



TRAINING POLICY & PROCEDURE

MMTA provides training for the benefit of its members. That training can be offered in three ways: in-person only, online only, and hybrid – both in-person and online.

The board has determined that Basic and Advanced Institutes, barring any external pressures, will only be offered as in-person training. Fall Conference and Winter Workshop will be offered as hybrid training, and MMTA in the UP, Treasurer-to-Treasurer and Treasurer Toolkit training will be offered online only.

Prices

The board sets event registration fees. For hybrid events the registration fee shall be the same for in-person and online attendance.

Transferring Attendance Type

For hybrid events, attendees may transfer their registration between in-person and online once per event with no charge; subsequent requests will incur a \$25 change fee.

Recordings

Hybrid and online training sessions will be recorded and made available to attendees to watch in the event they missed a session or a portion of a session. Recordings will be edited and feature a title slide and credits for participating speakers as well as a copyright warning. Recordings will be accessible via link only and cannot be downloaded or embedded by users to ensure that the public-at-large has no access.

Recordings will be available for a period of two months; after that period, members registered for the training can no longer receive ongoing education credits for the training.

Some speakers may not allow recordings to be distributed or may have other limitations on recording use (paid speakers, Secret Service, etc.). MMTA will inform speakers of the Association's recording policy and will observe any special requests.

Digital Content

From time to time, certain sessions may have suitable content to offer to members as standalone training. This could include presentation materials, recorded sessions, or both. The following criteria would apply:

- The session presenter would be an MMTA member or supplier with no objection to ongoing use of the session (no paid speakers).
- The session would not be time sensitive – the content would remain relevant and accurate for an extended time.
- Making the session available would not be a detriment to attendance at upcoming training events.
- Sessions would be sold for a minimum fee to cover the administration of the program.



- The [Education or PDC] committee is responsible for reviewing the “active” training materials to ensure none are offering obsolete or inaccurate information.
- Continuing education points will be afforded to attendees of the digital content.

Registration Cancellation and Refunds

Due to the expenses incurred by the Association in planning training sessions, attendees are subject to the following cancellation and refund procedures.

- If a registrant needs to cancel their registration, refund requests must be provided in writing via email to the association manager. The refund structure is:
 - All granted refunds are subject to a \$25 cancellation fee.
 - Requested before the registration deadline: full refund
 - Requested 10 days or more before the event but after the registration deadline: 50% refund
 - Requested less than 10 days from the event: no refund
- Requests made after the final deadline are not eligible for a refund but may transfer their registration to another member at their municipality for a \$25 fee. If a substitute is unavailable, training materials and recordings (as available) will be provided to the original registrant. Requests made less than 48 hours prior to a training are not guaranteed but will be accommodated if possible.
- Refund requests within these parameters will be processed by the Association Manager and presented to the Board of Directors.
- In the event of a registrant’s serious illness or death of an immediate family member, the Board of Directors may review requests and provide for refunds outside of policy parameters.

This policy shall be applied on a fair and consistent basis to all members that are unable to attend an event regardless of the reason for their inability to attend.

Adopted by Board of Directors on March 14, 2023.