



<b>Title:</b> Seminar/Workshop Registration, Attendance, and Certification Policy				<b>Doc. Control #:</b> SYS-701-41
<b>Location:</b> ALL	<b>Document Type:</b> POLICY	<b>Review Period:</b> ANNUAL	<b>Release Date:</b> 8/19/2006	<b>Revision Number:</b> C.03

### 1.0 Purpose

This document describes the registration, attendance, and certification policies for seminars and workshops performed by Systran.

### 2.0 Scope

This document applies to all Systran personnel responsible for the administration or performance of Systran workshops and seminars in all offices worldwide, including administrators, coordinators and instructors.

### 3.0 Definitions & References

#### 3.1 Definitions

IACET        Accrediting agency, International Association for Continuing Education and Training  
CEU         Continuing Education Unit

#### 3.2 References

None

### 4.0 Policy/Procedure

Systran's policies and procedures regarding the registration, attendance, and certification are performed in accordance with Systran Technical Institute policies.

#### 4.1 Registration

##### 4.1.1 Online Signup

Systran requires online signup for courses in the PC workshop series. Registration closes when the available positions fill or one business day (at midnight) before the scheduled workshop date.

##### 4.1.2 Walk-ups

Walk-ups on the day of the workshop are not permitted unless these conditions can be met:

- The class is not full.
- Online signup is available at the site and can be accomplished prior to class start.
- An extra processing fee may be required.

#### 4.2 Payment and Refund

##### 4.2.1 Payment methods

To streamline operations and reduce administrative work, Systran supports the following payment method:

- Online credit card payment
- Validated company purchase order
- Certified check or money order made payable to Systran, Inc.

##### 4.2.2 Refund Policy

Refunds can only be approved by Systran management. Classroom instructors are not authorized to approve refunds. Refunds are ONLY permitted in the following circumstances:

- Class is cancelled by Systran.
- Attendee cancels 5 days prior to the workshop start date.
- Attendee is dissatisfied with course after successful completion and has a valid complaint. Complaint procedure is outlined below.



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### 4.3 Cancellation Policies

#### 4.3.1 Attendee Cancellation

Cancellations must be in writing, either by fax or email (reply to the registration confirmation email). The cancellation policy is governed by the applicable time frame:

Time Frame	Policy
Within 5 days of the scheduled workshop date	<ul style="list-style-type: none"><li>Attendee may send a substitute.</li><li>Attendee may reschedule to another open date.</li><li>No refunds are available.</li></ul>
More than 5 days before scheduled workshop date	<ul style="list-style-type: none"><li>Attendee may send a substitute.</li><li>Attendee may reschedule to another open date.</li><li>Attendee may request a full refund in writing.</li></ul>
No Shows	<ul style="list-style-type: none"><li>Attendee must call Systran during normal business hours on the day of the workshop to reschedule to another open date.</li><li>No refunds are available.</li></ul>

#### 4.3.2 Course Cancellation

Should Systran cancel a workshop, registrants shall receive the option of a full refund or the opportunity to register for another session. Notification must be given at least 2 days in advance of the scheduled workshop date.

### 4.4 Attendance & Certification

#### 4.4.1 Attendee Certification

At the conclusion of the workshop, attendees shall receive a Certificate of Completion and a transcript describing the course objectives and the number of CEU(s) awarded in accordance with Systran policy SYS-701-23 CEU Guidelines. In addition, the following conditions must be satisfied:

- Full attendance
  - Late arrivals (more than 15 minutes after start) are disqualified from full attendance status
  - Early departure (more than 15 minutes before end) are disqualified from full attendance status
- Attendee must be able to fully participate while present in class
- Successfully complete knowledge/performance evaluation, as applicable

#### 4.4.2 Standard Training Day

Check-in: 8:00am – 9:00am  
Full-day Workshop: 9:00am – 4:30pm  
Lunch: 1 hour, typically from 12:00-1:00  
Breaks: Varies per seminar. Typically 10 minutes per break.

#### 4.4.3 CEU Determination

Systran follows the IACET guideline of awarding 1 CEU per 10 contact hours. A normal training day workshop is equivalent to .6 CEU.

*Note: This policy does not prevent customers from issuing their own certificates and CEUs consistent with their policies.*



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#### 4.5 Complaints to Systran Inc

Systran shall refund a participant for valid complaints about a workshop. Participant must meet completion Attendee Certification requirements as described in Section 4.1. Only complaints in writing shall be considered. Instructors are not authorized to approve refunds. Send complaints in writing to:

Workshop Coordinator  
Systran, Inc.  
16903 Buccaneer Lane, Suite 100  
Houston, TX 77058

Provide details such as date, learning event, name of instructor, location of event, the participant's name, address, phone number, and the nature of the complaint.

#### 5.0 Revision History

Revision Number	Description of Changes Made	Revision Date	Author/Modifier
C.01	Approve and Distribute	10/31/2005	DFH
C.02	Renamed from SYS-701-11 to SYS-701-41, Reviewed and Reapproved.	7/31/2006	DFH
C.03	Revise CEU Credit Policy	8/19/2006	DFH

#### 6.0 Document Approvals *(See Systran DMS for Signature Record)*

David Hirsch, Vice President  
Michael Hirsch, President