



Directions Training Center
2625 Butterfield Road, Suite 209E
Oak Brook, IL 60523
Phone: 630-575-8900
Fax: 630-575-8901

TERMS AND CONDITIONS

THE CONDITIONS STATED BELOW SHALL TAKE PRECEDENCE OVER ANY OTHER CONDITIONS AND NO CONTRARY, ADDITIONAL OR DIFFERENT PROVISIONS OR CONDITIONS SHALL BE BINDING ON DIRECTIONS TRAINING CENTER INC. UNLESS ACCEPTED BY AN AUTHORIZED REPRESENTATIVE OF DIRECTIONS TRAINING CENTER INC. IN WRITING.

Registration Confirmation. Registration for any course is not confirmed until an authorized account executive for Directions Training Center Inc. confirms your enrollment in a selected class.

Course Schedule and Pricing Subject to Change Without Notice. Directions Training Center Inc. reserves the right to modify any of our schedules of courses 2 weeks prior to each scheduled course. Please note that courses do sell out and we cannot reserve a seat until we receive a WIOA voucher. Directions Training Center Inc. shall not be responsible for travel or accommodation charges in the event of any such schedule or offering change. Prices for tuition, books and supplies are subject to change without notice.

Purchase/Payment Policy. Terms of payment are within Directions Training Center Inc.'s sole discretion, and unless otherwise agreed, payment in full must be received prior to the start of the first course. If your company is responsible for your fees, please make certain that your payment request is processed sufficiently in advance so that there will be no interruption in your course schedule. Students who have not met the prepayment requirement will not be admitted unless their employer has already established acceptable credit terms with Directions Training Center Inc.'s accounting department. There will be no exceptions to Directions Training Center Inc.'s prepayment and cancellation policies. All courses must be taken within six months of the date of purchase. Directions Training Center Inc. reserves the right to change course prices at any time.

Taxes. Prices for all offered courses are exclusive of all city, state, and federal excise taxes, including, without limitation, taxes on sales, receipts, gross income, occupation, use and similar taxes. Whenever applicable, any tax or taxes will be added to the price of any course and shall be paid by the student.

BUYER'S RIGHT TO CANCEL. Should a student be terminated or cancel for any reason, all refunds will be made according to the following guidelines:

1. The applicant may cancel this contract and receive a full refund of all monies paid if the cancellation is made in writing via email to Directions Training Center, Inc. within ten (10) business days prior to the first start date of class. If the applicant is completing courses other than: Project Management Professional, Lean Six Sigma Green Belt, Microsoft Office, CompTIA or Microsoft Technical courses, the applicant must provide a fifteen-day (15) email cancellation notice prior to the first start date of class. Refunds will be made within 30 days of termination or receipt of the cancellation notice.

Change and cancellation requests must be submitted in writing via email.

All classes outlined below require a minimum of 10 business days for changes or cancellations:

- Project Management Professional
- Lean Six Sigma Green Belt
- All Microsoft Office (Excel, Outlook, Word, Power Point, etc.)
- All CompTIA (A+, Net+ and Security+)
- All Microsoft Technical (MCSA, MCSE and MCSD)

All other classes not outlined above require a minimum of 15 business days for changes or cancellations.

If a student does not provide the mandatory 10 or 15 business day email cancellation or change notice outlined above, Directions Training Center, Inc. is required to charge the enrolled student for the total tuition and book fees associated with the course. Cancellation or change requests must be submitted in writing via email to change or cancel a course within 10 or 15 business days outlined above to avoid charges

2. Cancellations are accepted in writing via email only. The unexplained absence of a student from a school for more than 15 school days shall constitute constructive notice of cancellation to the school. For purposes of cancellation the date shall be the last day of attendance.
3. The school shall email a written acknowledgment of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification. Such written acknowledgement is not necessary if a refund has been mailed to the student within the 30 calendar days.
4. Termination Date: The termination date for refund computation purposes is the last date of actual attendance by the student, unless earlier written notice is received. Classes in progress at the time of the termination are considered completed.
5. Directions Training Center Inc. shall acknowledge in writing any valid notice of cancellation within 10 or 15 business days of receipt of such notice. Refunds will be made within 30 days of termination or receipt of cancellation notice.
6. Student can be dismissed, at the discretion of Directions Training Center Inc. for insufficient progress, non-payment of fees, or failure to comply with the Rules and Regulations of Directions Training Center Inc.

7. **Retake Policy:** Directions offers a six-month retake policy for the following courses: PMP, LSSGB, CISSP, ITIL, Adobe, CompTIA, Microsoft Office, VMWare, CISCO and all Microsoft Technical courses. If for any reason, a student would like to retake a course, they may do so if they bring their course materials and supplies to the class they are retaking. They may retake a course if the minimum enrollment is met and the maximum enrollment has not been exceeded. The student will have six months from the date of original class to retake the same class. Software versions and class content must be the exact same for the retake to be approved. All retakes must be approved by Directions Training Center Inc.
8. **Testing Policy:** The student is required to schedule all exams with the Director of WIOA programs. The testing policy and number of exams will be discussed at the beginning of the student's track of classes. The student may test one time for each exam in their track classes at no charge if testing is included in their package. Upon completion of the student's track of classes, any remaining exams may be taken within a 3-month period. (Students may need to complete exams prior to 3-months if there is an exam version change/update.) After 3 months, the exams will expire and the student may take any exam at the current cost of exam. Test extensions may be requested to accommodate employment or emergencies.

Distribution of Refunds. Directions Training Center Inc., at its sole discretion, may elect to submit refunds directly to entities providing financial aid to the student. A student will provide with an itemized statement detailing the distribution of the refund within 30 days of termination or receipt of cancellation.

Limitation of Liability. In no event will Directions Training Center Inc. or any of its instructors or employees, be liable for any damages whatsoever (including, without limitation, damages for loss of employment or business opportunity, business profits, business interruption, loss of business, loss of business information, or other pecuniary loss) arising out of your participation in any Directions Training Center Inc. course, failure to pass any tests or certification examinations related to such courses, or relating to the application of knowledge obtained in such courses. Because some jurisdictions do not allow any exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

Disclaimer of Warranties. Directions Training Center Inc. does not warrant that any of its courses will meet your learning or employment requirements. Directions Training Center Inc. does not warrant employment or employability of any student as a result of your participation in any Directions Training Center Inc. courses. You assume responsibility for enrolling in courses that will achieve results. DIRECTIONS TRAINING CENTER INC. DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, FOR ANY SOFTWARE SUPPLIED AND/OR ALL ACCOMPANYING WRITTEN MATERIALS, this limitation on warranties gives you specific legal rights. You may have others which vary from jurisdiction to jurisdiction.

Limited License. Copyright laws and international copyright treaties, as well as other intellectual property laws and treaties protect the instructional materials and software products used in Directions Training Center Inc. courses. Such instructional materials and software products are licensed to class participants, not sold.

Controlling Provisions. These Terms and Conditions shall supersede any provisions, terms and conditions contained on any order, or other writing, the student or student's employer may give or receive, and the rights of the parties shall be governed exclusively by the provisions, terms and conditions hereof.

Arbitration. Any controversy or claim arising out of or relating to any instruction, course participation or registration, or the performance or breach of any of the terms of this agreement thereof shall be settled by arbitration, administered by the American Arbitration Association in accordance with its commercial arbitration rules, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

Legal Fees. In the event of a breach of the terms of this agreement by the student, Directions Training Center Inc., in addition to any other remedies, shall be entitled to recover from student all loss, costs and expenses, including without limitation, reasonable attorneys' fees and expenses.

Headings. The section heads used herein are for convenience of reference only and do not form a part of these terms and conditions, and no construction or inference shall be derived there from.

ACKNOWLEDGEMENT

IMPORTANT – PLEASE READ CAREFULLY: THIS AGREEMENT IS A LEGALLY BINDING INSTRUMENT WHEN SIGNED BY THE STUDENT AND ACCEPTED BY THE SCHOOL. Your registration and agreement is expressly made subject to the Terms and Conditions described herein. By signing below, Directions Training Center Inc. and student indicate their acceptance of the terms and conditions of this Registration Form. The student acknowledges that they have received a copy of this agreement and a course catalog.

Receipt and acceptance by Directions Training Center Inc. of a signed copy of this Registration Form sent by facsimile transmission shall bind student to all the Terms and Conditions.

_____ Student	_____ Date
_____ Directions Training Center Authorized Representative	_____ Date

INQUIRIES OR COMPLAINTS REGARDING THIS PRIVATE OCCUPATIONAL SCHOOL CAN BE MADE TO THE OAK BROOK LOCATION OF THE SCHOOL.

Directions Training Center Inc., 2625 Butterfield Road, Suite 209E, Oak Brook, IL 60532, 630-575-8900

COMPLAINTS AGAINST THE SCHOOL MAY BE REGISTERED WITH THE ILLINOIS STATE BOARD OF EDUCATION BY SENDING A LETTER TO EITHER OF THE FOLLOWING ADDRESSES:

Illinois State Board of Education
Private Business and Vocations School Unit
100 North First Street
Springfield, IL 62777-0001
217-782-0736

Illinois State Board of Education
Private Business and Vocations School Unit
100 West Randolph Street, Suite 14-300
Chicago, IL 60601-3407
312-814-3517