



Office of Training Services
Refund and Substitution Policy
ESC or SWM Certification

Course Refund Policy

Individuals can receive a registration refund by notifying DEQ before the refund request deadline shown below.

No refunds will be issued for a course cancellation received after the refund request deadline.

Refund requests should be emailed to: certification@deq.virginia.gov

Refund Request Deadlines

Refund Request Deadline	Start Day of Course
Midnight: Thursday	For course starting on: Monday
Midnight: Sunday	For course starting on: Tuesday
Midnight: Monday	For course starting on: Wednesday
Midnight: Tuesday	For course starting on: Thursday
Midnight: Wednesday	For course starting on: Friday

Course Substitution Policy

If individuals need to cancel enrollment after the refund request deadline, they have two options:

- 1) Substitute another individual for the enrollment (before class starts), or
- 2) Request enrollment in another course of same type* / subject to availability** (before class ends).

* *Type = for example: inspector for inspector (ESC or SWM).*

** *Availability = a course has been scheduled in the LMS and there is enrollment space.*

If there are no courses available and no-one to substitute, the registration fee will be not refunded after the refund request deadline.

Enrollment changes should be emailed to: certification@deq.virginia.gov

No course enrollment changes will be made for requests received after class has concluded.

Exam Cancellation Policy

Please see the cancellation policy in the Candidate Information Booklet, available from [Pearson Vue](#).

Recertification Refund Policy

Individuals who believe an incorrect online transaction was processed through CATS can request a refund by emailing: certification@deq.virginia.gov