

The following policies apply to all Kaseya University offerings

- Kaseya University training and certificate programs are sold on a per student basis. Log-ins and enrollment keys are not to be shared. Similarly, programs do not transfer from one student to another.
- Kaseya University workshops include virtual instructor-led lecture, however the self-paced programs do not. Guests are not allowed to listen in. Self-paced students may not attend the workshop lectures unless they upgrade to the equivalent workshop program.
- A student has six months post-program purchase to begin their training and certificate program. Those who fail to begin their program in the defined time will not receive a refund. The pricing is on a "use it or lose it" basis.
- Kaseya University programs include an attempt to attain a Certificate of Achievement (i.e. KCA Certificate) however because an individual must prove his/her knowledge and skills to be awarded the certificate, not all students enrolled in the program will necessarily pass. Additionally, when a certificate is awarded, it is on an individual basis (not to the company who sponsored the individual). If the individual transfers organizations, the certificate will follow the individual and not reside with the originating company.
- Students who have begun their Kaseya University program, but are unable to complete in the days allotted, may contact Kaseya for a program extension. At the discretion of Kaseya, one extension may be granted gratis for 30 days. Any additional extension will require a program re-purchase.
- Kaseya University bundles the training and certificate program, and the exam will not be separated and sold individually, except in cases when a student needs to re-take the exam due to a past failed attempt, or because he/she is updating an existing certificate.
- Workshop classes require a minimum of 5 students. Kaseya may cancel the course due to insufficient attendees as of the Friday prior (12pm EST).