

WRITTEN POLICY TEMPLATE

Potential Providers to use on company letterhead. Use own policies on Refunds and Cancellations.

Proven ability to manage training:

Company Name has been instructing **any training course taught by company** course(s) since _____. We ensure that all our instructors have a current certificate and are knowledgeable in the material they are teaching.

Written policy for refunds and cancellations:

Pre-registration and pre-payment are required for all courses. Student may cancel in writing, without penalty up to 3 working days prior to the course. Canceling other than stated will incur 50% of the fee. Our policy does not allow refunds for No shows.

Written policy for Student Identification verification:

Each student will be required to show a photo ID (FL Driver's License, State Issued ID, Passport) at the beginning of class and prior to the exam. An instructor or proctor will physically examine each student's identification document. Students not able to produce such ID will not be permitted to sit for the exam. Refresher courses require the same form of ID in addition to a current MOT certification issued by an approved provider.

Written policy for Student to Instructor Ratio:

_____ will enforce a student to instructor ratio of no more than 20:1. Classroom space for student will be adequate for the students comfort and learning experience.

Written Quality Control Policy for Instructors:

_____ will assure quality of instruction via ongoing communication with instructors related to FDOT procedures for course administration and exam proctoring. Every instructor will be evaluated after each course by the student as well as on an annual basis by us the provider. Instructor's will be provided updates to revision on for policies and procedures.

MOT Equipment: Attach photos of the following equipment:

- A computer with PowerPoint capabilities, speakers, and a projector for training videos
- Stop/Slow Paddle
- Red Emergency Flags