Registration and Enrollment Overview

Please refer to the ATS MAO website for the most current enrollment process information.

You are expected to move through the steps sequentially and with attention to detail. Non-sequential movement through steps, skipping of steps, or not fully completing a step can result in your registration being incomplete or denied, being removed from the waitlist or removed from the class enrollment process.

Registration Requirements

- Each registrant must have their own individual email address for registration and communication.
- The email address listed on the registration will be the only email used for all correspondence and billing.
- The registrant's name on the registration must match the name on the Workday certificates or transcript exactly.
- All transactions through PayPal should be made from the registrant's email (the same one as on the registration form). If a different email must be used for unavoidable reasons, an email connecting the payment to the participant must immediately be sent to MAO@abilityts.com.
- Registrants must respond to ATS communication (class availability, invoices, and requests for clarification) within **30 days** or they will be considered inactive and unresponsive and the registration cancelled. An out-of-office autoreply stating dates of an away period or unavailability will extend the response time allowed by the number of business days the out-of-office autoreply establishes a person will be unavailable to reply.
- If a registration is cancelled due to registrant inactivity or unresponsiveness, and the registrant later wishes to reengage, the registrant would be considered a new registrant, and the registration processing fee would need to be paid again.
- There are no refunds for registration processing fees.

Registration Processing Fee

- $150.00 Registration Processing Fee

Registration Processing Fees are due prior to enrollment fees and will be used to process the pre-class work and complete internal documentation. Registration Processing Fees are non-refundable. Only two attempts to resolve incomplete or inaccurate pre-class work are allowed per registration fee, subsequent errors or omissions will result in a denial and loss of fee.

Payment of Registration Processing Fees must be done online at abilityts.com on the MAO page. ATS uses PayPal to process its fees through their website. You will need to have a debit or credit card or another confirmed form of payment on file with PayPal to pay this fee.

Checks and cash are NOT accepted.

MAO Class Enrollment Fee

- $600.00 Pre-Set Class Enrollment Fee
- $650.00 Build-Your-Own Class Enrollment Fee

The MAO Class Enrollment Fee is due at the time of enrollment. The MAO Class Enrollment Fee is only refundable for limited, qualifying reasons.

After paying the registration processing fee and receiving confirmation of registration, you will be sent an invoice to the email address you provided on your registration for the full $600.00 or $650.00 USD cost of the class (cost depends on class type above).

ATS uses PayPal to process its fees. The invoice will be emailed to you. You must pay this invoice, or you will not be enrolled in the class.

After you have paid the enrollment invoice, you will be added to the class chosen on your registration (or the alternate class you chose if the preferred class is full).

Checks and cash are NOT accepted.

Other fees

Other fees are due as needed and/or incurred and prior to service being rendered. Other fees are only refundable as marked.

- $20.00 (non-refundable) For each subsequent copy of a Certificate of Completion. There is no charge for the first copy.

- $600.00 Complete Pre-Set class re-enrollment and re-testing for those who fail the any single session 2 times, or 2 separate sessions, and are thus ineligible for a single session retake and who must retake the MAO Class in its entirety to earn a Certificate of Successful Completion. If class enrollment fees have changed since the original class, the new fee will be applied to re-enrollments; current fees will be charged for any re-enrollment.
- $650.00 Complete Build-Your-Own class re-enrollment and re-testing for those who fail the any single session 2 times, or 2 separate sessions, and are thus ineligible for a single session retake and who must retake the MAO Class in its entirety to earn a Certificate of Successful Completion. If class enrollment fees have changed since the original class, the new fee will be applied to re-enrollments; current fees will be charged for any re-enrollment.
- $150.00 Complete MAO class re-registration processing fee for those who fail the same single session 2 times and are thus ineligible for a single session retake and who must retake the MAO Class in its entirety to earn a Certificate of Successful Completion. *This fee is waived if the original registration form can be used without any amendments or additions outside of updated preferred/alternate Pre-Set or Build-Your-Own class selections, and the retake session occurs within the same or upcoming quarter*.
- $350.00 Off-Cycle Single Session Retake fee. If a participant desires to retake a single session that was failed, and the participant for whatever reason cannot wait or does not want to wait until an upcoming class to retake the session, they may request an Off-Cycle Single Session Retake. Off-Cycle Single Session Retakes are dependent on facilitator's schedule; therefore, availability is not guaranteed. Cost covers the failed session retake, retesting, and all documentation (regardless of session content and duration). Off-Cycle Single Session Retakes may be open to other participants and are not to be considered private; they are Off-Cycle Single Session Retakes in that they require special arrangements to be made and are outside of regular class cycles or offerings. Off-Cycle Single Session Retakes must be scheduled during the current or upcoming quarter.

Payments

Payment of all fees will be through PayPal either through direct invoice or through the ATS website and email. PayPal will be used to issue any qualifying refunds. You will need a debit or credit card or another confirmed form of payment on file with PayPal to pay fees and invoices.

No other form of payment is accepted.

Medical Emergency Cancellations and Refunds

ATS understands that unforeseen medical emergencies may prevent participants from attending scheduled sessions. Participants may be eligible for a refund if they follow the established procedures outlined herein. This policy applies to all participants who need to request a refund for MAO class sessions due to documented medical emergencies.

Refunds will be issued using PayPal and funds will be returned to the payment method you used to register or enroll.

Non- Emergent or Non-Medical Cancelations

For purposes of cancellation and refund eligibility, the class start date is the date of the participant's first scheduled MAO session, regardless of whether the participant is enrolled in a Pre-Set or Build Your Own (BYO) class. For BYO participants, the class start date does not reset or change based on the dates of subsequent individual sessions.

If cancelation occurs 30 days or more in advance of class start date or Off-Cycle Single Session Retake, a full refund of class or Off-Cycle Single Session Retake fees can be given.

Cancelations less than 30 days prior to class or Off-Cycle Single Session Retake start date cannot be refunded unless for a qualifying reason.

Refunds may be given (qualifying reasons)

- For refundable fees due to bonafide, documented medical emergencies or emergency room visits.
- For refundable fees due to death of participant or immediate family member.
- For refundable fees due to cancelation 30 days or more prior to class or Off-Cycle Single Session Retake start date.
- For refundable fees due to Statewide or Local Emergencies that prohibit attendance in the class online.

Refunds cannot be given (disqualifying reasons)

- For participant failing to attend a session after enrollment due to any reason except medical emergencies and cancellation 30 days or more in advance of class or Off-Cycle Single Session Retake start date, including but not limited to forgetting about class or misremembering, issues with email, internet connectivity or lack of understanding requirements or policy.
- For participant failing to attend a session mid-class after due to any reason except medical emergencies and cancellation 30 days or more in advance of class or Off-Cycle Single Session Retake start date, including but not limited to forgetting about class or misremembering, issues with email, internet connectivity or lack of understanding requirements or policy.
- For lack of access to phone calls, emails, or Workday account.
- For sessions failed due to not meeting attendance, participation, or conduct requirements.
- For failure to pass required tests within testing window.
- For academic integrity violations.
- For failing to meet other program requirements as set out in ATS policies.
- For any fee marked non-refundable.
- For those who withdraw from the waitlist or who cancel less than 30 days prior to class or Off-Cycle Single Session Retake start date unless for a qualifying emergency or death.
- For failure to choose a re-take session or switched class, when qualified, during the current or upcoming quarter, when an opening is available.
- For failure to choose or attend a re-take session or switched class when reassigned by ATS due to enrollment.
- For any complications, delays or issues with ODDS licensing or certification; ODDS is not a part of ATS. Delivery of the MAO is a stand-alone service.

Refund application process

- Documentation Requirement- Regardless of the reason selected, participants or their next of kin/designated legal representative are required to submit documentation verifying the medical emergency or death. This documentation must be included with the refund request form.
- Medical Refund Proration- All refunds will be prorated, and participants may request a refund of only upcoming sessions that have not been started. Each session will be calculated at $100.00 USD value for proration purposes. The Registration Processing Fee is not refundable.
- Decision- The Executive Director will review the request and documentation to determine eligibility for the refund.
- Confidentiality Agreement- You must agree on the refund request form to receive correspondence about your qualifying refund request via email accepting all email confidentiality risks.
- Submission- Your application, supporting documentation and signed agreements must be sent to mao@abilityts.com within 30 days of cancelation. Requests received after 30 days will not be accepted.

Refund review process

- The refund request form and supporting documentation will be reviewed by ATS staff and responded to within 30 calendar days with a denial or approval.
- Approved requests will result in a refund amount allowed by policy regardless of requested amount. An acceptance notification will be provided by ATS.
- Refunds will be issued through PayPal.

Refund Denials

- Denied requests will result in no action outside of a denial notification from ATS.
- Disputes of denials and supporting documentation must be sent to mao@abilityts.com within 7 calendar days of the denial notification being sent.
- ATS will look at the denial dispute email and the supporting documentation and see if policy was followed by both ATS and individual disputing the denial and if the denial reason/amount was according to policy. Resolutions will be finalized within 7 days of the denial dispute and supporting documentation being received.
- Individuals will be notified of the resolution by email.

- All denial dispute resolutions are final, and there is no further allowable denial dispute resolution after the initial denial dispute resolution.

Participant Transfer to a Different MAO Class or Scheduled Session

Transfers or schedule changes apply equally to Pre-Set and Build Your Own (BYO) classes. Once enrolled, all selected class and session dates are considered final. A transfer includes changing to a different MAO class or changing the date or time of any individual scheduled session, including sessions selected through the Build Your Own option.

Transfers or schedule changes may only occur when all the following criteria are met:

- Only when the original and requested class or session dates are in the same quarter. Quarters run from January-March, April-June, July-September, October-December.
- Only if the same class schedule style is chosen (Pre-Set or Build-Your-Own)
- Only if fully registered and enrolled, and all fees are paid.
- Only if the transfer or schedule change is requested by email to mao@abilityts.com at least 48 hours before the scheduled start time of the class or individual session being changed.
- Only one class or individual session transfer is permitted per participant, per MAO enrollment, regardless of the number of calendar quarters involved. For Build Your Own participants, changing the date or time of any individual scheduled session constitutes a transfer and counts toward this one-transfer limit. Subsequent transfer requests will not be approved. Participants who do not attend their originally scheduled sessions remain subject to the applicable attendance, cancellation, and refund policies.
- Transfers are subject to availability in the requested class or session and must be confirmed in writing by ATS. Submission of a transfer request does not guarantee approval or reserve a place in the requested class or session.

Participant enrollment fee transfer to someone else

Enrollment fee transfers to someone else may only happen if all the following criteria are met:

- Only if transfer is requested by the enrolled participant at least 48 hours prior to class start time, or earlier, via email to mao@abilityts.com.
- Only if the participant and the person being transferred to (transferee) both agree in writing via email to mao@abilityts.com at least 48 hours prior to class start time, that the transferee will attend the exact class enrolled in.
- No previous participant transfers have been requested; transfers to someone else may only occur once per enrollment fee. Subsequent requests to transfer will result in forfeiture of class enrollment fees.
- Only if a new Registration Processing Fee is paid for the transferee at least 48 hours prior to class start time.
- Only if a new and complete Registration form for the transferee is filled out, emailed, and accepted at least 48 hours prior to class start time. Registration fee rules apply.
- Only if complete Workday certificates or official Workday learning transcripts of the transferee are received and accepted at least 48 hours prior to class start time.

Waitlist Use

Waitlists will be used to track individuals who have successfully moved through registration, have paid the class enrollment fee, and are waiting on class availability. You will be notified if you are put on a waitlist.

Removal from Waitlist

If removed from the waitlist, an individual must start the registration and enrollment process over again including paying any applicable fees.

An individual can be removed from the waitlist for the following reasons:

- A class is not chosen in the current or upcoming quarter when an opening is available. Quarters run from January-March, April-June, July-September, October-December.
- The individual requests to be removed. Requesting removal from waitlist for non-qualifying refund reasons constitutes a cancelation, and cancelation policy will apply when handling such. No refunds are available for registration processing fees.

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