



Virtual Instructor Led Training Course Delivery Process, Terms, and Conditions

Request Process

1. Complete Online Information Request Form and submit.
2. Upon receipt of Information/Training Request Form, a Victor 12 representative will connect via email and initiate a calendar invite to discuss needs, questions, and/or training coordination and planning.

Training Delivery

1. 10 business days prior to delivery, Victor 12 provides POC with Adobe Connect course link for distribution.
2. 2 business days prior to delivery, POC provides course roster to Victor 12.
3. Upon Completion of live delivery event(s), Victor 12 provides final course roster/attendance to POC.
4. Upon Completion of live delivery event(s), Victor 12 Accounting submits invoice to designated course offering POC:
 - a. Payment to be received within 30 days of live delivery
 - b. Payment options include: ACH, Purchase Card, or Check
 - c. Questions re: invoice/payment: accounting@victor12.com

Terms and Conditions

1. Training requests can be scheduled up to 3 months in advance and no less than 10 business days' notice.
2. Cancellations must be received no less than 10 business days' notice.
3. Cancellations that occur within 10 business days will incur 20% fee.
4. Offering Costs include: Instructor/Course Host/Delivery (VILT & Telephany IT) support

5. Gov POC to publish / distribute / coordinate all course communication (instructions for registration, course prerequisites, links.), outreach, and confirmation notifications.
6. Course assessments, evaluations (e.g. L1 & L2) are not included/required.
7. Recommended max capacity for VILT sessions is 20 participants. There is no minimum.
8. Credit Card Purchases will incur 3% fee for each transaction. This fee is in addition to the Total Delivered Cost.
9. Closed Captioning services available upon request and require 48 hours advance notice. Additional fee per hour.
10. Government commercial credit cards are accepted in accordance with government commercial credit card program guidelines.
11. Training Request Forms are required for all course offering purchases, regardless of payment format.
12. Standard course scheduling: Please schedule courses or consulting activities at least four weeks prior to the desired delivery date in order to ensure scheduling flexibility and sufficient logistical and participant preparation time.
13. Any deviations to these Terms and Conditions will be analyzed for impact on schedule, scope, and cost, and adjustments will be made accordingly.