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# Avid Technical Training Program Policies



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These policies relate to and support the Avid Certified Support Representative and Certified Administrators Programs.

## Table of Contents

Content Usage _____	3
Live Workshop Cancellation Policy _____	3
Exam Attempts _____	4
New Certification _____	4
Re-certification _____	4
Exam Conditions _____	4
Additional Exam Time _____	5
Learning Disabilities _____	5
Non-native English-speaking allowance _____	5
Standalone exams _____	5
Systems Requirement _____	5
ACSR Certification Validity _____	5
On-Site and Private Online Training _____	6
Cancellation _____	6
Live Course Attendee Size _____	6
Live Course Times _____	6
Live Course Surcharges _____	6
Live Course Equipment _____	6
Access to Course Content _____	7
Contact _____	7





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## Content Usage

Avid may offer live (“Live Courses”), containing Live Workshops, and prerecorded online (“OnDemand Courses”) training courses (collectively, “Courses”) that instructs students in the use of Avid products and services.

When you register for or purchase Courses, you agree that the Courses and any training materials and audio-visual content (“Content”) made available to you in connection with the Courses are for your personal use only. You agree to not copy or distribute the Content, give any third-party access to Courses or the Content, or use the Content for any purpose other than for purposes of taking the Course.

## Live Workshop Cancellation Policy

This Avid Learning Services Live Workshop Cancellation Policy (“Cancellation Policy”) is between Avid Technology Inc., 75 Blue Sky Drive, Burlington, Massachusetts 01803 U.S.A. (“Avid,” “we” or “us”), and you (if registering as an individual) or the entity you represent (if registering as a business) (“Partner” or “You”). Each party to this Agreement may be referred to herein individually as a “Party” or collectively as the “Parties.”

Avid’s Cancellation Policy with respect to the Avid Learning Services Live Workshop (“Live Workshop”) is as follows:

- Cancellations or modifications of the Live Workshop are permitted, without penalty, up to ten (10) days before the first day of the Live Workshop (“Start Date”).
- Cancellations or modifications of the Live Workshop less than ten (10) days before the event Start Date are not permitted. No refund will be provided for cancellations or modifications less than ten (10) days before the Live Workshop Start Date. At Avid’s sole discretion, you may transfer the Live Workshop to a later date, once. The Live Workshop must be completed within six (6) months of the original Live Workshop Start Date.
- Candidates who fail to attend the first day of a Live Workshop, without written notification to Learning Services, are required to pay in full. No transfer or refund will be offered and a new Live Workshop must be purchased to complete the training.
- Candidates who request and receive access to the online courseware and/or pre-learning are not permitted to cancel or make changes by any means. Once access is given to online courseware and/or pre-learning, training is deemed to have started and no refund will be given.
- In the event Avid Learning Services needs to cancel a Live Workshop, Avid will give ten (10) business days’ notice of intention to cancel. The next scheduled Live Workshop will be offered if available at the time.

Avid hereby reserves the right to amend and/or update this Cancellation Policy at any time.





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## Taking Exams

All exams you take directly with Avid are only available online.

Avid recommends certification exams are taken within 7 days from the end of any Live Workshop or completion of online content and not later than 30 days.

## Exam Attempts

### New Certifications

Candidates taking an exam for a full certification course will be proctored at all times for all attempts. You will be required to bring valid photo identification such as a passport or driving license before being allowed to sit the exam.

The exam is composed of 50 questions with 60 minutes allotted for completion.

Test items are presented in the following formats:

- **Multiple Choice:** Select the single option that best answers the question
- **Illustration Review:** Refer to the illustration (e.g. Avid product interface) prior to answering the multiple-choice question
- **Illustration Response:** Select the single image that best answers the question
- **Multiple Response:** Select multiple answers that are correct for the question.
- **Fill in the Blank:** Select a single answer that completes a sentence or phrase.

Each certification course contains 3 exam attempts\* included in the initial course cost. Purchase of additional exam attempts can be made.

(\*This excludes standalone exams – see below).

### Re-certifications

Candidates taking a recertification exam do not require proctoring.

The exam is composed of 30 questions with 60 minutes allotted for completion.

Test items are presented in the following formats:

- **Multiple Choice:** Select the single option that best answers the question
- **Illustration Review:** Refer to the illustration (e.g. Avid product interface) prior to answering the multiple-choice question
- **Illustration Response:** Select the single image that best answers the question
- **Multiple Response:** Select multiple answers that are correct for the question.
- **Fill in the Blank:** Select a single answer that completes a sentence or phrase.

Each recertification course contains 3 exam attempts\* included in the initial course cost. Purchase of additional exam attempts can be made.

(\*This excludes standalone exams – see below).

## Exam Conditions

All Avid's Technical Certification exams (ACSR and Administration) are open book. Candidates are allowed to use notes, content and internet content.





## Additional Exam Time

### Learning Disabilities

Avid can add additional time to an exam account to accommodate for any verified learning disability. Avid will require written confirmation of the request from the candidate's organisation, which must contain the candidate's First name, Last name and email address. If the candidate is part of an organisation then the email should preferably be sent by their HR team or line manager to confirm any additional requirements.

### Non-native English-speaking allowance

If Avid does not have a translation for an exam you are taking and you are non-English native speaking or reading, Avid, at its discretion, can add an additional 30 minutes.

## Standalone exams

Avid offer standalone certification exams. Study Guides for the full certification exams are available from the certification web pages on Avid.com. Please note no learning content is provided or included in the cost of the exam. Standalone exams come with 1 attempt included in the cost. Purchase of additional exam attempts can be made. Equivalent Industry experience is needed to sit full stand-alone certification exams.

You will need to complete a standalone exam within 90 days from the date your order was booked. If not taken, then your order will be de-booked and you will be asked to attend a full course.

## Systems Requirement

Students should use their own computer for exams and you are required to have access to an internet connection. You will need your login credentials to your MyAvid account (<https://my.avid.com>) to take the exams on Avid.com. If you do not yet have a MyAvid account you can create one (<https://my.avid.com>) or the Instructor/Proctor will be able to provide assistance with setting your account up.

All Avid's proctored exams require you have a working web-cam and working audio to communicate with the proctor.

## ACSR Certification Validity

- Active: ACSR Certification is active for 1 year from the pass date of your certification/ recertification exam. This will expire automatically unless you recertify.
- In-Active: If you have not recertified after your first year of certification, you are classed as In-Active. You are eligible to recertify up to 3 years from the date you passed your certification/recertification exam.
- Expired: After 3 years from the date you passed your certification/recertification exam – you are no longer eligible to recertify. At this point you can choose to either attend a full course or sit a standalone certification exam.





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## On-Site and Private Online Training

### Cancellation

All on-site and private course cancellations must be made in writing. The Avid Learning Services team must be informed a minimum of ten (10) business days prior to the course start date, otherwise, the payment in full will be required and this is non-refundable.

### Live Course Attendee Size

Courses taught in person for an organisation at their location can have a maximum of six (6) students. One set of course materials will be provided per student (up to a maximum of 6). Should additional seats on the course be required customers can approach Avid's Training Co-ordinator to discuss the available options at an extra cost. Additional courseware can also be purchased if needed.

### Live Course Times

Unless otherwise stated courses will begin at 9:00 a.m. (local time) and end at 6:00 p.m. (local time) as determined by the course instructor. Short breaks will be given by the instructor as well to allow for drinks, restroom visits, etc.

### Live Course Surcharges

Requests for weekend training, or an abnormal (split-shift or evenings) training schedule, should be discussed with Avid's Training Co-ordinator who scheduled the course. These requests will be reviewed by the Director for Learning Programs or Senior Learning Services Management. If weekend or abnormal scheduling of training is approved an agreed surcharge will be added to the price of the course.

### Live Course Equipment

For Avid to run our courses onsite, you are responsible for supplying the correct equipment for the course you have ordered. We recommend enough equipment to be available to comfortably run the course and allow for students to gain practical hands-on experience.

Avid recommends 1 student per system but will allow 2 students per system when required.

Avid's Training Coordinator will provide your organization with an equipment list at the time of enquiry so you can provide the correct equipment for the course attendees.

Depending on the course, where certain equipment is not available then the option to discuss the rental of a virtual environment to facilitate online access will be made available to you.





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## Access to Course Content

Self-Paced Content/Live Workshops, online or onsite

Once a purchase order or payment for your course has been received, Avid's Learning Services Operations team will give you access to the courseware and online content, where applicable, 10 business days before the course start date, in line with our cancellation policy. It is possible to request access prior to 10 business days, in which case the course is deemed to have started and you will be invoiced for the complete course.

Please refer to the Cancellation policy above. Your access to the content will expire after 3 months from the date you were given access.

## Contact

If you have any questions on these policies, then please send them to [learning@avid.com](mailto:learning@avid.com)





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