



## Code of Practice

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**Leadership Management International Canada**

**LMI Canada**

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## DOCUMENT CONTROL SHEET

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## Introduction

As an Organization focused on achieving measurable results for our Clients, Leadership Management International Canada (LMI Canada) adheres to a Code of Practice which provides the basis for best practices in marketing, operation and delivery of education and training services.

For the purpose of this Code "Participant" refers to any person participating in training delivered by LMI Canada. A "Client" is an organization or person who enters into a contract with LMIC to receive training and services. LMIC refers to LMI Canada. Licensee refers to a licensed partner of LMIC who is an independent business owner contractually bound to LMIC.

LMIC, LMIC Licensees and their Associates agree to adhere to this Code of Practice.

## Enrolment Process

Enrolment of Participants will be conducted in an ethical and responsible manner and will comply with equal opportunity legislation and all other relevant legislation consistent with the Canadian Constitution and Canadian Charter of Rights and Freedoms.

Acceptance of Participants will be based on the competency standards for entry into each course, given their qualifications, ambitions and proficiencies. Participants will be made aware of this Code of Practice and may download a copy from our website - <http://www.lmicanada.ca>

Prior to the commencement of any training program LMIC will hold an Information session outlining the process to be followed and the commitment expected from each Participant. In this information session Participants will receive the following:

- A course timetable
- Best practices to receive maximum benefit from the program
- Information on the LMI process and how it works
- This Code of Practice
- Participant's responsibilities
- LMIC's responsibilities

## Course Content Information

LMIC will provide a curriculum to the Client outlining the content of the course selected.

## Marketing & Advertising

LMIC markets its products and services with integrity, accuracy and professionalism, and provides no false or misleading information regarding its own products or those of other organizations.

No reference to Clients/Participants will be made for LMIC's marketing/promotional/reference purposes without their prior written permission.

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## Strategies for Flexible Training Delivery and Assessment

LMIC has developed a unique delivery process which complements the training Programs it provides. This process allows the Facilitator to customize the training necessary for individual Participants to optimize the results they achieve.

- All LMIC Facilitators will have the appropriate experience, qualifications and will be certified to deliver the Assessments, Programs and Coaching provided. LMIC follows a continuous improvement policy and provides ongoing training, development and feedback for all its practitioners.
- The training provided by LMIC will focus on achieving measurable results towards the achievement of Goals and Priorities predetermined by the Participants.
- LMIC incorporates adult learning techniques and principles throughout delivery of its courses. Participants are required to take responsibility for their own learning and to actively participate in the process.
- LMIC Facilitators will employ a variety of methods to ensure a participatory and stimulating environment is maintained. Participants will be encouraged to take notes and to develop graphs/charts or other indicators which provide an accurate measure of their progress.
- Participants will be required to find a Mentor willing to assist them by providing positive encouragement and advice for the duration of the course. LMIC will provide a Mentor's Guide to the Participant and the Mentor chosen.
- Open communication will be maintained between the Facilitator, Client, Participant and the Mentor throughout the course to ensure the Participant receives the best guidance and encouragement for success.
- All organizational and personal information gleaned during any course will remain confidential unless permission to disclose this information is obtained by LMIC in writing from the relevant parties.

## Deferment of Training

Should a Participant need to leave a course for any reason there is a 6 month deferment period during which time the Participant may re-enrol in the next scheduled course and continue. A Deferment Fee, based upon sessions completed/re-entry point into the course will apply. If another identical course is not scheduled, or they are unable to attend within the deferment period, to continue the Participant must enrol as a new Participant, and will be charged the full fee.

## Resolving Client/Participant Concerns

LMIC is committed to providing a professional, fair and equitable service to its Clients. Incidents and misunderstandings which require resolution are seldom experienced however, should one occur it will be dealt with immediately at the appropriate level. Participants/Clients are encouraged to discuss any concerns they may have directly with the Facilitator, LMIC Licensee or the relevant LMIC staff member. The Facilitator, LMIC Licensee or LMIC staff member will make every effort to resolve the issue immediately. If the issue cannot be resolved internally to the satisfaction of all parties it may be referred to the Master Licensee for arbitration.

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## **Non-compliance of Participant**

Participants are expected to actively participate in the LMIC process and to complete all assignments given to them with diligence. A participant who fails to do so will not get the results they seek and may adversely affect the synergy and productivity of the entire group. In the event of non-compliance the Facilitator will speak directly to the Participant to determine what can be done to resolve the problem. The Participant's Mentor and Employer will be notified and consulted for feedback. Ultimately, if the problem cannot be resolved and in the interests of the group, the Facilitator reserves the option to remove a non-complying Participant from the course.

## **Refund Policy**

LMIC guarantees measurable results. If, at the conclusion of the Mid-Term Review Meeting, a Client is not satisfied they are making progress towards the predetermined goals set at the beginning of the course, they may request a refund providing:

- The full fee was paid prior to commencing the course.
- The Participant/s attended all scheduled sessions, actively participated and completed all the assignments given.
- The Participant/s reviewed and discussed the course content, relevance and application with their Mentor/s after each session, and the Mentor/s followed the Mentor's Guide.
- The Participant returns all materials received from LMIC

Refunds will not be provided under the following circumstances:

- If LMIC postpones or cancels any course. In this instance Participants are able to re-enroll into the next scheduled course at no additional cost.
- If the Client has paid a deposit to reserve a seat and the potential Participant cannot attend. In this case the Client will replace the Participant with another one, or re-enroll the original Participant in a future course.
- If a Participant is removed from the course by the Facilitator for non-compliance.

## **Graduation**

Results achieved by Participants are the product of their own efforts, assisted by LMIC tools and process. These efforts deserve to be rewarded and LMIC issues a Graduation Certificate in recognition of accomplishment. This certificate is issued at the conclusion of the course at a Graduation ceremony attended by the Participant, Mentors and Clients.

The decision to award a Graduation Certificate rests with the Facilitator and is based on the active participation, attendance and performance of the Participant throughout the course. Given the open communication process between Facilitator, Participant, Mentor and Client any decision to withhold a Graduation Certificate will be fully discussed with all parties prior to the Graduation Ceremony.

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## Quality Management

LMIC is committed to provide an excellent quality of service for its Clients and practices a policy of continuous improvement for maximum results. We value constructive feedback from our Clients, Participants and Mentors, as well as from our Licensees, Associates, Facilitators and Staff. The ongoing training and development of all LMIC providers is part of LMIC's continuous improvement program.

## Record Keeping

LMIC maintains complete and accurate records of all courses conducted. This includes Participant attendance, progress, relevant correspondence, assessment results, invoices and receipts. These records are normally kept by the LMIC Licensees who have serviced the Client/Participant and are secured by:

- A safe record keeping system including safe backup of electronic records (FBOL, enrolments, attendance, assignment completion, assessment results and Graduation Certificates issued.
- Safeguarding all confidential information obtained by LMIC, individuals or organizations acting on our behalf.
- Ensuring information regarding a Participant is never disclosed to a third party without the written consent of that Participant.<sup>Ⓜ</sup>

Clients may obtain a copy of their records after submitting a request in writing and providing proof of identity.

<sup>Ⓜ</sup> *Information regarding a Participant may be shared by the Facilitator with the Participant's Mentor or Employer in order to assist the Participant's progress and development.*

## Management and Administration

LMIC has policies and management strategies that ensure sound financial and administrative practices. Management guarantees the organizations sound financial position and safeguards Client's fees until utilized for training/assessment. As stated we have a fair and equitable Refund Policy.



Frank Kreze, President and Master Licensee  
LMI Canada Inc.

**LMIC and all Licensees and their Associates will honour all guarantees outlined in this Code of Practice**