

MVP Aviation – Terms and Policy Agreement

Compliance for the Army Credentialing Assistance Program

Welcome to MVP Aviation Flight Training, administered through the US Army Credentialing Assistance Program. We are obligated by a Memorandum of Agreement with the Department of the Army to provide you with certain information and to assure that you agree with certain terms relating to this program. Please read this completely. Ask for clarification should you have any questions.

Designated Point of Contact (POC)

POC and administrator for this program:

David Dobbins,

Cell 803.439.9544 (text is best),

e-mail daviddobbins77@gmail.com,

Office Address 1520 Hangar Rd., Suite A, Augusta, GA 30906,

website www.MVPaviation.com

Your POC is available to assist and guide you throughout the program as appropriate, but may refer you to other individuals with an ability to provide special guidance or assistance. It is the service member's obligation to make the POC aware of any unaddressed needs relating to the successful completion of this training.

Compliance Policy (program integrity requirements)

1) MVP Aviation will not provide inducements, including any gratuity, favor, discount, entertainment, hospitality, loan, transportation, lodging, meals, or other item having a monetary value of more than a trivial amount, to any individual or entity, or its agents other than salaries paid to employees or fees paid to contractors. (Vendor-sponsored scholarships or grants and tuition reductions available to military students are permissible, and may be provided at the Vendor's discretion.)

(2) MVP Aviation will not provide any commission, bonus, or other incentive payment based directly or indirectly on securing enrollments or federal financial aid (including CA funds) to any persons or entities engaged in any student recruiting, admission activities, or making decisions regarding the award of student financial assistance.

(3) MVP Aviation will not be party to high-pressure recruitment tactics such as making multiple unsolicited contacts (three or more), including contacts by phone, email, or in-person and engaging in same-day recruitment and registration for the purpose of securing Soldier enrollments.

(4) MVP Aviation provides basic information about the Vendor's programs and costs, including tuition and other charges to the Soldier. This is available by link on our website home page.

Link: https://www.mvpaviation.com/uploads/1/0/1/6/101653584/army_ignited_course_summary.pdf

(5) MVP Aviation will provide a "Vendor Quote" prior to your Army Credentialing Assistance Program submission. This quote will coincide with the training phase you are eligible to attend. It will confirm an available start date, and a pre-registration status. The quote will also provide an outline for your course with the associated costs. Note that the "Total" cost shown on the quote anticipates an amount of Army funding and is no guarantee ("ACAP Funds" indicated on your quote are an estimate based on our latest information and is totally at the discretion of the Army funding program). The total amount or the course remains the same and any balance due by the soldier is adjusted accordingly as noted (TBD – to be determined).

Training Completion Policy

Flight training must be flexible by nature (weather, aircraft maintenance, staff and student health, etc.). MVP Aviation will do everything possible to help you complete your training within the specified time. An extension may be coordinated with Credentialing Assistance (CA) if necessary.

We also recognize the potential impact of military duties (e.g. unanticipated deployments or mobilization, activation, and temporary duty assignments) on the student's training status and financial responsibilities.

In the event that you should need to extend your training window, drop from or add to your course or withdrawal from the course altogether, MVP Aviation's policy is to assist you in the most practical way that complies with Army CA policy. The procedure for this will be as follows: (by order of priority)

1) The service member must inform MVP Aviation in writing (email is acceptable) of any duty/assignment conflicts which inhibit the completion of a funded course. MVP Aviation will make every effort to help you fulfill your training. We ask that the service member also make every effort to coordinate his/her training schedule to achieve this goal.

2) In the event of scheduling conflicts, MVP Aviation will assist in developing a plan whereby the training course may be completed. This may be by rescheduling, postponing, reassigning to a third party vendor (in the case of a permanent change of station), or other solution to assist the service member in successful completion of the training.

It is important that you understand MVP Policy and Compliance requirements: (please initial each)

_____ I understand that an unsubstantiated claim of non-availability for attending and/or completing training may incur a financial obligation to the CA Program by the service member. Resolving any such issues will be between the service member and CA staff.

_____ I understand that not attending or completing CA funded training may prompt a request for reimbursement by CA. Resolving any reimbursement issues will be between MVP Aviation and CA staff. Note: a reimbursement request may/or may not mitigate a service member's financial obligation to CA. Any reimbursement of CA funding will be paid directly to CA – not to the service member.

_____ I understand that an unsubstantiated claim of non-availability for attending and/or completing training may result in the forfeiture of any/or all of the balance paid beyond CA Funding. Reimbursement eligibility will be at the sole discretion of MVP Aviation. Resolving any such issues will be between the service member and MVP Aviation.

_____ I understand that when I have paid a balance for a course beyond what is funded by AC, that any action prompting a request for reimbursement will result in all funds being held until the reimbursement issue is resolved with CA. Reimbursement of a service member's payment (if eligible) may require 30 days to process once CA is satisfied. The service member is responsible for providing contact information and a mailing address in order to receive any balance of reimbursement.

_____ I understand that MVP Aviation has an obligation and policy in place to return any CA funds paid for a course that is cancelled by the Vendor, and to return any unearned CA funds on a proportional basis through at least 60 percent of what was provided by CA. These refunds will be paid directly to CA – not to the service member.

3) Upon successful completion of training MVP Aviation will provide the service member with a "Certificate of Completion" acceptable to CA. This may be submitted by the service member to fulfill the requirements of CA. MVP Aviation will provide training enrollment, withdrawal, cancellation, completion or failure, verification of completion, and billing information directly to the Department of the Army (DA) issuing CA office, as requested by CA.

4) Grievances - MVP Aviation is dedicated to accommodating service members in every way possible. If a service member perceives an area of concern the following action should be followed in the order below:

- a) Discuss your concern with the MVP POC.
- b) If you don't receive satisfaction or don't feel comfortable addressing your concern with the POC, document your concern and provide a copy to the MVP POC and to your immediate supervisor. Then provide information for your supervisor (next in command) so that he/she may contact MVP Aviation.
- c) If your concern cannot be satisfied at the supervisor level, please present it to Company command-level (0-3, E-8 or above) and provide information so that he/she may contact MVP Aviation.
- d) Company command-level service members in the program, please just contact your MVP POC direct.

5) Under Title 20, U.S. Code, Section 1232g (also known as "The Family Educational Rights and Privacy Act" and hereinafter referred to as "FERPA"), DoD recognizes that Vendors are required to obtain consent before sharing personally identifiable non-directory information with a third party. Soldiers must authorize the Vendor to release and forward training enrollment information required to Department of the Army prior to approval of enrollment using CA.

Agreement: I have read and understand the terms and policies as stated above – relating to training with MVP Aviation through the Army Credentialing Assistance Program. I hereby provide my consent for the release of personally identifiable non-directory information with a third-party as required for the completion of this of training.

Print Name: _____ (2 of 2 pages)

Service Member Signature: _____ Date: _____