

Notice to Virtual Training Attendees

Kindly note the following:

- If you cannot attend the training program for any reason, please contact the *IACT/IMDHA business office* at 570-869-1021 as soon as possible to request a refund.
- Certificates will be generated and shipped from *the IACT/IMDHA business office* within five business days of training program completion for participants who successfully completed the training program.
- Attendance is **mandatory** for all virtual certification training sessions. It is expected that you remain present 'online' with your camera **ON** during the entirety of the course.
 - *Your attendance is essential to ensure you receive the training program's full benefit. Attendance will be tracked, and participants who do not attend will not receive credit for the training. If you have a conflict requiring you to miss a portion of a training session, please get in touch with your training manager as soon as possible to discuss if alternative arrangements can be made.*

Here are some tips for ensuring that you can attend the full training session:

- Schedule the training session in your calendar and set a reminder.
- Find a quiet place where you will not be interrupted.
- Test your internet connection and audio/video equipment before the session begins.
- Close any unnecessary applications and tabs on your computer or other smart device.
- Let your household members know that you are in a training session and should not be disturbed.

If you have any questions or concerns, please do not hesitate to reach out. Thank you for your cooperation. I look forward to seeing you soon!

Sincerely,

IACT | IMDHA Operations Team