



Student Handbook

2015 - 2016

ND³, LLC

AccessRULES, LLC

2075 Paxton Street Harvey, LA 70058

504.366.0586 Phone ∞ 504.570.6038 Fax



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Introduction

Welcome to ND³ and AccessRULES. We hope that your learning experience is the best that you've ever had and that you are excited in regards to beginning or extending your NDE or Industrial Rope Access career.

Your instructors are hand chosen based upon their core competencies in the method or technique that they are teaching and their presentation skills. You can be sure that you are receiving the most up to date and relevant training available for the class that you are taking.

This *Student Handbook* describes the policies for our classes, please read and understand its contents. If there is something that you don't understand, please feel free to ask one of our staff to explain that section or sections to you. You will be held accountable for all information, policies, and procedures contained in this manual. Please sign and date the last page acknowledging your understanding and return to the instructor prior to the beginning of the class.

If, during your class, you have any concerns that you feel your instructor or any other staff member is not addressing, please feel free to contact me at your earliest convenience. My email address is dwwitter@nd3llc.com, and my cell phone number is (504) 495-4912.

Thank you for your interest in ND³ and AccessRULES; pay attention to your instructor, engage with the instructor and your classmates and become the professional that our industry needs and expects.

Best regards,



Dwight Witter
President

Enrollment

Students are enrolled into classes by submitting the Student Enrollment form for the particular class to which they wish to attend. If a Company currently employs the student, that organization usually completes the form for the student. The student is ultimately responsible for the completion and submission of the Student Enrollment form.

Those students who are not employed by a Company are required to complete the Student Enrollment form and return it to ND³ or AccessRULES via e-mail, support@nd3llc.com, or by fax, (504) 570-6038. Students may not be enrolled if the enrollment form is not completed a minimum of three (3) business days prior to the beginning of the class.

Please note that completion and submission of the Student Enrollment form is not a guarantee of placement into any course – ND³, LLC and AccessRULES, LLC reserves the right to cancel any course due to any number of reasons, most of which are listed in the Cancellation section of this handbook. We also reserve the right to limit the class size to that required for ensuring understanding of the course material and therefore may not accept enrollment for any particular class.

Please note that each class is independent of any other class, therefore, a Student Enrollment form may be required for each class taken.

If the program of instruction is the **Heights of Inspection**[®] combination Rope Access and Industrial Inspection (NDE) program, the student may elect to use any existing training as credit for that portion of the program.

In order for training by others to be considered for exclusion from a section of the program, the following conditions apply:

1. Any previous training under consideration must have taken place within two (2) calendar years of the start date of the corresponding **Heights of Inspection** program segment.
2. Any previous training under consideration must be submitted to (copy of the training certificate with the instructor identified or SPRAT or IRATA

- Certification card or certificate), and approved by, the ND³/AccessRULES President prior to the start of the same course segment.
3. Any previous training under consideration must have been administered by an ASNT Level III (NDE training) or SPRAT/IRATA (as applicable) Level 3 at the time of training.
 4. The student will test out of the method by completing an examination pertaining to the information present in the ND³/AccessRULES course segment in which the previous training has been submitted.

For instance, a candidate for the *Heights of Inspection* program may have received ultrasonic thickness training prior to enrolling into the program. In this case, the student would provide a valid training certificate issued by the ASNT Certified Level III instructor and would successfully complete an examination similar to the UT Thickness segment final examination. Completion of the ND³ Ultrasonic Thickness course would not be required.

Conduct

The way the student conducts himself or herself is very important in how the information presented in any class is retained by the student and other students. Accordingly, ND³ and AccessRULES have a strict policy regarding student conduct. Any student who, in the view of the instructor, exhibits disruptive behavior during a training session will be asked to cease the behavior. If the student does not cease the poor conduct, or exhibits poor conduct in other areas, he or she will be asked to leave the class. Once the student has been asked to leave the class, he or she will not be able to finish the course of instruction. If the student is employed by a Company paying the tuition for the course, the employer will be notified of the dismissal and the reason for the dismissal. In any case, ND³, LLC or AccessRULES, LLC may not allow the student to attend any further courses. Refunds will be issued in accordance with the section titled Refunds in this handbook.

Dress

How a student dresses is equally important to the learning process as conduct. Students are expected to dress appropriately based upon the type of class that

is being instructed. No student will be allowed to wear any article of clothing that may be regarded as offensive to other students. If any student appears for a class in clothing that is, in the opinion of the instructor or other participants, offensive, the offending student will be asked to remove the clothing and replace it, if necessary, with other non-offensive clothing. The student may not return to class until his or her dress is appropriate as determined by the instructor.

Additionally, how clothing is worn may be considered offensive. For instance, if a student appears for a class wearing pants that, in and of themselves, cannot be considered offensive, but is wearing the pants in a manner where the waist of the pants is hanging down to a point where the undergarments are visible, instructors or other participants may find this offensive dress. The student will be required to wear the pants at the full waist level for the entire duration of the course.

The act of refusing to change or adjust the offensive clothing as necessary is considered poor conduct and shall be handled in a manner consistent with the section titled Conduct of this handbook. Refunds will be issued in accordance with the section titled Refunds in this handbook.

Personal Hygiene

All students are expected and required to practice good personal hygiene practices that, in the view of the instructor or other participants, cannot be judged to be offensive. Excessive body odor, uncleanliness, or other personal hygiene issues will not be tolerated and may result in the removal of a student from the class.

The act of refusing to maintain personal hygiene as described above is considered poor conduct and shall be handled in a manner consistent with the section titled Conduct of this handbook. Refunds will be issued in accordance with the section titled Refunds in this handbook.

Prohibition Against Drug and Alcohol Use

Under no circumstance is the use manufacture, selling, distribution, possession with the intent to sell, giving, distribute, or bringing of any controlled substance, imitation controlled substance, or marijuana (illegal or other controlled, not prescribed to the individual) or alcohol allowed on ND³/AccessRULES property, including parking lots, buildings, controlled environments, or any other location associated with an ND³ sponsored activity. Should you appear to be under the influence of drugs or alcohol while attending an ND³/AccessRULES sponsored activity, you will be removed from the activity and not be allowed to return to your course. No refund of any fee collected will be given.

If you are required, by a qualified medical provider, to take medication, please inform your instructor or other administrator and advise us of the medication that has been prescribed to you. In this way, we can help monitor you and take precautions as necessary to protect you during your time with us.

Attendance

Each class is structured around a syllabus with very specific requirements for instruction. Class length is usually dictated by syllabus content and requirements based upon the class taken and regulating body minimum contact hour requirements. Therefore, your being on time and present for all instruction contact is important. As a result, if a student misses a cumulative total of 10% of the published course length, the student will not be eligible for completion of the course. Note that this is a cumulative total and will include tardiness at the beginning of the day of instruction or after a break, not showing up for the instruction or missing days or leaving early. The instructor shall be the sole determiner of the cumulative total of absenteeism. Refunds will be issued in accordance with the section titled Refunds in this handbook.

Registration and Administrative Fees

A portion of the tuition cost for each class is considered a registration and administration fee. This fee is constant for each course or course segment and has been set at \$150.00. This portion of the tuition is not refundable under any condition or circumstance. When taking more than one class at a time, for

instance the Heights of Inspection offering, each method (work type) is considered a course segment and each is subject to the \$150.00 non-refundable fee. Those course segments that are performed by third party contributors are non-refundable in whole upon beginning of the entire course.

Payment

Payment of all fees and tuition is required prior to the beginning of instruction. There will be no deviation to this requirement for any individual paying for any course. Companies with contractual agreements or long history of business with ND³, LLC or AccessRULES may be invoiced before, during or after the instruction.

Methods of payment accepted include cash, personal check, Visa, MasterCard, American Express, cashiers check or money order made payable to ND³, LLC or AccessRULES, LLC as applicable (ND³ for inspection courses and AccessRULES for Rope Access Courses). The payment of fees by credit card will incur an additional 5% fee to account for credit card processing fees. Should any form of payment result in a return based upon non-sufficient funds, or for any other reason, ND³, LLC and/or AccessRULES will add an additional 20% service charge to the total due. Any student may be refused entrance or continuation of a class for non-payment.

Certificates of Course Completion will not be issued for any course until any and all balances, including service charges and recovery and legal fees, are paid in full.

Refunds

Refunds will be issued to students who meet the following criteria:

- (a) The course of instruction has not begun. In this case, the Administrative and Registration fees would apply and be deducted from all refunds for each course selection.
- (b) The course of instruction has begun but has not progressed beyond 10% of the published course length. In this case the Administrative and Registration fees, the cost of all third party services, and a cost of \$25.00

per hour (rounded up to the next hour) of course contact completed would apply and be deducted from all refunds for each course selection.

- (c) The course of instruction has begun but has progressed between 10% and 50% of the published course length. In this case the Administrative and Registration fees, the cost of all third party services, and a cost of \$20.00 per hour (rounded up to the next hour) of course contact completed would apply and be deducted from all refunds for each course selection.
- (d) The course of instruction has begun but has progressed beyond 50% of the published course length. In this case there will be no refund of any cost associated with the course.

Should you fall into one of the categories above, a refund of the appropriate amount will be issued to you within 10 business days after submission of a signed Refund Request Form available from the Administration Office during normal business hours of 7:30 am to 5:00 pm Monday through Friday.

Use of Cellphone or Other Electronic Devices

Cellphones and other electronic devices are allowed in the classrooms and in the possession of the student provided:

- (a) The cellphone or other electronic device is not used for making or receiving telephone calls, texting, e-mailing, or recording of any portion of the course while instruction is being given or laboratory exercises are being conducted.
- (b) The cellphone or other electronic device is switched into the silent or vibrate mode so as not to disturb other students or instructors.
- (c) Specific instructions regarding the presence of these devices by instructors are followed implicitly.

You may use your cellphone or other electronic device fully during breaks or before or after class as long as it does not infringe upon the rights of other students or faculty nor disturb other ND³/AccessRULES activities or classes.

Cellphones or other electronic devices containing calculators may be used for math portions of all courses.

Discipline

You are required to conduct yourself as a professional at all times while attending courses or at an ND³/AccessRULES facility. Fighting, Horseplay or other actions contrary to a professional demeanor or not conducive to learning will not be tolerated. If you choose to act in such a manner, you will be removed from the facility and may not be eligible for future course offerings.

Additionally, violation of the policies contained in this handbook may result in disciplinary action as described in the affected section. Discipline is determined by the Instructor whose course is being disturbed, or the Administrator who witnesses the disturbance. The President of the Company shall be the final arbiter of the imposition of discipline.

Firearm and Weapon Policy

Firearms and weapons are not allowed on ND³/AccessRULES property or at any facility used or controlled by either company. Please do not bring any firearm or other weapon to our facility, even with the intent to keep it locked in your vehicle. If a weapon or firearm is discovered on a student or in the student's belongings, the student may face disciplinary action in accordance with this manual.

Fire/Emergency Alarms and Drills

From time to time, ND³ will conduct unannounced tests of its' building fire alarms and procedures relating to emergencies and evacuations. You are required to participate in these drills or real emergencies. It is important that you exit the facility in a calm manner and assemble in the required area as we place your safety above all other concerns. At the muster location, you will be counted as a measure to assist emergency personnel concentrate resources. Please refer to posted evacuation routes and muster locations for instructions on

where to assemble. Follow all of the verbal instructions issued by your instructor during all drills or actual emergencies

Grading Scale

Most of your classes will involve some type of examination or examinations to complete and pass that portion of the course. In most cases, this examination, if only one is given, requires a passing grade of 75%. In the case of multiple examinations, a passing grade is twofold, 75% on any individual examination, and a composite grade of 80% determined by simple averaging.

Should a practical skills assessment be required for course completion such as with Rope Access Certification, a non-numerical grade must be achieved where criteria are established based upon discrepancies. In this case, three (3) minor discrepancies result in a fail, as would one major discrepancy. The sole determiner of the category of or imposition of any discrepancy is the assessor.

Formal Review and Evaluation

For the Heights of Inspection program, each student should expect a formal review and/or evaluation at the completion of the second week of instruction. This evaluation is to allow the student to understand any identified weaknesses and to allow the student the opportunity to drop out of the program prior to an eminent failure. The review and evaluation allows the student and instructor to participate in a one-on-one session where frank communication can take place.

If the formal review and/or evaluation determines that successful completion of the program is not probable or possible by the student, the student will be withdrawn from the program and the applicable paid fees will be reimbursed in accordance with the refund policy listed in this handbook.

Inclusion of Likeness in Promotional Literature

During any particular course, we may take photographs or video of the instructor, environment, lab exercise, or students. Unless specifically advised by you, your likeness may be used for promotional purposes in written literature, social media feeds, website inclusion of for other purposes. Your name will

never be used by ND³/AccessRULES for these purposes without your expressed written permission.

Additionally, we may use specific quotes, written or verbal, regarding your opinion of the quality or efficacy of training delivered to you during your classes. Every course contains a Course Evaluation Form containing a comments section. If you wish to remain anonymous, please do not include your name or any other identifying information on the form.

Please notify the Instructor, photographer, or an Administrator if you wish to opt-out of inclusion in these or any other materials.

Tobacco Use Policy

Using tobacco products in a classroom or other lecture/lab/training area is not allowed including smoking, dipping, use of chewing tobacco or e-cigarettes. Please refrain from spitting on ND³/AccessRULES property including green spaces and concrete or throwing away cigarette or cigar butts indiscriminately; use an appropriate container.

Students possessing or using tobacco products are subject to disciplinary actions as described in this manual. Under Louisiana law, the appropriate Police Department must be notified when a student younger than 18 years is observed using tobacco products.

Visitors

Visitors are welcome at ND³/AccessRULES facilities. All visitors should make arrangements in advance in order to be assured that school personnel will be available to meet with them.

All persons entering the facility must receive authorization to move through the building. The visitor must wear an identification badge while in the facility. If the visitor is making the visit at a non- ND³/AccessRULES owned facility, the visitor policy of the facility will prevail.



Grievance

Any grievance shall be directed solely to the President of the companies. If the grievance cannot be directed to the President, it should be directed to a company officer for resolution. Should a grievance not be resolved to the satisfaction of the grieved, the AccessRULES Board of Directors shall make final arbitration decisions.



By my signature below, I certify that I have read, understand and agree to follow all stated policies contained in this Student Handbook. I further agree to be held accountable for my actions during all training sessions and understand that this manual cannot be considered all-inclusive and assume full responsibility for actions not contained herein. I understand that I may be removed from a class or program for actions not listed herein and agree to abide by the instructors' or managers' decision.

Student Print Name

Signature

Date

Witness Print Name

Signature

Date

Please print, sign and date as appropriate and remove and return to your instructor.



Building Confidence Through Competence



Do It By The Book

ND³, LLC

2075 Paxton Street
Harvey, LA 70058
(504) 366-0586
www.nd3llc.com

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www.access-rules.com