

# DIVISION OF RESEARCH

CERTIFICATE IN RESEARCH ADMINISTRATION



## ORA/SPAC SOFT SKILLS TRACK PROGRAM POLICIES

The Office of Research Administration (ORA) and Sponsored Programs Accounting & Compliance (SPAC) are committed to providing guidance to the university community on Federal, State, and University policies and regulations for sponsored research. To enhance this effort, our offices have developed the Certificate in Research Administration program, including beginner, intermediate, and soft skills tracks. The following policies pertain to the **ORA/SPAC Soft Skills** track program.

### REGISTRATION AND WAITLIST

Learners are encouraged to take the entire sequence of courses. This includes four virtual or in-person class sessions. The ORA/SPAC Soft Skills track is offered twice per year.

Participants can register for the series or for individual class sessions and receive confirmation of their registration. Registrations must be made online via the ORA website and are accepted on a first come, first serve basis. Participants must register for the course at least 24 hours before the first course date.

Each course admits 25 students. Once you have submitted your registration request online, you will be notified in order of registration, if/when a slot is available for you to attend the class. **Your registration request does not guarantee you a seat in the class.**

Registrations over the 25 seats are placed on a waiting list. Waitlist registrants may be registered for the class up to the morning of the first class. Waitlist registrants may also be added to the class registration list above the 25-seat limit at the discretion of program staff.

### CHARGE POLICY

The cost to attend this series is \$100. Payments may be made by check or through your Driver Worktag account in Workday. If you choose the Driver Worktag number as your payment method, the cost of the course will be billed prior to the start of the first class. If paying by a

department check, payment is due two weeks prior to the start of the first class. If you choose to self-pay, a check is due two weeks prior to the start of the first class. If payment is not received within the required time, students will forfeit their registration and cannot attend class. Employees of the Division of Research should contact [certprog@umd.edu](mailto:certprog@umd.edu) prior to registering.

Certificate Program classes often have waiting lists of 10 to 15 people by the date of the event. As such, individuals who are registered for the class but do not attend prevent others who have registered from attending. To avoid being charged for the class, a cancellation request must be sent to [certprog@umd.edu](mailto:certprog@umd.edu) no later than 48 hours prior to the beginning of the first class. All individuals who are registered beyond the cancellation deadline will be charged for the course.

Exceptions include:

**Last-Minute Registrations from the Waitlist:** Individuals registered from the waitlist within 24 hours of the start of the first class and who cancel or do not acknowledge the registration prior to the start of class will not be charged.  
**Individuals with a Bona-Fide Emergency:** Individuals who were registered for the course but who do not attend any in-person or online classes may contact [certprog@umd.edu](mailto:certprog@umd.edu) for an exception if an emergency arises. Such cases will

be reviewed individually by program staff.

#### TIME COMMITMENT

ORA/SPAC Soft Skills track classes consist of several elements. Registrants for the program must be aware of all requirements, including the following:

- Four in-person class sessions lasting one and a half hours each
- Online quizzes for each class session. Additional information about quiz requirements follow in the next section.

Students may be eligible for no more than one extension or excusal per class element (i.e. one class session and one quiz), with appropriate notice and approval from program staff. At the discretion of program staff, students may be asked to complete make-up work for any missed elements.

Failure to complete any required class element will result in failure to complete the certificate. No refunds will be granted to students who fail to complete the certificate.

#### QUIZ COMPLETION

A quiz for each class must be completed to receive credit for the course. Individuals must earn a score of 70 or above to be considered complete. The deadline for completion of the quiz is 10 days after class at 11:59pm.

If a participant requests to have the quiz reopened after the close date, it may be made available at the discretion of program staff. Individuals may only be afforded one such opportunity to prevent patterns of missing quiz deadlines.

#### ATTENDANCE AND TARDY POLICY

Individuals who are registered for the course must attend each class. Attendance is taken in order to receive credit. If you are registered for

the class then you must be the one to attend class; you may not send another individual in your place and receive credit for the class. Individuals who are registered for the class are expected to attend the entire class time.

In an effort to reduce the disruption caused by tardiness and early departures, the certificate program has a zero-tolerance policy.

Individuals who arrive to the class more than 15 minutes late will be marked tardy and will not receive credit for the class. Individuals who leave the class more than 15 minutes early, or who are more than 15 minutes late will not receive credit for the class.

#### NOTIFICATION OF SUPERVISOR

Students whose attendance is funded by their department should note that failure to complete any element of any class, or any request for an extension, will trigger a notification to their supervisor. Supervisors will be informed about any missed elements or extensions provided during the classes. They will also be informed when additional missed elements will place the student in danger of failing the certificate course.

#### RECEIVING COURSE CREDIT

To receive credit for a particular class, an individual must be registered for the ORA/SPAC Soft Skills track, attend any in-class session in its entirety, and receive a 70% or above on the module quiz. There are no exceptions.

Completion of all classes is required to receive a certificate of completion for the ORA/SPAC Soft Skills track. **There are no exceptions.**

#### PARTICIPANT TRACKING SYSTEMS

Program staff use internal participant tracking systems to manage registrations and quiz responses, and to ensure compliance with the rules stated herein. To ensure the security of our participants' identities, personally

sensitive information will not be stored in systems or documents outside of the participant tracking systems. This is the official system of record.

#### WEATHER EMERGENCIES

In the event that the University of Maryland is closed at the time of the class for a weather or other emergency, the class will be cancelled and rescheduled for a different date. Students will be notified of the alternate date as quickly as possible after the University has reopened.

In the event that the University of Maryland is closed on the due date of a quiz, the due date will be extended by the number of days that the University was closed prior to and including the day of the quiz. The extension will begin on the next business day that the University is open.

#### ACCOMMODATION REQUESTS

If you believe you may require accommodations in order to ensure successful completion of this program, please contact [certprog@umd.edu](mailto:certprog@umd.edu) as soon as possible after submitting your course registration. Every effort will be made to offer reasonable accommodations to ensure that the class is accessible to all.

#### ORA TRAINING EVENT CODE OF CONDUCT

The Office of Research Administration (ORA) is committed to fostering a safe, respectful, inclusive, and professional environment for all participants across our programs and events, including in-person and virtual certification classes, spotlight sessions, and brown bag discussions.

Our goal is to ensure that every participant experiences an environment that promotes learning, collaboration, and mutual respect, free from unprofessional, disruptive, or harmful behaviors. This includes any actions or comments that may negatively impact the health, safety, dignity, or morale of others.

We expect all participants, including ORA staff, presenters, vendors, and other guests to:

- Treat all individuals with courtesy, respect, and professionalism at all times.
- Refrain from any form of harassment, discrimination, or inappropriate conduct (verbal, written, or visual).
- Abide by all local, state, and federal laws, as well as university and departmental policies.

Violations of this Code of Conduct may result in removal from the event, referral to appropriate university offices, or other actions consistent with institutional policy and applicable laws.

ORA reserves the right to take necessary steps to ensure the integrity and safety of our events. Concerns regarding inappropriate behavior or violations of this policy may be reported confidentially to ORA leadership.

Thank you for your cooperation and for helping to make ORA events a welcoming experience for all.