



## eHT Training – Policy Statement

For the past twelve years, Enprotec / Hibbs & Todd Inc. (eHT) has strived to improve workplace safety and compliance by developing and offering training courses, seminars, short schools, and professional development opportunities to our clients and community. In addition to open-enrollment courses conducted at our Lubbock or Abilene facilities, we offer courses that can be tailored to your specific needs and delivered at your location.

The eHT training experience includes experienced instructors using professionally developed audio-visual aids along with applicable videos, textbooks, handouts, and hands-on exercises. Many of our courses are recognized by the Texas Commission on Environmental Quality (TCEQ) and Texas Department of Licensing and Regulation (TDLR), allowing us to award continuing education credits to certain TCEQ / TDLR licensees.

### Our Commitment

eHT is committed to providing consistent, superior, up-to-date training that is compliant with regulatory standards. Our aim is to present you with a solution to your training and compliance needs by providing curriculum flexibility and instructors with experience as both safety professionals and trainers.

### Open-Enrollment Courses

Open-enrollment courses are announced by mail, e-mail, telephone, or fax. Companies may enroll their trainees by telephone, fax, e-mail, or by completing the registration form included on our website ([www.e-ht.com](http://www.e-ht.com)). No pre-registration fees are required. Existing eHT clients will be invoiced after course completion. Others may elect to pay on the first day of training by purchase order, check, or credit card.

### Facility-Specific Courses

For training designed and/or presented for individual companies or facilities, eHT will prepare a Standard Contract for Services outlining the course content, fees, and associated costs. Upon acceptance by the client, the training will be scheduled and conducted. Unless otherwise agreed upon, no pre-registration fees will be required and the client will be invoiced on completion of the training. For facility-specific courses, issues such as cancellations, transfers, rescheduling, no-shows, and refunds will be addressed in the contract for service.

### Trainee Cancellations / Transfers / Substitutions

If enrolled trainees are unable to attend, please contact eHT as quickly as possible to substitute another trainee, transfer the trainee to another course date, or cancel the enrollment. No penalty or cancellation fee will be assessed if the cancellations are submitted more than 14-days before the training start date. A fee – up to 25% the course fee - may be assessed if cancellations or transfers render the course unrepresentable due to insufficient enrollment.

### **Trainee “No Shows”**

Enrolled trainees who do not cancel or transfer in advance, and who fail to attend their scheduled classes, will be charged 50% of the entire training tuition.

### **Trainee Walk-Ins**

eHT reserves the right to turn away trainees who have not pre-enrolled by 4:00 pm on the day prior to the start of the class. If it will not cause an over-enrollment problem, however, walk-ins will be welcome and will not be assessed a late registration fee.

### **Inclement Weather**

If inclement weather delays the beginning or completion of a training class, eHT will identify available options to rectify the situation. Available options may include extending the training hours, scheduling make-up training, rescheduling, fully or partially refunding the course tuition, substituting indoor exercises for scheduled outdoor exercises, or taking other actions that will ensure that trainees are provided with a regulatory-compliant training experience. Individual trainees will be consulted to find the best solution for their situation as necessary.

### **Instructor “No Shows”**

If instructor “no shows” affect the beginning or completion of a training class, eHT will identify available options to rectify the situation. Available options may include extending the training hours, rescheduling, make-up training, refunding course tuition, or substituting instructors. Individual trainees will be consulted to find the best solution for their situation.

### **Insufficient Enrollment**

If a training course cannot be properly or profitably conducted due to insufficient enrollment, eHT reserves the right to cancel or reschedule the training. Enrollees will be notified of insufficient enrollment cancellations at the earliest possible date – usually within one week of the training start date.

### **Refunds**

In the event of pre-payment, eHT will refund the entire course fee – minus any assessed fees – due to trainee cancellations, trainee no-shows, instructor no-shows, or cancellations due to inclement weather or insufficient enrollment. In the absence of pre-payment, eHT will bill for fees assessed due to trainee cancellations or trainee no-shows.