

## Education Program Policies

**CANCELLATIONS:** A cancellation policy is in effect for every class. Because they are different for our various programs, please see the specific class information or refer to your confirmation email to see the cancellation policy for that class.

**DIRECTIONS:** Directions to our course locations can be found on our website at <https://www2.massagent.com/directions>. Once there, scroll down the page to find your particular facility.

**BOOK TYPE** (For our classes that have this option)

**Hard Copy:** If you chose to receive a hard copy book, the book will be at the class for you.

**PDF:** If you chose to receive a PDF version of the book, you will be sent the PDF version in advance of the class. You need to bring your electronic device with the book downloaded to it. Please note that WiFi may not be available to access so it is important that you download the book to your device. Also note that your electronic device should be fully charged as we do not know the availability of areas to charge your device. A hard copy book will not be available for you at the class.

**CONTINUING EDUCATION CREDITS:** If your class has been approved for CE, the Commonwealth of Massachusetts mandates that you must attend the class in its entirety to receive CEUs. Partial credit is not given and late arrivals will not receive CEUs. The state will not allow CEUs for the same class if taken within a 3-year period. If your resident license is in another state other than Massachusetts, please check with your resident state to see if CEUs will apply.

**EXAMINATIONS:** Some classes do have examinations that accompany them. If it is a 'live' class passing/taking the examination has no bearing on the CE that will be issued. If it is a self-study program then examinations and the passing of them are a requirement of the Commonwealth of Massachusetts.

**PHOTO IDENTIFICATION:** The Commonwealth of Massachusetts mandates that all program participants that are requesting continuing education credits are required to present photo identification to the registrar at the program location prior to entering the class.

**DRESS CODE:** There is no set dress code for our programs.

**ADA:** In accordance with Title III of the Americans with Disabilities Act, we invite all registrants to advise us of any disability and requests to that disability at least 3 weeks prior to the program.

**INCLEMENT WEATHER:** For all of our classes, except CIC/Graduate Seminars, our policy is that if the town in which the program is occurring cancels their K- 12 public school classes for the day, then our classes are canceled as well. If the town issues a delay, our programs will proceed as scheduled.

**Questions?** Please call the MAIA Education Team at (800) 742-6363 or (508) 634-2900.