any significant revision.

CONTENT IS BASED ON RELEVANT LEARNING OBJECTIVES

Course material fully aligns with promoted learning objectives and outcomes in every program offered by Government Business Results, LLC.