



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



By registering for classes and/or services through the Ventura County Office of Education (VCOE), Educator Support and Effectiveness (ESE) 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.
2. You are expected to begin and complete the course within the start/end dates specified. If attending a face-to-face class, 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 provided in a reasonable amount of time for VCOE to make arrangements to meet the accommodation(s).

TUTORIALS

All tutorials with instructors are arranged by ESE (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 and Effectiveness strives to provide the best test preparation services possible, VCOE ESS offers no guarantees that you will pass your exam(s).

CANCELLATIONS/REFUNDS

1. Class registration fees are refundable one week prior to the start date of the class. 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.

COPYRIGHT

All test prep curriculum/content created by VCOE ESE is the property of VCOE and is protected by copyright laws. VCOE test prep curriculum/content may not be used in connection with any service or product that is not VCOE's, be given out or distributed to other individuals or institutions, or used in any manner that disparages or discredits VCOE.

COMPLAINTS/DISPUTES

For any dispute/complaint arising from services you receive through VCOE ESE, 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:

Ventura County Office of Education
Educator Support and Effectiveness
5100 Adolfo Road
Camarillo, California 93012

Email: academicadvise@vcoe.org

Phone: (805) 437-1320

Facsimile: (805) 389-4316