

Terms & Conditions for Region I OTIEC Registration

Registration and Tuition:

Pre-registration in advance is required for all courses at least five business days prior to the course start date. This allows us to prepare for your attendance and documentation efficiently. Thereafter, pending sufficient enrollment, a \$25.00 late fee applies for all registrations received within five (5) business days of the course start date. Please visit OSHAedNE.com for registration and other applicable forms. Complete and submit by email scan, fax or mail, along with prerequisite documentation, if applicable. Published tuition fees may change without notice.

The course attendee is responsible for any and all tuition fees and charges associated with participation in Keene State College courses, and any fees as a result of collection associated with non-payment.

Keene State College accepts credit cards (MasterCard, VISA and DISCOVER), business or personal checks, money orders and company/organization purchase orders.

Withdrawal/Cancellation/ Refunds/Postponement

Refunds of tuition may be obtained in adherence to the following refund policy.

Check payments received by Keene State College are refunded by check only. Payments by credit card will be refunded to the original card used at time of registration. Allow 4-6 weeks processing time for refunds made by check at 2 weeks for refunds by credit card.

Withdrawal requests (in writing) will be accepted if received at least 5 business days prior to the course start date. In this event, students have the following options: Transfer to another course with no additional charge or have the funds held on the student's account for up to one year. Non-payment of fees or not showing up for a confirmed course does not constitute a "withdrawal." No shows will forfeit tuition paid or be charged the full tuition fee. No refund is granted for withdrawals after the course begins. Substitution of another participant may be made, for no additional fee, prior to the start of the course. Contact the OSHA Education Center promptly if substitution of participants is planned. Please contact the Center immediately if you experience an unexpected extenuating circumstance affecting your timely attendance.

In New England, we have occasional inclement weather, and courses may be postponed or rescheduled. Keene State College reserves the right to cancel or reschedule courses due to unforeseen circumstances. Safety of our students is important to us. If a course is cancelled by Keene State College, students have the option to transfer to another course, have their tuition held in escrow, or receive a refund.

Keene State College is not responsible for travel related expenses incurred by the student in the event of unforeseen delays, postponement and/or necessary cancellation or rescheduling. "Open enrollment" courses may be cancelled or rescheduled due to low enrollment within five business days. If you are registered, you will be notified should a course be delayed, rescheduled, postponed or removed from the master calendar.

Directions and Accommodations

Upon registration, course confirmation, directions, and local area accommodation information will be sent to you by mail, fax, or e-mail. Please tell our registration specialist if you will be traveling a distance to one of our facilities and require additional information. Local area accommodations information and directions for each training venue appears at our website www.OSHAedNE.com/locations.

Guidelines and Policies

Keene State College OSHA Training Institute Education Center Privacy Policy

The Keene State College OTIEC is committed to protecting the privacy of all current and former students. Information collected is used solely for the purposes of course/program registration and maintenance of educational/training records. All information you provide is kept confidential in keeping with the Federal Educational Rights and Privacy Act (FERPA). For more information pertaining to FERPA and Student Records, please refer to the College Catalog at <http://www.keene.edu/administration/policy/detail/student-records/>.

We will never sell any information pertaining to your records to a third party. Encryption is used for the transfer of data, and we do not store credit card information in our files. Unfortunately, no data transmission over the internet is 100% secure. We urge you to take all practical and reasonable precautions.

Photographs, Images and Videos: Occasionally class and individual photographs or videos are taken to document a training activity, event or award. Lead OTIEC Region 1 instructor(s) will provide a photo/image release documentation form for your use in allowing or disallowing use of your image in print and/or electronic media by Keene State College and its OSHA Education Center

Special needs: If you have a disability requiring a specific academic accommodation, please call the OSHA Training Institute Education Center (800-449-6742) before your course starts.

Language Specific Training: Training required by OSHA Standards must be presented in a manner that employees understand. OTIEC Region 1 courses are presented verbally, visually and in written materials in English. If you are not conversant in English, please contact our office before registering to attend. This includes those individuals with low literacy skills and reading comprehension challenges. If there are ways we at OTIEC Region 1 can accommodate your language or literacy needs, we will assist you or will refer you to others who may be a resource for you. Group training by contract for non-English speaking audiences may be available, please inquire.

Dietary Limitations: Course lunches are obtained from a variety of sources, and in most cases special meal requests cannot be accommodated. Attendees with special dietary needs (diabetic, allergies, gluten-free, religious, vegetarian, etc.) should plan to bring their own suitable food and drink to OTIEC courses.