



M&D Quinley

Consultation ~ Resource ~ Education

Updated 03/31/2023/DQ

NOTICE TO ALL CLASS ATTENDEES (LIVESTREAM/ZOOM CLASSES)

CLASS ATTENDANCE

1. Presence, participation and completion of the whole class is required to receive credit(s) for the class. VIDEO is expected to be ON throughout the whole class.
2. The person registered for the class must personally attend the class. A verification of identity may be required as needed (other regulatory boards, such as Department of Public Health requires providers to check ID's).
3. For participants sharing a log-in, all attendees must be clearly visible on the screen. Names of all participants sharing the log-in shall be verified for attendance.
4. Participants are **STRICTLY PROHIBITED FROM DRIVING** while attending Livestream classes. Instructors shall **LOG-OFF** any participants not maintaining safety precautions.

CERTIFICATES

1. A Certificate of Attendance is provided via e-mail within 5 days of the class. A physical address may be provided to have certificate(s) sent.
2. It is the individual's responsibility to track classes taken and monitor certificate expiration (unless an M&D Quinley's Membership is purchased in which case we help track those for you).
3. It is the individual's responsibility to submit proof of class completion along with needed forms and fees to their respective licensing board(s).
4. Any request for a duplicate or dual certificate is charged at an additional fee*. Let staff know if you have dual certification at time of registration and no later than start of the class since additional sign-in need is required**.

PAYMENTS/REFUNDS/CREDITS/CLASS CANCELLATIONS

1. All payments are due at least 48-hours before the scheduled class to guarantee spot in the class.
2. If class is offered in the classroom, walk-ins are welcome though space is not guaranteed (a class may also be cancelled due to low registration***).
3. A 24-hour notice of cancellation**** is required from registered attendees, otherwise it's considered a no-show. There are no refunds for no-shows.

REQUESTS FOR IN-SERVICE CLASSES

1. Any requests for training dates outside of our regular class schedule is subject to our Instructors' availability and a minimum of 10 attendees.
2. The requested training date shall be made available to the public.
3. Fees are due and payable 48 hours before the class. If the minimum of 10 attendees is not met at that time, the requesting facility may opt to pay the minimum requirement to proceed with the class, otherwise, it's cancelled.

* \$5 per additional or duplicate certificate.

** Each certification requires a separate sign-in. Failure to do so may result in regulatory board not honoring your certificate.

*** A minimum of 10 attendees is required to conduct the class. If the minimum is not met 24 hours before the class, the class is cancelled and any registered attendees are notified at the manner in which they registered. If a class is cancelled with proper notice, payment will be applied to a future class with same credit hours. Credit is only valid for up to 12 months from the cancelled class.

**** A voice message on our business line/e-mail 24-hours from the scheduled class is sufficient notice.