

XYZ CHILDHOOD TRAINING, LLC.
REGISTRATION POLICIES & PROCEDURES

**PLEASE READ CAREFULLY BEFORE REGISTERING FOR, AND PARTICIPATING IN,
AN XYZ TRAINING SESSION OR PROGRAM**

FOR GROUP REGISTRATION (8+ participants):

- Electronic payments must be rendered within 48 hours leading up to the scheduled Training Session. Participant count can be adjusted no later than 5 business days prior to the scheduled Training Session. (Ex. if a session is held on a Friday, you will have up until the previous Thursday to adjust your participant count).
- Participant count can be increased at any time and you will receive an invoice for any additional participants to be paid on the day of your scheduled training. Due to costs for preparing for your training, you will not receive a refund for participants who do not show on the day of the session.
- Physical checks must be received 5 business days prior to the scheduled Training Session based on the final participant count discussed above. Mailing address is located at the top of your PayPal invoice.

FOR INDIVIDUAL REGISTRATION:

- The course amount must be paid in full before receiving further information on your scheduled course. Your payment will secure your seat and provide you with any applicable materials for your course.

Cancellation Policy: All payments must be made in full prior to the start of a course.

Group Bookings, whether Face-to-Face or webinar format, requires a minimum of eight participants. The decision to hold or cancel a class is made, in most cases, 3 business days prior to class. XYZ Childhood Training, LLC. reserves the right to cancel a Training Session at any time due to unexpected circumstances. If a Training Session is canceled by the Instructor, participants will receive a full refund.

If a participant or agency/school has already purchased a scheduled Training Session, they may request a refund up to 5 business days prior to their scheduled Training Session. Refunds will be issued up to 10 business days after the cancellation request has been made.

If a cancellation request is made within the 5 business days prior to their scheduled Training Session, they will only be eligible to receive a credit toward a future Training Session. This credit will be redeemable up to 12 months from the refund request.

DAY OF YOUR SCHEDULED COURSE:

ONLY PAID PARTICIPANTS ARE ALLOWED IN CLASS.

Children, friends and family members ARE NOT permitted in any training session.

(*Exceptions will be made for participants with special needs)

- Please plan to arrive/log on 15-20 minutes before the scheduled Training Session to sign in, become familiar with the learning environment and ask questions.
- Participants must be present and active in the class for the entire workshop to be eligible to receive a certificate for the credit hours.
- Participants signing in and arriving late after 15 minutes may not receive a certificate, credit, or refund. This will be determined at the discretion of the Instructor.

VIRTUAL WEBINAR

- Participants must use a computer or a tablet with a functional camera and microphone, a phone is not acceptable but will be considered at the discretion of the Instructor.
- Please ensure that you are in a comfortable room with no distractions and not operating a vehicle at the time of the session. XYZ Childhood Training, LLC. is not liable for any injuries or damages incurred if you attempt to attend the session while operating a vehicle or any heavy machinery.
- Technical support services will be available 30 minutes prior to the virtual webinar, during and 30 minutes after to assist participants.

If technical support is needed prior to training, contact us at (240) 306-8949 or trainwithxyz@gmail.com.

- Please note, if you have Zoom already downloaded to your device, check for updates several hours prior to the training session.

AFTER YOUR SCHEDULED COURSE:

- A Post-Assessment will be provided proceeding the close of each Training Session. Post-Assessments are sent electronically via Google Form.
- Pass/Fail communication will be provided immediately following the Google Form submission (or via email in some cases) within 24 hours or less after you have successfully submitted your answers. Once you have passed your test, you will receive an email with your certificate of completion in 1-3 business days.
- You will have 24 hours following the close of a Training Session to complete your Post-Assessment. If you do not pass with a 75% or higher you may use the same link to retake your test until you pass.
- If you fail to begin and pass your Post-Assessment within the initial 24 hours, another 24 hour extension will be granted at the cost of \$10 per individual. If you still have not taken your Post-Assessment after 72 hours following the scheduled session, you will not be granted an extension and will be required to retake the entire course. It will be your responsibility to re-register for the course.
- Certificates may be either mailed or emailed once a participant has completed and passed their Post-Assessment. Receiving certificates ensures that the participant has met the training objective and gained the knowledge.

Replacement certificates for personal use and disclosure will cost \$10 per certificate.

Professional conduct and participation is expected from all participants.

Terms and Conditions are subject to change.

XYZ CHILDHOOD TRAINING, LLC. POLICIES & SUPPORT

LEARNING ENVIRONMENT SUPPORT:

FOR IN-PERSON SESSIONS: Your XYZ Instructor will provide a laptop, projector, electrical cords, speakers and material needed for scheduled activities.

Please assist us by ensuring that the room arrangement provides comfortable chairs and ample space for all registered participants. Please ensure the Instructor has 1 desk and 1 table **OR** 2 tables available for the Instructor's equipment.

It is recommended, but not required, that you have tables/desks for each participant to take notes during the session.

Accommodations for people with special hearing, seeing or mobility needs will be the responsibility of the host organization.

FOR VIRTUAL SESSIONS: Your XYZ Instructor will provide the Zoom link to you via email prior to the scheduled Training Session.

Please assist us by ensuring that you are in a room with no loud noises or other distractions. You may utilize the mute feature when you are listening to the Instructor but you will be required to talk and engage with the Instructor and other participants when asked to do so. It is strongly encouraged that you are not operating a vehicle throughout the duration of the session as this is hazardous and XYZ Childhood Training, LLC. is not liable for any injuries or damages when you are asked to participate.

A stable internet connection is required along with a laptop, tablet or computer that has a functional camera and microphone. It is recommended to download Zoom and ensure the application is up-to-date PRIOR to your scheduled training. You can download a free version of Zoom by visiting: <https://zoom.us/> . If you do not wish to download Zoom, it is recommended that you utilize Google Chrome to join the platform. All registered participants will receive a Zoom link via email after payment has been rendered.

REPLACEMENT CERTIFICATES AND REQUESTS:

Replacement certificates for personal use and disclosure will cost \$10 per certificate.

If you would like to request a replacement certificate, email trainwithxyz@gmail.com and provide your full name, date and title of the Training Session. An invoice for \$10 will be provided to you via email and your certificate will be emailed to you within 14 business days.

PRIVACY OF LEARNER'S INFORMATION:

XYZ Childhood Training, LLC. ensures the privacy and information security concerning the learner's records. Learner's records will be kept confidential and will be available upon learner's request. XYZ the end result LLC maintains participant records for a minimum of 8 years. Each participant's information is stored in our registration database. At the conclusion of the training session, certificates will be emailed with the learner's name with no additional identifying information. With the participant's permission, a completed and signed Release of Information Form should be completed to release records to a third party. Records will be released via email 14 business days. Expedited records

may be requested for an additional fee. Complete and permanent record of each learner's participation in approved courses/programs.

CUSTOMER SERVICE AND TECHNICAL SUPPORT:

XYZ Childhood Training, LLC. is committed to providing ongoing support services such as advising, registration and scheduling assistance during our business hours of Monday-Friday 9:00 a.m. to 7:00 p.m. Learners should contact XYZ's Customer Support Team at trainwithxyz@gmail.com or calling **(240) 306-8949** during regular business hours. Support services are also available to participants during all in-person and virtual Training Sessions before, during and after each session via email or telephone.

ANTI-DISCRIMINATION POLICY:

XYZ the end result LLC maintains an environment free of all forms of discrimination where each individual has the right to work and learn in a professional atmosphere that promotes equal opportunities and prohibits unlawful discriminatory practices, including harassment. The anti-discrimination policy is in compliance with all local, State and federal regulations.

INSTRUCTOR PROPRIETARY INTEREST:

This policy is intended to disclose XYZ Childhood Training, LLC's (XYZ) vested interest in any products, devices, materials, instruments or services that may be used in a training session, whether in-person, virtual or self-study. Our clientele has the right to know of all of our proprietary interest in any products, devices, materials, instruments or services shown or marketed through our website, programs and courses. XYZ requires its instructors to disclose any proprietary interest at the beginning of any course or session and XYZ will disclose proprietary interest in all marketing brochures, catalogs, email blasts or mail promotions.

INTELLECTUAL PROPERTY POLICY:

XYZ Childhood Training, LLC. (XYZ) honors and respects the intellectual property rights of third-parties in all material that may be used in our programs and courses. The XYZ website and all program materials are not intended to infringe on the copyright of any individual or entity. Any copyrighted material presented by XYZ and its instructors is disclosed and complies with the fair or acceptable use principles established in United States and international copyright law for the purposes of review, study, criticism, or news reporting. All copyrighted material used by XYZ has been properly sourced, cited, and licensed. Upon reasonable request, information on copyrighted material may be sent to you.