

MITRE Engenuity, Incorporated

SOAR™ Certification

Policy Statement Document

Subject: SOAR Overall Course Policy Policy Statement No. SOAR-<insert no.>

Policy Description

MITRE SOAR™ enrollees will register for certifications and badges (“Credential”) by accessing the Catalog registration page <https://safely-operating-aircraft-remotely.pdx.catalog.canvaslms.com/>. The enrollee will select an available course and associated specifics such as location and date. If required, the enrollee will submit additional enrollee information (name, mailing address, email address, etc.). The enrollee will enter payment information (credit card, voucher number, grant authorization number, etc.) for the course. Once all required information is entered and the enrollee selects submit, then a notification will appear to confirm completion of the payment and inform the enrollee that course registration and pre-course emails have been sent. The enrollee will receive an email confirming the course registration, course details (course type, course schedule, location, date, etc.), and payment.

Pre-Course

MITRE SOAR™ will provide pre-course materials such as temporary web-based/electronic software or module access to the enrollee prior to the start of the course through the Canvas LMS page <https://safely-operating-aircraft-remotely.instructure.com/>. The enrollee may only have access to specific modules or temporary software prior to attending the course. The SOAR Canvas page will include instructions on how to access the pre-course material and specifics on any other actions to complete prior to the start of the course. It is the sole responsibility of the enrollee to complete all pre-course materials prior to the start of the course.

Course

The enrollee must attend and complete all required pre-course and course hours and pass all associated MITRE SOAR™ tests with a satisfactory score. The course hours include instructional, hands-on, and web-based modules. A satisfactory test score is specific to the designated test and course and will be provided to the enrollee by the instructor prior to taking any test. Tests of a student knowledge will be conducted online and in a classroom, setting while flight skills will be tested in a hands-on format. Once the enrollee completes a test a score will be provided to include a pass or fail determination. If an enrollee fails a test, then the enrollee may have the ability to retake the test, but this option is only made available for specific tests. The instructor will inform the enrollee if a retake is possible prior to taking the test.

Credential Issuance

All required MITRE SOAR™ course hours must be completed, and all associated tests must be completed with a satisfactory score and pass determination to receive a certification and badge (“Credential”). MITRE SOAR™ will log and maintain the credential details for all enrollees. MITRE SOAR™ will email the enrollee the credential details. The credential details will include but not be limited to the following:

- Enrollee name
- Course location
- Certification and badge type
- Unique certification and badge number
- Course pass or fail determination
- Certification and badge issuance date

- Certification and badge expiration date
- Active or inactive status

Policy Objectives

- Ensure MITRE SOAR™ Enrollees understand the overall course process.

MITRE Engenuity, Incorporated

MITRE SOAR™ Certification

Policy Statement Document

Subject: Refund and Cancellation Policy Policy Statement No. SOAR-###

I. Policy Description

All sales are final except as required otherwise by applicable law. It is the policy of MITRE Engenuity to not grant refunds, in part or in whole, to MITRE SOAR™ course student (“Enrollees”) except under the following condition:

- Unless required otherwise by law, Enrollees may request a full refund within twenty-four (24) hours of payment for a MITRE SOAR™ course if the Enrollee has not accessed any course related material in the MITRE SOAR™ learning management system platform, or other similar MITRE SOAR™-related credentialing platform or service (“SOAR Certification Platform”).

If an Enrollee has not yet accessed MITRE SOAR™ course content on a MITRE SOAR™ Certification Platform, Enrollee may request a refund by contacting Customer Support (soar-support@mitre-engenuity.org) and providing the email address used to complete the course enrollment purchase and transaction reference number.

Unless required by law, no refunds will be given for any requests made after 24 hours from purchase.

Refunds will not be granted in the event of course misconduct as outlined in the Testing Conditions Policy or other violations of MITRE SOAR™ Terms and Conditions as agreed to in the End User License Agreement. MITRE SOAR™ retains full discretion on whether or not to issue a refund in response to a request for refund.

Cancellation Policy

MITRE SOAR™ grants Enrollees the ability to cancel and reschedule course attendance up to seven business days prior to a designated enrolled course start date. Once within seven business days of the scheduled course start date, the Enrollee shall not be entitled to reschedule the scheduled course.

Enrollee may request a course reschedule by contacting Customer Support and providing the email address used to complete the course enrollment purchase and transaction reference number. The Enrollee will have up to 6-months from the course cancellation date to attend another course at no additional cost.

II. Policy Objectives

- Ensure MITRE SOAR™ Enrollees understand the refund and cancellation policy.

MITRE Engenuity, Incorporated

MITRE SOAR™ Certification

Policy Statement Document

Subject: Grievance Policy Policy Statement No. SOAR-###

MITRE SOAR™ is committed to assuring that participants of MITRE SOAR™ are satisfied with the service delivery and product they receive. It is the organization's commitment to provide a simple process to address and resolve individual questions or concern, known as a Request for Review.

As such, MITRE SOAR™ will process all Requests for Review in a respectful manner. MITRE SOAR™ further maintains the confidentiality of a SOAR participant's Request for Review throughout and after the process is completed consistent with the SOAR Data Protection and Privacy Policy.

A Request for Review is defined as an individual's request in writing that MITRE SOAR™ review conduct or content, or otherwise expresses disagreement with the services provided or quality of product. A Request for Review may include but is not limited to:

- Disagreement with a final Exam score; or
- Issue with accuracy of Certifications or Badges held

Every effort should be made to solve any Request for Review directly through soar-support@mitre-engenuity.org email address. Should this not be possible, the formal Request for Review procedure should be followed.

How to File a Request for Review

The individual should provide an outline of the issue in written form. The document should include the following information:

- Name, address, and contact information of the complainant (the individual filing the complaint)
- An outline of the issue
- Signature of the individual filing the complaint
- Any supporting documentation.
- The information must be emailed to SOAR-support@MITRE-Engenuity.org

A copy of the complaint and any supporting documentation will be provided to the selected Ethics Committee members for review.

Ethics Committee Process and Timelines

The Ethics Committee members selected to hear the complaint will hold a conference call meeting(s) to review and deliberate on the received Requests for Review. The initial review process will occur within 30-60 days and may not exceed 90 days from the date the grievance is received.

If, after reviewing the individual's response, the Ethics Committee determines that the Candidate has a valid grievance, a recommendation will be made to management for an appropriate

resolution. MITRE SOAR™ retains sole and exclusive discretion regarding final resolution of each and every Request for Review.

MITRE Engenuity, Incorporated

MITRE SOAR™ Certification

Policy Statement Document

Subject: Data Retention and Privacy Policy

Policy Statement No. SOAR-###

I. Policy Description

MITRE SOAR™ is strongly committed to protecting the privacy of its MITRE SOAR™ enrollees (“Enrollees”). An Enrollee is anyone registered to take a MITRE SOAR™ certification, badge, or other training offering. A MITRE SOAR™ certificate serves as proof of skills and qualifications. A MITRE SOAR™ badge is proof specific skills or achievements. MITRE SOAR™ adheres to applicable law related to the protection of certain personal information. MITRE SOAR™ will program content, records, and files. MITRE SOAR™ will make commercially reasonable efforts to protect against improper disclosure of information concerning specific certifications and Enrollees.

In addition to any authorizations Enrollee has granted MITRE SOAR™, Enrollee expressly and on an ongoing basis specifically authorizes MITRE SOAR™ to release the following information to third parties:

- Verification of the Enrollee’s Certification status
- Verification of the Enrollee’s Badge status
- Personal information to validate identity of the Enrollee and status

The following information will not be released in the absence of written authorization by the Enrollee, lawful court of government agency directive, or other corporate policy:

- Examination scores identifiable to a specific Enrollee
- Specific Enrollee personal or eligibility information, such as name, certification, and badges

SOAR is subject to MITRE SOAR™ Privacy Policy, available at <https://mitre-engenuity.org/privacy-policy/>.

MITRE Engenuity, Incorporated

MITRE SOAR™ Certification

Policy Statement Document

Subject: Violations of the Code of Ethics Policy Statement No. SOAR-###

I. Policy Description

If an individual currently or previously enrolled in a MITRE SOAR™ course is found to have violated the MITRE SOAR™ Code of Ethics or any related MITRE SOAR™ policy, procedure, or agreement term or condition, MITRE SOAR™, in her or his sole discretion, will appoint a subset of the Advisory Group consisting of three independent members to review the perceived violation in question. These members, along with MITRE SOAR™ legal counsel, shall be known as the Ethics Committee. If the Ethics Committee determines that an enrollee (“Enrollee”) has violated the Code of Ethics, MITRE SOAR™ will provide written evidence of the violation to the individual and give the person an opportunity to respond to this evidence in writing within thirty (30) days from the date of the notification.

If, after reviewing the Enrollee’s response, the Ethics Committee determines that Enrollee has violated the Code of Ethics, a recommendation will be made to MITRE SOAR™ to impose sanctions. Sanctions for committing any offenses may include, but are not limited to, revocation of all certifications and badges, cancellation of MITRE SOAR™ course enrollment without refund, and the possibility of a lifetime ban on future credentialing. MITRE SOAR™ retains final and sole discretion on all disciplinary actions related to any SOAR Code of Ethics, policy, procedure, or agreement term or condition. MITRE SOAR™ final determination is not subject to appeal under any circumstance. To view a copy of the Code of Ethics please email ethics@mitre.org.

II. Policy Objectives

This policy is in place to ensure all MITRE SOAR™ Enrollees uphold the strongest professional ethics, and to ensure that the MITRE SOAR™ community has a standard way to report and adjudicate ethical breaches.

MITRE Engenuity, Incorporated

MITRE SOAR™ Certification

Policy Statement Document

Subject: Safely Operating Aircraft Remotely (“SOAR” Certification Requirements Policy Statement No. SOAR-<insert no.>

I. Policy Description

MITRE SOAR™ course certifications and badges (“Credential”) have a pre-set expiration date of two years from the date of receipt. To maintain a current and valid Credential, attendance of at least one MITRE SOAR™ course or SOAR partner course, within two years of the issuance of the Credential. Attendance of a MITRE SOAR™ course or SOAR partner course, requires completion of all designated course material and satisfactory scoring on designated course exams.

When a Credential nears expiration, MITRE SOAR™ will make reasonable efforts to contact the Credential holder to request information related to activities to maintain the current and valid Credential. When a Credential has expired, MITRE SOAR™ will designate and consider the Credential as no longer current, and update both the MITRE SOAR™ private and public profiles appropriately. This could include, but is not limited to, displaying the Credential badge as “grayed out,” or some other similar designation. MITRE SOAR™ will make reasonable efforts to send notifications to the email addresses used during course registration to notify a enrollee (“Enrollee”) that their Credential is expired.

New course versions may be driven by updates to the underlying content, such as changes to MITRE SOAR™, changes in the current drone landscape, or other changes MITRE SOAR™ determines to be significant and important enough to warrant a change.

Policy Objectives

- Ensure MITRE SOAR™ Enrollees maintain up-to-date skills to keep pace with drone standards.