



## PRIVACY POLICY

### Directory Information Allowed:

Directory information includes information that is collected from a student upon registration and information that a student gives in routine inquiries. Information provided on registration forms implies consent to use for internal academic and marketing purposes. Keene State College does not sell, lease, loan or publicly provide student information. The OSHA Training Institute Education Center, Region 1/Keene State College considers the following to be directory information:

Name

Mailing address(es) Business and Home

Telephone & Fax (Home, Business, Cell phone)

E-mail address(es)

Date of birth

Dates of course(s) attendance

Certificates and awards received



# Registration Information

## Terms and Conditions



### Registration and Tuition:

Course registration in advance is required. Please complete and submit by fax, email scan or mail along with any prerequisite documentation, if applicable. Assistance and clarification is available by calling the Center at 800-449-OSHA (6742).

Tuition payment information: Payment and registration must be received prior to the course start date to assure a place in class. Registration within five (5) business days of the course start date will incur a \$20 late registration fee, payable along with tuition. The student is responsible for any and all charges incurred by Keene State College, including any collection costs associated with non-payment.

Keene State College accepts the following methods of payment:

- Credit card (MasterCard, VISA and Discover)
- Business or personal checks
- Money orders
- Company purchase orders

Please make checks and purchase orders payable to Keene State College. We request that purchase order(s) or checks are included with the registration form. Please include the student(s) name(s) and course number(s) on the purchase order or check.

We cannot issue course documentation unless tuition payment has been received in full.

**Notes:** Payment of tuition does not ensure the student will pass the hourly and course requirements. Tuition fees are subject to change at any time.

**Prerequisites:** The Directorate of Training and Education/ OSHA has prescribed certain prerequisite requirements for individuals wishing to become OSHA Outreach Trainers. For information about prerequisite requirements, please view the course descriptions catalog or call the Center to inquire. OSHA Training Institute Education Centers are not

permitted to register a participant into an Outreach Trainer course without receiving required documentation, reviewed submitted information and approved participation.

**Special needs:** If you have a disability requiring a specific academic accommodation, please call the OSHA Training Institute Education Center (800-449-6742) before your course starts.

**Language Specific Training:** Training required by OSHA Standards must be presented in a manner that employees understand. OTIEC Region 1 courses are presented verbally, visually and in written materials in English. If you are not conversant in English, please contact our office before registering to attend. This includes those individuals with low literacy skills and reading comprehension challenges. If there are ways we at OTIEC Region 1 can accommodate your language or literacy needs, we will assist you or will refer you to others who may be a resource for you. Group training by contract for non-English speaking audiences may be available, please inquire.

**Dietary Limitations:** Course lunches are obtained from a variety of sources, and in most cases special meal requests cannot be accommodated. Attendees with special dietary needs (diabetic, allergies, gluten-free, religious, vegetarian, etc.) should plan to bring their own suitable food and drink to OTIEC courses.

**Attendance:** Students are expected to attend 100% of the course in which they are enrolled, and complete hourly and course requirements before a certificate of completion can be issued.

### Withdrawal/Cancellation/ Refunds/Postponement

Course withdrawal or cancellation notification must be made in writing (fax and email are acceptable) and received (not postmarked) five (5) business days prior to the course start date. Withdrawals or cancellations received in a timely manner will be 100% refunded. Cancellations made within five (5) business days of the course start date will be charged a 25% cancellation fee if not rescheduled.

Non-payment of fees or not showing up for confirmed training, does not constitute a “withdrawal.” No-shows will be charged the full tuition fee. No refund is granted for withdrawals after the course begins. Substitution of another participant may be made, for no additional fee, prior to the start of the course. Contact the Center immediately if substitution of participants is made.

In New England, we have occasional inclement weather, and courses may be postponed or rescheduled. The safety of our students is important to us. Keene State College reserves the right to cancel courses due to unforeseen circumstances, and will return only the registration/course tuition. Keene State College is not responsible for travel expenses incurred by the participant in the event of cancellation. Keene State College “open enrollment” courses may also be cancelled or rescheduled due to under enrollment. If you are registered, you will be notified should a course be rescheduled or removed from the master calendar.

### Directions and Accommodations

Upon registration, course confirmation, directions, and local area accommodation information will be sent to you by mail, fax, or e-mail. Please tell our registration specialist if you will be traveling a distance to one of our facilities and require additional information. Local area accommodations information and directions for each training venue appears at our website [www.OSHAedcenter.com/locations](http://www.OSHAedcenter.com/locations).

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