

POLICIES AND PROCEDURES GOVERNING THE TRAINING PROGRAMS OFFERED BY BRASI

1. PURPOSE, SCOPE, AND INTENDED LEARNING OUTCOMES

a. Programs' 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 obtaining jobs and/or advancing the careers in the respective fields.

b. Scope

The scope of this document is to describe the training programs' instructional design plan, which follows the ADDIE (Analysis, Design, Development, Implementation and Evaluation) process of curriculum development and administration.

c. 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. ELIGIBILITY FOR REGISTRATION

Requirements for registration are as follows:

Bachelor's degree with two years of work experience in a supply chain or related function. Alternatively, high school diploma with three years of experience in a supply chain or related function.

3. TRAINING FEE

Course fees are posted on the BRASI web site and are subject to change without notice. BRASI may offer discounts from time to time solely at its discretion. Payment of full fee is due at the time of registration.

4. REGISTRATION DEADLINE AND REFUND OF FEE

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

Instructor-led Course

If a student cancels registration before the 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.

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

Self-paced Course

No refund is allowed in the case of self-paced courses.

5. ISSUANCE OF CERTIFICATES

Certificates for all the courses offered by BRASI are issued centrally by BRASI USA only.

A digital copy of the certificate is uploaded to the student's account upon meeting the completion criteria. Each certificate carries a unique identification number for verification purposes. BRASI provides verification for higher education or employment at no cost.

Printed certificates may be ordered upon payment of USD 35.00 towards printing and handling. Shipping is free within the USA. Shipment to international destinations is done via courier service at actual cost paid by the customer in advance.

6. CERTIFICATE VALIDITY

The CISCOM certification and the Certificate Courses (e.g., CPCM, CSTL, CSCD and other courses in this category) are valid for four years from the date of their issue. Certificate holders are eligible to retake the course on a self-paced basis upon paying 50% of the fee in effect at the time.

Micro-learning and other certificates do not require maintenance and are valid for life.

7. CONFIDENTIALITY, COLLECTION 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.

8. 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.

9. 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 person concerned 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.