Client Training

CSP's contractors working under HNA leadership congratulations you are about to enter client training and start working, I would like to emphasize how to ensure your successful certification.

You MUST do everything the instructor asks you to do. Do all of the homework (do not fall behind). Be smart and make sure you have a positive attitude in the classroom. Interact as often as you can with the instructor, the instructor has the final say on your certification.

To insure your ability to certify please read all emails from your instructor. Your class attendance must be 100%. Participate in class discussions. Finally practice, practice, practice using the servicing tools and set up as many mock call sessions with other classmates as you can. Be sure to download/install Microsoft Security Essentials and remove any security programs that are not approved by Arise.

Dropping Course Policy:

We have a strict policy about dropping or being dropped from courses that you have enrolled in and paid for. When there are drops, it affects our performance metrics as a company and hurts our reputation and yours with Arise as well as with the Client. It is also a huge waste of your money and time. There are no penalties if you drop a course more than 2 weeks prior to the beginning of a class. If you do HNA must receive an email from you explaining why you felt it necessary to drop the course. We do not allow any course drops after you are enrolled in the course. If you drop after enrollment, we will interpret this action clearly indicates your unprofessional attitude toward the Arise program. We will immediately separate you from our company because we
no longer believe you are able or serious about working. You will still be a CSP but you will have to wait for at least 30 days to enroll in another course but you will have to seek out another IBO. You may fail, you may not certify but you may not drop or be dropped for lack of assignment completion.

Remember you have all of our resources HNA 404-576-6596 as well as Arise and your instructor's available to you, use them! To acknowledge you have read this information about client training please sign below and return email.

CSP Acknowledgement _____