**Networx Training Academy**

**Online/Blended Class Policies**

To ensure a successful learning experience, please review and adhere to the following policies for participation in our online class.

**1. Technology Requirements:**

* Students must have access to a computer or tablet with a reliable internet connection. Must have the ability to download documents.
* Required software includes Google Classroom for assignments and communication, as well as Google Meet for weekly face-to-face sessions.

**2. Time Commitment:**

* Students must complete all assigned online modules for the course.
* Students are expected to dedicate at least 10 hours per week to completing such modules which include; assignments, readings, and activities outside of in-class (virtual face-to-face) hours.
* **Students are required to attend one day a week in-class (virtual face-to-face) class hours (at least 3 hours sessions).**

**3. Mandatory Weekly Face-to-Face Sessions:**

* Attendance at the weekly live in-class (virtual face-to-face) sessions **are mandatory** for the entire duration of the course (dates as provided)
* Sessions will be conducted via Google Meet or Zoom.
* Students are responsible for ensuring their availability during these sessions. Students must be on time to class. No entrance will be admitted after 10 minutes into class.
* **Students are expected to have online module 1 & 2 completed before the first face-to-face session.**
* If a face-to-face /n-class session is missed, it may be made up during the next round of classes. Failure to make up the missed session during the immediate next round will require re-enrollment and payment for the class again.

**4. Participation Expectations:**

* Active participation in class discussions and activities is required.
* Students are required to keep their **cameras on** and **face showing** during live sessions for engagement and interaction.
* Students should not be engaged in any other activity during class time which includes driving or taking care of children.

**5. Note-Taking Materials:**

* Students should have a pen and notebook or digital note-taking tools readily available during class for effective learning and retention.

**6. Communication:**

* Regular communication is key. Students are encouraged to reach out to instructors promptly for any questions or concerns regarding the course. You can reach your instructor at [networxllc@sbcglobal.net](mailto:networxllc@sbcglobal.net) or 414-362-4209 during regular business hours.
* Feedback on assignments and inquiries will be provided promptly to facilitate learning and progress. You can expect to receive feedback on submitted work within the week through google classroom.

**7. Academic Integrity:**

* All work submitted must be original and comply with academic integrity standards. Plagiarism and cheating will not be tolerated.

**8. Grading and Evaluation:**

* Sucessful completion will be based on participation, assignments, assessments, quizzes or exams as outlined in the course syllabus.
* Required assignments must be downloaded from the online class portal to be completed during class time.
* Quizzes will be delivered during the online portion of the training.
* Score of a minimum of 80% correct on class quizzes, assignments, and assessments is required to successfully complete the course.
* **Assessments are to be turned in two weeks after the last date of the face-to-face session date.**

**9. Technical Support:**

* Technical issues should be reported immediately to the instructor or the designated technical support team for prompt resolution.

**10. Respectful Behavior:**

* Respectful behavior towards instructors and peers is expected at all times during online interactions.

By enrolling in this course, you agree to abide by these policies. Failure to comply may result in academic consequences as outlined in the course syllabus.

Please reach out to your instructor if you have any questions or need further clarification on these policies. We look forward to a productive and enriching learning experience together.

**Refund Policy for Online/Blended (face-to-face) Courses**

**1. Partial Refunds for Dropping Classes Before Start Date**

Dropping the Class 8 or More Days Before Start Date: You are eligible for a 50% refund if you drop the class at least 8 days before the start date.

Dropping the Class 7 Days or Less Before Start Date: No refunds will be issued if you drop the class within 7 days of the start date.

**2. No Refunds Once Class Starts**

Once the class has started, no refunds will be provided regardless of the amount of content accessed or the reason for dropping the class.

**3. Technical Issues**

If you experience technical issues that prevent you from accessing or participating in the course, please contact us immediately. We will work with you to resolve the issue. If the issue cannot be resolved, you may be eligible for a partial refund based on our discretion.

**4. How to Request a Refund**

To request a refund, please follow these steps:

* Contact us at **networxllc@sbcglobal.net** within the applicable refund window.
* Provide your **full name**, the **course name**, and the **reason** for your refund request.

We will review your request and respond within 3-5 business days.

**5. Processing Refunds**

Approved refunds will be processed within 7-10 business days to the original payment method. Please note that it may take additional time for the refund to appear on your statement depending on your financial institution.

**6. Changes to the Refund Policy**

We reserve the right to modify this refund policy at any time. Any changes will be posted on this page, and we encourage you to review our refund policy periodically to stay informed of any updates.

**7. Contact Information**

If you have any questions about our refund policy or need assistance, please contact us at:

Email: [networxllc@sbcglobal.net](mailto:networxllc@sbcglobal.net)

**Terms and Conditions**

**1. Registration and Password**

You are responsible for maintaining the confidentiality of your login ID and password. You will be held accountable for all activities under your registration, whether authorized by you or not. You agree to notify Networx LLC immediately of any unauthorized use of your registration. You confirm that you are of legal age to enter into a binding contract and are not prohibited from receiving services under the laws of the United States or other applicable jurisdictions. You also agree to: (i) provide true, accurate, current, and complete information about yourself as requested by Networx LLC, and (ii) promptly update your registration information to ensure it remains true, accurate, current, and complete. If you provide any information that is false, inaccurate, outdated, or incomplete, or if Networx LLC has reasonable grounds to suspect such, Networx LLC has the right to immediately suspend or terminate your account and refuse any current or future use of their services or related products.

**2. Indemnification**

You agree to indemnify and hold harmless Networx LLC, its subsidiaries, affiliates, officers, agents, co-branders, partners, and employees from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising from information you submit, post, transmit, or make available through our services, your use of our services, your connection to the services, or your violation of any rights of another.

**3. Disclaimer of Warranties**

You expressly understand and agree that:

• This service is provided "as is" without any warranty or condition, express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, and non-infringement. Some states do not allow the disclaimer of implied warranties, so this disclaimer may not apply to you.

• NETWORX LLC MAKES NO WARRANTY THAT (i) THE SERVICE WILL MEET YOUR REQUIREMENTS, (ii) THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (iii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE WILL BE ACCURATE OR RELIABLE, (iv) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICE WILL MEET YOUR EXPECTATIONS, AND (v) ANY ERRORS IN THE SOFTWARE WILL BE CORRECTED.

• ANY MATERIAL DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SERVICE IS DONE AT YOUR OWN DISCRETION AND RISK, AND YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF SUCH MATERIAL.

• NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM NETWORX LLC OR THROUGH THE SERVICE SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THE TERMS OF SERVICE.

**4. Limitation of Liability**

YOU EXPRESSLY UNDERSTAND AND AGREE THAT NETWORX LLC SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, DATA, OR OTHER INTANGIBLE LOSSES (EVEN IF NETWORX LLC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), RESULTING FROM: (i) THE USE OR INABILITY TO USE THE SERVICE; (ii) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES RESULTING FROM ANY GOODS, DATA, INFORMATION, OR SERVICES PURCHASED OR OBTAINED OR MESSAGES RECEIVED OR TRANSACTIONS ENTERED INTO THROUGH OR FROM THE SERVICE; (iii) UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR TRANSMISSIONS OR DATA; (iv) STATEMENTS OR CONDUCT OF ANY THIRD PARTY ON THE SERVICE; OR (v) ANY OTHER MATTER RELATING TO THE SERVICE.