



Category 3 ~ The Learning Environment and Support Systems

3.4 The Provider makes available convenient, efficient, and responsive learner support services appropriate for the learning program.

The City of Tallahassee's Department of Equity and Workforce Development will make reasonable accommodations for all learners, regardless of request for accommodation made by the learner.

Registration

Learners will have the ability to register for learning events online, via telephone, and in person.

Classroom Setup

Classes will be held at locations that meet ADA compliance including ample parking for the disabled and appropriate access to the classroom. Classrooms will be arranged to accommodate all learners with any type of disability including wheelchair access and support services for the visual and hearing impaired. Course content will be presented in multiple formats including orally and visually, to accommodate those with learning disabilities. Course content, including supplementary material, such as handouts, will be made available to learners in a printable format in advance of the learning event. Learners will have the ability to submit course evaluations in print or electronically.

Distance and Self-Paced Courses

Distance and self-paced courses will adhere to Section 508 compliance standards and will be compatible with assistive devices. Course content will be presented in multiple formats including orally and visually to accommodate those with learning disabilities. All course components will be made available to learners in a printable format, including course evaluations. Learners will have the ability to submit course evaluations in print or electronically.

Technical Support, Advising, and Counseling

The City of Tallahassee's Department of Equity and Workforce Development will provide competent staff to assist learners with technical support issues including registering for learning events, accessing course content, completing course evaluations, and obtaining training records. Competent staff will also be available to provide advisement and counseling to learners.

Scheduling

Learning events will be scheduled so that learners have ample time to research and register for the event.

Marketing

Promotional materials for learning events will be accurate and make only provable claims about the institution and courses, costs, location, instructors, outcomes, and other benefits.



The City of Tallahassee has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102; (703) 506-3275.
