

SECTION:	Education and Training		
POLICY #:	ET 1	PAGE:	1 of 1
SUBJECT:	General Information		
DATE:	11/02	SUPERSEDES:	9/91

TITLE: ET1, Education and Training – General Information

POLICY: Establish general guidelines and define training objectives for StoreNext.

SCOPE: All StoreNext Dealers

PROCEDURES:

1. StoreNext will provide training programs for StoreNext products while maintaining consistency with the philosophies set forth by StoreNext.
2. StoreNext will maintain training programs with ongoing curriculum development and enhancement of all service/support/sales training.
3. StoreNext will establish training standards and accreditation requirements for all StoreNext and non-StoreNext training organizations. (Refer to ET 3)
4. Course descriptions, objectives, and prerequisites for each course are defined in the StoreNext Course Catalog or in special announcements.
5. Enrollments and cancellations for courses will be processed by the designated StoreNext Education Manager. The current Education Manager will be posted on the StoreNext Support Web site in the “Contact Us” section. Initial phone or email enrollment will be confirmed by a written or email confirmation from StoreNext. Every effort will be made to accommodate each request. Please refer to ET 4.
6. A Purchase Order for the course tuition must be provided upon confirmation of registration. StoreNext cannot reserve places without a Purchase Order for the course.
7. StoreNext reserves the right to cancel scheduled courses. Every effort will be made to provide adequate notification of course changes.
8. A Certificate of Achievement will be given to all students who successfully complete a course of instruction.
9. StoreNext maintains a database of students attending StoreNext Education and Training courses. Information in this database is limited to a student’s name, service area, Dealer, course designator, completion status, and course dates.

