Ventura County Office of Education
Educator Support Services
Teacher Exam Preparation Program Policies

By registering for classes and/or services through the Ventura County Office of Education (VCOE), Educator Support Services (ESS) department, you acknowledge you are aware and agree to the policies specified herein.

REGISTRATION AND ATTENDANCE POLICY

1. All class registrations are done through VCOE's online course registration system. Registration and payment of the class registration fee is required **prior** to the class start date to confirm enrollment. Class fees are subject to change.
    - If you are a California Lutheran University (CLU) voucher holder, you must pay the full registration fee and then seek reimbursement for the voucher directly from CLU.
2. You are expected to arrive on time and be present for the entire class to receive the full-intended class instruction. No make-up, credit, or refund is provided if you are late or miss any portion of a class.
3. Class dates and/or times are subject to change. If this occurs, email notification will be sent to you. If you are unable to attend the revised date and/or time, you will have the option of applying the amount you have paid to another class (subject to availability) or receive a full refund.
4. Notice of any special accommodation(s) for attendance at a class must be made known at the time of registration (specified on the registration form) and provided in sufficient time for VCOE to make arrangements to meet the accommodation(s).

TUTORIALS

All tutorials with instructors are arranged by ESS (not by test prep instructors). Tutorials are arranged for one to three individuals (maximum) and are a minimum of three (3) hours charged at an hourly rate, per individual (subject to the fee schedule currently in effect). Payment of the initial cost of the tutorial is required prior to the start date of the tutorial.

NO GUARANTEE

While VCOE Educator Support Services strives to provide the best test preparation services possible, VCOE TSS offers no guarantees that you will pass your exam(s).

CANCELLATIONS/REFUNDS

1. Class registration fees are refundable one week prior of the first class date. After this date, all fees are nonrefundable and cannot be used as credit toward a future class.
2. Tutorial fees are nonrefundable.
3. Classes are subject to cancellation if minimum enrollment is not reached. In case of a class cancellation, you will have the option of applying the amount you have paid to another class or receiving a full refund.

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COMPLAINTS/DISPUTES

For any dispute/complaint arising from services you receive through VCOE ESS, refer to VCOE's Uniform Complaint Policy for more information.

QUESTIONS/FEEDBACK

For any questions or feedback regarding the VCOE Teacher Exam Preparation Program contact:

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