Authorized Training Partner of PMI - USA

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Procons Academy wishes to emphasize that, while we strive for accuracy, the contents of this Handbook may be subject to modification or revision due to changes in regulations, policies, or other essential factors.

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1. INTRODUCTION

1.1. Pro consultancy International (Pvt.) Ltd.

Welcome to Pro Consultancy International (Pvt.) Ltd., where excellence meets innovation in project planning and management solutions!

With a decade of expertise obtained from international construction and consultancy giants across the globe, we've embarked on a mission to revolutionize project management practices. Our journey began with the recognition of the role global best practices play in ensuring project success. Hence, our establishment aims to incorporate these practices into every aspect of project planning and management through our consultancy services and training programs.

At Pro Consultancy International, we aspire to lead the way in Project Planning and Management services. Our company includes a team of seasoned experts proficient in multidisciplinary project planning and management, including specialized domains like Project Risk Management, Project Quality Management, Stakeholder Management etc. Whether it's conducting feasibility studies, creating engineering designs, preparing tender documents, or providing professional training and recruitment services, we've got you covered.

We have continuously improved our professional training division of the company by introducing modern programmes and qualified resources. Therefore, as a strategic approach, we have launched PROCONS ACADEMY project with the intention to become one of the globally recognized professional training providers. We follow both virtual and physical training delivery methods . Our Digital Learning Platform facilitates students with novel online learning experience. Our overseas collaborator Procons Infotech Pty Ltd., Australia, is our global marketing and development arm.

Our track record speaks volumes, enhanced with qualifications and customer commendations that position us as a premier consultancy firm and the best training division in our field. Moreover, as the only local Authorized Training Partner of the Project Management Institute (PMI) - USA, the foremost professional association for project professionals globally, we stand at the forefront of industry standards and practices.

Meet Procons Academy, where we not only meet expectations but exceed them, setting new benchmarks for excellence in project planning and management.

1.2.   Project Management Institute – USA

The Project Management Institute (PMI) - USA is a global professional association for project management professionals, offering resources, certifications, and networking opportunities across various industries. PMI-USA's certifications, like CAPM and PMP, are highly recognized internationally, enhancing career prospects and demonstrating expertise. PMI sets standards, advocates for the profession, and provides a platform for collaboration, making it pivotal in the field of project management with widespread recognition and influence.

PMI also maintains a network of Authorized Training Partners (ATPs) to deliver training courses aligned with its standards and guidelines. These partners, including universities, professional training organizations, and corporate training departments, offer a variety of training options to help individuals prepare for PMI certifications such as the PMP or CAPM exams.

Attending an authorized training partner for project management courses ensures quality education aligned with PMI standards and guidelines. These partners offer experienced instructors, up-to-date materials, and official recognition from PMI, enhancing the credibility of the training. Students also gain access to resources like practice exams and networking opportunities, maximizing their chances of success in achieving PMI certifications and advancing their project management careers.

Pro Consultancy International (Pvt) Ltd, having been a prominent PMI recognized training partner since 2021, maintains its status as the **sole PMI authorized training partner in Sri Lanka**. With industrial specialists as authorized training instructors, Pro Consultancy International has garnered numerous success stories from participants, affirming the quality of its training programs. Looking ahead to 2024, Procons Academy is committed to further enhancing its offerings through innovative course modules and delivery methods, continuing to empower individuals with the skills and knowledge needed to excel in project management.

1.3.   Aim of Our Training Programs

1.3.1.   Vision

To be a globally renowned leader in higher education and professional education, fostering innovation and excellence in learning, and empowering individuals and organizations to succeed in a dynamic world.

1.3.2.   Mission

At Procons Academy, our mission is to provide cutting-edge, virtual, and physical training programs through our Digital Learning Platform. We aim to deliver exceptional education, Our commitment to excellence is embodied in our role as a project under Pro Consultancy International (Pvt) Ltd.

1.3.3.   Message from the Director

Welcome to Procons Academy, your trusted partner in professional training in Project Management domains.

As the exclusive PMI-USA Authorized Training Partner in Sri Lanka, we are uniquely positioned to offer you the highest standards of professional education and training. Our journey, spanning over a decade, is a testament to our commitment to integrating global best practices into every facet of our consultancy and training services.

At Procons Academy, we pride ourselves on our team of seasoned experts who bring a wealth of experience in multidisciplinary project planning and management. Whether you are seeking to enhance your skills in Project Risk Management, Project Quality Management, or any other specialized domain, we are here to guide you every step of the way.

Join us at Procons Academy, where we are committed to helping you achieve professional excellence. Together, we can pave the way to a brighter, more successful future.

Sincerely,

Eng. Tilakasiri Ekanayaka,
Director, Pro Consultancy International (Pvt.) Ltd.

1.4. Course Matrix

1.4.1. Course Summary

Procons Academy offers a diverse range of project management related courses, providing participants with valuable Professional Development Units (PDUs) approved by PMI-USA. Our carefully tailored courses cater to the needs of professionals, students, and project management enthusiasts, offering practical, hands-on learning experiences across certificate and advanced certificate level programs. Whether you're seeking to advance your career, gain foundational knowledge, or simply expand your skill set, our courses are designed to meet your needs. You can earn recognition for your professional development efforts while mastering the art of effective project management. Explore our course matrix for detailed information on course content, duration, and PDUs awarded, and embark on a journey of lifelong learning and growth.

Course Name	Duration	Lecturer/s
Project Management Professionals (PMP)® Certified Course	35 hours 9 sessions 35 PDUs	Eng. Tilakasiri Ekanayaka PMP (PMI-USA), PMI-RMP, PMI ATPI, MBA, B.Sc. Eng., CEng
Certified Associate in Project Management (CAPM)® Certified Course	23 hours 6 sessions 23 PDUs	Eng. Tilakasiri Ekanayaka PMP (PMI-USA), PMI-RMP, PMI ATPI, MBA, B.Sc. Eng., CEng Eng. Keith Jeyaraj M.Sc., B.Sc Eng., GMICE (UK), AMIE(SL)
Artificial Intelligence in Project Management (AIPM) Certified Course	12 hours 4 sessions 12 PDUs	Eng. Tilakasiri Ekanayaka PMP (PMI-USA), PMI-RMP, PMI ATPI, MBA, B.Sc. Eng., CEng Eng. Chaminda Attanayaka PMP (PMI-USA), B.Sc.Eng. Agile Cert., PG Dip (IT BA) Ms. Adshayani Pirapaharan Lecturer, University of Moratuwa B.Sc. (Hons) in IT, M.Sc. by Research on Haptics in Metaverse *(Reading)*

Course Name	Duration	Lecturer/s
Project Planning using Microsoft project Certified Course	12 hours 4 sessions 12 PDUs	Eng. Keith Jeyaraj MSc, BSc Eng., GMICE (UK), AMIE(SL)
Mastering Advance Excel (MAE)	12 hours 4 sessions 12 PDUs	Eng. Keith Jeyaraj MSc, BSc Eng., GMICE (UK), AMIE(SL) Mr. L.P. Sachi Randima M.Sc. Construction Law & Dispute Resolution, B.Sc. (QS & CM)
Professional Software Quality Assurance Course (PSQA)	18 Hours 6 sessions 18 PDUs	Ms. Diana Arundathi Maddewithana Senior QA Engineer BSc in ITM - University of Moratuwa, MBA in MOT (reading) - University of Moratuwa
Agile Workshop and Practical Project Management with JIRA Certified Course	12 hours 4 sessions 12 PDUs	Eng. Chaminda Attanayaka PMP (PMI-USA), B.Sc.Eng. Agile Cert., PG Dip (IT BA) Ms. Inoshi Jayaweera M.Sc. (Com Sc.) BIT, MCS (SL) Ms. Dushanthini Balasubramaniam PMP (PMI-USA), B.Sc.(Comp. Sc.)
PMI Disciplined Agile Scrum Master (DASM) Certified Course	14 hours 7 sessions 14 PDUs	Eng. Chaminda Attanayaka PMP (PMI-USA), MI ATP, PMI DASSM, PMI DA Coach, B.Sc.Eng. Agile Cert., PG Dip (IT BA)
Project Data Analysis and Visualization using Power BI Certified Course	15 hours 5 sessions 15 PDUs	Mr. K.A.P.A Rathnathilake B.Sc. (Applied Science), Cert. Oracle, Java, Linux.

Course Name	Duration	Lecturer/s
Project Planning & Scheduling using Primavera P6 Certified Course	12 hours 4 sessions 12 PDUs	Eng. Aruna Kathriarachchi PMP (PMI-USA), B.Sc.Eng., MSc (Construction Law)
Python for Automating tasks and Processes Certified Course	18 hours 6 sessions 18 PDUs	Gayashan Abeywickrama BSc. (SE) - PHP, Laravel, VueJs, Python, Django, Selenium
Civil, Mechanical & Electrical Drawing Preparation & Management Using AutoCAD	30 hours 10 sessions 30 PDUs	Eng. Keith Jeyaraj MSc, BSc Eng., GMICE (UK), AMIE(SL)
Advanced Certificate Course On Project Planning	24 hours 12 sessions 24 PDUs	Eng . Tilakasiri Ekanayaka PMP (PMI-USA), PMI-RMP, PMI ATPI , MBA, B.Sc. Eng., CE Eng. Kithsiri Ekanayake M.Sc. (Construction Law), B.Sc. Eng., Chartered Engineer Eng. Aruna Kathriarachchi PMP (PMI-USA), B.Sc.Eng., MSc (Construction Law) Eng. Keith Jeyaraj M.Sc., B.Sc. Eng., GMICE (UK), AMIE(SL)
Tableau for Data Analysis Certified Course	12 Hours 4 sessions 12 PDUs	Mr. Umesh Eranda Ranasooriya B.Sc. (Hons) in Computer Science

1.5.   Certificate of Completion

1.5.1.   At Procons Academy, we are committed to delivering internationally recognized certificates upon successful course completion. For a preview of what the certificate entails, please refer to Annexure 4.1.1 for a sample.

1.5.2.   In order to receive the certificate, participants must meet the following criteria:
- Maintain an attendance rate of over 80% throughout the course duration.
- Achieve a minimum score of 50% on all assessments within specified deadlines.
- Settle any outstanding payments prior to the specified deadlines.

1.5.3.   "Successful completion" of the training programme/course is defined as meeting all the criteria listed in clause 1.5.2.

1.5.4.   As outlined in section 1.2, our status as an authorized training partner of PMI-USA enables participants to claim Professional Development Units (PDUs) directly from the PMI website. For detailed instructions on claiming PDUs, please refer to Annexure 4.2.

1.5.5.   The completion certificate will vary slightly depending on the lecturing mode, which includes online interactive sessions, video-on-demand sessions, and physical interactive sessions. Specifically, the certificate will indicate the number of online interactive sessions, video-on-demand sessions, and physical interactive sessions attended by the student. A detailed comparison of these different types of certificates can be found in Annexure 4.1.

1.5.6.   Every certificate issued by Procons Academy undergoes a validation process to ensure its authenticity and credibility. We offer certificate validation through a QR code embedded within each certificate. This QR code contains encoded information unique to each certificate, allowing for quick and convenient verification of its authenticity. Recipients can simply scan the QR code using a smartphone or QR code scanner app to access the validation details, ensuring the integrity and validity of the certificate.

1.5.7.   If eligible for certification, students will receive a digital copy of their certificate at no extra cost. This digital certificate will be sent to the email address provided during registration within 2 weeks of successfully completing the training programme.

1.5.8. However, for those requiring a printed copy, a request must be submitted to Procons Academy via email, using the template provided in Annexure 4.3.1, within 1 week of course completion. Should the student opt to collect the printed certificate from the Procons Academy Head Office in Nawala, Sri Lanka, a fee of 500 LKR will apply. Alternatively, if the student wishes to have the certificate posted to their address, a fee of 2000 LKR will be charged to cover courier expenses.

1.6. About Procons Academy Student Guide Book

1.6.1. This guidebook has been developed to support our students throughout their academic journey at Procons Academy. Whether you're a new student just beginning your studies or a returning student looking to maximize your experience, this guidebook is here to provide you with essential information and resources to help you succeed. This serves as a written record of the philosophy, structure, and content of your training programmes, as well as the key procedures and policies developed by the administration team to facilitate your success and that of your peers.

1.6.2. This guidebook is divided into several sections, each addressing different aspects from registration procedures and course offerings to academic policies and student support services, you'll find everything you need to know conveniently organized within these pages. Whether you're seeking information on financial aid, academy resources, or academic advising, this guidebook serves as your go-to reference for all things related to your student experience.

1.6.3. To make the most of this guidebook, we encourage you to familiarize yourself with its contents and use it as a reference tool throughout your time at Procons Academy. You can easily navigate between sections using the table of contents or search for specific topics using the index. Additionally, don't hesitate to reach out to our student services team if you have any questions or need further assistance.

1.6.4. Please note that it is your responsibility to read and understand the contents of this guidebook before registering for a training program. Upon registration, you agree to adhere to the procedures and policies outlined herein, ensuring a smooth and successful academic journey at Procons Academy.

1.7.   The Lecture Panel & Administration Staff

1.7.1.   Lecture Panel

At Procons Academy, we pride ourselves on our exceptional team of lecturers, who bring a wealth of knowledge, expertise, and real-world experience to the classroom. Our lecturers are carefully selected based on their academic qualifications, professional background, and dedication to student success.

Table 1.1 showcases the profiles of our esteemed lecturers.

Name	Qualifications
Eng. Tilakasiri Ekanayaka	Chartered Engineer, PMP (PMI-USA), PMI-RMP, PMI ATPI , MBA, B.Sc. Eng.,
Eng. Chaminda Attanayake	PMP (PMI-USA), MI ATP, PMI DASSM, PMI DA Coach, B.Sc.Eng. Agile Cert., PG Dip (IT BA)
Eng. Kithsiri Ekanayaka	M.Sc. (Construction Law), B.Sc. Eng., Chartered Engineer
Eng. Aruna Kathriarachchi	PMP (PMI-USA), B.Sc.Eng., MSc (Construction Law)
Eng. Keith Jeyaraj	MSc, BSc Eng., GMICE (UK), AMIE(SL)
Ms. Inoshi Jayaweera	M.Sc. (Com Sc.) BIT, MCS (SL)
Ms. Dushanthini Balasubramaniam	PMP (PMI-USA), B.Sc.(Comp. Sc.)
Mr. Gayashan Abeywickrama	BSc. (SE) - PHP, Laravel, VueJs, Python, Django, Selenium
Mr. K.A.P.A Rathnathilake	B.Sc. (Applied Science), Cert. Oracle, Java, Linux.
Ms. Adshayani Pirapaharan	Lecturer, University of Moratuwa B.Sc.(Hons) in IT , M.Sc. by Research on Haptics in Metaverse (Reading)
Mr. L.P. Sachi Randima	M.Sc. Construction Law & Dispute Resolution, B.Sc. (QS & CM)
Mr. Umesh Eranda Ranasooriya	B.Sc. (Hons) in Computer Science

1.7.2.   Administrative Staff

Our administrative team is committed to providing you with the assistance and resources you need to navigate your educational experience seamlessly. For any inquiries or assistance, please feel free to contact the respective administrative team member via email or phone using the contact details provided in Table 1.2

Name	Designation	Contact Details
Ms. Kavindi Mendis	Corporate Training Coordinator	+94 77 824 7546 kavindim.pipl@gmail.com
Ms. Flora Irudhayaraja	Training Programme Coordinator	+94 74 237 5674 iflora.pipl@gmail.com
Ms. Ishara Thathsarani	Training Programme Coordinator	+94 76 294 2901 isharat.pipl@gmail.com
Ms. Shanika Priyadarsani	Training Programme Coordinator	+94 74 254 0461 shanikap.pipl@gmail.com
Ms. Maheesha Sathsarani	Training Programme Coordinator	maheesha.pipl@gmail.com +94 76 531 7596
Ms. Vonara Kannangara	Training Programme Coordinator	+94 76 394 6621 vonarak.pipl@gmail.com

1.8. Teaching and Learning Methods

1.8.1. Lectures

1.8.1.1. Lectures are delivered in various formats, including online, physical, and hybrid modes, depending on the specific training program. To determine the teaching mode of your enrolled course, please refer to our detailed course catalog.

1.8.1.2. Online lectures are conducted through the Zoom platform. Participants will receive the session link on the day of the session, prior to the scheduled start time. Attendance is recorded to ensure fulfillment of participation criteria. These sessions are interactive, requiring active engagement from participants.

1.8.1.3. For physical lectures, the location will be communicated to participants before the start of the training program.

1.8.1.4. Hybrid training programs combine both online and physical sessions. The number of each type of session and their respective locations will be communicated before the start of the training program.

1.8.2. Assessments

1.8.2.1. Assessments are integral components of each training program, ensuring accountability by holding participants responsible for their learning outcomes. Upon successfully completing assessments, participants receive certificates or badges that validate their achievement. (Simultaneously, participation must be at a satisfactory level to qualify for certification or badges.)

1.8.2.2. The format of assessments varies depending on the specific training program in which students are enrolled. Assessments may take the form of quizzes, case studies, report submission, or essay questions. Additionally, the number of assessments, pass marks, and durations or deadlines are tailored to the requirements of each program.

1.8.2.3. When completing assessments, plagiarism or any form of academic dishonesty is strictly prohibited and may result in disciplinary action, including expulsion from the program.

1.8.2.4. In cases where students are unable to submit assessments before the deadline due to valid reasons, they may request an extension via email. The email template can be found in Annexure 4.3.8. The request should include a clear explanation of the reason for the extension and the expected date of submission. Such requests must be made before the original assessment deadline. Any extension requests submitted after the deadline will be automatically considered as a repeated attempt, the participant may need to repeat the course and the assessment. Unless an unavoidable situation occurs,

the participant may request for consideration by mail from the Procons Academy management for the extension to be granted. If the request is approved, the student will receive an extension; otherwise, the assessment must be submitted by the original due date.

1.8.2.5.   If a student needs to retake an assessment, whether due to failing the initial attempt or missing the submission deadline, a penalty fee of 2000 LKR per attempt will be charged. A maximum of two attempts per assessment is permitted. The new submission deadlines for resit assessments will be communicated to the participants, and strict adherence to these deadlines is required.

1.8.3.   Evaluation

1.8.3.1.   Assessments at Procons Academy are evaluated according to predefined criteria designed to assess participants' comprehension and application of course material. These criteria encompass various aspects, including the accuracy and completeness of responses, the depth of understanding demonstrated, the ability to apply concepts to real-world scenarios, the clarity and coherence of communication, and adherence to formatting and citation guidelines, particularly for written assessments.

1.8.3.2.   The grading process begins with assessors reviewing participants' responses against predefined criteria. Scores are then assigned based on how well participants meet these criteria, considering factors like response quality, understanding, and application of concepts. After scoring, participants receive constructive feedback aimed at recognizing strengths and areas for improvement. This feedback can be in the form of written comments or verbal communication upon request.

1.8.3.3.   Transparency and fairness in the assessment evaluation process is achieved by applying consistent evaluation criteria to all assessments, ensuring uniformity and equity. Clear instructions and expectations are provided to participants, enabling them to understand the assessment process thoroughly. Additionally, participants have opportunities to seek clarification or appeal assessment decisions if needed.

2. POLICIES & PROCEDURES

2.1. Introduction

2.1.1.   This section outlines the policies and procedures that must be adhered to when enrolling, participating in, and successfully completing a training program or course at Procons Academy. These regulations are developed to uphold Procons Academy's legal and statutory obligations while establishing a structured framework for conduct, thereby maximizing the benefits for all participants. By following these guidelines, learners can fully leverage the opportunities provided by Procons Academy and ensure a productive and enriching educational experience.

2.2. Training Programme Registration

2.2.1.   When registering for a training programme at Procons Academy, students are required to adhere to the regulations outlined in this section. Failure to comply may result in exclusion from the aforementioned training programme.

2.2.2.   There are two primary registration methods available:

1. Direct Registration via Our Website.
2. Academy Coordinator Assisted Registration.

2.2.3.   Direct registration via our website entails that upon announcing a new course start date, the online registration link will be activated on our website (www.proconsacademy.com) within the specific course page. Prospective participants can conveniently access our website, review course details thoroughly, complete the course payment, and subsequently submit the registration form to enroll in our courses.

2.2.4.   Coordinator-assisted registration refers to the process where a prospective participant, upon expressing interest in a specific course through our social media pages, website, or in response to our advertisements, will be contacted by the designated course coordinator. The coordinator will furnish the participant with comprehensive details about the course and address any queries they may have. Upon confirming their intent to register, participants can reserve a seat by notifying the course coordinator. Final registration will be completed upon payment of the course fee and verification of payment through the provided Google form.

2.2.5.   The registration process is considered incomplete until the following criteria are met:

- Payment of the course fee, which may vary depending on whether it's the full amount or the first installment, is made.
- Submission of the course registration form and verification of payment by Procons Academy.
- Verification of prerequisites, if applicable for the course.

2.2.6.   Confirmation of registration will be sent via email/WhatsApp once the participant's enrollment in the course is successfully processed.

2.2.7.   Participant data collected during the course of the program will be used solely for educational purposes and will be kept confidential.

2.3.   Student Payment, Penalty and Transfer Policy

2.3.1.   Student Payment Policy

2.3.1.1.   At the time of registration, students must agree to a payment plan, taking responsibility for their fees, and ensuring timely payment. Students are required to pay either the full programme fee or the specified amount for the first installment, as outlined in the payment plan introduced for the respective course. Details of the payment plan will be provided alongside comprehensive course information upon publication of the course start date

2.3.1.2.   If only the first installment is paid at the time of registration, subsequent installment amounts must be settled before the specified deadline indicated at the start of the particular course.

2.3.1.3.   Failure to adhere to the payment deadlines will result in the following consequences:

- Withdrawal of student access to Procons Academy facilities, including access to the Learning Management System (LMS).
- Exclusion from examinations/assessments and inability to progress to the next stage of study. Failure to participate in an examination or submit an assignment will result in a failing grade for that assessment component, necessitating a re-sit. Please refer to section 1.8.2 for regulations regarding examination/assessment resits.
- Ineligibility to receive the certificate, as payment and assessments were not completed on time.
- No refunds will be issued for any paid course fees once the student has enrolled or registered for the program, regardless of the circumstances.

2.3.2. Full Payments and Installment Plans

2.3.2.1.   Students are encouraged to make full payment upon registering for our training programs that are less than 12 weeks in duration. However, upon request, Procons Academy may introduce installment plans tailored to the program's content, duration, and the rationale behind the installment request. Participants can request an installment plan by using the email template provided in Annexure 4.3.2.

2.3.2.2.   If the student is utilizing an installment plan, they are required to pay an additional amount of 2000 LKR along with the first installment, to cover administrative costs associated with managing installment payments. Timely payment of the second installment is essential to maintain access to the Learning Management System (LMS) and eligibility to receive the certificate.

2.3.2.3.   In the event of unforeseen circumstances preventing payment of the second installment, students must promptly notify Procons Academy via email, using the template provided in Annexure 4.3.3. The email should include the reason for the payment deadline extension request and the proposed payment timeline. Approval of the extension request is subject to the discretion of Procons Academy's higher management. If approved, students will be granted an extended payment deadline; if not, payment must be made by the original due date to avoid consequences outlined in section 2.3.3.

2.3.3. Assessment Resits Associated with Late Payments

2.3.3.1.   When a student makes an installment payment **after the deadline but before the last session of the program**:

- If the student missed any assessment submission deadlines due to late payments, they will be eligible to resit for the assessment **without a penalty**. The new deadline will be communicated to the student, and strict adherence is required.

2.3.3.2.   When a student makes an installment payment **after the deadline but before 1 week following the last session of the program**:

- If the student missed any assessment submission deadlines due to late payments, they will be eligible to resit for the assessment with a **1000 LKR penalty** to cover administrative costs. The new deadline will be communicated to the student, and strict adherence is required.

2.3.3.3.   When a student makes an installment payment **after the deadline but before 2 weeks following the last session of the program**:

- If the student missed any assessment submission deadlines due to late payments, they will be eligible to resit for the assessment with a **2000 LKR penalty** to cover administrative costs. The new deadline will be communicated to the student, and strict adherence is required.

2.3.3.4.   When a student makes an installment payment **after the deadline but before 4 weeks following the last session of the program**:

- If the student missed any assessment submission deadlines due to late payments, they will be eligible to resit for the assessment with a **5000 LKR** penalty to cover administrative costs. The new deadline will be communicated to the student, and strict adherence is required.

2.3.3.5.   For all cases mentioned in clauses 2.3.3.1 to 2.3.3.4, revoked LMS access will be restored within 5 working days. Additionally, the certificate can be obtained within 2 weeks after successfully passing the assessment. Please note that the template of the certificate may vary based on attendance/participation. For further regarding the certification and attendance, please refer to sections 1.5 & 2.4.

2.3.3.6.   If a student is unable to make an installment payment, even after 4 weeks following the last session of the program, they must request a program transfer in accordance with the guidelines/policies outlined in section 2.3.4. This request must be submitted within 5 weeks following the last session of the program. Failure to make the request within the specified deadline will result in the student being suspended from the training program, and any refund requests will not be accommodated.

2.3.4. Students Transfer Policy and Fees

2.3.4.1.   If a student wishes to transfer to an upcoming batch due to unforeseen circumstances, they must formally submit their request to the higher management of Procons Academy via email. The request should clearly outline the reason for the transfer and specify the desired batch. The email template can be found in Annexure 4.3.4. The decision to accept, conditionally accept, or decline the request lies solely with the higher management of Procons Academy.

2.3.4.2.   Requests made before the commencement of sessions or after the first session can be accommodated without penalty. However, if the request is made after 2 or 3 sessions, a penalty of 3,500 LKR will apply. Any requests made after the 4th session will incur a penalty of 5,000 LKR.

2.3.4.3.   The course starting date and the availability of another batch are determined at the discretion of Procons Academy.

2.3.4.4.   If the ongoing batch is discontinued, students will not be permitted to transfer, and any payments made will not be refunded.

2.3.4.5.   It's essential to note that transfers are only permitted within the same training program; requests to transfer between programs will be automatically rejected. Additionally, each student is allowed to transfer to a maximum of two upcoming batches.

2.3.4.6.   In the event of an increase in course fees for the upcoming batches, students are required to pay the increased amount along with the applicable penalty.

2.3.5. Discounts

2.3.5.1.   Procons Academy provides an array of discount options tailored to accommodate diverse circumstances. These discounts, managed by the Procons Academy administration, are flexible and subject to periodic updates.

The types of discounts include;
- Procons Academy Membership Discount
- Seasonal Discounts
- Milestone Celebration Discounts
- Other Discounts

2.3.5.2.   Please note that only one type of discount can be applied when registering for a training program, unless otherwise specified by Procons Academy.

2.3.5.3.   Procons Academy Membership Discount

2.3.5.3.1.   Students are eligible for this discount if they have previously completed a training program at Procons Academy. When registering for our training program for the first time, students automatically become Procons Academy Members and receive a unique membership number. Upon successful completion of a training program, students earn points based on the number of PDUs obtained for the particular course. Each PDU earns 100 points, equivalent to Rs. 100.00.

2.3.5.3.2.   For example:
A 15 PDU course earns you 1,500 points (15 * 100 = 1500 LKR)
A 35 PDU course earns you 3,500 points (35 * 100 = 3500 LKR)
Therefore, if the student has successfully completed the above two programs with Procons Academy, the student is eligible for a 5,000 LKR discount on the next course.

2.3.5.3.3.   Students can complete multiple training programs with us without using the earned points, and these points will accumulate for future training program registrations.

2.3.5.3.4.   Limitations of this discount scheme;
- Points accrued remain valid for 2 years from the registration date, after which they will expire.
- These points are exclusively redeemable towards future course registrations and cannot be applied to penalties, fines, or any other expenses associated with Procons Academy.
- Points cannot be utilized concurrently with other discounts.
- The maximum discount attainable through points redemption is capped at 75%

2.3.5.4.   Seasonal Discounts

2.3.5.4.1.   Our seasonal discounts aim to enhance accessibility to our educational programs for individuals and families during special times of the year. We strive to provide opportunities for personal and professional development during periods of celebration, reflection, and renewal.

2.3.5.4.2.   Details regarding these discounts will be posted on our website upon their introduction. Students can claim their discounts by utilizing the PROMO codes provided or by contacting our course coordinators. The introduction of these discounts is solely at the discretion of Procons Academy.

2.3.5.5.   Milestone Celebration Discounts

2.3.5.5.1.   This discount type is introduced by Procons Academy to commemorate the milestones achieved alongside our students. These discounts serve as a way for us to express our gratitude and appreciation to everyone who has contributed to the growth and success of Procons Academy, including students, staff, and partners.

2.3.5.5.2.   Information about these discounts will be available on our website once they are introduced. Students can access their discounts by using the provided PROMO codes or by reaching out to our course coordinators. The decision to introduce these discounts rests solely with Procons Academy.

2.3.5.6.   Other Discounts

2.3.5.6.1.   Procons Academy also offers a range of specialized discounts designed to address specific needs or circumstances. It's essential to understand that these additional discounts may come with certain limitations or eligibility requirements that applicants must fulfill to qualify. Comprehensive details regarding the available discounts will be shared with students through our various social media platforms and prominently displayed on our website.

2.4.   Attendance

2.4.1.   Procons Academy places significant emphasis on achieving an 80% attendance rate, as it is essential for students to actively engage with course material, participate in discussions, and collaborate with peers to optimize their learning experience.

2.4.2.   Students who successfully meet the 80% attendance requirement will receive a course certification indicating their participation in interactive sessions. A sample certificate is provided in Annexure 4.1.1.

2.4.3.   Alternatively, if a student is unable to attend interactive sessions but still wishes to obtain certification, Procons Academy offers on-demand video sessions. This option must be requested at the time of registration. Upon successful completion of the course, the student will receive certification specifying their completion via on-demand video sessions. A sample certificate is attached in Annexure 4.1.2. Please note that choosing this method precludes the student from claiming PDUs by PMI-USA.

2.4.4.   In the event that a student fails to fulfill the 80% attendance requirement due to late payments, they remain eligible to obtain certification by following the outlined procedure in section 2.3.3. However, the certificate will include the number of interactive hours attended and the number of on-demand video hours accessed. It's important to note that this may impact the number of PDUs that can be claimed from PMI-USA for this specific course.

2.5.   Withdrawal and Suspension Policy

2.5.1.   Withdrawing Students

2.5.1.1.   Withdrawing from a training programme refers to the act of formally discontinuing participation in a particular training programme. If a student wishes to withdraw from a training programme, students must formally notify the Procons Academy of their intention to withdraw and this notification should be submitted via email, following the template provided in Annexure 4.3.5.

2.5.1.2.   The withdrawal deadline is set at 10 days before the commencement of the training program. Once the withdrawal form is submitted, it will be reviewed by the Procons Academy for approval. Approved withdrawals will be processed accordingly.

2.5.1.3.   Students who have withdrawn from a training programme may have the option to re-enroll in the training programme in a future intake, subject to availability and meeting any prerequisites.

2.5.1.4.   Alternatively, students may choose to transfer to another batch instead of opting for withdrawal. For detailed information, please refer to section 2.3.4.

2.5.2.   Financial Considerations

2.5.2.1.   Withdrawal requests submitted before the deadline will incur a retainer fee of 5000 LKR. Following the successful approval of the withdrawal request, the remaining course fee will be refunded to the student.

2.5.2.2.   For withdrawal requests submitted after the deadline but before the commencement of the first session, a retainer fee of 10,000 LKR will apply. If the paid amount at registration is less than 10,000 LKR, the total paid amount will be retained. The remaining course fee will be refunded to the student upon successful approval of the withdrawal request.

2.5.2.3.   Please note that for withdrawal requests submitted on or after the day of the first session, any fee paid at registration will not be refunded.

2.5.3.   Training Programme Suspension

2.5.3.1.   Procons Academy reserves the right to suspend or cancel a training program due to unforeseen conditions. In such instances, a full refund will be issued to the student. Procons Academy is not obligated to disclose the reasons for the suspension or cancellation of the training program.

2.6.   Digital Learning Platform (LMS)

2.6.1.   Procons Academy offers a digital learning platform known as Procons Academy LMS (Learning Management System), providing students with seamless access to course materials and related assessments. Upon successful registration for a training program, students are granted access to their enrolled courses via the LMS. Typically, access is provided within three days following the completion of the first session. Login credentials, including a username and password, are sent to the student's registered email address.

2.6.2.   Students can access the LMS by visiting the following link:
https://proconsacademy.com/dlp/login/index.php.

2.6.3.   It is imperative that students maintain the confidentiality of their login information and refrain from sharing it with others. Moreover, sharing lecture materials and recordings with third parties is strictly prohibited as they are the intellectual property of Procons Academy.

2.6.4.   For guidance on navigating the LMS, refer to Annexure 4.4. If further assistance is needed, participants can contact their respective course coordinators.

2.6.5.   LMS Access Duration

2.6.5.1.   Regular Courses: LMS access is available for 4 months following the completion of the last session.

2.6.5.2.   PMP and CAPM Courses: LMS access is available for 1 year following the completion of the last session.

2.6.6.   Extended LMS Access

2.6.6.1.   Students can request extended LMS access beyond the initial period with the following charges:

- 1 month extension: 500 LKR
- 2-5 months extension: 500 LKR per month
- 6 months extension: 2,500 LKR
- 1 year extension: 5,000 LKR

2.6.6.2.   To request extended access, students must send an email including the reason for the extension, the desired time period, and the payment slip. The email should be formatted as follows:

> **To:** training@procons.lk
> **Cc:** kalendrap.pipl@gmail.com, tharuminif.pipl@gmail.com, [respective course coordinator's email]
> **Subject:** Request for Extended LMS Access - [Course Name - Batch No]
>
> Dear All,
>
> I hope this email finds you well.
>
> My name is [Your Name], and I am a student enrolled in [Course Name - Batch No.]. I am writing to request an extension of LMS access for [specify the time period: 1 month/6 months/1 year].
>
> I have made the payment of [amount] and have attached the payment slip for your reference. I kindly request that the LMS access be extended for the aforementioned period.
>
> Thank you for your attention to this matter.
>
> Best regards,
> [Your Name]
> [Your Designation]

2.6.7.   In the event of a student's withdrawal from a training program, LMS access will be revoked accordingly. Similarly, if a student transfers to another batch, LMS access will be updated accordingly.

2.6.8.   Lecture recordings and materials are typically uploaded within three days of each session's completion, subject to terms and conditions. It is the student's responsibility to log into the LMS regularly and review newly updated resources and assessments to enhance their learning experience. Failure to do so may result in missed assignments, for which students must request extensions, subject to penalties outlined in section 1.8.2.

2.6.9.   Students encountering difficulties with logging in or accessing resources, as well as any technical issues, can contact the following personnel for assistance:

- Kavindi Mendis - Training Coordinator: kavindim.pipl@gmail.com
- Kalendra Prabashwara - Junior Executive (Technical): kalendrap.pipl@gmail.com
- Respective Course Coordinators

2.7. Communication & Dispute Resolution

2.7.1. Communication Protocol

2.7.1.1. Participants should communicate with instructors and fellow participants through designated channels such as email, discussion forums, or virtual meetings.

2.7.1.2. Administrative staff will respond to email communications within 3 working days and lecturers will respond to email communications within 7 working days.

2.7.1.3. Instructors & Procons Academy staff will strive to address participant inquiries and concerns within a reasonable timeframe.

2.7.1.4. Phone calls and communication via WhatsApp and other social media channels are limited to weekdays from 8am to 5pm, and Saturdays from 9am to 1pm, excluding public holidays.

2.7.2. Dispute Resolution

2.7.2.1. Participants are encouraged to address any concerns or disputes with instructors or program administrators in a respectful and constructive manner.

2.7.2.2. If conflicts remain unresolved, participants may escalate their concerns to higher management within the institution. Please refer to Chapter 4 (Student Complaint Procedure) of this guidebook for more details.

2.8. Rules & Regulations for Online Training Programs

2.8.1. Code of Conduct

2.8.1.1. Participants are required to join the training programme promptly at the scheduled start time to ensure minimal disruption to the sessions. Upon joining, participants must rename themselves using the name provided at registration.

2.8.1.2. On the commencement day of the programme, participants are encouraged to introduce themselves by turning on their video and audio.

2.8.1.3. During Zoom sessions, participants are expected to keep their microphones muted and videos turned off by default. However, upon the lecturer's request, participants can unmute themselves to communicate, or they can utilize the chat feature to post queries.

2.8.1.4. Participants are expected to engage in respectful and professional communication with instructors and fellow participants at all times.

2.8.1.5. Any form of harassment, discrimination, or disruptive behavior will not be tolerated and may result in immediate removal from the program.

2.8.2. Technical Requirements

2.8.2.1. To participate in online sessions, participants must ensure they have access to a reliable internet connection, a compatible device (such as a computer, or tablet), and necessary software applications such as Zoom and any other software requirements specified by the enrolled training programme.

2.8.2.2. Technical issues or equipment malfunctions are the responsibility of the participant, and they are encouraged to seek assistance promptly.

2.8.2.3. Prior to the commencement of the training programme requiring specific software, participants will receive notification and guidance on installation through documents or instructional videos. Our technical team is also available to provide further assistance upon request. For additional information, please refer to section 3.1.2.

2.9. Student Feedback

2.9.1.   Procons Academy highly values student feedback as it is essential for improving our courses. At the conclusion of each training program, participants will be provided with feedback forms to share their valuable insights.

2.9.2.   Collected feedback will be utilized to enhance our courses and programs, including curriculum updates, instructor evaluations, and overall program improvements.

2.9.3.   Feedback will be collected at the end of each training program. In some cases, additional feedback may be requested at various points throughout the course to ensure ongoing improvement.

2.9.4.   Please note that feedback may be published on the Procons Academy website and social media platforms. Participants who wish to withhold their feedback from being published should inform us during the feedback collection process.

3. SUPPORT SERVICES, COMPLAINT PROCEDURE & COPYRIGHT POLICIES

3.1. Student Support Services

3.1.1. Student services at Procons Academy encompass a range of support resources aimed at enhancing the academic success, and overall experience of our students. From academic advising to technical support and career services, we are committed to providing comprehensive assistance tailored to meet the diverse needs of our student community.

3.1.2. Software Installment Support Service

3.1.2.1. Upon registration for a training programme requiring specific software, participants receive detailed guidance on downloading and installing the necessary software via instructional documents and videos sent through email.

3.1.2.2. In case of any installation issues, participants can seek assistance from the Procons Academy technical team through the designated training programme coordinator.

3.1.2.3. It is the participants' responsibility to ensure timely installation of required software, as late installations will not be considered a valid reason for deadline extensions on assessment submissions.

3.1.3. Personal LMS Account

3.1.3.1. Upon registration for our programmes, participants are granted a personal Learning Management System (LMS) account. Through this account, participants can conveniently access lecture materials and related resources. For additional information, please refer to section 2.6.

3.1.4. PMI - USA Professional Membership Related Services

3.1.4.1. Upon request, our course coordinators are available to guide students through the process of obtaining PMI membership and claiming Professional Development Units (PDUs) with PMI.

3.1.4.2. Additionally, coordinators for the PMP and CAPM courses are prepared to assist participants with PMI membership enrollment and the registration process for the PMP and CAPM exams.

3.2. Student Complaint Procedure

3.2.1. Recognizing that standard feedback mechanisms may sometimes fall short in addressing issues adequately, the Procons Academy has implemented a formal Complaints Procedure to provide a structured approach to handling grievances.

3.2.2. This procedure aims to establish a formal pathway through which both students and staff members can raise complaints, ensuring their concerns are effectively communicated to the Academy. Please note that raising a complaint will not result in any disadvantage to the complainant.

3.2.3. A complaint is defined as an oral or written expression of dissatisfaction or concern regarding Procons Academy's policies, processes, facilities, services, or the actions (or inactions) of its staff. This excludes requests for new services, disciplinary or misconduct procedures, financial requests such as payment deadline extensions, or academic requests such as assessment submission deadline extensions.

3.2.4. The Procons Academy reserves the right not to investigate or act upon anonymous complaints, those raised on behalf of an anonymous third party, or where a third party makes a complaint on behalf of someone else without their written consent.

3.2.5. If a complaint is determined to be frivolous, vexatious, defamatory, or motivated by malice, the academy reserves the right not to proceed with the complaint and may take action against the complainant.

3.2.6. Throughout both the informal and formal procedures, complaints will be promptly acknowledged, handled with courtesy and transparency, and investigated thoroughly and impartially by the Procons Academy.

3.2.7. Privacy and confidentiality will be maintained and information restricted to only those involved in the investigation and resolution of the complaint.

3.2.8. Prior to initiating a formal complaint, individuals are encouraged to first attempt to resolve the matter informally with the relevant person or through the respective training programme coordinator. This proactive approach aims to address concerns swiftly and effectively, mitigating the need for formal escalation wherever possible.

3.2.9. The informal process typically involves oral communication, with the outcome usually documented in written form for clarity and reference purposes.

3.2.10. If the complainant remains dissatisfied after attempting informal resolution, they should initiate the formal complaints procedure by sending an email using the provided template in Annexure 4.3.6. This email must be submitted to the designated complaints point of contact, as specified in Annexure 4.3.6.

3.2.11. An acknowledgment will typically be sent within 5 working days, with an aim for resolution within 20 working days.

3.2.12.   If the complainant remains dissatisfied with the outcome, they have the option to appeal. These appeals will be reviewed by the higher management of the Procons Academy. The email format for appeals can be found in Annexure 4.3.7. An acknowledgment will typically be sent within 5 working days, with an aim for resolution within 20 working days.

3.3.   Copyright & Distribution

3.3.1.   All lecture materials, session recordings, and other resources provided by Procons Academy are copyrighted and owned by the academy. Participants are granted permission to use these materials solely for personal educational purposes related to their enrolled course at Procons Academy.

3.3.2.   The lecture recordings cannot be downloaded from the LMS and the distribution, sharing, or reproduction of lecture materials, lecture recordings, or other resources for commercial purposes or to third parties is strictly prohibited without prior written consent from Procons Academy. It is essential to respect intellectual property rights and the confidentiality of course materials.

3.3.3.   Participants are urged to refrain from sharing or disseminating course content without proper authorization. Non-compliance may result in copyright infringement or unauthorized distribution, leading to potential legal action and penalties imposed by Procons Academy.