

CERTIFIED PLANTSCAPE TECHNICIAN-INTERIOR (CPT-I)

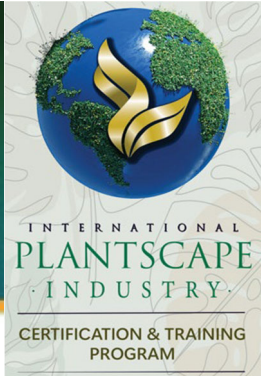
ONLINE PROGRAM



CPT-I CERTIFICATION
Online Course Policies



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Appeals Policy *CPT-I Certification Course*

Purpose

This policy outlines the process by which candidates may appeal decisions related to assessment outcomes or certification status.

Scope

This policy applies to all candidates enrolled in the online course *CPT-I Certification Program*.

Grounds for Appeal

Candidates may appeal decisions on the following grounds:

- Procedural errors or irregularities during the assessment process
- Perceived bias or unfair treatment
- Extenuating circumstances that impacted performance and were not previously considered

Appeals Process

1. Submission: Appeals must be submitted in writing within 14 days of receiving the assessment result
2. Review: The appeal will be reviewed by the *CPT-I Certification Program Appeals Committee* within 10 business days.
3. Outcome: A written decision will be provided to the candidate within 5 business days of the review. The decision of the committee is final.

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Confidentiality

All appeal submissions and proceedings will be handled with strict confidentiality.

Contact

Appeals should be submitted to:

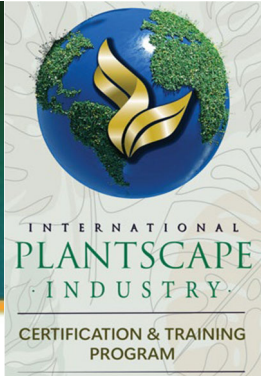
CPT-I Certification Program

Contact: Tammy Hildebrand (CPT-I Certification Program Manager)

Email: certification@i-pia.com

Address: 83 Tangle Ridge Crescent, Winnipeg, MB, R3Y 1Y2, CANADA

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Complaints Policy ***CPT-I Certification Course***

Purpose

This policy provides a clear process for candidates to raise concerns or complaints regarding any aspect of the certification course.

Scope

This policy applies to all candidates participating in the online course *CPT-I Certification Program*.

What Can Be Complained About

Complaints may relate to, but are not limited to:

- Course content or delivery
- Administrative services and professionalism
- Assessment procedures (not covered under the Appeals Policy)

Complaints Process

1. Informal Resolution: Candidates are encouraged to resolve minor issues directly with the individual or main point of contact involved, if appropriate.
2. Formal Complaint: If unresolved, a formal complaint must be submitted in writing within 30 days of the issue occurring.
3. Review: Complaints will be acknowledged within 3 business days and reviewed by the *CPT-I Certification Program Manager* within 10 business days.
4. Outcome: A written response will be provided within 5 business days of the review.

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Confidentiality

All complaints will be treated confidentially and with respect for all parties involved.

Contact

Formal complaints should be submitted to:

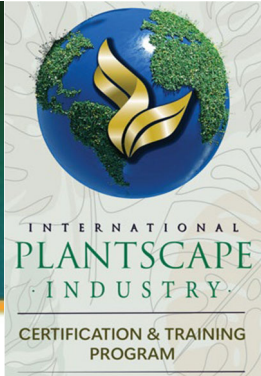
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Course Content Review Policy *CPT-I Certification Course*

Purpose

This policy ensures that the online course *CPT-I Certification Program* content remains accurate, relevant, and aligned with industry best practices in tropical plant care and maintenance.

Scope

This policy applies to all educational materials, assessments, and instructional methods used in the online course *CPT-I Certification Program*.

Review Process

- Frequency: Course content will be reviewed annually or as needed based on industry changes.
- Responsibility: Reviews will be conducted by the *CPT-I Certification Program Development Team* in consultation with subject matter experts.
- Criteria: Content will be evaluated for scientific accuracy, clarity, inclusivity, and alignment with current best practices in tropical plant care.
- Feedback Integration: Student and instructor feedback will be considered in the review process.

Revisions

Any updates or changes to course materials will be documented and implemented prior to the start of the next course cycle.

CPT-I Certification Program – Course Content Review Policy (updated as of September 1, 2025)

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Contact

Suggestions or concerns about course content may be submitted to:

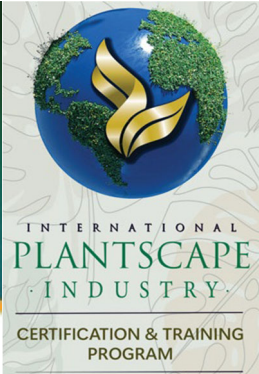
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Data Protection Policy ***CPT-I Certification Course***

Purpose

This policy outlines how personal data of candidates is collected, used, stored, and protected in compliance with applicable data protection laws.

Scope

This policy applies to all personal information collected from individuals participating in the online course *CPT-I Certification Program*.

Data Collected

We may collect the following information:

- Full name and contact details
- Course registration and assessment records
- Payment and certification information

Use of Data

Personal data is used solely for the online course *CPT-I Certification Program* administration, certification purposes, and communication related to the program.

Data Storage and Security

All personal data is stored securely, with appropriate technical and organizational measures in place to protect against unauthorized access, alteration, or loss.

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Data Sharing

Personal data will not be shared with third parties without consent, unless required by law or accreditation bodies.

Candidate Rights

Candidates have the right to:

- Access their personal data
- Request correction or deletion of inaccurate data
- Withdraw consent for data use (where applicable)

Contact

For data-related inquiries or requests, please contact:

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Equal Opportunity Charter *CPT-I Certification Course*

Our Commitment

We are committed to providing a learning environment that is inclusive, respectful, and free from discrimination. All individuals have the right to access and participate in our certification course equally, regardless of background or personal characteristics.

Scope

This charter applies to all candidates, instructors, and staff involved in the online course *CPT-I Certification Program*.

What We Promote

- Equality: Fair access to learning and assessment opportunities for all.
- Diversity: Recognition and celebration of individual differences.
- Inclusion: A supportive environment where everyone feels valued and respected.

Zero Tolerance for Discrimination

We do not tolerate discrimination, harassment, or bias based on (but not limited to): race, gender, age, disability, religion, sexual orientation, or socioeconomic status.

Responsibility

All course participants and staff are expected to uphold these values and contribute to a positive and inclusive learning experience.

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Contact

Concerns or suggestions related to equality and inclusion may be directed to:

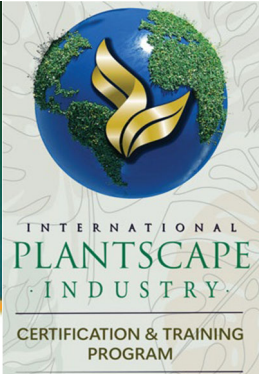
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Malpractice Policy ***CPT-I Certification Course***

Purpose

This policy outlines our commitment to maintaining the integrity of the certification process and sets out how cases of malpractice will be identified, addressed, and prevented for the online course *CPT-I Certification Program*.

Definition of Malpractice

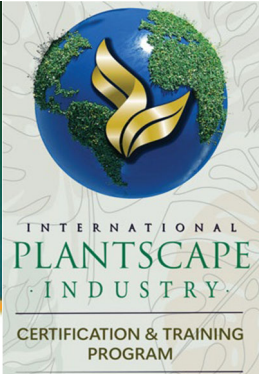
Malpractice includes, but is not limited to:

- Plagiarism or copying work from others
- Cheating during assessments or exams
- Falsifying records or qualifications
- Assisting others in dishonest behavior
- Misuse of course materials or certification credentials

Reporting Malpractice

Suspected cases of malpractice must be reported in writing to the *CPT-I Certification Program Manager*. Reports will be treated confidentially.

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Investigation Process

All reports of malpractice will be investigated promptly and fairly by the *CPT-I Certification Review Team*. Candidates involved will be given an opportunity to respond.

Consequences

Confirmed cases of malpractice may result in:

- Disqualification from the assessment
- Revocation of certification
- Permanent exclusion from the course

Appeals

Candidates have the right to appeal any decision, as outlined in the *Appeals Policy*.

Contact

To report malpractice or ask questions, please contact:

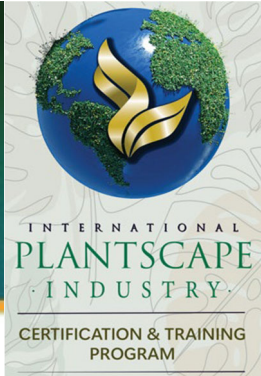
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Public Liability Insurance Policy *CPT-I Certification Course*

Purpose

This policy outlines the scope of public liability coverage in relation to the delivery of our online certification course.

Scope

As the online course *CPT-I Certification Program* is delivered entirely online, the risk of physical harm to participants in a training environment is minimal. However, we maintain appropriate public liability insurance to cover any unforeseen incidents arising from official course-related activities that may occur during optional in-person workshops, or events. There is no opportunity currently for any site visits, so this would not be applicable to our online course *CPT-I Certification Program* policies.

Coverage Includes

- Accidental injury to third parties during official in-person events or demonstrations
- Damage to third-party property during course-related activities
- Legal costs associated with covered claims

Exclusions

Public liability insurance does not cover personal accidents or damage occurring in a learner's own home or workspace during online participation.

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Confirmation of Insurance

A certificate of public liability insurance can be provided upon request. Please contact us for documentation or specific coverage questions.

Contact

For insurance inquiries, please contact:

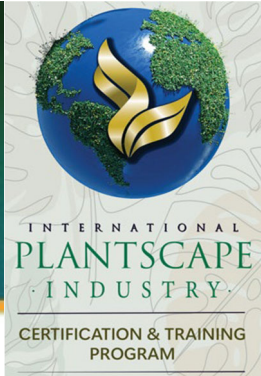
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Safeguarding Learners Policy ***CPT-I Certification Course***

Purpose

This policy outlines our commitment to creating a safe and respectful virtual learning environment for all participants in the online course *CPT-I Certification Program*.

Scope

This policy applies to all learners, instructors, staff, and guest contributors involved in the delivery of the course through online platforms.

Our Commitment

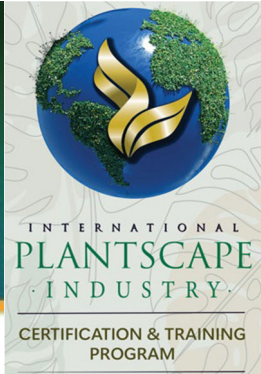
We are dedicated to:

- Protecting learners from harm, abuse, or inappropriate behavior in online settings
- Promoting a respectful, inclusive, and supportive virtual learning space
- Responding promptly to any safeguarding concerns

Online Safety Measures

- Live sessions will be moderated and recorded when appropriate
- Personal information of learners will be protected and not shared without consent
- All communication platforms will be monitored for appropriate use

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Reporting Concerns

Any safeguarding concerns, including online misconduct, harassment, or inappropriate behavior, should be reported immediately to the designated *CPT-I Certification Program Manager*. All reports will be handled confidentially and with care.

Roles and Responsibilities

All staff are responsible for upholding safeguarding principles and reporting concerns. The *CPT-I Certification Program Manager* oversees all safeguarding matters and ensures appropriate action is taken

Contact

To report a concern or ask for support, please contact:

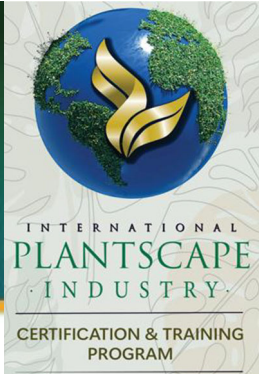
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Reasonable Adjustments Policy *CPT-I Certification Course*

Purpose

This policy ensures that all candidates have equal access to the course and assessments by providing reasonable adjustments for those with disabilities, learning needs, or other relevant circumstances for the online course *CPT-I Certification Program*.

Scope

This policy applies to all enrolled candidates who may require support to fully participate in the course or assessments.

What Are Reasonable Adjustments?

Reasonable adjustments may include (but are not limited to):

- Extended time for assessments
- Use of assistive technology
- Alternative formats for course materials
- Modified assessment methods or environments

Requesting Adjustments

Candidates should notify the *CPT-I Certification Program Manager* as early as possible, ideally at the time of enrollment, and provide appropriate supporting documentation if required.

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Decision and Implementation

All requests will be considered on a case-by-case basis. Adjustments will be made where reasonable, practical, and without compromising the integrity of the qualification.

Confidentiality

All information provided in relation to reasonable adjustments will be treated confidentially.

Contact

To request adjustments or discuss available support, please contact:

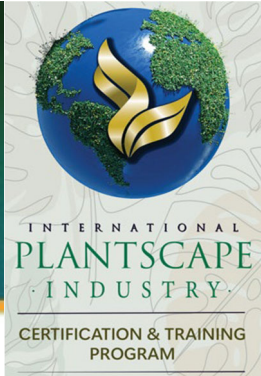
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Responsible Marketing Procedures Policy *CPT-I Certification Course*

Purpose

This policy ensures that all marketing and promotional activities related to the online course *CPT-I Certification Program* are accurate, ethical, and respectful of learners and the wider community.

Scope

This policy applies to all advertising, promotional materials, website content, and social media communications for the course.

Our Commitments

We are committed to:

- Accuracy: All marketing materials will present truthful, up-to-date information about course content, outcomes, fees, and certification.
- Transparency: We clearly communicate any prerequisites, costs, or expectations associated with the course.
- Inclusivity: Our marketing respects diversity and avoids stereotypes or discriminatory language or imagery.
- Consent: Testimonials, images, or personal stories will only be used with the clear permission of the individuals involved.
- No Misleading Claims: We do not guarantee employment or unrealistic outcomes based on course completion.