

Ionico T.S. Policies and Procedures

The purpose of this document is to publish Ionico Technical Services' (AKA Ionico or Ionico T.S., sole proprietorship) policies and procedures related to training services available for purchase. Ionico is the training provider for all courses purchased from Ionico. Stehanie Layfield is the owner and primary instructor for all training services offered by Ionico. Additional instructors may be contracted by Ionico to teach training courses. These instructors will be trained by Ionico and approved by the Texas Commission on Environmental Quality (TCEQ) as necessary for courses related to Texas Water Treatment Specialist Occupational Licenses. In this document, the terms "course" and "class" may be interchangeable and refer to a structured and scheduled training segment offered for purchase. Any courses related to Texas Water Treatment Specialist Occupational Licenses will be approved by TCEQ and will meet all necessary TCEQ regulatory requirements for training credit. The term "attendee" in this document may refer to an individual or company purchasing training services from Ionico. It may also refer to the individuals consuming training services from Ionico. Unless alternatively arranged, training services provided by Ionico are sold per person (attendee) per class.

Course Registration/Confirmation

- Ionico will need attendee information (individual or company name, phone number, email address, and physical address) to issue an invoice for training service purchase.
- Classes are usually scheduled as needed for a single weekend day or two weekday evenings each.
 - Weekday full classes are very rarely scheduled with special approval.
 - Ionico will strive to reasonably accommodate date requests from attendees. Scheduling is based on instructor and facility availability.
- Some courses may also require accurate completion of the following form before the start of the class. Link will be notated on invoice email if required.
 - WTS License Training Prerequisite form - <https://forms.gle/kHyVgnLADEGj2rNv7>
- Receipt of an invoice from Ionico will serve as class confirmation and guarantee your registration.
 - Invoices will be sent via email.
 - Notification of any corrections or discrepancies in the invoice must be made via email to IonicoTechnicalServices@gmail.com within two business days of being opened by the attendee.
 - The date specified on the invoice for each "product or service" will correspond with the date that class is scheduled to start.

- Unless otherwise arranged and notated on the bottom of the invoice, all online courses will begin at 9am via Zoom.
 - <https://us02web.zoom.us/j/8172238873?pwd=pKzXqpcgH6UTxqfYqreUWUZDAr65uW.1>
 - Meeting ID: 8172238873
 - Passcode: Water
- Additional training resources for attendees may also be attached to the invoice email.
 - It is strongly advised to have these training resources printed before start of class.
- The prices shown online are not valid in conjunction with any other offer and are subject to change. We accept payment online directly through the invoice sent via email. Any other payment options must be approved by Ionico prior to scheduled class date. Ionico is not responsible for any discrepancies between bank exchange rates, bank card exchange rates, Internet posted exchange rates, etc.
- Classes are scheduled as needed at the training provider's discretion.
- Only one course may be attended per day.
- Ionico Technical Services reserves the right to change any and all instructors for each class without notice.
- By registering for a class, you acknowledge that Ionico does not make any representation, warranty, or guarantee as to whether you will ultimately attain sufficient understanding and knowledge to become a TCEQ licensed Water treatment Specialist. Regardless of whether you acquire a license, once paid, the registration fee becomes non-refundable. Any right to a refund is not dependent on whether you become a licensed Water Treatment Specialist.

Class Cancellations

- If a scheduled confirmed class must be canceled by the training provider or instructor due to technical issues, a family emergency, or personal health issues, a substitute class will be offered by Ionico. **See "Substitute Class" section for details.**
 - In the event Ionico is unable to offer the 4 substitute class options outlined in the "Substitute Class" section, the attendee will be offered a refund. If this occurs, Ionico's responsibility is limited to a refund of any registration fee(s) already paid. This option is only available for classes canceled by Ionico.
 - Please allow thirty (30) days for us to process any refunds or credit changes.
- Attendees may request cancellation of their entire class or request a decrease in quantity of attendees for a class on unpaid invoices only. Requests must be made via email to IonicoTechnicalServices@gmail.com at least 10 business days before the date of the scheduled class. Requests made less than 10 business days before the date of the scheduled class may be subject to the cancellation fee.

- *A cancellation request is designed for attendees who do not want to reschedule or attend a different training course from Ionico. Instead, they are wanting an unpaid invoice cancellation/reduction.*
- **Once paid, registration fees for classes and training materials are non-refundable.**
 - See “Rescheduling” section for options.
- Cancellation requests on an unpaid invoice made ten business days or more before the start of the scheduled class: Ionico will cancel the invoice (or adjust invoice quantity per request) with no penalty.
- Cancellation requests on an unpaid invoice made less than ten business days before the start of the scheduled class: Ionico will cancel the original invoice (or adjust invoice quantity per request). A new invoice will then be issued for the cancellation fee.
 - The cancellation fee for on-site training is 50% of the canceled course(s) cost.
 - The cancellation fee for online training is 25% of the canceled course(s) cost.
- Attendees will not be able to arrange or purchase new services from Ionico if they have an outstanding invoice.
- TCEQ credit will not be submitted for course completion until all invoices are paid in full.
- Ionico Technical Services is not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses attendee may incur or have incurred as a result of any trip cancellations or changes.

Rescheduling

- Reschedule requests must be made via email (IonicoTechnicalServices@gmail.com) at least five business days before the date of the scheduled class. Failure to do so may result in a flat \$200 rescheduling fee per course (regardless of # attending)
 - Request may be for all attendees on an invoice, or it can be for a portion of the attendees.
 - Rescheduling fee will be collected via a new invoice to attendee.
- Upon receipt of a rescheduling request, Ionico will offer substitute class options. **See “Substitute Class” section for details.**
- Attendees may also suggest alternate class dates for Ionico consideration.
 - Alternative dates should be comparable to the original class schedule unless agreed upon by both attendee and Ionico.
 - For example, a Saturday class should be rescheduled for a weekend. A weekday evening class should be rescheduled for a weekday evening.
 - Ionico will strive to reasonably accommodate date requests from attendees. Scheduling is based on instructor and facility availability.

- Generally, classes are scheduled for a single weekend day or two weekday evenings each.
 - Weekday full classes are very rarely scheduled with special approval.
- Attendees with a paid invoice must reschedule their class within 1 year from the original scheduled class date.
 - Failure to arrange an alternate date with Ionico agreement within 1 year will result in forfeit of paid registration fees.
- Ionico Technical Services is not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses attendee may incur or have incurred as a result of any trip cancellations or changes.

Substitute Class

- When needed, Ionico will offer a minimum of 4 substitute class date options to attendees.
- Substitute class options will be comparable to the original scheduled class.
 - For example, if the original class was scheduled for 9am-4pm on a Saturday, substitute class options will be 9am-4pm on a Saturday.
- Ionico will provide 2 substitute class options within 8 weeks of the original class date.
- Ionico will additionally offer 1 substitute class option within 6 months of the original class date, and 1 substitute class option between 6-12 months from the original class date.
- If the substitute class options are not accepted by an attendee, they may submit a rescheduling request to lonicotechnicalservices@gmail.com See **“Rescheduling” section for details.**
 - Responsibility for successful course scheduling is transferred to the attendee at this point.
- Ionico Technical Services is not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses attendee may incur or have incurred as a result of any trip cancellations or changes.

Severe Weather

- Seminar dates and locations are subject to change without prior notice in the event of extreme weather or natural disasters.
- In this case, a substitute class will be offered by Ionico. **See “Substitute Class” section for details.**
 - In the event Ionico is unable to offer the 4 substitute class options outlined in the “Substitute Class” section, the attendee will be offered a refund. If this occurs, Ionico’s responsibility is limited to a refund of any registration fee(s) already paid. This option is only available for classes canceled due to weather.
 - Please allow thirty (30) days for us to process any refunds or credit changes.
- Ionico Technical Services is not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses attendee may incur or have incurred as a result of any trip cancellations or changes.

Attendee Transfers

- Attendee companies are welcome to make changes to individuals taking a class at any time prior to the start of the class.
- Attendees may also transfer their registration fees (paid invoice) to an alternate attendee if needed.
 - For example, the original attendee is not able to make rescheduling arrangements and prefers to make transfer arrangements with another company.
 - Ionico will keep the original payment and invoice marked as paid. Any additional transactions would be between attendees outside of Ionico.
 - Registration credits are transferable on a dollar-to-dollar basis only.
 - Credits must be used within one year of the original registered class date.
 - Failure to make class scheduling arrangements with Ionico agreement within 1 year will result in forfeit of paid registration fees.
 - Ionico will strive to reasonably accommodate date requests from attendees. Scheduling is based on instructor and facility availability.
- Attendees registered for multiple courses may shift individuals from one course to another (Advanced to Basic) with Ionico notification at least 5 business days before registered class.
 - If less than 5 business days (or if a hard copy of the manual has already been shipped to the attendee and needs to be replaced) a \$100 transfer fee may be charged.

Training Manuals

- Ionico currently utilizes the 2010 edition of the Basic and Advanced training manuals. These manuals are owned and copywritten by the Texas Water Quality Association (TWQA). Ionico purchases manuals from TWQA to provide to attendees.
- Any questions, problems, or concerns with the 2010 or later versions of the manuals owned by TWQA should be directed towards TWQA or TCEQ
- Ionico utilizes no other training resource, guide, or content developed and owned by the TWQA. Training presentations, addendum resources, and course agenda/schedule have been independently submitted to and approved by TCEQ for Ionico use.

Online Training

- Each student will be expected to have a reliable device with internet access that meets the requirements outlined by the Zoom platform. The inability of an attendee to provide an appropriate device at the time of the meeting will result in them being removed from the course without training credit and a refund will not be available.

- Each student should have their own device with a webcam enabled throughout the course. This is to ensure participation and interaction between the instructor and each student. Visualization of the student will be used to verify successful completion of the training. Sufficient audio should also be enabled to allow verbal communication.
- All students are required to verify their identity with the instructor during the live course. This may be done by displaying a government ID briefly to the instructor via webcam.
- All attendees should plan on attending the online course in an environment conducive for learning.
 - This includes being free from distractions and providing sufficient internet connections.
 - The course may not be attended from a mobile device while traveling.

TCEQ Class Credits

- Ionico will submit class credit to TCEQ within fourteen (14) days of the completion of training. TCEQ credit will not be submitted until all attendees' invoices are paid in full. Each registrant must be present and participate in all class segments to receive training credit.
- For proper submission of course credit to TCEQ, Ionico must submit attendees': first name, last name, and either Social Security number or WTS license number.
 - This information will be collected via private direct message to the instructor using the chat feature of the Zoom application during online courses.
 - Information will be used to submit completion credit to TCEQ at the end of the course if all requirements are met.
 - Sensitive information is not saved by Ionico or the Zoom program after the conclusion of the live presentation.

Monitoring Comprehension and Participation

- At the conclusion of each chapter of course material, attendees will have the opportunity to demonstrate their understanding in an engaging activity. The Quizizz program is intended as an interactive substitute for the static review questions presented in the manual.
- Attendees will be asked to navigate to the review program (JoinMyQuiz.com) and enter a unique game code provided by the instructor. Once the "game" is started, attendees will answer relevant questions to class content. Points are earned based on speed and accuracy.
- This program is designed to promote collaboration and interest in course material.
- When all attendees have completed the review, the instructor will anonymously go through question answers and provide additional explanations of incorrect or incomplete answers.
- All attendees will be required to complete the review quiz for each chapter as it will be used monitor and record attendee comprehension and participation throughout the course.

Meeting Program

- The Zoom platform (Zoom.us) will be used to host online classes. This program will allow all attendees to communicate both audibly and visually. In addition, the instructor will be able to show keynote and teaching materials through a screen share feature.
- Attendees should make themselves familiar with this program before the start of their scheduled class.

- Download the Program:
 - The Zoom program can be downloaded on a desktop by following the link: <https://zoom.us/support/download>
 - *Zoom is also available on Mobile and Tablet through the App Store or Google Play.
- Sign in and Join:
 - After launching Zoom, click Join a Meeting to join without signing in.
 - Attendees can also sign in using Zoom, Google, or Facebook accounts.
 - A zoom account can be created by selecting Sign Up Free.
 - There is no cost to use this program.
 - When joining a meeting, attendees will be asked for a meeting ID or personal link name and password. This information will be provided on attendees invoice email.
- How it works:
 - Each attendee will show up on the screen with their webcam. Every attendee will be able to see, hear, and speak to each other.
 - The instructor will be able to share presentation material with everyone.
 - At times, the instructor may open permissions for attendees to annotate directly on the presentation materials.
 - Additionally, a text chat will be available throughout the course. This may be beneficial for attendees who are in a location where it may be difficult to hear or speak.
 - Headphones are suggested to have on hand to make sure that attendees can hear the instructor.
- Additional Resources from Zoom:
 - Getting Started: <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>
 - How to Use Desktop App: <https://support.zoom.us/hc/en-us/articles/360022265471-How-to-Use-Zoom-s-Desktop-App-v-4-3->
 - Desktop System Requirements: <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>
 - iOS, iPadOS, and Android System Requirements: <https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-iPadOS-and-Android>
 - Troubleshooting: <https://support.zoom.us/hc/en-us/categories/200101697>