

POLICIES AND PROCEDURES FOR THE BRASI TRAINING PROGRAMS' STAKEHOLDERS

(1) PURPOSE, SCOPE, AND INTENDED LEARNING OUTCOMES

Program Purpose

The purpose of the training courses is to impart knowledge and skills in supply chain management and related disciplines.

Certificate holders benefit from the knowledge and the certification by ~~doing~~ finding jobs and/or advancing the careers in the respective fields.

Scope

The scope of this document is to describe the training programs' instructional design plan (covering the elements of analysis, design, development, implementation, and evaluation), which ensures their quality, value, and effectiveness.

(1) Intended Learning Objectives (ILOs)

Each training program contains the list of ILOs that students will be able to demonstrate by the end of the program. The ILOs are mentioned in the course brochures posted on the BRASI website and can be reviewed online or downloaded if needed.

(2) CERTIFICATE REQUISITES

Requirements for registering in a course are mentioned in the course brochure. Students may be required to submit evidence of meeting the requisites.

(3) Collection of training fee

Course fees for each training course are posted on the BRASI web site and are subject to change without notice. The fee covers the complete program including instructor-led training where applicable, access to on-line course material, exam, and issuance of certificate upon achieving passing criteria. Fee is due at the time of registration.

The following methods are available for fee payment:

- a. On-line through credit card, or PayPal, via the BRASI web site www.brasl.org.
- b. By check made to BRASI's bank account. Details are provided upon request.

No other method for payment of the course fee is accepted.

(4) Discounts Policy

Discount in course fee may be offered from time to time, at BRASI's sole discretion, to students enrolled in a full-time college or university program, the unemployed and underemployed. The discounts may be announced on the BRASI website, newsletter and/or through flyers/brochures posted on social media.

(5) Payment of course fee in installment

The facility to pay the course fee in installments may be offered for the CISCOM program only, to the groups mentioned in Section (4) above. The fee may be paid in three installments as per following timetable:

- a. First installment: At the time of registration, before the start of the course.
- b. Second installment: Upon completion of 50% of the training.
- c. Third (final) installment: Two weeks before the exam.

Payment of the full course fee is a pre-requisite for taking the final exam.

(6) Registration Deadline and Refund of fee

The registration closes seven calendar days before start of the course. Later registrations may be accepted, based on available positions.

If a student cancels registration before start of the course, the fee is refunded in full. For cancellations before the second session, 50% of the fee is refunded. Refunds are not allowed after the second session. Fee is refunded within one week from receipt of the cancellation request, subject to the above.

In case a course is cancelled by BRASI, full refund of fee is made within one week from the date of announcing the cancellation. A student may choose to utilize the fee towards another BRASI program, upon his or her sole discretion.

(7) Inferences

Inferences that can be drawn for the student upon successful completion of the training are mentioned in the course brochures.

(8) Confidentiality, collation of information and disclosure to third parties

The information considered confidential includes the following:

Contact information, i.e., mailing address, email address, telephone number, financial information, such as fee payment, credit card number, bank account, Social Security Number, date of birth, nationality, ethnicity, any health-related information, other personal information.

The above-mentioned information or any other information of confidential nature made available to BRASI is kept secure on the company's central computer or in the banking system, not accessible to any external party, except in connection with regulatory or statutory compliance.

(9) Requirements for participation in training

The technology requirements for this course include access to a personal computer with high-speed internet connection and a standard web browser such as Google Chrome, Mozilla Firefox, or Internet Explorer. A headset is required to attend the training sessions and a webcam is required for the final exam.

(10) Complaints and Appeals

Complaints Policy

A complaint may be communicated via the following channels:

Through 'Contact Us' form on the BRASI web site **or** by e-mail to the concerned person or instructor.

All complaints should be forwarded to the Registrar, who is responsible for maintaining the Complaints and Appeals register. Complaints should be reviewed, and a first response sent within a week from receipt.

To avoid conflict of interest, any individual who may be a cause or a subject of a complaint will not be included in the investigation. Corrective action should be taken by the Registrar or the matter escalated to the Executive Director for resolution.

The complaint should be resolved in a timely manner, no later than 90 days from the date of receipt. The resolution should be communicated to the complainant using their e-mail address, and a record maintained in the Complaints register.

Appeals Policy

The BRASI policy is to handle and resolve appeals within 90 days of receiving the appeal and acknowledge the appeal within a week. Review of an appeal should not involve the person whom the appeal is filed against or is a subject of the appeal.

Procedure and Implementation of the Appeals Policy

An appeal may be communicated via the following channels:

Through 'Contact Us' form on the BRASI web site **or** by e-mail to the Registrar.

An amicable resolution should be reached as soon as possible, no later than 90 days from receipt of the appeal. The resolution should be communicated to the appellant using their e-mail address, and a record maintained in the Complaints and Appeals Log.