

Live Online Instructor Led Training from HFI

Frequently Asked Questions

What is the daily schedule?

We're currently trying to make the classes fit most US time zones. Here's the schedule for each US time zone:

Pacific Time (PST)	7am-3:30pm
Mountain Time (MT)	8am-4:30pm
Central Time (CST)	9am-5:30pm
Eastern Time (EST)	10am-6:30pm

We plan to schedule online classes for other time zones in the future. Please [email us](#) if you'd like to sign up but you need a different time zone to do so.

There will be one hour for lunch at noon (CST) and breaks throughout the day. Classes are not self-paced, so you will need to be dedicated to the live class for this entire duration.

What do I need to join the training?

- A quiet room
- A computer with a strong, uninterrupted internet connection
- A webcam
- A microphone (using a headset is preferred)
- A place comfortable enough to sit all day (or stand all day, if it's a standing desk)
- Ability to engage with the class uninterrupted for the duration of each training day
- Enough space to move and stretch during breaks

Will I be on viewed by other participants?

Yes. Class interaction, discussion, and group exercises are an essential part of the training and a webcam is required.

Do I need to download anything on my computer?

No downloads are required, you just need a free Zoom account to join the training.

www.zoom.us

If you're not sure if Zoom meetings will work from your computer or behind a firewall, please go to www.zoom.us/test to check.

May my colleagues join in and watch as I take the classes?

Though we welcome your colleagues to enroll for the classes, they'll need to take part from their own computers so that they can be grouped with other students for exercises. Unless they've enrolled in the class you're taking, no one else may join you as you take the course.

How do I get my course materials?

Course materials will be shipped to you via UPS, to arrive about a week before the training.

Is the course content the same as it would be if I attended at an in-person classroom?

Yes.

What is the cost and how can I register?

The CUA training package (four courses plus the online exam) price is \$5,860.

Register at [North America course schedule](#).

Can I attend individual courses and not all four?

Yes, each course is independent of the other courses. Pricing and registration pages for individual courses are at [North America course schedule](#); scroll down to the desired course section for more information.

What are the cancellation terms?

\$100 processing fee if cancelling within two weeks of course start date. **No cancellations or refunds less than two weeks prior to the first course start date.**