Media Retention

- **Recording**: No video or audio recording, nor screen capturing of the orientation is allowed by the participant or any other party or application. Screen captures, video or audio recording of test questions and answers are also prohibited. Breach of these rules will result in the participant being reported to ODDS.
- **Violations**: Attempts to manipulate testing software or violate academic policies may result in being dropped from the class without possibility of a refund, up to a one-year ban from reapplying for the orientation at ATS and being reported to ODDS..

Devices

Participants should use a laptop or desktop computer; phones of any brand or capacity are not recommended. Negative consequences resulting from failure to follow this recommendation will not be a valid reason for a refund or any retakes of any session(s).

Technological issues stemming from the use of a non-computer device (computer devices are either a laptop or desktop) will not be grounds for excused absences.

Participation

Participants must engage in all polls and any discussions where the facilitator asks for engagement, as well as participate in all breakout rooms or the participant will be considered absent for that session, resulting in being dropped from the class either at the next break or immediately.

Engagement in all polls and breakout rooms requires participant to verbally communicate, react with an emoji, or type in the chat.

Camera Use

- Students must remain on camera for the entirety of the class. Time off camera is considered absence.
- Time off camera is counted toward the 15 minute per session absence limit.
- Being off camera (absent) for more than 15 minutes will result in being dropped from the class either at the next break or immediately.

Attendance and Absences

- Participants must be logged in to the online meeting for the entirety of all sessions- only 15 minutes per session can be missed. Late log in, early log off, and late returns from lunches and breaks are tracked.

- Participants may only miss **15 minutes** per session; participants who are absent for more than 15 minutes in any session will be considered absent for that session. Being absent for more than 15 minutes will result in being dropped from the class either at the next break or immediately. Participants removed for exceeding the absence limit cannot receive credit for the session and cannot test for that session.
- When a participant logs off the Teams meeting, the participant will be recorded as absent at the point of logging off. Participants are encouraged to stay logged into the Teams meeting until class for the day is over to avoid any technical issues.
- Full-day classes that contain more than one session per day will have a scheduled lunch break offered. Designated and announced lunch breaks will not be counted toward absences, regardless of login status. Exact times to return from lunch will be announced prior to each lunch break; returning late from that lunch counts toward the 15-minute absence limit. Participants are encouraged to stay logged in to the Teams meeting until class for the day is over to avoid any technical issues.
- Each session has scheduled break periods that will be offered. Designated and announced breaks will not be counted toward absences, regardless of login status. Exact times to return from breaks will be announced prior to each break; returning late from that break counts toward the 15-minute absence limit. Participants are encouraged to stay logged in to the Teams meeting until class for the day is over to avoid any technical issues.
- Sleeping during class and/or being unresponsive will be considered an absence. Being asleep or unresponsive (absent) for more than 15 minutes will result in being dropped from the class either at the next break or immediately.

Conduct Expectations

ATS will ensure a professional environment is maintained for the class, free from hostility, threats, or violence. Inappropriate behavior or speech may result in removal from the class. Harassment is prohibited in class and harassing behavior or speech will result in being dropped from the class without the possibility of a refund and result in being prohibited from reapplying for MAO through ATS.

Determination of what behavior or speech is hostile, threatening, or violent is at the sole discretion of the facilitator and will be addressed only to preserve the learning environment for the other participants and to preserve the facilitator's ability to present the material effectively. ATS holds the right to refuse service to anyone who takes part in hostile, threatening, or violent speech or behavior.

Distracting or interrupting behavior that is visible on camera and distracting or interrupting speech whether verbal or typed, are not allowed. Overuse of "reaction" buttons, or chat features, resulting in distraction of other participants or facilitators, will not be permitted. If a facilitator determines that behavior, speech, or use of class features are distracting or interrupting, the facilitator will alert the student through a private chat requesting a specific correction to be made. If the correction is

not applied by the participant in a way that the facilitator sees is adequate to remedy the interruption or distraction, the facilitator retains the right to remove the participant from the session by ending the session for them. If the facilitator removes a participant from the session, the participant's attendance will be marked as absent for that session, resulting in a failure of that session.

Determination of what behavior, speech or use of features rise to the level of distracting or interrupting is at the sole discretion of the facilitator and will be addressed only to preserve the learning environment for the other participants and to preserve the facilitator's ability to present the material effectively. For example, persistent off-topic conversation, repeated non-question interjections intended to share participant stories or experiences, and repeatedly asking questions that have already been asked and answered are all examples of distracting or interrupting behavior, speech or conduct.

Class Sizes & Rescheduling Due to Class Sizes

ATS holds the right to combine, divide, or cancel any class that does not meet the class size requirement. Classes require at least 4 participants. Classes that have less than 4 participants enrolled for the full class may be cancelled, combined, or otherwise rescheduled- participants retaking sessions and joining midway do not count toward this number. Classes may not have more than 30 participants- participants retaking sessions and joining midway do not count toward this number.

Participants moved by ATS for class size reasons will not be charged extra if they are moved into a class that has a higher cost. Participants will not be given a refund based on class-size-related changes that ATS makes.

Participants will be allowed to choose from class options that are offered in the current or upcoming quarter if they are rescheduled by ATS due to class sizes.

The waitlist will be utilized for participants who cannot fit in a full class and when no other classes are available.

Post-Testing Scores & Failure

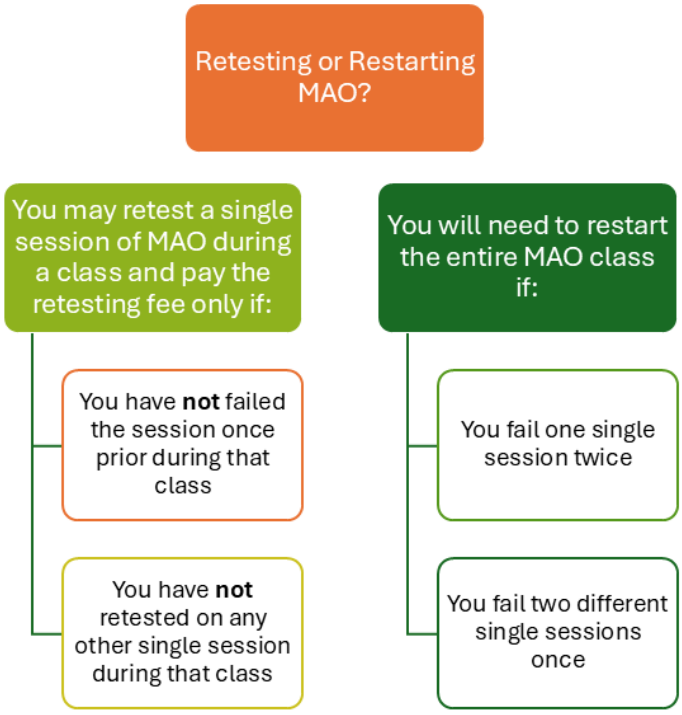
Participants must score 80% or higher on each post-test to receive a certificate of completion.

Participants will be given two attempts to pass each post-test. If the first attempt fails, a second attempt will be given, with the highest score recorded.

Single Session Failure:

- If participants fail to pass a single session they may continue with the current class and retake the failed single session with a later class.
- Retake the failed session by paying any retake fees that may be assigned and attending an available upcoming offering of that session.

  NOTE! Single Session Retakes are only available for participants who failed the original Session with ATS.



Class Failure:

- Failing a single session posttest after a retake will result in whole class failure.
- Failing two session posttest in the same class will result in whole class failure.
- Participant must re-register, re-enroll, and retake the entire class as well as pay all respective fees to be allowed to retake the MAO class.

Post-Testing Parameters:

- Tests are "open-book" meaning the participant may use provided orientation materials and authorized resources detailed by facilitators when taking the tests.
- Only the participant may take the test or any part of the test; participants are not allowed to consult anyone else about the test or testing questions. Breach of this rule will result in being reported to ODDS.
- Sharing testing devices with other participants is prohibited. Breach of this rule will result in being reported to ODDS.
- Sharing testing spaces with other participants or any other person is prohibited. If another participant in your class lives with you or works in your office, you may need to make arrangements to ensure alignment with this rule. Breach of this rule will result in being reported to ODDS.
- Participants must take tests from independent IP addresses to preserve testing integrity -IP addresses are tracked. Breach of this rule will result in being reported to ODDS.

- Tests must be completed outside of session times. If tests are taken during class, the test will be marked failed. Participants who fail one session for this reason may retake that one session at the single session retake rate, if applicable.
- Testing windows:
    - Full day class series (two sessions in one day except for the last session)-
      After the final Session of the day closes, you will have until 5pm the following day to complete all tests for all of the day's sessions. This means that if you attend sessions 3 & 4 on a Wednesday, both tests 3 & 4 will be due Thursday by 5pm. If you attend sessions 3 & 4 on a Friday, both tests will be due Saturday by 5pm. The final session test on the last day will utilize the "half day classes" testing window.
    - Half day classes (one session in one day)-
      After the session closes, you will have until 8am the following day to complete the test for that session. This means that if you attend sessions 3 on a Wednesday, test 3 will be due Thursday by 8am. If you attend session 3 on a Friday, test 3 will be due Saturday by 8am.
- At the testing deadline, all in-progress attempts will be revoked due to missing the deadline and all unused attempts will be revoked as well due to the deadline being passed. You will be unable to finish or begin any test attempt after the test deadline passes.
- There is no provision for testing time extensions outside qualifying technical issues involving the testing platform or application.
- If a technical issue involving the testing platform or application occurs within the testing window, the participant must immediately notify ATS by emailing mao@abilityts.com stating the technical issue has occurred and relating the issue as best as possible. The timestamp on the email will be used to determine the start of the technical issue. The timestamp on a response email from ATS stating the issue has been resolved will determine the end of the technical issue. The duration of time between the start and end of the technical issue will be added to the end of the testing window. ATS will be available until 10pm the night of class for triaging technical issues. Technical issues occurring after 10pm will be addressed the next day after 7am.
- ATS will not respond to requests for information about the post-test question structure or post-test question contents. If you feel there was an error in your test scoring, email mao@abilityts.com stating your concerns. If your concerns cannot be addressed by ATS they will be escalated to ODDS to handle.

For questions, please contact ATS at **MAO@abilityts.com** or call **503-560-9980**.