Distance Learning Institute Training

 School Policy Manual for Live Streaming Classes through Zoom

 *January 12, 2022*

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 **Distance Learning Institute Training**

 POLICIES AND PROCEDURES for Zoom/Virtual Classes

**Background**

This manual addresses the policies and procedures of the Distance Learning Institute Training, a private career school licensed by the Maryland Higher Education Commission and approved by the Maryland Real Estate Commission. The Institute offers Virtual live streamed courses for continuing education. A complete list of currently- approved courses and their credit value may be determined by accessing our web page, [www.dlitraining.com](http://www.dlitraining.com). Please familiarize yourself with all the information in this manual before enrolling in a course.

**Enrollment in a Virtual Classes**

You can view and sign up for virtual classes by visiting our schedule page on [www.dlitraining.com](http://www.dlitraining.com). You will need to create a student account if it is your first time enrolling in a virtual class. Once you complete the registration process-you will receive a schedule confirmation by email.

**System Requirements/Recording**

DLIT uses the Zoom platform to live stream courses. Students are responsible for the performance of their own technology, including audio volume, video clarity and reliable internet connection. By attending a virtual class, you consent to being included in any video/audio recordings.

DLIT not provide technical assistance for your device. Please contact your device technician or internet provide for assistance with your device and service. Please plan to access the class at least 30 minutes early to solve any technical issues you may have with your equipment.

**Receiving Credit for the course**

Students must

-Log in to the class at least 30 minutes before class to make sure your connection is working/cameras are on/ and ready when the instructor begins the class

-Be visible on Camera the full duration of the course

-Consent to be recorded

-Participate in class

-Be in a space conducive to learning which means no pets/children in the class, no driving or walking around, no disrupting other students in class

-Complete the electronic signature that will be emailed to you.

**Non-technical Questions**

For questions concerning course content, you may ask your instructor in class or email Winnie Gathitu at enrollment@dlitraining.com. Please be very thorough when sending questions or take a screen shot of a question you may have. We will return your email within 24 hours.

**Refunds**

You may request a refund minus $10 processing fee three business days before class. There will be no refunds due to poor connection or being unable to access the course. No refunds on the day of class or after class.

**Reporting your Hours**

Your hours will be reported within 14 days to the MD Real Estate Commission after completion of your course. To request a certificate, please contact us by email at enrollment@dlitraining.com