

## Education Services Policies

### TRAINING METHOD OF PAYMENT

Delegates must have a valid method of payment prior to being registered in any Ribbon training class. Payment details must be received by Ribbon a minimum of 15 business days prior to the event start date.

Valid signed Purchase Orders must be emailed to your regional Ribbon Education Services contact. Contact details are available on the Ribbon website.

### TRAINING PAYMENT EXPIRY

Unused training seats expire 12 months from the date of the applicable purchase order.

### TRAINING COURSE PREREQUISITES/PRE-WORK

Delegates are responsible for ensuring they have the proper prerequisite knowledge and skills before taking any Ribbon training course. All training course prerequisites and pre-work requirements are listed in the training course syllabus available on the Ribbon website.

### TRAINING TRAVEL ARRANGEMENTS

Delegates are responsible for their own travel and living arrangements. Ribbon Training Facility location information is provided on the Ribbon training website.

### TRAINING CLASS CONFIRMATION

Ribbon will send a training course registration confirmation (notification via email) as part of the training registration process. Access credentials for self-paced and eLearning classes, and location information for class room events will also be sent.

## **CUSTOMER SITE (ON-SITE) TRAINING CLASSES**

Customer site training events require confirmation from the customer that all on site facilities requested by Ribbon are available and in working order at least 14 days prior to the planned course start date.

## **MAXIMUM AND MINIMUM CLASSES SIZES**

All Ribbon training courses are subject to minimum and maximum class sizes. Further details are available from your Ribbon training contact.

If, at the start of a class, the number of delegates exceeds the maximum agreed in writing by Ribbon prior to the event, the course start will be delayed and the customer asked to take necessary action to adhere to the agreed numbers. Ribbon reserves the right to cancel the event if there is a significant delay to the course start time.

## **VIRTUAL CLASSROOM COURSE REQUIREMENTS**

It is requirement that students validate remote access to Ribbon's Virtual Classroom system 14 days prior to the start of a Virtual training class, to help avoid delays in the course start time. Access problems encountered after eLearning class has started may require student to be rescheduled into a different eLearning class.

Course delegates are responsible for contacting Ribbon, if needed, to resolve technical support issues prior to the Virtual class start date. Ribbon contact information will be included in the training class registration confirmation email.

## **TRAINING LAB EQUIPMENT ACCESS**

Student access to training lab equipment is solely limited to the lab equipment supporting the class attended, and for the duration of the class only. Attempts to gain unauthorized access to any other training lab, detection, and/or unauthorized activity will result in the student's immediate removal from class and the student will be charged for full training class tuition.

## **SELF-PACED TRAINING COURSE ACCESS AND SOFTWARE LICENSE REQUIREMENT**

Access to a Self-study web delivered training course is restricted to the individual student enrolled and a limited period no greater than 90 days from enrolment. Payment for self-study web delivered training classes are non-refundable from the course activation date.

### **TRAINING CLASS PARTICIPATION**

For successful training class completion, 100% attendance is required. If a registered student fails to complete the entire session, full tuition is charged.

### **TRAINING CLASS STUDENT SUBSTITUTION**

Student substitution for an instructor led class at Ribbon or customer site can be made anytime up to one working day (24 hours) prior to class start.

Student substitution for a Virtual class must be made at least 14 calendar days prior to class start date.

Substitute students must meet any prerequisite/pre-work requirements.

Student substitution for self-paced eLearning courses will only be allowed at no extra charge if the original registered student has not accessed or activated the course.

### **CANCELLATION OF INSTRUCTOR LED CLASSES (Ribbon Site /Customer Site / Online eLearning)**

Customers can reschedule or cancel class registration without penalty up to 10 business days prior to the class start date. There is a full tuition charge if a booking is cancelled or rescheduled fewer than 10 business days before the class start date.

### **CANCELLATION BY Ribbon**

Ribbon reserves the right to cancel classes when necessary. If Ribbon cancels a class, every effort will be made to notify you a minimum of 10 business days prior to the scheduled starting date. Ribbon is not responsible for any associated travel arrangements.

### **NETWORK OUTAGES/DELAYS**

If a network outage occurs prior to class start, (i.e. facility, lab, connectivity) Ribbon may be required to cancel a scheduled training class with no prior notice. In these rare cases, a new training class will be scheduled and communicated by your Ribbon contact.

In cases where network problems occur during a class and impact the interaction with training labs/facilities the duration of the class may need to be extended. Extension of the class day if needed is optional. There will be no refunds due to network delays.

### **SELF PACED TRAINING**

Individual delegates enrolled on web based self-paced training classes will be granted access for 90 days to complete the course. The full course fee will be chargeable by Ribbon if reactivation of class access is required after the 90-day period.

### **TRAINING COURSEWARE COPYRIGHT**

All rights are reserved. No training class or material may be reproduced in any form -- electronic, mechanical, photocopy, recording, or otherwise -- without written permission from Ribbon.

### **TRAINING DRESS POLICY**

Business casual attire is appropriate for class, i.e. dress slacks, collared shirts.

### **INCLEMENT WEATHER**

Ribbon reserves the right to cancel training classes due to inclement weather.

To inquire about the possibility of inclement weather impacting a training class at a Ribbon training location, contact your Ribbon Training contact.

### **WEAPON-FREE POLICY**

For everyone's safety, no weapons of any type are allowed in any facility or property owned or leased by Ribbon, including parking lots and garages, and any vehicles brought onto company property. This "Weapon-Free" policy applies to any type of firearm or device intended or designated to be able to cause personal injury or death, whether licensed, legal, illegal, concealed, or carried openly.

### **SMOKING POLICY**

The use of tobacco products is not permitted in Ribbon buildings. Smoking outside is allowed in designated smoking areas where available.