



ALTA Language Services, Inc.

Training Programs Participant Agreement

Purpose and Scope

This Training Programs Participant Agreement, referred to as the Agreement, contains the terms and conditions for the following courses offered by the ALTA Language Services, Inc. Training Department. In this Agreement, ALTA Language Services, Inc. is referred to as ALTA, and the individual enrolled in a course is referred to as the Participant.

- Accent Reduction
- Breaking Boundaries in Healthcare®: A 40-Hour Medical Interpreter Training
- Breaking Boundaries in Healthcare®: A Corporate 40 Hour Medical Interpreter Training
- Breaking Boundaries in Healthcare®: An 80-Hour Medical Interpreter Training
- Breaking Boundaries in Healthcare®: An Alumni 80 Hour Medical Interpreter Training
- Breaking Boundaries in Healthcare® for Dual Role Interpreters
- Continuing Education Units, referred to as CEUs

Only the terms applicable to the course or courses purchased and enrolled in by the Participant will apply. Terms describing other courses are included for reference only and do not apply to the Participant or create any obligation.

By signing this Agreement, the Participant accepts the applicable terms, fees, timelines, and responsibilities for each course purchased and enrolled in. Except as provided in the Cancellation and Refund Policy, tuition and related fees remain due whether or not the Participant accesses, completes, or uses the course materials.

When a policy applies to every course, it is stated once. When a policy differs by course, the applicable course terms are identified within that section.

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1. Course Access, Extensions, and Pauses

APPLIES TO: ALL COURSES

Course	Standard Access Period	Extension Option
Accent Reduction	6 months (26 weeks) from the purchase date	Additional 6 months (26 weeks) from the extension purchase date for \$100
40 Hour BBiH	16 weeks (4 months) from the purchase date	Additional 16 weeks (4 months) from the extension purchase date for \$110
Corporate 40 Hour BBiH	16 weeks (4 months) from the purchase date	Additional 16 weeks (4 months) from the extension purchase date for \$110, when purchased by the Participant
80 Hour BBiH	8 months (35 weeks) from the purchase date	Additional 8 months (35 weeks) from the extension purchase date for \$265
Alumni 80 Hour BBiH	8 months (35 weeks) from the purchase date	Additional 8 months (35 weeks) from the extension purchase date for \$265
BBiH Dual Role Interpreters	8 weeks (2 months) from the purchase date	Additional 8 weeks (2 months) from the extension purchase date for \$50
Continuing Education Units (CEUs)	6 months (26 weeks) from the purchase date	Not applicable. If more time is needed, the Participant must repurchase the course.

Access Period

Course access begins on the date the purchase is finalized, not the date this Agreement is signed. Access continues without interruption until the listed expiration date unless ALTA approves a course pause under this section.

Extensions

Course extensions are intended to be purchased only after the Participant's current course access has expired. A Participant who does not complete the course within the standard access period must wait until the course expires and access is lost before purchasing an extension.

The extension period begins on the date the extension purchase is finalized and provides additional time to complete the remaining curriculum and applicable certificate requirements.

Purchasing an extension before the current course expires will immediately replace the Participant's existing enrollment with the extension period. This will result in the loss of any remaining access time associated with the original enrollment. Any excess or incorrect access time applied as a result of an early or improper extension purchase is subject to review and correction by ALTA.

One Course Pause

Each Participant may request one course pause during the access period for any reason. The request must be emailed to ALTA's Training Department at training@altalang.com. ALTA will grant one pause upon request.

Not logging in or otherwise accessing the course does not qualify the Participant for a complimentary extension.

2. Cancellation and Refund Policy

ALTA provides a full refund for cancellation requests received within 14 days of registration, subject to the Accent Reduction deductions described below. After 14 days, the course-specific terms in this section apply.

40 Hour BBiH, Corporate 40 Hour BBiH, 80 Hour BBiH, Alumni 80 Hour BBiH, and BBiH for Dual Role Interpreters

After 14 days, the Participant is responsible for the full tuition. A refund is not available after the Participant has taken the final written exam, taken the final oral exam when applicable, or earned a certificate.

Accent Reduction

After 14 days, the Participant is responsible for the full tuition. Refunds apply only to the on-demand course materials. Any approved refund will be reduced by \$100 for each completed Accent Assessment and by \$65 for each completed hour of one-on-one training.

How to Submit a Cancellation Request

APPLIES TO: ALL COURSES

Cancellation requests must be submitted by email only to training@altalang.com. Requests made by phone, mail, or any other method will not be accepted.

The email must include the Participant's first and last name and the reason for the cancellation request.

3. Participant Commitment

BBiH Courses

APPLIES TO: 40 HOUR BBIH, CORPORATE 40 HOUR BBIH, 80 HOUR BBIH, ALUMNI 80 HOUR BBIH, AND BBIH FOR DUAL ROLE INTERPRETERS

By participating in a BBiH course, the Participant agrees to:

- Review all course materials in the online chapters.
- Dedicate appropriate study time to medical vocabulary in English and the target language.
- Take responsibility for personal learning and progress.
- Review, reflect on, and apply the information presented in the course.

Accent Reduction

By participating in Accent Reduction, the Participant agrees to:

- Dedicate appropriate time to studying and practice.
- Take responsibility for personal learning and progress.

- Review, reflect on, and apply the information presented in the course.

4. Honor Code

APPLIES TO: 40 HOUR BBIH, CORPORATE 40 HOUR BBIH, 80 HOUR BBIH, ALUMNI 80 HOUR BBIH, AND BBIH FOR DUAL ROLE INTERPRETERS (NOT APPLICABLE TO ACCENT REDUCTION)

ALTA maintains a strict zero tolerance policy for cheating in graded activities, including quizzes and exams. Cheating includes:

- Using any unapproved resource, including dictionaries, glossaries, recording devices, cheat sheets, previous exams, or unauthorized notes from class or home.
- Providing an unapproved resource or otherwise assisting another Participant during a graded activity.
- Misrepresenting one's identity, or presenting another person's work as one's own.

A Participant who cheats will receive a score of zero on the applicable exam or assignment and will not be permitted to make it up. Depending on the seriousness of the violation, as determined by the course administrator, ALTA may require the Participant to withdraw from the course without reimbursement. For the Dual Role course, this includes the registration fee.

5. Ownership and Use of Course Content

APPLIES TO: ALL COURSES

All course materials, including brochures, textbooks, exams, digital content, mobile content, and images, are referred to collectively as Content. The Content is owned and copyrighted by ALTA or other rights holders, with all rights reserved unless otherwise stated. Trademarks, logos, and service marks included in the Content are also protected.

The Participant may use the Content only as authorized through the applicable course. Any other use without written permission from the Content owner is prohibited. ALTA reserves the right to enforce its intellectual property rights to the fullest extent permitted by law.

6. Media Release for Live Sessions

APPLIES TO: 40 HOUR BBIH, CORPORATE 40 HOUR BBIH, 80 HOUR BBIH, ALUMNI 80 HOUR BBIH, AND BBIH FOR DUAL ROLE INTERPRETERS (NOT APPLICABLE TO ACCENT REDUCTION)

Live office hours and group coaching sessions may be recorded. ALTA will request recording permission at the beginning of each session. A Participant who joins after permission has been obtained from the existing attendees consents to the video and audio recording unless the Participant expressly asks for the recording to be paused or stopped.

A Participant who does not wish to be recorded may attend in listen-only mode. ALTA may use recorded sessions for educational or promotional purposes.

7. Group Coaching

APPLIES TO: ALL BBIH COURSES

Each Participant enrolled in a BBIH course receives access to group coaching sessions. Each session is limited to ten Participants. ALTA will coordinate scheduling, as applicable, and session arrangements may vary by target language.

8. Grading and Course Completion

Course	Written Exam Passing Score	Oral Exam Passing Score / Requirement
40 Hour BBIH & Corporate 40 Hour BBIH	75% or higher	Level 9 or higher
80 Hour BBIH	75% or higher	Level 9 or higher
Alumni 80 Hour BBIH	75% or higher	Not required – the oral exam score from the Participant's previous 40 Hour BBIH course is used
BBIH Dual Role Interpreters	75% or higher	Level 9 or higher
Accent Reduction	Not applicable	Not applicable

Oral exam certificate levels: Level 9 qualifies for a Beginner Certificate. Level 10 or higher qualifies for a regular Certificate. Level 8 or below does not qualify for a Certificate.

40 Hour BBIH and Corporate 40 Hour BBIH

The Participant must complete all modules and the final written exam before the 16-week course expiration date. After completing all modules and the final written exam, the Participant may schedule the oral exam before or after the course expiration date unless ALTA states otherwise.

The Participant must pass both the final written exam and the final oral exam to receive a Certificate of Qualification. The course includes four quizzes that serve as learning checks; quiz scores are not included in the final exam score. Requests for letters or other documentation are governed by Section 11.

80 Hour BBIH

The Participant must complete all modules and the final written exam before the 8-month course expiration date. After completing all modules and the final written exam, the Participant may schedule the oral exam before or after the course expiration date unless ALTA states otherwise.

The Participant must pass both the final written exam and the final oral exam to receive a Certificate of Qualification. The course includes four quizzes that serve as learning checks; quiz scores are not included in the final exam score. Requests for letters or other documentation are governed by Section 11.

Alumni 80 Hour BBIH

The Participant must complete all modules and the final written exam before the 8-month course expiration date. The Participant is not required to complete another final oral exam; ALTA will use the oral exam score

earned through the Participant's previous 40 Hour BBiH course toward the Alumni 80 Hour BBiH certificate requirements.

To receive a Certificate of Qualification, the Participant must pass the Alumni 80 Hour BBiH final written exam and have a qualifying oral exam score from the previous 40 Hour BBiH course. The course includes four quizzes that serve as learning checks; quiz scores are not included in the final exam score. Requests for letters or other documentation are governed by Section 11.

BBiH for Dual Role Interpreters

Oral assessments are graded for precision and accuracy of meaning. Errors that change the meaning reduce the assessment score. Except for severe errors, each addition, omission, grammar error, or terminology error may result in a deduction of one to three points.

The Participant may take notes during the oral assessment but may not use prewritten notes, dictionaries, or devices. The Participant must pass both the final written exam and the final oral exam to receive a Certificate of Qualification. Requests for letters or other documentation are governed by Section 11.

Accent Reduction

Accent Reduction does not include a certification exam or grading rubric. The course centers on Accent Assessments and one-on-one training sessions. Related refund deductions are described in Section 2.

9. Final Written Exam Format

APPLIES TO: BBIH FOR DUAL ROLE INTERPRETERS ONLY

The final written exam is completed through the ALTA platform. The exam includes multiple choice, true or false, and fill-in-the-blank questions. Long paragraph responses are not required.

The Participant must complete the written exam before the applicable deadline.

10. Final Oral Exam Format

APPLIES TO: 40 HOUR BBIH, CORPORATE 40 HOUR BBIH, AND 80 HOUR BBIH ONLY

The standard and preferred final oral exam format is an Interactive Voice Response exam, referred to as an IVR exam. If an IVR exam is not available for the Participant's target language, the following alternatives may be offered, in order:

- Live Phone Exam – offered when an IVR exam is not available for the target language.
- Video Exam – offered as a second alternative, subject to availability, when neither an IVR exam nor a live phone exam is applicable.

Alternative exam formats are not guaranteed and are determined solely by ALTA. ALTA will notify the Participant of the applicable exam format during the scheduling process and may modify exam delivery methods when operationally necessary.

11. Letters and Official Documentation

APPLIES TO: ALL COURSES

ALTA does not issue letters related to enrollment, registration, participation, attendance, course completion, partial course completion, written exam performance, oral exam performance, employment, job applications, professional licensing, or any similar purpose. This policy applies without exception.

When an applicable course provides a certificate or other official completion document, that document is the sole official proof of successful completion or qualification. ALTA issues official course documentation only after the Participant satisfies all applicable course requirements. ALTA does not provide additional letters or substitute documentation in place of or in addition to the official document issued for the course.

12. Retest and Additional Language Fees

One course enrollment includes one final written exam and, when applicable, one final oral exam for one target language. Any additional exam attempt is considered a retest.

APPLIES TO: 40 HOUR BBIH, CORPORATE 40 HOUR BBIH, 80 HOUR BBIH, ALUMNI 80 HOUR BBIH, AND BBIH FOR DUAL ROLE INTERPRETERS

Course	Written Retest	Oral Retest	Additional Language
40 Hour BBIH, Corporate 40 Hour BBIH, 80 Hour BBIH, Alumni 80 Hour BBIH, BBIH Dual Role Interpreters	\$75 (initial); \$75 after 6 months (second)	\$125, any time (initial); \$125 after 6 months (second)	\$125
Accent Reduction	N/A	N/A	N/A

Alumni 80 Hour BBIH Participants are not required to retake the final oral exam; the oral exam score from the Participant's previous 40 Hour BBIH course will be used toward the Alumni 80 Hour BBIH certificate requirements.

13. Grade Decisions

APPLIES TO: 40 HOUR BBIH, CORPORATE 40 HOUR BBIH, 80 HOUR BBIH, ALUMNI 80 HOUR BBIH, AND BBIH FOR DUAL ROLE INTERPRETERS

All grades are final and are determined by the evaluators in their sole discretion.

14. Harassment and Abusive Conduct

APPLIES TO: ALL COURSES

ALTA is committed to maintaining an environment free from harassment, threats, intimidation, and abusive conduct. ALTA does not tolerate repeated verbal or physical conduct that a reasonable person would find threatening or intimidating. This policy applies to interactions involving Participants, employees, managers, instructors, contractors, clients, customers, and vendors.

ALTA may refuse service to any person who violates this policy.

15. Third-Party Payment Plan Acknowledgment

APPLIES TO: ALL COURSES, WHEN A PAYMENT PLAN OR FINANCING OPTION IS OFFERED AT CHECKOUT

ALTA does not offer, administer, or manage in-house payment plans. When a payment plan or financing option is available, the Participant must apply through and use the third-party payment provider identified during checkout.

Any payment plan agreement is made directly between the Participant and the third-party payment provider. The provider is responsible for administering the payment plan and its associated billing arrangements.

Questions, concerns, account changes, payment issues, or disputes related to a payment plan must be directed to the third-party payment provider. The Participant is responsible for contacting the provider directly using the contact information supplied by the provider.

ALTA cannot access, modify, suspend, cancel, or otherwise manage a Participant's account or payment arrangement with a third-party payment provider. Using a third-party payment provider does not change the Participant's obligations under this Agreement, including the applicable Cancellation and Refund Policy.

16. General Terms and Conditions

APPLIES TO: 40 HOUR BBIH, CORPORATE 40 HOUR BBIH, 80 HOUR BBIH, AND ALUMNI 80 HOUR BBIH

These Terms and Conditions are part of the Agreement for the courses listed above. They do not apply to a Participant enrolled only in BBIH for Dual Role Interpreters, Accent Reduction, or Continuing Education Units unless ALTA provides them separately.

1. **Fees and Billing.** Unless ALTA agrees otherwise in writing, individual Participants must pay all fees in full in United States dollars at the time of enrollment. Invoicing is available only to corporate clients and is subject to ALTA's approval. If a corporate client asks ALTA to bill a third party, ALTA may issue an invoice to the name and address provided. The corporate client remains responsible for payment, ALTA's terms remain in effect between ALTA and the corporate client, and ALTA does not pursue collection activity against the third party.
2. **Employees, Subcontractors, and No Circumvention.** For two years after the Client's most recent invoice from ALTA, the Client may not solicit, employ, or retain an employee, translator, interpreter, or other person contracted or supplied by ALTA to provide services except through ALTA. A breach requires the Client to pay ALTA a referral fee equal to 100% of the amounts paid to that person outside of ALTA.
3. **Copyrights.** Section 5, Ownership and Use of Course Content, is incorporated into these Terms and Conditions.
4. **Cancellation.** Section 2, Cancellation and Refund Policy, is incorporated into these Terms and Conditions.
5. **Disclaimer of Warranties.** To the maximum extent permitted by law, ALTA makes no representation or warranty of any kind and disclaims all express or implied warranties, including warranties of merchantability, fitness for a particular purpose, noninfringement, accuracy of data, and performance under the Agreement.
6. **Limitation of Liability.** Under no circumstances will ALTA be liable for losses, claims, causes of action, expenses, judgments, or damages exceeding the lesser of the invoice amount or the replacement value of

the service. This limitation applies whether or not ALTA was advised that such claims were possible and regardless of the cause, including dispute, negligence, scheduling, force majeure, or otherwise.

7. **Medical Disclaimer.** ALTA medical interpreter training content is provided for general training about language interpretation only. It is not medical advice and is not a substitute for advice from a qualified practitioner, clinician, or other health care provider. A person should not disregard or delay medical advice because of information presented in an ALTA training program.
8. **Indemnification.** Each party will indemnify and hold the other party, together with its shareholders, directors, officers, employees, representatives, agents, servants, successors, and assigns, harmless from losses, damages, deficiencies, claims, causes of action, and expenses, including reasonable attorneys' fees, arising from a breach of any warranty, representation, covenant, or obligation under the Agreement.
9. **Confidentiality.** ALTA will treat proprietary information supplied by or on behalf of the Client as confidential. ALTA will not disclose that information to third parties except as needed to provide the services and will take appropriate steps to require employees, contractors, agents, and representatives to protect the information.
10. **Applicable Law and Venue.** The Agreement and these Terms and Conditions are governed by Georgia law. Any court action relating to the Agreement may be brought only in the state courts of Fulton County, Georgia, or in federal court in Atlanta, Georgia.
11. **Dispute Resolution.** Any controversy or claim arising out of or relating to these Terms and Conditions, or a breach of them, will be resolved through arbitration administered by the American Arbitration Association under its then-prevailing Commercial Arbitration Rules. The arbitration will be conducted in English in Atlanta, Georgia, under the United States Arbitration Act.
12. **Notices.** Notices must be in writing. A notice is effective when sent by fax with machine-generated confirmation or by email to the address shown in the Client's request or ALTA's confirmation. A notice is considered received on the date it is sent.
13. **Modifications.** A modification, amendment, supplement, or waiver is not binding unless it is in writing and signed by both parties.
14. **Waiver.** A waiver of any term, condition, or obligation does not waive any later breach of the same provision or a different provision.
15. **Entire Agreement.** This Agreement, these Terms and Conditions, and any written confirmation from ALTA constitute the entire understanding between the parties and replace all prior written or oral understandings or agreements concerning the same subject.
16. **Severability.** If any provision is found invalid or unenforceable, that provision will be severed and the remaining provisions will continue in full force and effect.
17. **Publicity.** Unless otherwise agreed in writing, ALTA may use the Client's name in press releases, advertising, and materials distributed to prospective clients.
18. **Reproduction of the Agreement.** ALTA may reproduce this Agreement and these Terms and Conditions electronically or by another method and may then destroy the original. A reproduced copy is binding, enforceable, and admissible to the same extent as the original.

17. Acknowledgment

By accepting this Agreement, the Participant acknowledges and agrees that they have read and understand the terms that apply to each course purchased and enrolled in, including the General Terms and Conditions when applicable.

The Participant understands that terms describing courses they did not purchase or enroll in do not apply to them. The Participant accepts the applicable terms, fees, timelines, policies, and responsibilities associated with each course purchased and enrolled in.

The Participant represents that they will be at least 18 years old when the course is completed and that they are competent to accept and enter into this Agreement.

If the Participant uses a payment plan or financing option through a third-party provider identified at checkout, the Participant acknowledges that the payment arrangement is administered by that provider and accepts the terms of Section 15.