

TRAINING TO YOU

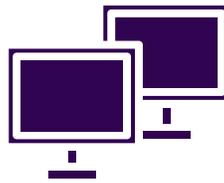
LEARNING to ADVANCE

THANK YOU FOR CHOOSING TRAINING TO YOU

We're excited to have you attend our LIVE Remote Training session.

Please take a few minutes and read the requirements and guidelines for your upcoming class below. This information will assist you in having the best experience possible.

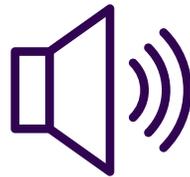
If you have any questions regarding this information, please contact Support - contact information below.



1. Video

Your class will utilize a virtual classroom and a virtual lab. It will be important to comfortably view both of these simultaneously. This can be done in a variety of ways.

- Dual Monitors - Two monitors connected to your PC
- Multiple Devices - You can open these resources on separate devices so they have their own screen. A tablet can be used to join the virtual classroom. A laptop or desktop is a good option for either.



2. Audio

You will need proper audio in order to hear our instructors. The ability to talk to your instructor will improve your class experience.

- Speakers or Headphones
- Microphone (preferred)
- Telephone (call in to join meeting audio)

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3. Internet

You will need a reliable internet connection. We recommend a wired connection over Wi-Fi whenever available.

- Wired internet connection
- Wifi if wired is not available



4. Test Your Setup

Use the links below to test your system and network. To simulate your class experience, run the speed test while connected to the test meeting. Do this on the computer and network you will be using to take the course.

- Open a Zoom test meeting [here](#). (This will also allow you to test your audio and optional camera)
- Run a speed test against the virtual lab's data center [here](#).

Classroom Policies and Procedures

Off to a good start.

The first step for our classes is to get everyone into the Zoom meeting. We open our Zoom meetings at 7:30 a.m. to allow 30 minutes for participants to join and set up their audio. Feel free to arrive early, then take a break with the knowledge that you are ready for the day. At 8:00 a.m. we will log into other resources as a class. For this reason, students must be punctual. Late arrivals may not be admitted to the Zoom meeting and will need to reschedule.



The experience that we offer is hands-on.

Students are expected to participate and give their undivided attention to the class. Distracted or multi-tasking students can slow down the pace of the class, devaluing the hands-on experience we have strived to perfect for all involved.

Students who delay the progress of a course will be asked to reschedule.

If a student lacks the information necessary for a level 2+ class, it can slow down the training process for everyone involved. To ensure the completion of each class, if a student is slowing down the process, they will be politely and privately asked to reschedule.



Frequent occurrences of inactivity may require the student to shift to observing the course for the remainder of the class or rescheduling for a more available date.

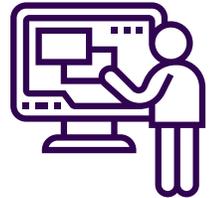
Should you experience technical difficulties or find that you are unable to fully focus on the class, we would be happy to offer alternative solutions such as observing the course or simply attending in-person in our socially distanced classrooms. Feel free to reach out to us so that we may help you make the most of your training options.



Classroom Policies and Procedures

The instructor, as well as technical support, will be monitoring the web-based lab environments throughout the class should any assistance be required.

If a technical issue should arise during the class, technical support may move students to a breakout room to provide focused support while class continues. If this occurs, students may need to join class activities at the next lesson starting point.



Training to YOU is committed to providing the best hands-on experience possible

If appropriate hardware is unavailable or your connection test is in the Fair to Poor range, it may be prudent to consider other avenues we offer to receive your training:

- Take this class in-person session at our facility (requires 48-hour notice)
- Attend this class remotely, but only observe (without completing lab activities)
- Reschedule your Live Remote class for another day so technical issues can be resolved prior to future attendance.



Student Cancellation Policy

If you are unable to attend your class, we require a 48 business hour notice in order for payment to be refunded. No refund will be extended for classes canceled within 48 business hours however the student may reschedule once for a future date.

Training to YOU Class Cancellation Policy

Training to YOU reserves the right to cancel classes due to insufficient enrollment. Training to YOU will either reschedule students that are in the canceled class to a future date or provide credit for future training events.



Training to YOU Class Duration Notice

Training to YOU actual class times may differ from what is stated on the schedule. Class times can be affected by the number and skill set of the participants and as such may be completed prior to the stated end time.