ATTACHMENT 14: COAHS CANDIDATE HANDBOOK

5.1.2.1	Reference found on Page 3, paragraph 1
5.2.1	Reference found on Page 10, paragraphs 4-7; and Page 11, paragraphs 1-4
5.2.1.1(2)	References found on Page 15, paragraphs 3-12; Page 16, paragraph 1
5.2.1.1(11)	Reference found on Page 11, paragraphs 2-4
5.5.1	Reference found on Page 13, paragraphs 2-8; Page 14, whole page; Page 15, paragraphs 1-2

CANDIDATE HANDBOOK

COLLEGE
OF APPLIED HUMAN SERVICES
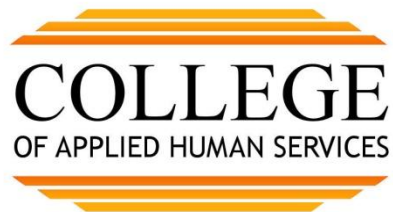
A Division of

INNOVATIVE
L E A R N I N G

2015

CANDIDATE HANDBOOK

This ***Candidate Handbook*** is designed to provide COAHS students with an overview of the College — its people, programs, policies, and procedures. The *Handbook* along with other College publication regarding specific programs provides significant information all students should know, and students are responsible for the information and regulations outlined within. The Student Handbook is available on line in PDF.

Table of Contents

Mission Statement

The College of Applied Human Services (CoAHS) is committed to the advancement of an individual's professional potential by providing quality, comprehensive educational programs that promote improved service delivery systems within the human services sector. Learning outcomes focus on improving accessibility, accountability and coordination among professionals and agencies with a view to maximize the quality of life of those individuals who receive services delivered by CoAHS graduates.

Vision Statement

The College of Applied Human Services will be the College of choice for successful learning and professional advancement. CoAHS employees will work to create an environment that emphasizes people, respect, integrity, diversity and excellence. CoAHS will be a leader in demonstrating accountability to the human services community.

Statement of Philosophy

All College of Applied Human Services programs are developed with the philosophy that excellent professional education can significantly improve the lives of all people in receipt of human services and their families. Ensuring quality outcomes for students assures our ongoing contribution to the human services sector.

Statement of Values

Our highest value is placed on students, our staff and people whose lives we can assist to improve. With this in mind, our four core values are:

- To work with a spirit of cooperation and collaboration.
- To act ethically and honestly toward our students, colleagues and community.
- To recognize and appreciate people's similarities and differences.
- To aspire to deliver quality and excellence in all we do.

College Overview

Innovative Learning Aba College of Applied Human Services began as a New Zealand based educational company providing online and seminar based training and workforce development programs to organizations, Government Departments, families and individuals in Australasia, The United States, United Kingdom and Europe.

Innovative Learning LLC which from here forward will be referred to as the COAHS (College of Applied Human Services) is an educational company whose mission is committed to the advancement of an individual's professional potential by providing quality, comprehensive educational programs that promote improved service delivery systems within the human services sector.

The company was established following an identified need for innovative workforce development solutions, and uses technology which has been demonstrated to be twice as effective (in terms of knowledge retention) as seminar-based teaching. The need for more effective teaching was identified consistently over time as the founder delivered face to face training seminars via a consultancy company based in New Zealand (The Institute of Applied Human Services (IAHS).

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Our learners, candidates, and students include:

- Family seeking knowledge and support specific to family members diagnosed with Autism
- Professionals seeking to increase/update knowledge and earn Continuing Education Units
- Paraprofessionals and Direct Support staff seeking to increase/update knowledge and become Credentialed as professionals

Innovative Learning LLC is approved to provide continuing education for key accrediting bodies such as:

- American Psychological Association (International)
- Behavior Analysts Certification Board (International)
- American Speech-Language-Hearing Association (International)
- Board of Behavioral Sciences
- California Board of Registered Nurses
- Idaho Department of Health and Welfare
- Brandman University – Courses and Programs approved for graduate semester credit hours
- Approved for pre-candidacy for NCATE (National Council for Accreditation of Teacher Education)
- Approved for candidacy for ACCET (Accreditation Council for Continuing Education and Training) as an accredited college. Application Process is currently active as of September 2012.

COAHS offers a range of courses and programs in the human services. A complete list of these programs can be found on the website, coahs-edu.org.

CoAHS Learning Environment

COAHS programs are offered exclusively online. However candidates can contact the helpdesk at any point in time via email as well as call the main office and talk with COAHS staff directly. Courses and Programs are set up as self-paced educational activities.

Candidates are provided assistance through our support and help desk system. Response time to any questions, problems, inquiries regarding the program in general or a specific issue with a candidates program is typically under 60 minutes and guaranteed within 24 hours. If a candidate is identified with additional assistance that may require accommodation, an instructional staff from COAHS will work with that candidate and go over the program requirements and support them in accessing specific add-ons within the online program such as 'text to speech" and "zoom features". Project Optimal staff will also assist in providing resources for adaptive and intelligent technologies for web-based education. These resources will help analyze what is available right now, how easy they can be implemented on the web.

Candidates are provided timely and accurate information about the program through the COAHS website. Once a candidate is admitted into the online program the extensive communication system is used by COAHS staff to monitor and guide the candidates through the program. Monthly updates as applicable are posted on the bulletin board as news flashes. Daily news flashes are

posted if there is pertinent information that candidates need to be aware and informed. Individual and group progress is monitored and candidates are flagged that are not accessing the program, are not completing the program in a timely fashion, or are having difficulties getting through the material and/or passing the assessments.

Through the bulletin board, message board system, and newsletter feature information about career placement and additional assistance such as study groups, developing professional network can be posted and utilized. Through these systems candidates can be informed about job placement resources available in many geographical areas.

Coursework Examination Processes and Procedures
All testing is developed on the basis that learners must demonstrate "Competent Subject Matter Knowledge" (CSMK) in order to complete the course. In general, a learner who has attained CSMK is considered to have enough knowledge to apply it safely, effectively and efficiently in practice. While attainment of CSMK might suggest a minimum standard, Innovative Learning has established the CSMK concept to establish that standard at a level which reflects the nature and importance of the subject matter itself. The nature of Innovative Learning's Human Services education is heavily focused on training individuals who treat and support people who may have significant need due to disability or illness. Thus, it is considered imperative that the minimum is set at a level that respects the deserving nature of individuals receiving said services.

COAHS Courses and Programs offered online have all required readings embedded within the course material (with the exception of the graduate level BCBA course series). Recommended and supplementary materials are available to download from the course materials available to candidates online. All topic assignments are integrated within course completion requirements online. All work is sequential in order so that concepts, competencies and objectives build upon each other as per Blooms Taxonomy which forms the basis of how a programs educational objectives are developed.

There are two types of assessment in all CoAHS programs: probe quizzes and instructor exercises. Probe quizzes are multiple-choice and graded automatically through the online learning management system. The feedback for assessment is immediate. If a learner does not pass the probe quiz at 90% or higher, the learner "fails" and then must go back and review the material, and retake the quiz until they reach the 90% pass rate.

Instructor exercises are short answer competency-based exams. With instructor exercises, the learner enters the answer in to the learning management system. Students are notified immediately that grading can take up to a week. The learner reads each question and enters his or her answer in the system. The learner is notified by email when the instructor has graded it. If a learner does not enter a satisfactory answer on the first attempt, the instructor provides feedback about the answer and asks the learner to re-submit or expand upon their original answer. This back-and-forth method is utilized until the learner arrives at an answer which answers the question correctly and shows full comprehension of the intended learning outcome. The exercises are graded on a pass/fail scoring rubric.

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A typical lesson with a course requires a candidate to:

Study materials, complete readings etc. → Demonstrate conceptual understanding and recall of core content → Review material where weaknesses or misunderstandings are identified → Re-demonstrate conceptual understanding and recall of core information →Final review of lesson materials → Pass final lesson assessment at a greater than 90% level of accuracy. A program will have a varying number of lessons dependent on the course or topic.

Assignments external to the online process are fieldwork practicum exercises reserved for candidates unable to meet the defined fieldwork requirements. Demonstration of understanding is assessed using the competency testing process described in the provided materials. Competencies are tested using a range of testing procedures as described below.

For example: A candidate may be required to demonstrate they have gained an understanding of what constitutes an appropriate response in a given situation. In such an example, a scenario is presented and they are required to select a response on two levels:

a.   **Reactive Response:** What will they do in the "here and now"?
b.   **Proactive Response:** What can you do in the future to minimize or maximize (dependant on the desired outcome) the likelihood of a situation reoccurring?

Candidates are tested continually for skill mastery throughout the study process. Concepts and defined competencies are tested upward of three times prior to being able to complete the program.

Method of Evaluation: Students must participate in all lessons for each class and attain 90% or higher average on probes (Quizzes), online activies, and exams. "Probes" are based upon content of the prior few classes and are not inclusive of material in other areas.

Class Policies: Students are required to participate in the online courses and complete all activities and quizzes based on the 90% or higher performance criterion. A Course Certificate will be given contingent upon 80% average mastery of exams, completion of all course lessons, and full payment of all tuition and/or fees.

Candidate Resources and Support

Candidates are provided timely and accurate information about the program through the CoAHS website. Once a candidate is admitted into the online program the extensive communication system is used by CoAHS staff to monitor and guide the candidates through the program. Monthly updates as applicable are posted on the bulletin board as news flashes. Daily news flashes are posted if there is pertinent information that candidates need to be aware and informed. Individual and group progress is monitored and candidates are flagged that are not accessing the program, are not completing the program in a timely fashion, or are having difficulties getting through the material and/or passing the assessments.

In addition, CoAHS processes ensure that the program components meet candidate needs both collectively and individually. Prior to admission into the program each candidate is able to see the credential and program requirements.   CoAHS staff monitor each candidates progress and performance as they work through the QASP program. Using the extensive online community and communication system such as the i-learn features and helpdesk dashboard participants in the program have access to support from both the technology team staff but from content experts. Through the bulletin board, message board system, and newsletter feature information about career placement and additional assistance such as study groups, developing professional network can be posted and utilized. Through these systems candidates are informed about job placement resources available through county offices of education and online job placement sites as posted.

Course Materials and hyperlinks contained throughout the program support and guide the candidate through the material.

If a candidate is identified with requiring additional assistance that may require accommodation, CoAHS staff will work with that candidate and go over the program requirements and support them in accessing specific any available accommodations. CoAHS staff will also assist in providing resources for adaptive and intelligent technologies for web-based education where possible.

Program participants who are not able to finish the program within the initial 12 months may request an extension. The participant will be asked to complete a "Request for Extension" which will include the participant's plan for completion of the program.

Expenses and Payment Procedures

Currently Innovative Learning LLC is not approved for Title 4 Funding therefore financial aid is not an option for our courses or programs. Once Innovative Learning LLC is a fully accredited college and approved for Title 4 funding then we will post this information in our handbook and on our website, www. coahs-edu.org.

The tuition that is published on the website is inclusive of all registration, processing, and miscellaneous fees.

For those candidates seeking graduate credit hours, the cost is $65.00/semester unit and is paid directly to our partner, Brandman University. Course and Program numbers are available on the website along with the registration form that is submitted directly to Brandman University by the candidate.

Occasionally Innovative Learning LLC will work with the candidate to establish a payment plan based on instances of financial hardship. Innovative Learning LLC reserves the right to review these situations on a case by case basis. In some cases access to the course or program may be restricted until all tuition is paid in full.

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Tuition is paid online through our merchant PayPal. All major credit cards are accepted. Innovative Learning LLC does not have access to your payment information or in any way have the ability to store your payment information.

Extensions, Drops and Refund Policy

Candidates who are not able to finish the program within the initial time period may request an extension. The time period to finish a program or course varies depending on the classroom equivalency hours. Typically a candidate has 6 months to finish a 45 hour course. Behavior Technician Level 1 must be completed within 90 days. The Behavior Technician Level 2 course must be completed within 180 days.

If a candidate is unable to finish the course or program, the candidate will be asked to complete a "Request for Extension" which will include the participant's plan for completion of the program. This form can be found on the website.

The criteria for granting an extension:
- A. Personal or family illness
- B. Maternity leave or family leave
- C. Death in the family
- D. Relocation due to job transfer or company consolidation or down sizing
- E. Financial distress due to job loss

Each request will be evaluated on a case by case basis and Innovative Learning staff will make every effort to support the candidates with advice and assistance.

Refund and Cancellation Policy

   a. Basis upon which refunds are calculated and paid:
      i. If a student never enters their course or program, and the period between enrollment and notification of withdrawal does not exceed 30 days from the enrollment date. All refunds due will be made within forty-five (45) calendar days of the date of notification by the student.
      ii. For a student who has entered and completed coursework, the refund due
         will be calculated using the percentage of the course completed as at the last date of activity on the Learning Management System (LMS) and be paid within forty-five (45) calendar days from the date of determination (DOD).
      iii. The date of determination is the date the student gives written or verbal notice of withdrawal to the institution.
      iv. Refunds for students who have begun coursework will be calculated based on the percentage of coursework completed. For coursework completed up to fifty percent (50%), tuition charges retained will not exceed a pro rata portion of the full tuition for the coursework completed.
      v. After fifty percent (50%) of coursework has been completed, THE COMPANY's financial obligation is considered complete and it may retain the full tuition.

vi. A 10%, of the full program cost, administration fee not exceeding $100 may apply to all refunds.

b. Cancellations:

i. Eligibility: Some courses and programs require a student agree that they meet pre-defined eligibility criteria to gain entry. Should a student agree to said terms, but it is subsequently found that, for any reason, eligibility criteria cannot be verified (see sections 7 & 8), then the student will be informed and the enrollment will be cancelled.

ii. Recommendations and Fieldwork Verification: Some courses and programs require a student receive Recommendations and Fieldwork Verification from people who are in supervisory positions of the student. Recommendations may verify that the student meets certain pre-defined standards considered preferable for people wanting to complete the course or program. Fieldwork Verification requires that the person can verify the student meets certain pre-defined practical experience related to the study topic.
A student can begin coursework prior to Recommendations and Fieldwork Verification being complete. Should recommendations and verification of fieldwork subsequently be unable to be verified, then the enrollment may be cancelled.

iii. If a student's enrollment is cancelled, a $200 fee will apply and will be deducted from a refund due. Where the course or program cost is less than $200, then no refund will be made. Exceptions and variations to this fee are entirely at the discretion of THE COMPANY and will be determined on a case by case basis.

University Credits and Transfers

Who provides the credits?

CoAHS has partnered with Brandman University so that learners can earn Professional Development Credits when completing our Programs. Brandman University is a non-profit, private school within the Chapman University System. They deliver the academic excellence of a traditional university through innovative courses designed for working students.

How much do the credits cost?

Each credit costs $65. As an example, for a program worth 8 credits, the total cost of the credits is $520.

Why are the credits not included in the original price of the program?

Not all candidates completing a program require or want professional development credits. By separating the cost of credits out, people can decide whether they want or need to purchase them.

How do I claim the credits?

To claim your Professional Development Credits, simply download the form that corresponds to the completed program by selecting it from the CoAHS website at: http://coahs-

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edu.org/m/6Credits/University-Credits. Once downloaded, complete it and fax or mail it to the address or fax number found at the top of the form.

Continuing Education Credits with BBS, BRN, or BACB.

Learners who are members of the Board of Behavioral Sciences (BBS), Board of Registered Nurses (BRN), or the Behavior Analyst Certification Board (BACB) can earn Continuing Eduation Credits through CoAHS. In order to do so, the certificate holder submits his/her certificate to the appropriate Board along with the Board's continuing education claim form.

Application and Registration Process and Procedures
 COAHS uses multiple measures in the admission process. All applicants must complete the online application to be admitted into the program. Upon enrollment candidates will be allowed access to the course work but all admission criteria must be met prior to receiving a certificate of completion.

Some programs may require two recommendations from someone in an evaluator role.
For example:
- Two recommendations – one from applicants evaluator, and one from an administrators of choice focusing on applicant's qualifications and experiences working individuals diagnosed with Autism; the applicant's sensitivity to working with diverse populations; evidence of implementing research based behavioral health treatment strategies.

Non-discrimination Policy
It is the policy of COAHS to maintain an online learning environment free of all forms of unlawful discrimination.

COAHS will not discriminate against learners/course participants on the basis of race, color, gender (including gender identity and gender expression), religion, age, marital status, registered domestic partner status, disability, socioeconomic or ethnic background, sexual orientation, genetic information, veteran status or national origin, or any other characteristic protected by applicable statute. The discrimination precluded by this policy includes any discrimination against an individual because that individual is perceived to have any of the foregoing characteristics or is associated with a person who has or is perceived to have any of the foregoing characteristics. COAHS will only gather the personal information necessary to process payment for the online courses, register the participants in the purchased online courses.

In the event COAHS provides a face to face training all course instructors will demonstrate a high standard of professional conduct and will not discriminate against course participants on the basis of race, color, gender, religion, age, marital status, disability, socioeconomic or ethnic background, sexual orientation, veteran status or national origin.

All instructors will be required to sign and date a non-discrimination policy prior to providing any face to face Innovative Learning training as evidence that they are aware of this policy. The original signed form will be maintained in the instructor's personnel file located in COAHS's Central office in Buellton, California.

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Disability

To accommodate disabilities, COAHS has ensured that the latest technology is embedded in the LMS and available to our course participants, including text to speech features and zoom capabilities.

Complaint Procedure

Any learner or participant who believes that he or she has been discriminated against unlawfully should bring any complaint to the Chief Operating Officer. Complaints may be lodged in writing or in person. Persons who file complaints will be advised, as is appropriate, regarding any investigation, action or resolution of the problem.

Consequence

The Company will not tolerate any form of discrimination and will take appropriate disciplinary action, including possibly termination, of any person determined to have engaged in unlawful conduct under this policy.

No Retaliation

The Company will not retaliate nor discriminate against any employee or applicant because he or she has opposed any unlawful employment practice or filed a charge of employment discrimination, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing related to employment practices.

Privacy Statement

This privacy policy sets out how "Innovative Learning LLC" and all its divisions and subsidiaries including "Project Optimal" and "College of Applied Human Services" uses and protects any information that you give when you use this website.

"Innovative Learning" is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, and then you can be assured that it will only be used in accordance with this privacy statement.

"Innovative Learning" may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 9th February, 2012 and was updated January 4, 2014.

What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service and in particular for the following reasons:

- We are required by various accrediting bodies to provide particular information in order for users completion of courses and programs to be recognized for approval by that body

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.
- We may use the information to customize the website according to your interests.
- We may provide your information to our third party partners for marketing or promotional purposes.
- We will never sell your information.

Security
We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies
A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.
We use traffic log cookies to identify which pages are being used. This helps us analyze data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.
Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.
You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites
Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information
We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you at any time. If you would like a copy of the information held on you please write to coursehelp@innovative-learning.com. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect

Grievance, Discipline and Appeals Process
Innovative Learning LLC, and all its divisions and subsidiaries including "Project Optimal" and "College of Applied Human Services" wish to provide an effective and positive web-based learning environment with respect and responsibility to each other. The purpose of this policy is to establish a process that web-based learners can use for unresolved issues, for corrective action when inappropriate conduct or activity occurs, as well as to appeal these issues or actions.

Grievances
In order to ensure a positive effective web- based learning environment, we monitor the system 24/7/365 from different locations in the United States. We monitor each server and local director; and monitor the number of active sessions and the average/peak response time. Two senior engineers are on call 24/7/365.

Our helpdesk function includes phone and email support for Administrators and Instructors, and email support for Learners. Innovative Learning LLC uses a proprietary monitoring system to inform our support personnel of problems that users may be experiencing with their browser, personal firewall, or popup blocker. This constant monitoring allows our support personnel to contact and help Learners quickly and accurately. Currently less than 1% of support issues require follow up beyond the first response. No support issue ever goes unresolved. More granular reports allow us to see how long specific sections of a course took and what is the most common answer to certain questions are thus allowing for continuous improvement of the system and content.

Learners may also contact our helpdesk regarding any issues they are experiencing, and will be contacted the same day during regular working hours whenever possible, or the next working day at the latest.

If a learner or participant does not receive an adequate and timely response to the issue, or feels that there is inappropriate conduct or activity on the part of Innovative Learning LLC, management, its employees, vendors, customers, or any other persons or entities related to the company, Innovative Learning LLC requests that you bring this concern in writing to the immediate attention of our Customer Relations Director, Shannon Miles. She can be reached at smiles@innovative-learning.com.

If you do not receive a sufficient response to your written complaint within TEN working days from providing it to our Customer Relations Director you may contact Vicki Moeller, Chief Operation Officer of USA and International Operations at vmoellerus@gmail.com

Discipline

The Company wishes to provide a comfortable and pleasant on-line learning experience, and will work with the learner to provider reasonable and fair solutions to any corrective action.

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1. When an individual is seen to be falling behind or not meeting course requirements, the following will occur**:**
   a. The individual is contacted via the integrated messaging system, offering assistance.
   b. The individual is tutored and advised to use the integrated Bulletin Board and Chat Room facility and connect with their peers who are also completing the training material. Experience has proven this to be a most effective and non-threatening means of assisting progress.
   c. We encourage the formation on "online study groups" made up of their peers.
   d. We work with others within the organization to support the individual

2. Each course or certification has a specific time allotted for completion and each learner is notified upon registration of the time allotted and the expiration date in the system. If the student has not had activity on-line or is close to the expiration date, the system will warn the learner of the pending date. Once the expiration date has passed, access to the system will be terminated and the learner will need to complete a written request for extension. Depending on the length of time after the expiration date, a fee or tuition may apply.

3. If an individual is known to be involved in cheating, the action taken by the Company may vary depending on the issue. The following are the most common problems and the course of action:
   a. **Issue:** An individual is logging in on another learner's log in.
      Action: The account will be put on hold and the individuals involved will be assigned a new log in and will be required to start the courses from scratch.
   b. **Issue:** An individual has listed an evaluator or evaluators who are not qualified.
      Action: The account will be put on hold and the learner involved will be asked to submit qualified evaluators within 30 days. If this does not occur, the Company may notify the CTC or the immediate supervisor. The account will be suspended and the learner will be notified by e-mail.
   c. **Issue:** An individual is using a code for tuition that belongs to another learner.
      Action: The account or accounts will be put on hold and the immediate supervisor will be informed.   The individual using the code will be expected to pay the tuition and assigned a separate code.

4. If a learner posts inappropriate comments or language, the Company will address the issue with the learner. If the problem persists, the Company may notify the supervisor and may take further action up to suspension of the account.

Appeal Process
Most common issues that may be appealed are the following:
- The fee or tuition charge for reactivation
- Suspended account
- Delayed certification
- Rejection of recommendation

The learner may appeal a corrective action using the following process:

First Step: Submit a written appeal to the help desk stating the issue and the remedy sought. If the issue is not resolved to the learner's satisfaction the next step would be

Second Step: Submit the written appeal to the Quality Management Team.
It is the purpose of this procedure to help maintain a positive learning environment with respect and responsibility towards each other. The company cannot promise that your specific appeal or complaint will result in the action you request or that you will be satisfied with the outcome of the appeal procedure.

Candidate Records Retention Policy
Innovative Learning LLC has established a candidate records retention policy that defines how long types of candidate records will be stored, retained and accessed easily by Innovative-Learning, LLC and its subsidiaries (The Company).

Candidate Records: The necessary information on individuals (students) who take courses on-line with Innovative Learning LLC.

Transcript: The record of the educational work maintained in the candidate records.

The Company collects the following information on-line for its web-based educational programs:
* Name
* Address
* Social Security number
* Transcripts

This information is kept permanently in secured, on-line files.

Innovative-Learning, LLC also has hard copies for some candidate records, which are maintained in locked cabinets in a secure room in their offices. These records are also maintained permanently.

In addition, e-mail and other pertinent on-line information are maintained for a 5 year period.

Records will be disposed of according to the Customer Data Confidentiality Policy.

It is in violation of this policy to dispose of any records named in the retention schedule above. If you believe you have accidentally disposed of, deleted or destroyed a record, please contact the COO immediately as the document may still be retrievable or salvageable, or may exist elsewhere as a copy. Your honesty in coming forward will have a significant positive impact on any disciplinary action taken, if any. If you know of anyone willfully disposing of or destroying any learner records of Innovative-Learning, LLC, you are under obligation to report these activities to the COO listed below.

Any employee who is found to have violated this policy may be subject to disciplinary action, up to and including termination of employment. Failure to report known violations of this policy will be handled very seriously.

Faculty Members:

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Innovative Learning LLC will ensure all instructional personnel and faculty have current knowledge in the content they oversee, understand the context of application, and model best professional practices in teaching and learning, scholarship, and service as it relates to their scope of practice.

Advisory Board Members

The College of Applied Human Services Advisory Board is committed the overall of mission of Innovative Learning LLC. The purpose of the Advisory Board is to be an informational board for the Company stakeholders and to provide the Company and its governing board with the varying perspectives of the respective Advisory Board members. The Advisory Board may also suggest improvements, recommend action, and offer feedback.

The current primary objective of the Advisory Board is to support the goals and policies of Innovative-Learning, LLC, as follows:

1. To be the voice of the autism sector including consumers, providers, and funding sources.
2. To be an authoritative source for information on industry changes.
3. To provide best practices guidelines for providers.

To provide information and assistance to providers in the autism industry.