

## Online Training Services

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### Summary

This policy covers the offer, sales, and delivery of online training services to the general public and corporations.

### Application

This policy applies to all CIC employees, subcontractors and affiliates who provide courses through CIC.

### Responsibilities

All CIC directors, employees, subcontractors and affiliates are responsible for following this policy when designing, publishing and delivering online training products through CIC.

### Policy

#### **General**

Compliance inSight Consulting Inc. strives to provide professional level training products designed to meet the needs of the modern workforce. No discrimination based on ethnicity, gender, religion, or nationality is permitted. Some courses may have prerequisites that are necessary for learner success. Requirements for learners to complete prerequisite courses before enrolling is not considered to be discrimination.

#### **Registration**

Learners are required to register through the CIC web portal at <http://courses.complianceinsight.ca>.

#### **Fees**

Payment for each course in which the learner has enrolled in is due at registration. Some courses may be provided with payment plans or other means of payment.

Courses purchased by organizations for a group of learners follow the same model as individual learners, except that a coupon will be issued to each learner prior to registration that will provide an agreed upon discount for the course. Where an organization wishes to

purchase the course in full for all learners, the discount coupon will amount to 100% for each learner.

Free courses may be offered from time to time. The same registration process applies, however no fees would be charged for free courses.

### **Refunds**

Compliance inSight Consulting Inc. wants every customer to be completely satisfied with the course(s) they take through the online training portal. We understand that the courses we provide may not be for everyone, and that some may change their minds after registering and/or taking a portion of a course. Consequently, CIC offers a 100% satisfaction guarantee to every learner who enrolls in a course. Refund claims must be made within 30 days following registration in the course. Fees will be refunded through the payment vehicle used to pay the fees originally. No refunds will be made after 30 days except with express approval of the Managing Directors.

### **Access**

Courses become accessible to participants 24/7 following registration and payment of fees, subject to the uptime of the infrastructure used to deliver the materials. CIC does not control or maintain the hardware and software platform (the infrastructure) used to deliver the course materials. The infrastructure is controlled by the organization providing these services to CIC.

Courses are designed to comply with the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#), considering the nature of the materials being taught and technological limitations. Additional guidance on the application of the AODA can be obtained from <http://www.aoda.ca>.

### **Attendance**

Compliance inSight Consulting Inc. recognizes that good attendance is directly related to learner success in completing a program of study. Learners are expected to attend classes as scheduled.

Learners failing to attend scheduled classes may not be able to successfully write final examinations or attain the requirements to secure a certificate of completion, attendance or excellence for the course.

It is the learner's responsibility to ensure that they attend scheduled classes and complete assignments during the course. Failure to attend classes, complete assignments or write required tests will not result in any obligation on the part of Compliance inSight Consulting Inc. If a learner cannot attend classes or complete the necessary requirements, they should discuss this with their instructor, or email [training@complianceinsight.ca](mailto:training@complianceinsight.ca) regarding their concerns.

### **Certificates and Credentials**

Upon completion of a course, learners will receive a certificate of completion, attendance or excellence for the course.

**Dispute Resolution**

Compliance inSight Consulting Inc. provides an opportunity for learners to resolve disputes of a serious nature and grades appeals in a fair and equitable manner. The policy applies to all current and past learners who are currently enrolled or have been enrolled in CIC program(s). Determination in respect to the Learner complaint is the responsibility of the Managing Directors.

Procedure for Learner Disputes:

1. When a concern arises, the Learner should address the concern with the Instructor most directly involved. If the Learner is not satisfied with the outcome at this level, the Learner should put their complaint in writing to the Instructor and the Managing Directors.
2. Once the complaint has been submitted in writing, the complaint will be discussed internally by the Instructor and Managing Directors, and a solution will be proposed based on this collaboration.
3. The solution will be forwarded in writing to the Learner within one week of receipt of the written complaint by the Instructor.
4. If the Learner is not satisfied with the solution, the Managing Directors will arrange to meet with the Learner to discuss the concern and desired resolution within one week of notification by the Learner, or as soon as practicable and agreeable to both parties.
5. Following the meeting with the Learner, the Managing Directors will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the Learner's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the Learner either individually or with appropriate CIC personnel, such as Instructors.
6. The necessary enquiries and/or investigations shall be completed no later than two weeks following the meeting with the Learner. The Managing Directors will do one of the following within two weeks of meeting with the Learner:
  - a) Determine that the Learner's concerns are not substantiated; or
  - b) Determine that the Learner's concerns are substantiated in whole or in part.
7. Within 45 days of the original complaint being submitted in writing, the Learner and CIC's Instructor(s) shall receive a written summary of the above determination along with a proposed solution of the substantiated concern(s) from the Managing Directors. A copy of all documentation relating to the Learner complaint is to be signed by all parties. A copy shall be forwarded to the Learner and a copy will be filed in both in the school's Learner Conduct File, and in the Learner's file.
8. If the Learner is not satisfied with the determination of the Managing Directors, the Learner must advise the Managing Directors within 48 hours of being informed of the determination.
9. At this point, the internal Dispute Resolution process will be considered exhausted.

10. If the issue is of a serious nature, the CIC President may, in their sole discretion and at CIC's cost, engage the services of a third party mediator to assist in the resolution of the dispute.
11. The Learner making the complaint may be represented by an agent or a lawyer if so desired. Travel costs for the Learner to attend the mediation meetings will not be compensated by CIC.
12. If the Learner is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the CIC regarding any significant aspect of that program, they may file a complaint with the Ontario Ministry of Advanced Education and Skills Development, <https://www.ontario.ca/page/ministry-advanced-education-and-skills-development>.

### **Grade Appeals**

Only grades received on final assessments may be appealed. Grades received for assignments or quizzes may not be appealed.

Procedure for Grade Appeal:

1. 1. If a Learner is dissatisfied with the grade received for a final course assessment and can provide evidence that a higher grade is warranted, they should appeal the grade with their Instructor(s). The Instructor(s) will reconsider the grade and, if warranted, assign a different grade.
2. If the Learner is not satisfied with the outcome of their appeal to the Instructor(s), they should submit a written appeal and e-mail it to the Managing Directors, with all appropriate documentation attached.
3. The Managing Directors will obtain a copy of the final assessment from the Instructor(s) and will have the assessment re-marked by another Instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the Learner. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Managing Directors, the grade assigned following the re-mark and review will be final and cannot be appealed further.
6. The Managing Directors have the discretion after discussions with Instructors and the Learner to allow the Learner to re-write the exam or portions of thereof as appropriate.
7. A passing grade on the final exams is considered to be 75%. If the Learner does not achieve 75%, they may elect to re-write the exam. An admin fee of \$50 will apply.
8. A passing grade for the program is considered 75%. If a Learner does not achieve 75%, they may discuss how to make up for missing components of the program with Instructors or the Managing Directors.

Learner Requirements:

If Learners have complaints and concerns they are encouraged to first seek resolution of the problem with the Instructor(s) involved. The onus is on the Learner to communicate any difficulties with the program directly to the Instructor. If resolution is not achieved, the Learner is invited to communicate in writing with the Managing Directors. Every effort will be made to work toward a resolution with the Learner.

### **Forum Policy**

Compliance inSight Consulting Inc. will provide one or more discussion fora where learners can discuss course contents and collaborate on group projects. Various platforms may be used for this purpose, including Facebook, Disqus, or other platforms deemed suitable for this purpose.

Discussion is welcomed and encouraged on this site because we believe that informed discussion is one of the best ways to learn. The Forum Policy explains what we expect from learners using the fora, and how we protect our learners who choose to post in the fora. We reserve the right to moderate posts, and to remove posts that do not comply with this policy.

The fora are monitored during the courses by members of the faculty.

We want articulate, well-informed discussion, relevant to the content. Comments deemed to be spam or questionable spam will be deleted. Including a link to relevant content is permitted, but comments should be relevant to the post topic. Promotional links are not permitted.

A few things will not be tolerated: personal attacks, threats, obscenity, vulgarity, profanity (including expletives and letters followed by random punctuation marks), commercial promotion, impersonations, incoherence and SHOUTING.

Our goal is to provide an opportunity for learners to discuss the topics we address in our courses. Because CIC Training is a learning resource, we have created a safe space for discussion by students. By moderating submissions, we enforce the safety of our site so that learners can feel secure asking questions and discussing technical challenges.

While most comments will be allowed if they are on-topic and not abusive, moderating decisions are subjective. We will make them as carefully and consistently as we can. We cannot review individual moderation decisions with learners.

### **Who Is On Your Forum?**

All Instructors of the program will be on every class forum. Further information on the forums will be provided at the beginning of classes.

### **Instructors/Facilitators Forum**

All Instructors, Workshop Facilitators and the Workshop Director have their own forum, used for the purposes of disseminating teaching and workshop information, obtaining peer support, and getting feedback on teaching issues. These are all support workers that have worked or will work with you in some capacity as you journey through the program. All of these sign a confidentiality agreement.

## Forum Protocol

1. Users are expected to exercise decorum while using the fora. Decorum include refraining from personal attacks, threats, obscenity, vulgarity, profanity (including expletives and letters followed by random punctuation marks), commercial promotion, impersonations, incoherence and SHOUTING. Failure to observe decorum may result in the user being removed or blocked from the forum.
2. The Learner forum shall only be used for course or program-related communications.
3. Postings to the Managing Directors or other staff members are required to be made directly to them, NOT on your class forum. (See Contact Information for their email addresses.)
4. No advertising is allowed on CIC fora.
5. Postings are requested to have a subject line relating to the email. i.e.: "Homework question re: hazard identification"
6. If you desire an Instructor to read a specific posting then their name MUST be in the subject line. i.e., Att: Catherine How to access your forums?

## ***Learner Conduct & Dismissal Policy***

Compliance inSight Consulting Inc. expects Learners to adhere to a code of conduct while completing a program of study.

The Code of Conduct laid out below is not exhaustive and Learners should request clarification from the Managing Directors if they have any questions. "Learner" is defined as including prospective Learners as well as those currently registered or enrolled in any CIC programs or activity.

## Code of Conduct

1. Learners and staff shall be respectful of all Persons they encounter while using the CIC Training Portal.
2. Learners and staff shall respect CIC Property, including hardware and software used to provide learning resources.
3. Learners and staff are expected attend classes in accordance with the Attendance Policy.
4. Learners are expected to refrain from any disruptive or offensive classroom behaviour.
5. Learners are expected to refrain from cheating or plagiarism in completing class assignments.
6. Learners are expected to complete all assignments and examinations on the scheduled completion dates.
7. Learners are expected to refrain from making inappropriate remarks concerning another Learner or staff's ethnicity, race, religion or sexual orientation.

8. Learners are expected to refrain from any other conduct which is determined to be detrimental or damaging to the other Learners, staff members or CIC.

CIC recognizes that Learners are coming to the CIC Training portal to learn, and we expect some mistakes to be made. Dismissal from the program can result from serious incidents such as those listed below, if incidents are found to be irresolvable or result in serious harm or potential harm.

### **Serious Violations**

CIC finds the following violations serious and if substantiated, any of the following will result in immediate dismissal without a warning letter or probationary period:

1. Failure to follow the Code of Conduct
2. Abusive behaviour towards anyone encountered on the CIC Training portal.
3. Endangering the emotional, mental or physical health of anyone encountered on the CIC Training portal.
4. Deliberate mental or emotional assaults.
5. Stalking or predatory type behaviour.
6. Discriminatory or bias-related acts.
7. Theft of property of any kind.
8. Harassment in any form.

Anyone who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct. Concerns related to a Learner's conduct shall be referred to the Managing Directors to process in accordance with this Policy.

### **Misconduct Procedure**

1. All concerns relating to learner misconduct shall be directed to the Managing Directors. Concerns may be brought by staff, learners or the public.
2. The Managing Directors will arrange to review the complaint with the learner within 5 business days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Managing Directors will meet with the learner as soon as practicable.
3. Following the review with the Learner, the Managing Directors will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within 5 business days of the initial review with the Learner.
5. The Managing Directors will meet with the Learner and do one of the following:
  - a) Determine that the concern(s) were not substantiated;

- b) Determine that the concern(s) were substantiated, in whole or in part, and either:
  - i) Give the Learner a warning setting out the consequences of further misconduct;
  - ii) Set a probationary period with appropriate conditions; or
  - iii) Recommend that the Learner be dismissed from the school.
6. The Managing Directors will prepare a written summary of the determination. A copy shall be forwarded to the Learner, a copy will be placed in the school's Learner Conduct File, and another copy will be placed in the Learner's file.
7. If the Learner is issued a warning or placed on probation, the Managing Directors and the Learner both sign the written warning or probationary conditions and the Learner is given a copy. The original document is placed in the Learner's file.
8. If the recommendation is to dismiss the Learner, the school will provide the Learner with a letter of dismissal.
9. No refunds will be made to learners dismissed for misconduct.
10. If the Managing Directors or Instructors believe that criminal activity may have occurred, the case will be referred to the Police (Waterloo Regional Police, Ontario Provincial Police or the Royal Canadian Mounted Police) for investigation.

## Enforcement

This policy enforced by Compliance inSight Consulting Inc. via the design and organization of the online training portal in conjunction with the provider of the portal software, and CIC's subcontractors and affiliates.

MANAGING DIRECTORS

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