



CCMESD TRAINING OPERATING PRINCIPLES

CCMESD is committed to providing an enriching and productive training experience. In order to ensure the smooth running of sessions and to optimize learning, please take note of the following principles.

I. TRAINING ATTENDANCE POLICY

Once the registration fee has been received, CCMESD will provide you with an official letter of invitation and all the necessary details for your visa application in the country where the training will take place. If the training will take place in your country of residence or by distance learning, you will receive official confirmation of your registration.

At CCMESD, the presence and commitment of participants are essential to guarantee an optimal learning experience. Therefore, the following conditions must be met:

1. *Participant commitment*

- Early arrival: Each participant must arrive at least one day before the start of the course to prepare and familiarize himself/herself with the environment.
- Punctuality: It is essential to be punctual and to attend all sessions each day.
- Training follow-up: Participation in the entire program is compulsory to ensure full assimilation of the lessons.

2. *Certification requirements*

- Attendance: A participant who attends less than 80% of the seminar or is repeatedly late will not receive his/her certificate of attendance.
- No Arrangements: No arrangements or refunds will be made in the event of non-compliance with the above conditions.
- Course rescheduling: Sessions will not be rescheduled for absentees or latecomers.

720 Bathurst st Toronto, ON, M5S 2R4, Canada, + Phone :+1 437 772-5623(Téléphone et Whattaps)

Email :info@ccmesd.ca / www.ccmesd.ca

Business # : 1661606-2 – Corporate Number : 791258767RC0001

II. PAYMENT OF REGISTRATION FEES

CCMESD guarantees total transparency regarding the payment of registration fees.

1. Amount of fees

- Registration fees are specified in the training brochure or on our website. They vary according to duration, type of course and location.

2. Payment methods

- Accepted methods: Bank transfer, cheque or credit card.
- Payment deadline : Payment must be made 15 days before the course.

3. Certificate of Attendance

- The issue of the certificate is conditional upon full payment of fees and a minimum attendance of 80%.

III. DELIVERY OF TRAINING CERTIFICATE

CCMESD recognizes participants' commitment by awarding training certificates.

1. Eligibility requirements

- Minimum attendance of 80%.
- Active participation in sessions.

2. Delivery and content

- The certificate is issued at the last session and can be sent electronically.
- It includes participant's name, training title, date, trainer's signature and CCMESD logo.

3. Duplicates

- In the event of loss, a duplicate can be requested at an administrative cost.

IV. PROMOTIONAL GIFTS

CCMESD offers promotional gifts to participants who have completed the training.

1. Nature of gifts
 - Office supplies, bags, t-shirts, books or other useful items.
2. Conditions of receipt
 - Offered at the end of the training course to participants who have met the attendance criteria.

VI. CANCELLATION OF TRAINING BY CCMESD / INABILITY TO ATTEND

1. Cancellation by CCMESD

- In the event of cancellation for imperative reasons, participants will be informed as soon as possible.
- A full refund will be made or registration for a later session will be offered.

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2. Participant's inability to participate

- Written notification required in the event of cancellation.
- Refund conditions :
 - More than 15 days before the course: 70% refund.
 - Between 15 days and start date: 50% refund.
 - Less than 15 days before the course: no refund.
- Rescheduling subject to availability.
- Refund will be made by the same means and source by which payment was received.

VII. REGISTRATION FEE TRANSFER POLICY

1. Transfer conditions

- Requests must be made in writing at least 15 days before the start of the course.

2. Transfer to another person

- The participant may transfer his or her registration to another person meeting the admission criteria.
- Administrative fees may apply.

3. Transfer to another session

- Participants may transfer their registration to a later session, subject to availability.

VIII. USE OF IMAGES

Please note that photos and videos of participants will be taken during training days and weekends, during tourist outings. These may be published on our website, used in our sales brochures and in our various customer communications. An authorization form is sent to participants at the time of pre-registration.

CCMESD Image Use Policy

At CCMESD, we attach great importance to protecting the privacy and rights of our participants. Here is our policy on image use:

Consent to Image Use

By participating in our training courses, you consent to your image being captured in photographs or videos. This includes images taken during training sessions, events or activities organized by CCMESD. If you do not wish your image to be used, please inform us prior to the start of the course.

Use of images

Captured images may be used for communication and promotional purposes, including on our website, social networks, brochures, and other marketing materials.

We undertake to use these images in a respectful and professional manner, highlighting the training experience and the participants.

Image rights

Participants have the right to request the removal of their image from our communication materials. To do so, simply contact our team at [give e-mail address or telephone number].

We will endeavor to respond to all requests as quickly as possible.

Protection of personal data

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We comply with current legislation on the protection of personal data. Images will be stored securely and will not be shared with third parties without your explicit consent.

IX. POLICY CONCERNING THE PERSON ACCOMPANYING THE CANDIDATE TO CCMESD

At CCMESD, we understand that some participants may wish to be accompanied on our training courses. Here is our policy on accompanying persons:

- No attendance will be accepted in the training room.
- Coffee breaks and lunches offered by CCMESD are reserved exclusively for participants. Accompanying persons must contact the logistics team or the hotel to pay for their meals.
- If a companion wishes to take part in the sightseeing tours and departure dinner, the logistics team must be informed in advance. A financial contribution will be required according to the cost of the outing.

X. CONTACT

For any questions regarding registrations, payments or cancellations, please contact our administrative department at info@ccmesd.ca or telephone number/WhattApps +1 437-772-5623

Done at.....

Read and approved

Full name and signature