



Jobready2deySM

"Become Job Ready not tomorrow, but today!"

Training Policies and Guidelines

This document focuses on policies and guidelines which govern training participants hereafter referred to as students, and Jobready2deySM hereafter referred to as the service provider or Jobready2dey.

All course offerings are offered as "live" remote sessions unless otherwise noted. In the event sessions are not administered "live", video recordings will be provided to students by secure means determined by the service provider. Currently, video communication software (and other means omitted for trade secret protection) is used to administer courses. Course materials (if applicable) will be provided to students by the service provider, which students acknowledge will be used for personal reference only.

Due to developments with COVID19, face to face courses are not available until further notice. When clearance is given for safe face to face interactions, a **\$100** fee will be assessed for each in person interaction, along with course hour fees. Students must be in or around the Charlotte Area for face to face courses.

Business clients are prohibited from using these services as pricing options are for individual clients only. The service provider has made a business solutions page available for business training options.

Methods used by instructors during courses will be in line with best practices available at the time of the course. All courses are administered by certified industry professionals. In the event a certified industry professional is not available to administer the course, the service provider will ensure that a competent instructor will administer the course.

Policies and procedures are in place to ensure students get the most out of each course, instructors are empowered to provide the best service possible, and the provision of protections and accommodations for the service provider and training participants.

Policies and procedures are available upon request from students.

Available policies and procedures:

- **Appeals Policy and Procedure**
- **Equality and Diversity Policy**
- **Assessment and Quality Assurance Policy**
- **Health and Safety Policy**
- **Reasonable Adjustments and Special Considerations Policy**
- **Malpractice Policy**
- **Safeguarding Learners Policy**
- **Complaints Policy**

Course refund policies are covered in the terms and conditions, and cannot be altered under any circumstances.

All courses are measured by "course hours". Course hours are by definition one hour of instruction. Unless otherwise noted, all courses are set at one hour. Custom courses are available which may increase instruction time, in which additional course hour fees will be assessed. Please note that courses and pricing can be added, altered or discontinued at any time without notice. All registered training participants before cancellation or alteration will be accommodated as agreed.

Complimentary courses are **not** governed by all policies. The service provider will ensure that all provisions **required by law** are afforded to training participants. However, courses (when available) are provided "as is".

In order to receive certificates for each course, students must pass assessments with a score of 80% or more. If students fail assessments twice, a \$15 fee will be assessed for a final retake. Failure to pass the final retake will result in starting the course over again, including paying applicable course hour fees.

Note: Retake fees cannot be waived unless consent is given by the Owner of Jobready2dey.

If there is a dispute regarding assessment scores, fairness in the process, etc., please see our appeals policy and procedure.

Training policies and guidelines are for trainings administered by Jobready2dey, apart from any business client organization. If an instructor or any staff member works in partnership to offer courses at a partner facility, precedence will be given to their training and policy guidelines. In these cases, the training policies and guidelines herein (including policies available upon request) will **not** be applicable. The service provider will in good faith ensure that all representatives represent the company in a positive light, and provide service free from discrimination, harassment, bullying, malpractice, etc. Again, partner policies and guidelines will be followed.

Please advise the service provider of any accommodations that are needed before the start of courses. If accommodations cannot be provided due to a lack of resources, training participants will be alerted upfront.

These policies and guidelines will be updated yearly (or as needed) to ensure a quality training experience.

Please email admin@jobready2dey.com with any questions or concerns.