

Virtual Course Policy



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1. Purpose

The purpose of this policy is to outline the guidelines for the administration and delivery of an I-CAR Virtual Course.

2. Scope

This policy applies to all individuals who purchase an I-CAR virtual course. It covers session enrollment, attendance guidelines, and policies for rescheduling and cancellations.

3. Definitions

3.1. Posttest

An assessment given after a training session to validate knowledge of the learning objectives.

3.2. Session

A scheduled training event with a designated start and end time.

4. Policies

4.1. Virtual Course Purchase

- Purchasing a virtual course is a two step process. Once the course has been purchased, session enrollment is required.
- Sessions are scheduled in advance and can be selected during the course purchase process or using the Virtual Seat Assignment section within myI-CAR.

4.2. Session Registration

- All students are required to register for a virtual course session. Session registration should occur 24-hours in advance of the published session start time.
- Session registrations within one hour of the published start time are not permitted.

4.3. Learning Experience

- I-CAR recommends attendees log in ten (10) minutes prior to scheduled start time to test system and internet capabilities.
- Students must remain in attendance for the entire course session to receive attendance credit and access to the course post-test.

4.4. Session Attendance

- To receive attendance credit, registered attendees must arrive no later than ten (10) minutes from the published session start time and remain in attendance for the entire session.
- For the best learning experience, I-CAR recommends that students log in to the course session individually, using their own device.
 - If multiple students are using one device, the instructor must receive written confirmation of the presence of each student attending the session and using the shared device at the start of the session so that all students receive proper course credit.
 - The instructor may call out specific names to confirm attendance of students for verbal confirmation at any point during the course session.

4.5. Late Arrivals and Non-Attendance

- Registered attendees who arrive after ten (10) minutes, will not be allowed to enter the virtual classroom.
- If a no-show is recorded for an enrollee of a session, they will have up to 45 days to reschedule into another session of the same course. Please refer to section 4.6 for rescheduling guidelines.
 - Refunds will not be available for no-show attendance
 - Credit on account may be requested and placed on the original purchaser's account. Please refer to the **Credit and Refund Policy** for credit on account guidelines.

4.6. Reschedules, Cancellations and Refunds

- A reschedule or cancellation, that occurs on the day of the course session or after the course session is complete, will have 45 days from the original session date to enroll into another session.
 - If the session is not rescheduled within 45 days, the course fee will be forfeited.
- When a virtual session is in progress, reschedules cannot occur.
- For assistance with reschedules or cancellations, please contact the I-CAR Customer Care Team at 1.800.ICAR.USA (800.422.7872) or customer care@i-car.com.

4.7. Cancellation by I-CAR

- I-CAR reserves the right to cancel a session due for low registration of fewer than three students.
 - In the event of a course cancellation, credit on account will be given or a refund can be requested.
- In the event that I-CAR[®] cancels a course session, registrants will be contacted by telephone or e-mail.
 - I-CAR[®] will make every attempt to contact each registrant as soon as possible once cancellation is determined. It is important to provide Customer Care with up-to-date contact information or update through your myI-CAR account so that staff from I-CAR[®] can reach you.

4.8. Discontinuation of a Course

- I-CAR reserves the right to discontinue any course within the published course catalog.
- All attempts will be made to contact all enrolled parties to provide notice of the discontinuation.
- Discontinued courses will be removed from the I-CAR.com website and new enrollments will not be permitted.