

## Training Policies

All applicants must adhere to the following Training policies and procedures:

1. All applications for a training class must be received at **least 2 days in advance** of the course start dates.
2. All applicants must register for courses on our registration portal.  
<https://km-university.com/in-house-training-calendar/>
3. All applicants must meet all of the course prerequisites and requirements.
4. Applicants may be required to successfully complete a telephone pre-screening interview or written Pre-test.
5. Accepted applicants will be notified via email by the KMHA Training Department
6. Class space is limited and acceptance will be determined by KMHA criteria as stated in course syllabus. All courses must be at 50% or greater capacity to run.
7. Transportation, lodging, and meals expenses are the responsibility of the attendee. KMHA will provide lunch each training day.
8. The course fee includes a copy of the equipment documentation, service manuals or books, and initial maintenance software as required and listed for each course.
9. Students must adhere to the KMHA Code of Conduct while attending KMHA courses, lectures, or seminars.
10. Course hours are from 9:00am to 5pm. Please make travel plans AFTER 7pm on the last day of class. [See the course syllabus for end time of classes.]
11. All course dates are subject to change and may be changed with 5 business days advance notice; this includes course cancellations. If the course is cancelled by KMHA, the registration fee will not be charged.
12. Course content is subject to change without notice.
13. All students must submit a P.O. for tuition **before** attending the course.
14. All tuition will be billed upon course completion.
15. Cancellation Policy:
  - Please notify the Technical Training Department in the event of a course cancellation.
  - At that time, the student can choose another date to enroll.

Cancellation fee schedule\*:

- 30 Days Prior to Class start: Full Refund
- 29—15 Days Prior: 75% Refund
- 14—7 Days Prior: 25% Refund
- 6—0 Days Prior: No Refund

\*Classes can be re-scheduled without penalty for any course enrolled. After the first re-schedule, the student will be charged a registration fee of \$125.00.

16. If a student is asked to leave a course due to performance or conduct issues, KMHA will not refund any portion of the tuition.
17. Courses that require testing: Certificates will not be issued for any students who do not pass the course. In addition, students may be asked to leave the course at the instructor's recommendation at any time during the class.