

Ionico T.S. Policies and Procedures

Class Cancellations / Rescheduling

- Class cancellations must be made via email at least ten business days before the date of the class. Failure to do so will result in a cancellation fee equal to 20% of the price of the class.
- If an online class must be canceled due to technical issues with the technology platform, a refund may be issued if a substitution class cannot be provided by Ionico Technical Services.
- Reschedule requests must be made via email at least five business days before the date of the class. Failure to do so will result in a \$200 rescheduling fee.
- Any corrections or discrepancies in the invoice must be made via email within two business days of opening the invoice email.
- TCEQ credit will not be submitted until invoice is paid in full.

Training Manuals

- All students must be in possession of the 2010 edition of the corresponding training manual both during and after the course of the training. Training manuals may be used from a previous course or may be provided by Ionico Technical Services.

Course Registration

- The “Class Registration Form” must be accurately completed and submitted to Ionico Technical Services. Receipt of an invoice and class confirmation including date and time of meeting will guarantee your registration. Classes are scheduled as needed at the training provider’s discretion.
- Only one class may be attended per day.

Online Training

- Each student will be expected to have a reliable device with internet access that meets the requirements outlined by the Zoom platform. Inability of the student 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 must have their own device with a webcam enabled throughout the course. This is required 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.