



Pearltech Consulting

CLIENT CERTIFICATION COURSES COSTS

Before an agent can begin servicing a client program, they must take and successfully complete a client certification course. Certification is an investment opportunity. Like an aesthetician or general contractor, it prepares the learner to be a true professional. Learners will gain keen knowledge related to the client, call types, customers, and how to be successful.

The charges for these courses range between \$9.99 and \$249. This is required by clients in order to be able to service their account. The course provides information on the client's systems that will be used by agents during servicing, as well as the performance metrics laid out in the operative Statement of Work and other information about the client program.

WHAT TO EXPECT

- Courses range anywhere from 10 days to 8 weeks in length
- Each session is normally 2-4 hours long
- Often the course is instructor-led but there are also self-directed components, and there may be assignments to complete prior to the next day's class
- Everything is virtual
- Videos and audio components are built into the online experience

We suggest that you:

- Take the time to learn about the opportunity inside out
- Read through the Opportunity Announcement
- Talk to your Pearltech Consulting liaison and any other agents who may have taken the course



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- Take the time to attend information sessions and ask questions BEFORE you make the commitment to the certification course

CERTIFICATION COURSE REFUND POLICY

The following applies for all cancellations:

- No refund requests will be honored after an agent has enrolled in a certification course
- Once enrolled, fees paid cannot be transferred between opportunities
- No refunds will be given if the agent is not able to complete certification or fails to certify

Arise Cancellation Policy

Arise reserves the right to cancel any certification course or any course meeting for any reason at any time. For courses cancelled by Arise, all certification fees will be refunded. Every effort will be made to reschedule a course meeting.

Misrepresentation Policy

It is expected that the agents enrolled in a client certification course will attend as scheduled, perform their own work on all assignments and take exams with honor, integrity, and professionalism.

Arise has a zero tolerance for cheating and unethical behavior.

This includes but is not limited to:

- Someone other than the enrolled agent attending a certification course on his or her behalf;
- Publishing, in any manner, whether written or oral, course materials, work, assignments, projects, exam questions, or results; or(



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- The performance or submission of assignments or exams that is not the work of the enrolled agent

The decision as to whether an agent has engaged in cheating or other unethical behavior is at the sole discretion of Arise. Any agent so engaged will be immediately dropped from the client certification course.

Any unethical behavior may be grounds for permanent removal from the Arise network.

Course Drop Policy

If an agent voluntarily drops from a certification course, the call center must wait a period of four weeks before re-enrolling in any other opportunity.

Course Transfer Policy

Agents may not transfer to another course schedule without the approval of Arise. Please note that the Opportunity Announcement is intended simply as a summary of the applicable business opportunity. It is not a legal document, nor is it intended to be a comprehensive review of all the terms included in the applicable Statement of Work. You should thoroughly review each Statement of Work prior to executing it. In the event of a conflict between the terms in the Opportunity Announcement and the Statement of Work, the terms in the Statement of Work will take precedence.