

Terms & Conditions - FuelMaster Fundamentals

Document Version 1.0



www.myfuelmaster.com

<http://www.customer.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. We 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 training class, including course information, equipment requirements, and behavioral expectations.

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

Courses

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

- **FuelMaster Fundamentals**

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

Terminology

In this document, we shall refer the following terms:

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



1. Attendance & Arrival

This section provides guidelines and expectations regarding attendance and punctuality for the 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 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 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 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 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 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 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 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 and/or noreply@talentlms.com.
- 3.3 Emails from 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 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 course. It outlines the resources and materials that will be provided to registrants, as well as the expectations associated with assignments.

▪ **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 or resources, uploading content to external websites or forums, or any other form of dissemination without proper authorization.



4.4 By enrolling in the 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.

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 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 our 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 us to collect valuable feedback and assess the learning experience.

- **Test-Your-Knowledge Exam**

5.1 Successfully participate in the test-your-knowledge exam. This exam serves as an assessment of comprehension of the course content and aims to enhance the understanding of the FuelMaster system and software through real-world scenarios.