

Learner Handbook

Effective Date: January 1, 2025

Welcome

Welcome to The Training Institute (TTI).

TTI is committed to providing high-quality continuing education and training programs that support professional growth, workplace performance, and lifelong learning. This handbook outlines the policies, procedures, expectations, and support services available to learners participating in TTI learning events.

All learners are encouraged to review this handbook before participating in a learning event.

About The Training Institute

Mission

The Training Institute (TTI) provides high-quality, relevant, and accessible continuing education and workforce development programs that enhance knowledge, skills, and performance.

Commitment to Quality

TTI is committed to:

- Delivering effective learning experiences
- Maintaining compliance with ANSI/IACET standards
- Supporting learner success
- Promoting continuous improvement
- Providing equitable access to education

Learner Rights

All learners have the right to:

- Be treated with dignity, respect, and professionalism.
- Learn in an environment free from discrimination, harassment, and retaliation.
- Receive accurate course information before enrollment.

- Receive instruction aligned with stated learning outcomes.
- Access available support services and accommodations.
- Have their records maintained securely and confidentially.
- Submit complaints or concerns without fear of retaliation.

Learner Responsibilities

Learners are expected to:

- Participate actively in learning activities.
- Complete required assignments and assessments.
- Meet attendance and participation requirements.
- Respect instructors, staff, and fellow learners.
- Follow applicable safety procedures.
- Protect personal login credentials and course access information.
- Comply with TTI policies and procedures.

Registration and Enrollment

Learners must:

- Complete all registration requirements.
- Provide accurate enrollment information.
- Meet any course prerequisites.
- Complete payment requirements, if applicable.

Enrollment confirmation will be provided upon successful registration.

Attendance and Participation Requirements

To receive course completion credit and/or CEUs, learners must:

- Attend required instructional sessions.
- Participate in learning activities.
- Complete required assessments.
- Meet course-specific completion requirements.

Additional attendance requirements may be outlined in course-specific materials.

Assessment and Evaluation

Assessment methods may include:

- Knowledge checks
- Quizzes
- Exams
- Practical demonstrations
- Skills assessments
- Projects
- Scenario-based evaluations

Learners are expected to complete assessments independently unless otherwise directed.

Awarding of IACET CEUs

TTI awards IACET Continuing Education Units (CEUs) in accordance with ANSI/IACET requirements. To earn CEUs, learners must:

- Meet attendance requirements.
- Complete required learning activities.
- Successfully complete required assessments.
- Satisfy course-specific completion requirements.

CEU award criteria are communicated before the learning event begins.

Certificates and Records

Upon successful completion, learners may receive:

- Course completion certificates
- CEU documentation
- Credentialing documentation, where applicable

Learner records are maintained according to TTI's Record Retention Policy.

Requests for replacement certificates or transcript information should be directed to the Training Coordinator.

Privacy and Confidentiality

TTI protects learner information and training records.

Learner information is collected, maintained, used, and disclosed only for legitimate educational and business purposes and in accordance with applicable privacy laws and organizational policies.

Access to learner records is limited to authorized personnel.

For more information, see TTI's Privacy Policy.

Intellectual Property

Course materials, presentations, manuals, videos, assessments, and related resources are protected by intellectual property laws.

Learners may not:

- Copy or distribute course materials without permission.
- Record instructional sessions without authorization.
- Share LMS access credentials.
- Reproduce proprietary content.

Unauthorized use may result in disciplinary action and legal remedies.

Online Learning and LMS Access

Learners participating in online or blended courses are responsible for:

- Maintaining internet access.
- Using supported devices and browsers.
- Protecting login credentials.
- Completing assigned modules within required timelines.

Technical support is available for LMS-related issues.

Technical Support

Support is available for:

- LMS access
- Login assistance

- Password resets
- Course navigation
- Technical troubleshooting

Technical Support Contact:

Phone: (833) 517-8663

Email: info@51-tti.com

Support Hours:

Monday – Friday

8:00 AM – 5:00 PM

Safety Requirements

Learners participating in classroom, laboratory, field, or practical training activities must:

- Follow instructor directions.
- Use required safety equipment.
- Comply with safety procedures.
- Report unsafe conditions immediately.

Failure to follow safety requirements may result in removal from training activities.

Complaint Resolution Process

TTI encourages learners to raise concerns regarding:

- Course quality
- Instruction
- Accessibility
- Administrative services
- Technical support

Complaints may be submitted to:

Compliance & Training Quality Office

Phone: (833) 517-8663

Email: info@51-tti.com

All complaints will be reviewed and addressed according to TTI's Complaint Resolution Procedure.

Retaliation against individuals who submit complaints is prohibited.

Cancellation and Refund Policy

Learners who need to cancel enrollment should notify TTI as soon as possible.

Refund eligibility, transfer options, and cancellation deadlines are governed by TTI's Refund and Cancellation Policy.

Specific terms may vary by course and will be communicated during registration.

Learner Support Services

TTI provides support services including:

- Academic support
- Technical support
- Administrative assistance
- Accessibility accommodations
- Course information and guidance

Learners are encouraged to contact TTI whenever assistance is needed.

Continuous Improvement

TTI values learner feedback.

Learners are encouraged to complete course evaluations and provide suggestions for improvement.

Evaluation results are used to improve courses, instructional methods, learner support services, and organizational effectiveness.

Contact Information

The Training Institute (TTI)

Phone: (833) 517-8663

Email: info@51-tti.com

Website: www.51-tti.com

Learner Acknowledgment

I acknowledge that I have received and reviewed the TTI Learner Handbook and understand the policies, procedures, expectations, and support services described herein.

Learner Name: _____

Signature: _____

Date: _____