

ISTC's Policies and Procedures

- ◆ You must show proof of a US Government or State issued picture identification before checking-in and as requested while at ISTC. Acceptable forms of identification are; Valid Driver License w/Photo, Valid Identification Card w/Photo, Valid Passport w/Photo (US only), Valid Renewal document w/expired within 60 days photo Driver License (Expired license beyond 60 days will not be accepted. Student will have to wait for official license from State prior to taking a course.), Valid Renewal document w/expired within 60 days photo Identification Card (Expired identification card beyond 60 days will not be accepted. Student will have to wait for official identification card from State prior to taking a course.), Permanent Residence Card.
- ◆ ISTC performs a Social Security Verification on all students. A cost of \$5.00 per verification will be charged to the contract company. ISTC does maintain reciprocity with other safety councils performing Social Security Verifications under similar conditions.
- ◆ Normal business hours are 7:00 a.m. – 4:00 p.m., Monday through Friday
- ◆ Electronic Registration is available to all ISTC customers who have appropriate computer system requirements. Contact our Vice President Operations for further details.
- ◆ Students are accepted on a first come, first serve basis, but ISTC strives to accommodate special circumstances and emergencies.
- ◆ ISTC will accept the approved reciprocal code from ARSC Member Councils in good standing. The employee should present a valid badge from the approved reciprocal council and training **MUST** be verifiable via the issuing council's website to be transferred to the ISTC badge.
- ◆ Any student who fails a Basic Orientation Plus® or Basic Orientation Plus Refresher® at ISTC within the last three years must successfully complete the class at ISTC. If a student failed over three years ago refer to the *Fail Test Reciprocity Procedure*.
- ◆ It is the contractor's responsibility to inform their employees of dates and times they will attend classes at ISTC.
- ◆ PLEASE RETURN ALL OLD BADGES TO ISTC at check in. The ISTC Board of Directors recommends that the badge ownership remain with the employee. This keeps all contract personnel active in the area
- ◆ A \$10.00 fee is required to reprint a lost ISTC badge. Payment must be received when badge is released on all lost badges.
- ◆ Fail test will be charged at the regular class rate.
- ◆ Non-subscribers are required to pay for classes prior to releasing the badge. Payment may be made by cash, check or credit card.
- ◆ ISTC policies regarding alcohol, drugs, weapons and conduct have been posted in the halls. Students who are not within the guidelines of ISTC's policies may be asked to leave the premises.
- ◆ ISTC policies regarding cheating are posted in the classrooms. Any student caught cheating will not be allowed through classes for 30 days.