

# **Terms & Conditions – Authorized Service Representative Certification**

Document Version 1.0



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<http://www.installer.learning.myfuelmaster.com/>

Syntech Systems, Inc  
100 Four Points Way  
Tallahassee, Florida 32305

Phone: (800) 888-9136  
FAX: (850) 877-9327  
Training Department: (800) 888-9136 EXT 1350

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### Introduction

The purpose of this policy is to create a fair and respectful learning environment that fosters growth, collaboration, and mutual respect among all registrants. The Syntech Training Department have designed these terms and conditions to strike a balance between providing registrants with a dynamic and engaging learning experience while maintaining a professional and respectful atmosphere.

Throughout this policy, you will find information regarding various aspects of the certification course, including course information, equipment requirements, and overall expectations.

Please take the time to carefully review this Terms and Conditions policy before proceeding with your enrollment. Your participation in the certification course confirms your acceptance of these terms, and the Syntech Training Department appreciates your commitment to upholding them. Should you have any questions or require further clarification, the Syntech Training Department encourage you to reach out to our dedicated training team.

### Courses

The following Terms & Conditions Policy applies to the installer courses provided by the Syntech Training Department. Courses include:

- **Authorized Service Representative (ASR) Certification**

Further information about our courses is available at: <https://installer.learning.myfuelmaster.com>. If you have any questions or need assistance, please email the Syntech Training Department at [training@myfuelmaster.com](mailto:training@myfuelmaster.com)

### Terminology

In this document, the Syntech Training Department shall refer the following terms:

- *Registrants* - individuals who purchases and/or attends a certification course from the Syntech Training Department.



## **1. Attendance & Arrival**

This section provides guidelines and expectations regarding attendance and punctuality for the certification course. It emphasizes the importance of being present and arriving on time to maximize the learning experience and maintain a productive classroom environment. By adhering to these attendance and arrival requirements, registrants can fully engage in the training activities and contribute to a positive and effective learning environment.

### **A. In-Person Attendance**

- **Requirements**

- 1.1 In-person registrants are required to attend all scheduled classes at the Tallahassee, FL classroom.
- 1.2 Registrants should arrive at least 15 minutes before the scheduled start time of the class.
- 1.3 Upon arrival on the first day of the course, registrants should check in with the front desk receptionist. The receptionist may ask the registrant to wait in the lobby area until a member of the Syntech Training Department will guide them to the classroom.

- **In-Person Attendance Tracking**

- 1.4 The Syntech Training Department maintains accurate attendance records for all registrants, regardless of the mode of instruction. These records serve as an important reference for tracking attendance, assessing participation, and maintaining transparency.
- 1.5 Please note that attendance is a crucial factor in successfully completing the course and may impact eligibility for certification or other course-related benefits. It is the responsibility of each registrant to ensure regular attendance and active engagement in all classes.
- 1.6 The Syntech Training Department strictly adheres to a single attendance format for all certification courses. Registrants are required to commit to either attending the entire course online or in-person. Hybrid attendance, where registrants attend some days online and others in-person, is not permitted.

### **B. Online Attendance**

- **Requirements**

- 1.7 Online registrants are required to attend all classes using the Microsoft Teams link provided by the Syntech Training Department.
- 1.8 Registrants should join the meeting at least 15 minutes before the scheduled start time of the class.
- 1.9 It is crucial for online registrants to have a stable internet connection, access to required software or applications, and functional audio and video capabilities throughout the session. Registrants should be prepared to engage in class discussions, and complete any required assignments or assessments within the given timeframe.



- **Online Attendance Tracking**

- 1.10 The Syntech Training Department maintains accurate attendance records for all registrants, regardless of the mode of instruction. These records serve as an important reference for tracking attendance, assessing participation, and maintaining transparency.
- 1.11 Please note that attendance is a crucial factor in successfully completing the course and may impact eligibility for certification or other course-related benefits. It is the responsibility of each registrant to ensure regular attendance and active engagement in all classes.
- 1.12 The Syntech Training Department strictly adheres to a single attendance format for all certification classes. Registrants are required to commit to either attending the entire course online or in-person. Hybrid attendance, where registrants attend some days online and others in-person, is not permitted.

## 2. Equipment Requirements

This section outlines the necessary equipment registrants are required to have for the certification course. It provides clear guidelines and specifications to ensure a smooth and effective learning experience. By adhering to these equipment requirements, registrants can fully engage in the training activities and maximize their learning potential.

### A. In-Person Registrants

- **Recommendations**

- 2.1 In-person registrants are recommended but not required to bring a laptop and/or mobile phone with access to a registrant's work or personal email.

- **Limitations of Liability**

- 2.2 The Syntech Training Department not liable for any technical issues, interruptions, or errors that may occur during the certification course.
- 2.3 This includes but is not limited to network disruptions, software malfunctions, hardware failures, or internet connectivity problems. Registrants are advised to anticipate and make provisions for such occurrences as part of their personal responsibility.

- **Personal Technology Responsibility**

- 2.4 Registrants are responsible for the proper maintenance and functioning of their personal technology, including computers, internet connections, and any required software applications
- 2.5 Any damage or malfunction resulting from negligence or misuse will be a registrant's sole responsibility to address and rectify.
- 2.6 To combat potential disruptions caused by technical difficulties, registrants are advised to have backup plans and contingency measures in place. This may include access to a different device or creating backups of important files and documents.



### B. Online Registrants

#### ▪ Requirements

- 2.1 Registrants are required to have access to the following equipment:
  - 2.1.1 A desktop computer or laptop with internet capabilities. Tablets or Toughpads are not compatible with this course.
  - 2.1.2 Two monitors (or one 24" minimum). One for viewing materials, and the other for hands-on assignments in Syntech's virtual environment.
  - 2.1.3 A webcam to aid in-class engagement and to proctor the final exam.
  - 2.1.4 A microphone and speakers for effective communication and engagement. If registrants do not have a microphone and/or speaker, a conference class number will be provided, per request.

#### ▪ Limitations of Liability

- 2.2 The Syntech Training Department not liable for any technical issues, interruptions, or errors that may occur during the certification course. This includes but is not limited to network disruptions, software malfunctions, hardware failures, or internet connectivity problems. Registrants are advised to anticipate and make provisions for such occurrences as part of their personal responsibility.

#### ▪ Personal Technology Responsibility

- 2.3 Registrants are responsible for the proper maintenance and functioning of their personal technology, including computers, internet connections, webcams, microphones, and any required software applications.
- 2.4 Any damage or malfunction resulting from negligence or misuse will be a registrant's sole responsibility to address and rectify.
- 2.5 To combat potential disruptions caused by technical difficulties, registrants are advised to have backup plans and contingency measures in place. This may include access to a different device or creating backups of important files and documents.

## 3. Communication from the Training Department

This section outlines the procedures and guidelines for communication between registrants and the Syntech Training Department. It aims to establish effective channels of communication and ensure timely and accurate information exchange. By adhering to these protocols, registrants can stay informed, engage with the Syntech Training Department, and address any questions or concerns that may arise during the course.

#### ▪ Communication Channels

- 3.1 The Syntech Training Department will utilize emails as the primary form of communication to registrants. Important announcements, updates, and formal communications will be sent via email to relevant individuals and groups.



- 3.2 Registrants will receive emails from the email addresses [training@myfuelmaster.com](mailto:training@myfuelmaster.com) and/or [noreply@talentlms.com](mailto:noreply@talentlms.com).
- 3.3 Emails from [training@myfuelmaster.com](mailto:training@myfuelmaster.com) will originate exclusively from the Training Department. These communications will provide registrants with essential information regarding course preparation and important updates related to the training program.
- 3.4 Emails from [noreply@talentlms.com](mailto:noreply@talentlms.com) will be generated by our learning management system (LMS), the platform hosting the course content. These emails may notify registrants about being added to a specific course.

### ▪ Email Delivery and Registrant Monitoring

- 3.5 Syntech Systems, Inc. would like to emphasize that it cannot be held responsible for any inconveniences or complications arising from emails that are redirected to recipients' junk or spam folders
- 3.6 It is the sole responsibility of recipients to diligently monitor their inbox for all communications and promptly address any issues that may arise should any emails from the Syntech Training Department be inadvertently blocked or deleted.
- 3.7 Due to the complexities involved in email systems and individual preferences or configurations, it is impossible for the Syntech Training Department to guarantee the precise delivery and reception of every email sent from the training email addresses.
- 3.8 The Syntech Training Department encourages recipients to take necessary precautions, such as adding the Syntech email addresses to their trusted contacts or adjusting spam filters to prevent the inadvertent diversion or deletion of any crucial communication.

## 4. Course Materials and Assignments

This section provides an overview of the course materials and assignments required for the certification course. It outlines the resources and materials that will be provided to registrants, as well as the expectations associated with assignments. By understanding and adhering to these guidelines, registrants can effectively engage with the course content and successfully complete the required assignments within the designated timeframe.

### ▪ Copyright Policy

- 4.1 Syntech Systems, Inc. holds the copyright for all course material created and presented by the Syntech Training Department.
- 4.2 The course material provided by the Syntech Training Department is protected under applicable copyright laws, including but not limited to the Copyright Act of 1976. These materials are intended for their exclusive use during the course duration.
- 4.3 Unauthorized distribution, reproduction, or sharing of the course material, in part or in whole, without the express consent of Syntech Systems, Inc., is strictly prohibited. This includes, but is not limited to, distributing printed or electronic copies, sharing access to online platforms





- 4.3 or resources, uploading content to external websites or forums, or any other form of dissemination without proper authorization.
- 4.4 By enrolling in the certification course, registrants acknowledge that the course material is provided to registrants for their personal use and that any unauthorized distribution or sharing constitutes a violation of copyright laws.

- **Access to Course Material**

- 4.5 All registrants can access course material after purchase on Syntech System, Inc's learning management system (LMS) website [www.installer.learning.myfuelmaser.com](http://www.installer.learning.myfuelmaser.com).
- 4.6 All course materials, including but not limited to homework, quizzes, surveys, assignments, and exams, will be hosted on the LMS website.
- 4.7 Registrants will be granted access to the course materials for a period of seven days following the completion of the course. It is important to note that the Syntech Training Department will not provide any extensions for accessing the course materials under any circumstances.

## 5. Course Completion Requirements

This section outlines the specific requirements registrants need to fulfill in order to successfully complete the certification course. It provides clear guidelines on any criteria necessary to meet the course completion standards. By familiarizing themselves with these requirements, registrants can ensure their progress and successful completion of the course.

- **Attendance**

- 5.1 Attend the course for the full duration as scheduled. Prompt and consistent attendance is essential for acquiring the knowledge and skills imparted during the course.
- 5.2 Absences, if any, should be communicated in advance and approved by the Syntech Training Department.
- 5.3 If a registrant has any questions or concerns about attendance, including cancellations or extenuating circumstances, please review the Rescheduling and Cancellation Policy.

- **Assignment Participation**

- 5.4 Actively participate in all assignments, including homework and hands-on activities. These assignments are carefully designed to provide practical application of the course concepts and reinforce the learning objectives.

- **Survey Completion**

- 5.5 Respond to any and all surveys distributed throughout the course. These surveys allow the Syntech Training Department to collect valuable feedback and assess the learning experience.



- **Certification Exam**

- 5.6 Successfully pass the certification exam with a score of 80% or higher. The exam evaluates comprehension and mastery of the course content, validating the ability to apply the acquired knowledge in real-world scenarios.

## 6. Exam Policy

This section outlines the policy regarding exams for the certification course. It provides clear guidelines on exam administration, scheduling, and grading criteria. By understanding and adhering to this exam policy, registrants can ensure a fair and consistent evaluation process that accurately assesses their knowledge and understanding of the course material.

- **General Guidelines**

- 6.1 Successful completion of the examination with a minimum passing score of 80% is a requirement for course completion and certification.
  - 6.2 Registrants will be provided with one examination opportunity in-class to demonstrate their understanding and achieve a passing score.
  - 6.3 To ensure the integrity and fairness of the examination process, all exams are conducted under the active supervision of our instructors. They diligently monitor the examination environment to maintain a standardized and controlled setting, fostering a level playing field for all registrants.
  - 6.4 It is essential to note that each examination has a predetermined time limit within which it must be completed. These time limits are designed to provide a reasonable duration for thorough evaluation while maintaining the efficiency of the assessment process. As such, extensions beyond the stipulated time frame cannot be granted.

### A. Passing the Exam

- 6.5 Upon successfully passing the examination, registrants will be awarded an Authorized Service Representative number, granting them the authority to set up and initialize FuelMaster units. This number serves as a unique identifier and verification of their certification status.
  - 6.6 Following the successful completion of the examination, certificate documents will be generated. These official certificates serve as tangible proof of certification and can be accessed conveniently through a registrant's account in the LMS website. The certificates are securely stored in the account, ensuring easy retrieval and verification whenever necessary.
  - 6.7 The certification obtained through this examination remains valid for a period of three years from the date of certification. This timeframe allows individuals to demonstrate their proficiency and maintain up-to-date knowledge in the field.
  - 6.8 The Syntech Training Department encourage all registrants to keep their account information up to date, including contact details and any changes in employment status.



### B. Failing the Exam

- 6.9 In the event that a registrant does not pass the certification exam on their initial attempt, the Syntech Training Department offers an additional opportunity for a retake at a later date.
- 6.10 Upon receiving notification of a failed examination, it is crucial for the registrant to promptly inform one of the in-class instructors. The instructor will conduct a thorough review of the exam to assess the areas of improvement required. If it is determined that a retake is necessary, the instructor will communicate the next steps to the registrant, outlining the procedure for scheduling the retake.
- 6.11 The Syntech Training Department will contact the individual via email during the week following the certification course. This email will provide details for scheduling the retake, including available dates and times. It is imperative for the registrant to schedule their retake within one week after the completion of the course. The Syntech Training Department strongly encourage all registrants to utilize the time leading up to the retake examination to diligently study the course materials provided during the training. Thorough preparation will greatly enhance the chances of a successful outcome during the retake process.
- 6.12 Once a mutually agreed-upon date and time have been established, the Syntech Training Department will arrange a Microsoft Teams meeting and share the meeting information with the registrant. This virtual meeting will serve as the platform for the retake examination. During the retake examination, a designated member of the Syntech Training Department will monitor the registrant.
- 6.13 Any additional instructions or guidelines specific to the retake examination will be communicated by the Syntech Training Department to the registrant, ensuring clarity and consistency throughout the process.