

## **CPD Policy Documents:**

Drafted: December 12, 2024

Approved:

Amended:

**Appeals Policy** This policy outlines the procedure for learners to appeal decisions made during their participation in CPD programs. Appeals must be submitted in writing within 14 days of the decision, detailing the grounds for appeal. A review panel will be established to resolve the appeal within 30 days. Decisions from the review panel are final.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Complaints Policy** This policy ensures that complaints about CPD programming are addressed promptly and fairly. Complaints should be submitted in writing within 14 days of the incident. An investigation will be conducted, and a resolution provided within 30 days. Complainants will receive written confirmation of the outcome.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Course Content Review Policy** To ensure quality and relevance, all CPD course content will be reviewed annually by a panel of experts, including the Education and Advocacy Lead. Feedback from learners and stakeholders will also inform content updates.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Data Protection Policy** We comply with all relevant data protection laws, ensuring the confidentiality and security of learner information. Data collected is used solely for program delivery and evaluation and is stored securely for a maximum of five years.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Equal Opportunities Charter** Our CPD programs promote inclusivity and equal opportunity for all learners. Discrimination based on race, gender, disability, or any other factor is strictly prohibited. We are committed to fostering a diverse and supportive learning environment.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Malpractice Policy** This policy addresses instances of malpractice, including plagiarism, falsification of records, or misconduct. Reported incidents will be investigated thoroughly, and appropriate action, including potential disqualification, will be taken.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Reasonable Adjustments Policy** We are committed to supporting learners with disabilities or special needs. Reasonable adjustments will be made to ensure equal access to CPD programs. Requests for adjustments must be submitted in writing at least 30 days before the program start date.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Safeguarding Learners Policy** The safety and well-being of learners are our top priorities. All staff involved in CPD programming undergo safeguarding training. Any concerns regarding learner safety must be reported immediately to the Education and Advocacy Lead.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Evaluation Form** Learners will complete an evaluation form at the end of each CPD program to provide feedback on content, delivery, and overall satisfaction. This feedback will guide continuous improvements.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Reflective Practice Form** Learners will be encouraged to complete a reflective practice form after program completion. This form will help them internalize lessons learned and apply them to professional scenarios.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Public Liability Insurance Policy** Our CPD programs are covered by public liability insurance to protect against potential claims arising from program activities. Details of the policy are available upon request.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead

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**Responsible Marketing Procedure** All marketing materials for CPD programs will be accurate, transparent, and non-deceptive. Claims about program benefits will be evidence-based, and promotional materials will align with our values of integrity and quality.

Signed: Jared Floirendo, Founder  
Jalen Worthen, Education and Advocacy Lead