Issued : July 24th, 2020
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The Dr Tina Talks Work Policies, Procedures & Processes Manuel

Dr. Tina Talks Work

ACCREDITED IACET PROVIDER

The CPD Standards Office

CPD PROVIDER: 50164
2022 - 2023

www.cpdstandards.com

Accredited cpd Activity

www.DrTinaTalksWork.com

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1. Organisation Details

ORGANISATION NAME:	Dr Tina Talks Work (Previously known as MCG Consulting Group)		
ORGANISATION ADDRESS:	3285 Woodchuck Way, Suwanee, GA 30024, USA		
WEBSITE ADDRESS:	www.DrTinaTalksWork.com	LANDLINE PHONE NUMBER:	0017037856787
MAIN CONTACT:	Dr. Martina Carroll-Garrison	POSITION/ROLE:	Founder & Principal Consultant
CONTACT EMAIL ADDRESS:	info@DrTinaTalksWork.com	CONTACT PHONE NUMBER:	0017037856787
ACCOUNTS EMAIL	info@DrTinaTalksWork.com		

GEORGIA CORPORATIONS' DIVISION

Business Name:	Dr Tina Talks Work	Control Number:	15084600
Business Type:	Domestic Limited Liability Company	Business Status:	Active/Compliance
NAICS Code:	Professional, Scientific, and Technical Services	NAICS Sub Code:	Other Management Consulting Services
Principal Office Address:	3285 wood chuck way, Suwanee, GA, 30024, USA	Date of Formation / Registration Date:	8/20/2015
State of Formation:	Georgia	Last Annual Registration Year:	2024

2. Articles Of Incorporation - Georgia 2015

Control Number : 15084600

STATE OF GEORGIA

Secretary of State
Corporations Division
313 West Tower
2 Martin Luther King, Jr. Dr.
Atlanta, Georgia 30334-1530

CERTIFICATE OF AMENDMENT

NAME CHANGE

I, **Brad Raffensperger**, the Secretary of State and the Corporation Commissioner of the State of Georgia, hereby certify under the seal of my office that

MCG CONSULTING GROUP, LLC
a Domestic Limited Liability Company

has filed articles/certificate of amendment in the Office of the Secretary of State on 08/25/2023 changing its name to

Dr Tina Talks Work, LLC
a Domestic Limited Liability Company

and has paid the required fees as provided by Title 14 of the Official Code of Georgia Annotated. Attached hereto is a true and correct copy of said articles/ certificate of amendment.

WITNESS my hand and official seal in the City of Atlanta and the State of Georgia on 08/29/2023.

Brad Raffensperger

Brad Raffensperger
Secretary of State

ARTICLES OF AMENDMENT

Electronically Filed
Secretary of State
Filing Date: 8/25/2023 7:48:44 AM

Article 1

Business Name : MCG CONSULTING GROUP, LLC

Control Number : 15084600

Article 2

The date the original articles of organization were filed was: 08/20/2015

Article 3

The entity hereby adopts an amendment to change its name to the following new business name:

New Business Name : Dr Tina Talks Work, LLC

Effective Date : 08/25/2023

Authorizer Information

Authorizer Signature : Martina Carroll-Garrison **Authorizer Title :** Organizer

3. CE&T Responsibility, Capability, Accreditation, Certification and Affiliation

3.1. Welcoming Statement

At Dr Tina Talks Work we welcome and celebrate people of diverse backgrounds, cultures, histories, identities, perspectives and races. Our continuing education, training, development and coaching environment is strengthened and enriched through a community that reflects the rich tapestry of our complex world.

The Dr Tina Talks Work (DTTW) platform offers a suite of services to support your internal Human Resources & Workforce Development Team to train, develop and optimize your employees and enhance the outputs and outcomes of your organization. As a learning organization (Senge, 2006) ourselves we don't just train, we help to transform your workforce by building personal mastery and confidence in their competence (Figure **Error! Reference source not found.**).

With over 20 years of proven experience as a U.S. Defense and Intelligence Community Executive, and as a Georgetown University trained and ICF Certified Executive Leadership Coach, with a Doctorate in Management and Organizational Leadership, Dr Tina has created a

global professional portfolio of needs-driven solutions to meet your organizations workforce optimization and continuing education & training requirements.

3.2. Responsibility

Through the DTTW platform we provide accredited leadership and soft skill workshops, group facilitation, workplace coaching and interventions, organizational analysis and strategic planning support. We also provide work life consulting towards optimizing your organization, improving employee engagement, and enhancing both organizational culture and performance.

Dr Tina' leadership training, development, coaching, consulting, and facilitation methodology incorporates a deep understanding of the learning lifecycle *(Figure* ***Error! Reference source not found.****)*, individual needs, adult learning theory, organizational dynamics, conflict resolution and strategic planning alignment. She excels in her craft by conducting i. Analysis of training needs, ii. Development of learning objectives and outcomes, iii. Design of

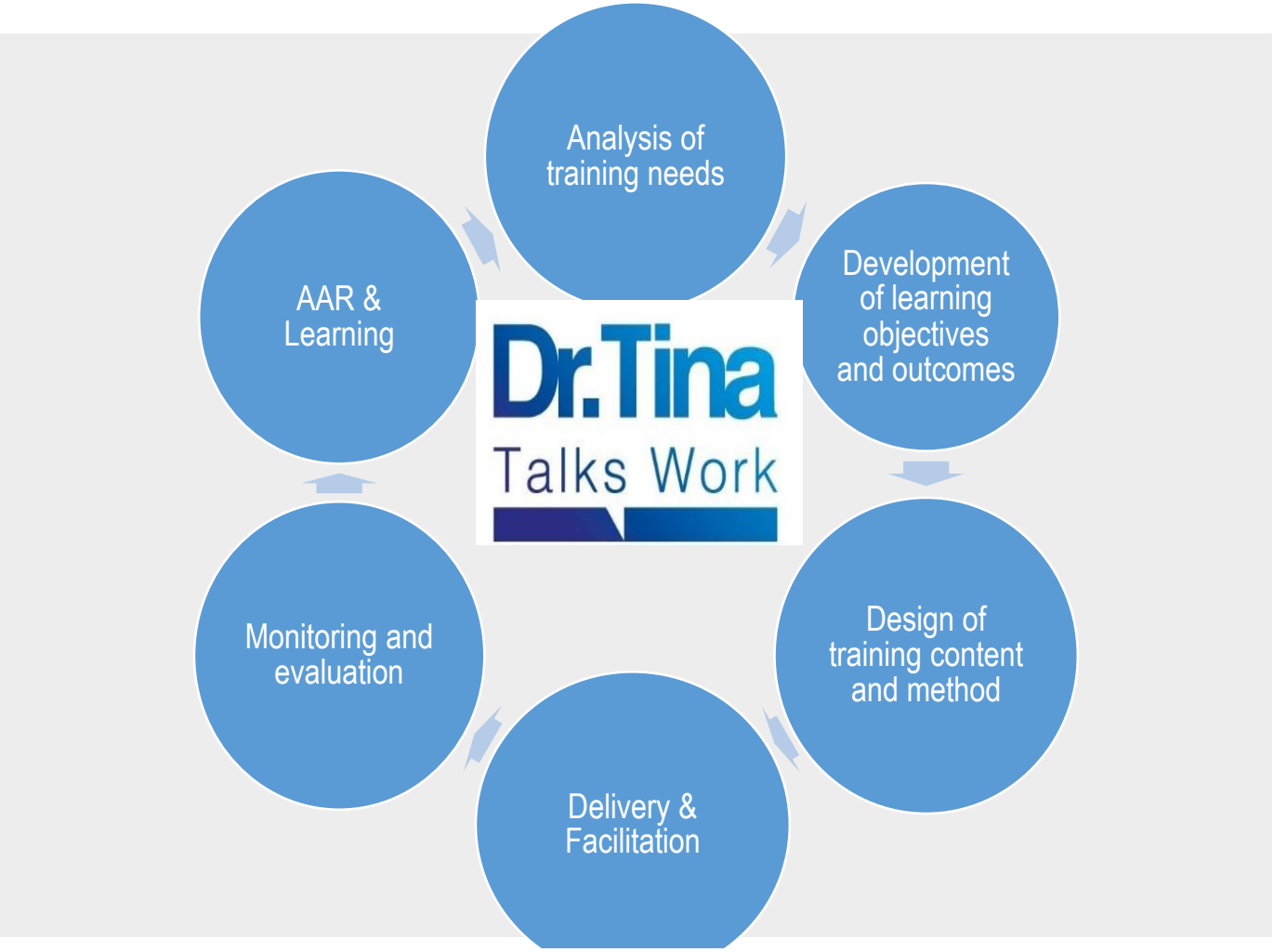
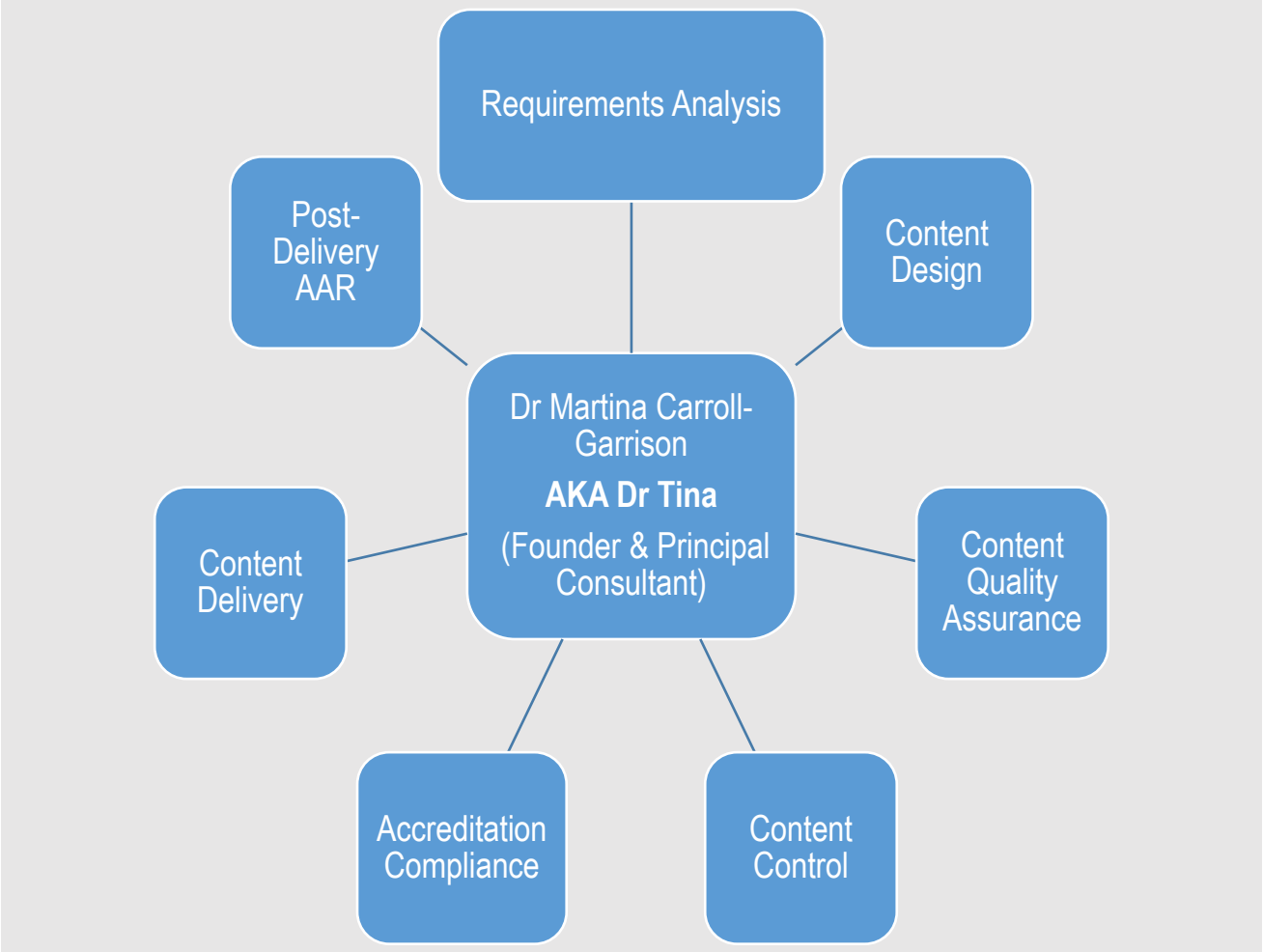


Figure 2. The Dr Tina Talks Work Learning Cycle

training content and method, iv. Delivery & Facilitation, v. Monitoring and evaluation, and the After Action Review and learning/incorporation of lessons learned.

3.3. Dr Tina's Areas Of Responsibility

Dr Tina helps others discover their leadership capability through focused exploration of a broad array of leadership topics, while building confidence in their competence as leaders, managers and influencers. What differentiates Dr Tina as a work-life expert is her street credibility! She was trained by and served as a leader and manager, during a variety of international and domestic assignments within the U.S. Defense and Intelligence community and experienced firsthand the complex challenges faced by today's global leaders working across cultural, generational, and functional differences. As a lifelong learner Dr Tina lives the idea of a learning organization within the Dr Tina Talks Work platform and she embraces the concept of the learning lifecycle (Kolb, 1984) as an accredited continuing education trainer and facilitator,



as attested by her organizational affiliations with the U.S. Excelsior University, the U.K. Glasgow Caledonian University, the global CPD Standards Office.

Figure 3. Dr Tina's Areas Of Responsibility

3.4. Capability

Dr Martina Carroll-Garrison (AKA Dr Tina) is the founder & principal consultant of the Dr Tina Talks Work platform. She is a graduate of the Dwight D. Eisenhower School for National Security and Resource Strategy (Eisenhower School), formerly known as the Industrial College of the Armed Forces (ICAF), which is a part of the National Defense University. This is significant only because for more than 20 years the Dr Tina Talks Work story was originally one about a civilian executive within the U.S. Department of Defense – yet a story that has always been about personal growth and innovation. For Dr Tina the paying-it-forward chapter began with the formative professional development experience in 2011 while been trained as an adjunct faculty instructor at the FBI Academy. Then in 2012 Dr Tina completed her Doctorate in Management and Organizational Leadership and also gained certification as an Executive Leadership Coach from the International Coaching Federation.

Dr Tina applied her experience and insight as she gained instructional experience in Leadership Instructional Systems Design and Delivery while teaching international MBA students - toward preparing them to become future global executives and socially responsible strategic leaders, critical thinkers, and problem solvers. Academic course work that was built upon Dr Tina's executive professional experience and academic journey included instruction in Leadership and Organizational Behavior, Intercultural Effectiveness, Global Strategy, and Advanced Strategic Management. Dr Tina's instructional approach was built upon her leadership mastery and her training at the FBI academy, and employs a variety of methodologies including discussion, experiential activities and simulations, designed to enhance the adult learner's experience and to address real world issues such as collaboration, communication, and problem solving within the workplace and organizational settings.

Since 2015 Dr Tina has focused on a niche client base and pioneered the capability to collaborate and assess training needs, and to design, develop and deliver contemporary leadership and soft skills continuing education and training modules - within DOD organizations – in response to sponsor-identified and site-specific training needs assessments. Today DTTW is a global development, training and education provider, supporting international students, providing services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

The foundations and aspirations of the DTTW platform arose from her formative experience as an Army civilian and remain true to those identified within the Army People Strategy mission …

….by maximizing the talents of our People, the Army's greatest strength...

Through the DTTW platform Dr Tina lives her values and expresses her passion for learning and development and her entrepreneurial outlook – to ensure that we deliver quality for our customers– today and in the future.

3.5. Accreditation, Certification & Affiliation

After a lifetime of leadership and executive management in international organizations Dr Tina has elected to be a solopreneur in support of niche clients – that affords her a lifestyle and work life balance with a high degree of personal satisfaction, flexibility and work life balance. As a result of these preferences she takes great personal satisfaction in being responsible for quality assurance, control and compliance with regard to the various licenses and professional accreditations she has gained. As the Owner & Founder of Dr Tina Talks Work she assumes responsibility for all aspects of the content she delivers to her clients (Figure Figure 3. Dr Tina's Areas Of Responsibility), including; i. Requirements Analysis, ii. Content Design, iii. Content Quality Assurance, iv. Content Control, v. Accreditation Compliance, vi. Content Delivery and vii. Post-Delivery AAR.

As a lifelong learner in pursuit of understanding and the joy of learning Dr Tina has acquired a variety of accreditations of content (Figure Figure 4. CPD Accredited Workshops and Figure 5. CPDSO Accreditation Letter, Figure 6. Accreditations, Certifications, And Academic Affiliations 1 of 2 and **Error! Reference source not found.**) and skill building and mastery that benefit her continuing education, training, coaching and development endeavors for her clients. These capabilities enhance the value of her professional offerings.

- Certified MBTI© Facilitator (Myers-Briggs (MBTI) Certification | The Myers-Briggs Company (themyersbriggs.com))
- Certified LPI©360 Facilitator (https://www.leadershipchallenge.com/solutions/LPI360.aspx)
- Certified The Leadership Challenge© Facilitator (www.leadershipchallenge.com)
- ICF Certified Coach - PCC (https://coachingfederation.org/)
- Certified Virtual Facilitator (The International Institute For Facilitation)
- Thomas-Kilmann Conflict Resolution Facilitator
- Certified Culture Facilitator (Veritas Culture)
- Certified Diversity & Belonging Facilitator (Veritas Culture)
- Accredited Academic Provider, Excelsior University NY
    - (Leadership Development Course –3 Upper-Level Credits) (Dr. Tina Talks Work - Excelsior University)
- Accredited Academic Provider, Glasgow Caledonian University, UK
    - (The Emerging Leaders' Development Program for STEM Professionals – SCQF Level 11/Masters – 20 Credits https://portal.scqf.org.uk/PublicSearch.html#)
- Certified CPD Provider (https://directory.cpdstandards.com/providers/mcg-consulting-group-dba-dr-tina-talks-work) –

The Dr Tina Talks Work organization has IACET Accreditation as a Continuing Education and Training provider in January 2024.

IACET accreditation involves subject matter expertise, quality control, and standard compliance regarding an organization's continuing education and training processes and policies. IACET accreditation is grounded in instructional design principles, andragogy, and implementation of learning events (i.e., courses, conferences, workshops, etc).

The history of the International Accreditors of Continuing Education and Training (IACET) includes the development of the original Continuing Education Unit (CEU) and the development and maintenance of the ANSI/IACET Standard for Continuing Education and Training.

The organization began in 1968 as a U.S. Department of Education task force, the Council on the Continuing Education Unit (CCEU). Their challenge was to determine: "Is it feasible to measure noncredit continuing education activities?" As a result of the research, in 1970, the CEU was born and standardized as 10 contact hours. The task force continued to grow and IACET was founded in 1990. And in 2006, the American National Standards Institute (ANSI) approved IACET as an ANSI Standards Developer.

Today, IACET uses the ANSI/IACET Standard, in-depth research on the learning process, and a global network of experts to inform further standards development. As a thought leader for the industry, it is our mission to assist continuing education and training providers to develop a framework for continuous improvement and a superior learning experience for adult learners.

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1. Accountability In The Workplace 6 CPD Hours	2. Assertiveness And Self Confidence 11 CPD Hours
3. Become A More Likeable Boss 7 CPD Hours	4. Civility In The Workplace And Conflict Resolution 8 CPD Hours
5. Coaching Essentials 7 CPD Hours	6. Communication Strategies 8 CPD Hours
7. Delivering Constructive Criticism 6 ½ CPD Hours	8. Developing A High-Performance Team 6 ½ CPD Hours
9. Developing A Learning And Development Strategy For Your Remote Team 9 CPD Hours	10. Emotional Intelligence In A Virtual Environment 8 CPD Hours
11. Goal Setting And Getting Things Done 7 CPD Hours	12. Handling Difficult People/Conversions 8 CPD Hours
13. Improving Self Awareness 8 CPD Hours	14. Influencing And Negotiating For Leaders, Supervisors Influencers And Negotiators 9 CPD Hours
15. Managing And Motivating A Multigenerational Workforce 6 CPD Hours	16. Managing Workplace Anxiety 6 ½ CPD Hours
17. Organizational Skills 7 CPD Hours	18. Personal Productivity – Even For Virtual Employees 6 CPD Hours
19. Self-Leadership 6 CPD Hours	20. Social & Emotional Intelligence 8 CPD Hours

21. Team Building For Managers 6 CPD Hours	22. Time Management 6 ½ CPD Hours
23. Top Ten Soft Skills 14 CPD Hours	24. Trust Building And Resilience Development 6 ½ CPD Hours
25. Virtual Team Building And Management 6 ½ CPD Hours	26. Virtual Workforce Performance Management 6 ½ CPD Hours
27. Work – Life Balance TBD	28. Servant Leadership TBD
29. Understanding the How and Why of Unconscious Bias TBD	30. Attention Management Skills TBD

Figure 4. CPD Accredited Workshops

Thomas-Kilmann Conflict Resolution Facilitator

Certified Culture Facilitator

Certified Diversity & Belonging Facilitator

Certified Strength Deployment Inventory Facilitator 2.0

Accredited Academic Provider, Excelsior University NY

Accredited Academic Provider, Glasgow Caledonian University, UK

The CPD Standards Office
INDEPENDENTLY ACCREDITED CPD
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The Courtyard
59 Church Street
Staines-upon-Thames
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CPDSO ACCREDITATION LETTER

Dr Tina Caroll-Garrison
Dr Tina Talks Work
3285 Woodchuck Way
Suwanee
GA 30024
USA

August 2020

Dear Tina,

Re: CPD Standards Office Accreditation

I am delighted to inform you that your submitted training and online course materials have successfully completed our assessment process and have been awarded full CPD accreditation.

The accreditation means that **Dr Tina Talks Work** is officially recognised as an Accredited Provider with the CPD Standards Office. Your course delegates can now be issued with a CPD Certificate of Attendance for inclusion in their CPD records for their professional body, institute, regulator or employer.

You have been allocated an accredited mark with a unique provider number that your company can display in its printed and online communications.

Included in this letter:

1. CPD assessment: Feedback and best practice recommendations
2. Your Accredited CPDSO Logo and Guidelines for Usage
3. Issuing CPDSO Certificates, and CPD points or hours
4. Template: Course feedback form

To follow by separate emails:

5. Your accredited logo (jpg and png formats)
6. CPD activity log – detailing all accredited training courses
7. Template: CPD certificate of attendance and learning tool

Intellectual property rights

Please note that all CPD Standards Office documentation is provided to you for use by your company only. The sharing of this, or any other documentation, relating to CPD Standards Office accreditation is prohibited. If you have any doubts in relation to discussions with third parties, please refer to the CPD Standards Office. Our aim is to protect your intellectual property rights as an Accredited Provider.

If you have any queries regarding your accreditation please get in touch.

I wish you many congratulations and look forward to working with you as an Accredited Provider with the CPD Standards Office, and an active member of the CPD community.

Yours sincerely,

Diane Rose
Head of CPD Accreditation and Assessment
The CPD Standards Office

The CPD Standards Office forms part of The Professional Development Consortium
Registered in the UK: 0829331

Figure 5. CPDSO Accreditation Letter

Figure 6. Accreditations, Certifications, And Academic Affiliations 1 of 2

Figure 7. Accreditations, Certifications And Academic Affiliations 2 of 2

4. Purpose, Vision, Mission & Values

Quick history: ‘mission’ comes from the Latin root ‘send.’ In the 1500s, Jesuits assigned missionaries to spread the word of Catholic Christianity. Later the military adopted ‘mission’ to refer to objectives that personnel were sent to perform. Then Peter Drucker advocated for the value of using ‘mission statements’ in business strategy. The wisdom of collectives in organizations: An update of the teamwork competencies. In Team effectiveness in complex organizations: Cross-disciplinary perspectives and approaches (pp. 39–79). Routledge/Taylor & Francis Group. ") The intent of a strong mission is to provide action-driving clarity.

4.1. Purpose

To nurture personal mastery, emotional wellbeing and professional confidence within our clients’ workforce and organization - to develop within themselves the power to shape their lives and the world around them.

4.2. Vision

To be the provider of choice of a niche range of organizational development, education, and training services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

4.3. Mission (What I Do And Why I Do It!)

DTTW provides a comprehensive range of development, education, and training services to individuals and organizations across a global footprint.

DTTW facilitates the development of knowledge, skills, and tools to improve performance outcomes, adapt to changing realities, and prosper in a volatile, uncertain complex and ambiguous world.

DTTW serves as a facilitator for the exploration and development of leading concepts, ideas, and insights on individual and organizational best practices and trends.

DTTW maintains the highest commitment to ethical business practices, high-quality products and services, and the well-being of our customers, potential associates and contract personnel and those associated with the DTTW brand , contract partners and society at large.

DTTW is committed to providing continuing education, training and development within client organizations because we produce value and build a thriving organization to benefit our customers, potential associates, contract partners and society at large.

4.4. Values

DTTW is a learning organization and in the people business, and we recognize that people and their personal wellbeing are at the center of everything we do. Our values reflect our commitment to learning and our people-focused commitment;

- Learning Organization – where we expand our capacity to create greater value.

- Pay-It-Forward – where we understand we are standing on the shoulders of giants!
- Encouragement – where we believe every customer seeks personal mastery.
- Respect – where we believe that all emotions exhibited by our customers are valid.
- Transparency – where we believe that transparency serves our customers' best interests.
- Personal Ownership – where we believe each of us has the opportunity to make a big difference for a better shared future.
- Diversity – where we believe we are a global family, and we value diversity, equity and inclusion. We champion diversity by building stronger capabilities internally among our potential associates and strategic partners that are as diverse as the external consumers we serve, and we do this because the more perspectives we provide our customers, the more impactful our offering is.

5. DTTW Policy And Procedure Statements

DTTW supports clients and individual learners around the globe and our policies are reflective of the diverse communities we support. Policies and procedures help DTTW maintain compliance and mitigate risks. They communicate internally the values, objectives, requirements, and best practices throughout the platform, and to potential associates and contract personnel and those associated with the DTTW brand and clients (US/UK/EU). In general, the following policies and procedures serve to bring order where chaos could reign, especially in the face of ambiguity or human error.

1. Anti-Discrimination And Anti-Harassment Policy Statement
2. Civility Code Of Conduct Policy Statement
3. Complaints, Disputes, And Resolution Policy Statement
4. Confidentiality Policy Statement
5. Data Protection & Privacy and Information Security Policy Statement
6. Equal Access To Learning Policy Statement
7. GDPR /Privacy And Data Protection & Privacy and Information Security Policy Statement
8. Health and Safety Policy Statement
9. Intellectual And Legal Property Rights (For Material Used In Any DTTW Learning Event) Policy Statement
10. Periodic Internal Review Process For Adherence To External Certification Requirements
11. Proprietary Interest Policy Statement
12. Qualifications And Readiness Of All Parties Including Potential Associates Or Contract Personnel Associated With The DTTW Brand Involved In The Design, Development, Delivery, And Evaluation Of Learning Events. .
13. Reasonable Adjustments For Delegates With Disabilities Policy Statement
14. Recurring Review And Update Of Learning Content For Quality, Currency, Effectiveness, And Applicability Policy Statement
15. Social Media Policy Statement
16. Substance Abuse Policy Statement

5.1. DTTW Anti-Discrimination And Anti-Harassment Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of DTTW Anti-Discrimination And Anti-Harassment Policy Statement is to trifold; 1) to affirm our commitment to creating a positive culture that is free of discrimination and harassment, 2) to remove discrimination and harassment from within the learning environment and within the DTTW CE/T organization, 3) to ensure that all individuals involved in continuing education/training will not be subject to discrimination or harassment based on a person's membership in a Protected Class, and to ensure compliance with applicable federal and state laws that prohibit such conduct. DTTW affirms that we welcome and celebrate people of diverse backgrounds, cultures, histories, identities, perspectives and races. Our continuing education, training, development, and coaching environment is strengthened and enriched through a community that reflects the rich tapestry of our complex world. DTTW also prohibits retaliation for reporting or opposing discrimination or harassment or cooperating with an investigation of a discrimination or harassment complaint as required by Federal, state and local government law.

CONTEXT AND POLICY STATEMENT: : DTTW does not discriminate in employment, association, or admission of co-facilitators, speakers, delegates, participants, registrants, associates and contract personnel and those associated with the DTTW brand within the learning environment and within the DTTW CE/T organization, or within any workshops, programs, or activities on the basis of on race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, disability, age (40 or older), genetic information (including family medical history) or veteran status, or any other basis prohibited by state or local law. DTTW affirms that we welcome and celebrate people of diverse backgrounds, cultures, histories, identities, perspectives and races. Our continuing education, training, development, and coaching environment is strengthened and enriched through a community that reflects the rich tapestry of our complex world. DTTW also prohibits retaliation for reporting or opposing discrimination or harassment or cooperating with an investigation of a discrimination or harassment complaint as required by Federal, state and local government law.

HOW WE SHARE THIS POLICY INFORMATION: This Policy Statement is provided/available to associates and contract personnel and those associated with the DTTW brand, as well as to learners, delegates, and registrants as a virtual footnote on our training content directing all to the DTTW Polices, Procedures and Processes Manual located at the Dr

Tina Talks Work website. DTTW marketing materials in general and each individual workshop/training event's content, (e.g. advertorials, presentation materials and read-ahead) also includes a front page/early referenced with directions to the at the DTTW Polices, Procedures and Processes Manual at beginning of the learning event/medium.

Furthermore, any associates and contract personnel and those associated with the DTTW brand such as adjunct developers/planners or instructors are made aware in writing and must acknowledge all policies - including this policy - in agreeing to accept each relationship/ work task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

Please direct any complaints, questions, or concerns regarding this Policy Statement to our Policy Statement Officer at info@DrTinaTalksWork.com and we will address the issues you raise promptly.

HOW WE ENFORCE: DTTW takes both the specifics and intent of this policy statement seriously and regularly reviews our relationships, student feedback, the quality of training artifacts and content materials, and learner information and requests for policy and process conflicts and/or the incorporation of solutions identified during AARs. The policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects our commitment to as a learning organization and the values of DTTW.

DTTW may have to take action against associates or contract personnel or those associated with the DTTW brand who repeatedly or intentionally fail to follow our policy and procedures, that will vary depending on the violation. Each policy violation will be thoroughly investigated by DTTW before disciplinary action is finalized. Disciplinary action may include a reprimand, written warning, and/or termination of our relationship.

5.2. DTTW Civility Code of Conduct Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Civility Code of Conduct Policy Statement is to outline the expected appropriate behavior that associates and contract personnel and those associated with the DTTW brand, as well as our learners, are expected to follow within the learning environment and within the DTTW CE/T organization during a training event, towards their colleagues/the client/learners and the overall organization, as reflective of the culture already present within DTTW.

CONTEXT AND POLICY STATEMENT: Civility and civil interactions is the expected norm for our work environment and for the DTTW brand. As a learning organization we promote freedom of expression and open communication, however we expect all associates and contract personnel and those associated with the DTTW brand to follow our civility code of conduct. They should avoid rude discourteous behavior, purposely offending or being offensive, participating in serious disputes and disrupting our workplace/learning environment or within DTTW CE/T organization. We also expect them to foster a well-organized, respectful, and collaborative environment, reflecting our values. Specifically we expect all associates and contract personnel and those associated with the DTTW brand to

- Be ethical and responsible when dealing with our DTTW finances, products, assets, customers, clients, partnerships, and public image.
- Respect their colleagues and not engage in any kind of hostile, aggressive, discriminatory behavior, harassment, or victimization.
- Conform with our equal opportunity policy in all aspects of their work, and interpersonal relations.
- Not misuse DTTW assets or use it frivolously.
- Respect all kinds of intangible property, including copyright, trademark, and other property (information, reports etc.) And only use them only to complete their job duties.
- Protect company facilities and other material property (assets) from damage and vandalism, whenever possible.
- Show integrity and professionalism in the workplace/during a learning event.
- Adhere to professional dress code and maintain appropriate personal appearance guidelines.
- Not solicit or accept gifts from learners, delegates, clients, or partners.
- Not solicit or accept bribes from learners, delegates, clients, or partners.
- Fulfill their job duties with integrity and respect toward customers, stakeholders, and the community.

- Encourage our culture of mentoring and sharing of knowledge as part of our pay-it-forward philosophy.
- To avoid any personal, financial, or other conflict of interests that might hinder their capability or willingness to perform their job duties.
- Be friendly and collaborative.
- Be open and receptive to giving and receiving feedback.

HOW WE SHARE THIS POLICY INFORMATION: This Policy Statement is provided/available to associates and contract personnel and those associated with the DTTW brand, as well as to learners, delegates, and registrants as a virtual footnote on our training content directing all to the DTTW Polices, Procedures and Processes Manual located at the Dr Tina Talks Work website. DTTW marketing materials in general and each individual workshop/training event's content, (e.g. advertorials, presentation materials and read-ahead) also includes a front page/early referenced with directions to the at the DTTW Polices, Procedures and Processes Manual at beginning of the learning event/medium.

Furthermore, any associates and contract personnel and those associated with the DTTW brand such as adjunct developers/planners or instructors are made aware in writing and must acknowledge all policies - including this policy - in agreeing to accept each relationship/ work task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

Please direct any complaints, questions, or concerns regarding this Policy Statement to our Policy Statement Officer at info@DrTinaTalksWork.com and we will address the issues you raise promptly.

HOW WE ENFORCE: DTTW takes both the specifics and intent of this policy statement seriously and regularly reviews our relationships, student feedback, the quality of training artifacts and content materials, and learner information and requests for policy and process conflicts and/or the incorporation of solutions identified during AARs. The policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects our commitment to as a learning organization and the values of DTTW.

DTTW may have to take action against associates or contract personnel or those associated with the DTTW brand who repeatedly or intentionally fail to follow our policy and procedures, that will vary depending on the violation. Each policy violation will be thoroughly investigated by DTTW before disciplinary action is finalized. Disciplinary action may include a reprimand, written warning, and/or termination of our relationship.

5.3. DTTW Complaints, Disputes, And Resolution Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Complaints, Disputes, And Resolution Policy statement is to outline a clear and concise procedure for handling complaints and disputes towards achieving resolution within the learning environment and within the DTTW CE/T organization, to ensure that all individuals involved in continuing education/training, as well as our learners, are confident that they have an avenue for addressing and achieving resolution of complaints and disputes.

CONTEXT AND POLICY STATEMENT: Complaints and Disputes highlight opportunities for process and content improvement. DTTW is a learning organization and complaints and disputes offer us the opportunity to better understand our clients and learners' needs and adjust our offering accordingly. As such we view complaints, disputes, and resolution as learning opportunities, and view complaint handling and dispute resolution is a series of exploratory process towards understanding customer/client dissatisfaction and enhancement processes improving towards resolving conflicts.

We are a learning organization and complaints, disputes, and resolution is a crucial aspect of the DTTW commitment to continuous improvement and customer service that helps to maintain loyalty and trust in our brand, and as such we empower associates and contract personnel and those associated with the DTTW brand to handle complaints and disputes as they arise and to exercise personal judgment regarding when to escalate more serious issues. The complaint, dispute and resolution process involves several steps, including:

- Record all complaints in a log and track trends.
- Identify the type of customer and the root cause of the problem.
- Respond to the customer quickly and politely.
- Acknowledge the customer's concerns and provide reassurance that their complaint is being taken seriously.
- Make a judgment call regarding the seriousness of the complaint and if it's within the initial respondents' power to resolve.
- If yes – then present a solution and verify that the problem is solved to their satisfaction.
- If no – then escalate the problem to Dr Martina Carroll-Garrison (owner/founder) for resolution.

Dr Martina Carroll-Garrison will present a solution and verify that the problem is solved to their satisfaction. Regardless of who resolves the complaint of dispute DTTW will conduct an AAR of all resolved complaints to look for systemic issues or otherwise undetected trends.

HOW WE SHARE THIS POLICY INFORMATION: This Policy Statement is provided/available to associates and contract personnel and those associated with the DTTW brand, as well as to learners, delegates, and registrants as a virtual footnote on our training content directing all to the DTTW Polices, Procedures and Processes Manual located at the Dr Tina Talks Work website. DTTW marketing materials in general and each individual workshop/training event's content, (e.g. advertorials, presentation materials and read-ahead) also includes a front page/early referenced with directions to the at the DTTW Polices, Procedures and Processes Manual at beginning of the learning event/medium.

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5.4. DTTW Confidentiality Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Confidentiality Policy Statement is to outline in clear terms how DTTW expects its associates and contract personnel and those associated with the DTTW brand to treat the information they receive about or from clients, partners and the DTTW CE/T organization and make sure it remains well-protected, as well as affirming the value of confidentiality within the learning environment.

CONTEXT AND POLICY STATEMENT: Confidential and proprietary information is secret, valuable, expensive and/or easily replicated. DTTW consider the following as illustrative examples of confidential information (this list is not exhaustive):

- Unpublished financial information.
- Data of Customers/Partners/Vendors.
- Patents, formulas or new processes of technologies.
- Customer lists (existing and prospective).
- Data entrusted to our company by external parties.
- Pricing/marketing and other undisclosed strategies.
- Documents and processes explicitly marked as confidential.
- Unpublished goals, forecasts and initiatives marked as confidential.
- Internal operating documents reflecting programs, projects, processes and procedures.

What you should do:

- Lock or secure confidential and/or valuable information at all times.
- Shred confidential and/or valuable documents when they're no longer needed.
- Make sure they only view electronic versions of confidential and/or valuable information on secure devices.
- Only disclose confidential and/or valuable information as/when it's necessary and authorized.
- Keep confidential and/or valuable documents inside our premises/platforms unless it's absolutely necessary to move them.

What you shouldn't do:

- Use confidential and/or valuable information for any personal benefit or profit.
- Disclose confidential and/or valuable information to anyone outside of the DTTW organization.

- Replicate confidential and/or valuable documents and electronic files and store them on insecure devices.

Why? Protecting our confidential and/or valuable information may be legally binding (e.g. sensitive customer data) and it may constitute the essence of the backbone of the DTTW business, giving us a competitive advantage (e.g. business processes.) When you stop working with DTTW, you are obliged to return any confidential and/or valuable files and delete them from your personal devices. We'll take measures to ensure that confidential and/or valuable information is well protected. We'll:

- Store and lock paper documents.
- Encrypt electronic information and safeguard databases.
- Ask associates and contract personnel and those associated with the DTTW brand to sign non-compete and/or non-disclosure agreements (NDAs).
- Ask for authorization by clients' senior management to allow associates and contract personnel and those associated with the DTTW brand to access certain confidential information on an as-needed basis.

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5.5. DTTW Data Protection & Privacy And Information Security Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Data Protection & Privacy and Information Security Policy Statement is to outline in clear terms how DTTW expects its associates and contract personnel and those associated with the DTTW brand to ensure the privacy and information security of learners' records and associated personally identifiable information (PII) occurring within the learning environment and stored within the DTTW CE/T organization.

CONTEXT AND POLICY STATEMENT: The DTTW Data Protection & Privacy and Information Security Policy Statement addresses the terms of records release and how notification to the learner is handled. DTTW affirms that the most effective means of mitigating the risk of lost or stolen personal data is not to hold the data in the first place. Our approach to data retention and replication is assessed against business need and minimized, either by not collecting unnecessary data or by deleting data as soon as the need for it has passed. Holding any personal data presents security risks to DTTW.

The DTTW commitment to data protection & privacy and information security helps to maintain loyalty and trust in our brand, and as such we require associates and contract personnel and those associated with the DTTW brand to handle data protection & privacy and information security concerns immediately as they arise and to exercise personal judgment regarding when to escalate more serious issues.

DTTW uses third parties to provide information technology and other learning supports. These third parties (i.e. TalentLMS) are our data processors. We ensure that any third-party data processors who handle your information comply with data protection legislation and protect your information just as we do. We only disclose personal information that is necessary for them to provide the service that they are undertaking on our behalf. Within TalentLMS you self-register and add the minimum personal data to establish your account. We anonymize your information or use aggregated nonspecific data sets wherever possible. Your data will not be passed to any third-party for their own independent marketing purposes. If for any reason your data is compromised, we will notify you immediately.

Note: TalentLMS data transfers are subject to the latest versions of the SCC approved by the European Commission, as published in the Official Journal of the European Union. This means TalentLMS (and, by our extension, our customers) will always be compliant with respect to the processing of personal data while using our platform.

Our sponsor partner/client does not have access to your data on TalentLMS. Your records are not released or releasable to any party and your certificate of completion for CPD is issued only after you present the completion certificate automatically generated within TalentLMS. and how notification to the learner is handled. You have several rights pertaining to your data including;

a) Right of access: You have the right to obtain from DTTW free information about your personal data stored at any time and a copy of such information. Should you wish to avail of this right of access, you may, at any time, contact our Data Protection Officer at INFO@DRTINATALKSWORK.COM.

b) Right to rectification: You have the right to obtain from DTTW without undue delay the rectification of inaccurate personal data which concerns you. Taking into account the purposes of the processing, you shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement. Should you wish to exercise this right to rectification, you may, at any time, contact our Data Protection Officer at INFO@DRTINATALKSWORK.COM.

c) Right to erasure (Right to be forgotten): You have the right to request from DTTW the erasure of personal data which concerns you without undue delay, and DTTW shall have the obligation to erase personal data without undue delay as long as the processing is not necessary: If you wish to request the erasure of personal data you may, at any time, contact our Data Protection at INFO@DRTINATALKSWORK.COM who shall promptly ensure that valid erasure requests are complied with.

d) Right to data portability: You have the right to receive the personal data which concerns you, which was provided to DTTW, in a structured, commonly used and machine-readable format. In order to assert the right to data portability, you may at any time contact our Data Protection Officer at INFO@DRTINATALKSWORK.COM.

e) Right to object: You have the right to object, on grounds relating to your particular situation, at any time, to processing personal data which concerns you, which is based on public interest or in the legitimate interest of DTTW. This also applies to profiling based on these provisions.

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task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

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5.6. DTTW Equal Access To Learning Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of DTTW Equal Access To Learning Policy Statement is to outline in clear terms how DTTW expects its associates and contract personnel and those associated with the DTTW brand to understand how we affirm our commitment to identify and remove barriers within the learning environment and within the DTTW CE/T organization, so as to ensure that all individuals involved in continuing education/training will enjoy the best possible access to our content as we strive to ensure our platform is designed to improve the work lives of all our learners - as we are continuously working to build and sustain the trust and respect of all – through supporting and promoting life-changing opportunities for people of all backgrounds.

CONTEXT AND POLICY STATEMENT: DTTW is committed to The Equality Act 2010 (UK) and to adhering to our DTTW Equal Access To Learning Policy Statement by taking positive action to:

- Comply with current legislative requirements and monitor that this is adhered to
- Develop qualifications, support services and products which take into consideration the needs of all sponsors and delegates and do not unnecessarily discriminate against any individual or group.
- Promote fair access to qualifications, minimizing any barriers to access or assessment by implementing reasonable adjustments and special considerations policies.
- Ensure that learning opportunities and fair assessment is open to all who will benefit without compromising the integrity of qualifications.
- Ensure content and language of all written content, including assessment materials and programs are non-discriminatory and free from any bias or stereotypical wording
- Monitor our qualifications, entry requirements and assessments to identify barriers to access or achievement and remove or minimize unnecessary barriers or bias which could impact on individuals or groups.

DTTW is committed to ensuring equal opportunities for all within the learning environment and within the DTTW CE/T organization, and to ensuring that the Continuing Professional Development opportunities we offer are inclusive and accessible to sponsors and delegates. All who represent the DTTW brand are responsible for the implementation of this policy. We believe that all members, sponsors and delegates have the right to be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, ethnicity, religion or belief, sex, and sexual orientation. We will

not tolerate unfair treatment or unlawful discrimination, whether intentional or unintentional, direct, or indirect.

HOW WE SHARE THIS POLICY INFORMATION:: This Policy Statement is provided/available to associates and contract personnel and those associated with the DTTW brand, as well as to learners, delegates, and registrants as a virtual footnote on our training content directing all to the DTTW Polices, Procedures and Processes Manual located at the Dr Tina Talks Work website. DTTW marketing materials in general and each individual workshop/training event's content, (e.g. advertorials, presentation materials and read-ahead) also includes a front page/early referenced with directions to the at the DTTW Polices, Procedures and Processes Manual at beginning of the learning event/medium.

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5.7. DTTW GDPR/Privacy And Data Protection Regulation Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: In April 2016, the European Union (EU) adopted new privacy regulations related to the collection of personal information. This regulatory framework – known as the General Data Protection Regulation (GDPR) – went into effect on May 25, 2018. The Purpose of the DTTW GDPR /General Data Protection Regulation Policy Statement is to affirm our commitment within the learning environment and within the DTTW CE/T organization to comply with the EU regulations relating to data storage, disclosure and use of personal data, as well as the rights of persons with regard to their data. These rights include the right to access, to rectify and to object to information collected, and even the "right to be forgotten" when personal information is no longer needed by the collecting entity. In addition we acknowledge that there are notification requirements in the event of a data breach.

CONTEXT AND POLICY STATEMENT: DTTW is committed to the DTTW GDPR /General Data Protection Regulation Policy Statement and GDPR (in effect since May 25, 2018) by taking positive action to:

- Comply with current legislative requirements and monitor that this is adhered to.
- This DTTW GDPR /General Data Protection Regulation Policy Statement is to ensure compliance with the EU regulations relating to DTTW's storage, disclosure, and use of personal data, as well as the rights of persons with regard to their data. All DTTW CE&T activities that collect personal data from natural persons in the EU related to admission, enrollment or employment shall communicate to the person the reason and purpose for collecting the information by using pre-approved forms and directing such persons to this policy. This provision shall apply to any person (student, faculty or staff) who is physically present in the EU and from whom DTTW is collecting personal data.
- All training and development activities that collect personal data from natural persons in the EU not related to admission, enrollment or employment – or otherwise collected on a lawful basis – shall obtain written consent from the person with regard to the collection of the information using pre-approved forms.
- Any personal data collected from a natural person in the EU shall be stored, secured and accessed consistent with the DTTW GDPR data security policies.

Personal data breaches

- Any accidental or unlawful destruction, loss, alteration, unauthorized disclosure of or access to personal data transmitted, stored or otherwise processed shall be reported to the Supervisory Authority of the EU member state within 72 hours of notice of the breach, unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons.

Data subject rights and retention of academic data

- The individual rights of persons in the EU with regard to their personal data includes the rights of access, ratification, removal, restriction, portability, to object and to not be subject to automated individual decision making, and those rights shall be respected consistent with the procedures implementing this policy.
- With regard to academic data – including course work attempted and/or completed, as well as grades associated with those courses – the College must preserve that data for legal and accrediting requirements. With respect to other data, the individual's right to erasure and to be forgotten will be respected consistent with the regulation and United States law.

Implementation

- All College departments and offices that collect data should perform an analysis to determine whether and to what extent the office collects personal data that could originate from natural persons in EU member states. Departments and offices that collect such information must document the processing and storage of the data.
- All College contracts within those offices should be reviewed for compliance with this policy and, if non-compliant, a strategy to achieve compliance must be implemented.
- All personnel who deal with GDPR-covered data must go through appropriate training.

Communication

- All academic and administrative offices will be made aware of this policy through appropriate College mechanisms.

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5.8. DTTW Health and Safety Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Health and Safety Policy Statement is to affirm our commitment to achieving the highest health and safety (H&S) standards across our operations within the learning environment and within the DTTW CE/T organization. We affirm that this policy applies to all associates and contract personnel and those associated with the DTTW brand and our learners in all our operating countries/geographic areas.

CONTEXT AND POLICY STATEMENT: We are committed to delivering great service to our customers in a manner which safeguards the health and safety of our associates and contract personnel and those associated with the DTTW brand, client staff and members of the public. Our approach to health and safety aligns with our core vision and values. Everything we do in relation to health and safety is in line with the fundamental beliefs inherent in our vision and values. Our health and safety goals are centered on continually improving our services and striving to exceed the expectations of our customers.

Our Business associates and contract personnel and those associated with the DTTW brand will help DTTW to ensure that we have the resources in place to help us reach our goals of reducing our health and safety risks so far as reasonably practicable. We will ensure that appropriate controls are in place to achieve compliance. We will adhere to standard safety risk management processes to identify what we need to do in order to reduce the impacts of our learning events/activities on our people, and those who may be affected by our learning events/activities. We will drive appropriate behaviors by engaging with our team members and learners to prevent work related injury and ill health, and we will foster a culture of open communication, where people feel able to raise concerns on any health and safety matters.

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5.9. DTTW Intellectual And Legal Property Rights (For Material Used In Any DTTW Learning Event) Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Intellectual And Legal Property Rights (For Material Used In Any DTTW Learning Event) Policy Statement - is to affirm our commitment to our associates and contract personnel and those associated with the DTTW brand, and our learners, for the appropriate protection of these assets across our operations within the learning environment and within the DTTW CE/T organization. We recognize that securing our intellectual property is important, however we won't let that be an obstacle to sharing our knowledge with the world and paying it forward.

CONTEXT AND POLICY STATEMENT: The effective application of intellectual property rights in the creation, development and implementation of learning content is a critical component in the field of CE&T, as it plays it part in a knowledge-based economy. To ensure that individuals involved in developing training content for the DTTW platform secure the value of their intellectual property we will affirm and adhere to the DTTW Intellectual And Legal Property Rights (For Material Used In any DTTW Learning Event) Policy Statement. We recognize that the intellectual property created, made, or originated through DTTW or by any associated DTTW instructor, contract personnel, facilitator, or faculty member shall be the sole and exclusive property of same, except as he or she may voluntarily choose to transfer such property, in full, or in part.

HOW WE SHARE THIS POLICY INFORMATION: This Policy Statement is provided/available to associates and contract personnel and those associated with the DTTW brand, as well as to learners, delegates, and registrants as a virtual footnote on our training content directing all to the DTTW Polices, Procedures and Processes Manual located at the Dr Tina Talks Work website. DTTW marketing materials in general and each individual workshop/training event's content, (e.g. advertorials, presentation materials and read-ahead) also includes a front page/early referenced with directions to the at the DTTW Polices, Procedures and Processes Manual at beginning of the learning event/medium.

Furthermore, any associates and contract personnel and those associated with the DTTW brand such as adjunct developers/planners or instructors are made aware in writing and must acknowledge all policies - including this policy - in agreeing to accept each relationship/ work task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that

embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

Please direct any complaints, questions, or concerns regarding this Policy Statement to our Policy Statement Officer at info@DrTinaTalksWork.com and we will address the issues you raise promptly.

HOW WE ENFORCE: DTTW takes both the specifics and intent of this policy statement seriously and regularly reviews our relationships, student feedback, the quality of training artifacts and content materials, and learner information and requests for policy and process conflicts and/or the incorporation of solutions identified during AARs. The policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects our commitment to as a learning organization and the values of DTTW.

DTTW may have to take action against associates or contract personnel or those associated with the DTTW brand who repeatedly or intentionally fail to follow our policy and procedures, that will vary depending on the violation. Each policy violation will be thoroughly investigated by DTTW before disciplinary action is finalized. Disciplinary action may include a reprimand, written warning, and/or termination of our relationship.

5.10. DTTW Periodic Internal Review Process For Adherence To External Certification Requirements Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Periodic Internal Review Process For Adherence To External Certification Requirements Policy Statement is to ensure that external certification authorities are regularly reviewed and changes and requirements are identified and shared and made available by each/any associates and contract personnel and those associated with the DTTW brand so that any changes that may impact the authority, eligibility or content of products, instruments, devices, or materials used or employed across our operations within the learning environment and within the DTTW CE/T organization are modified.

CONTEXT AND POLICY STATEMENT: Individuals or learners who participate in events or programs associated with the DTTW brand have the right to know of the DTTW remains abreast of any and all changes of requirements to our external certification authorities and our eligibility is current. DTTW affirms our commitment to the periodic review of all our assets, certifications and authorities outlined in Figure 4. CPD Accredited Workshops, Figure 5. CPDSO Accreditation Letter, Figure 6. Accreditations, Certifications, And Academic Affiliations 1 of 2, and Figure 7. Accreditations, Certifications And Academic Affiliations 2 of 2. (And future accreditations as they arise/are reflected in this document).

HOW WE SHARE THIS POLICY INFORMATION: This Policy Statement is provided/available to associates and contract personnel and those associated with the DTTW brand, as well as to learners, delegates, and registrants as a virtual footnote on our training content directing all to the DTTW Polices, Procedures and Processes Manual located at the Dr Tina Talks Work website. DTTW marketing materials in general and each individual workshop/training event's content, (e.g. advertorials, presentation materials and read-ahead) also includes a front page/early referenced with directions to the at the DTTW Polices, Procedures and Processes Manual at beginning of the learning event/medium.

Furthermore, any associates and contract personnel and those associated with the DTTW brand such as adjunct developers/planners or instructors are made aware in writing and must acknowledge all policies - including this policy - in agreeing to accept each relationship/ work task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement

reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

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HOW WE ENFORCE: DTTW takes both the specifics and intent of this policy statement seriously and regularly reviews our relationships, student feedback, the quality of training artifacts and content materials, and learner information and requests for policy and process conflicts and/or the incorporation of solutions identified during AARs. The policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects our commitment to as a learning organization and the values of DTTW.

DTTW may have to take action against associates or contract personnel or those associated with the DTTW brand who repeatedly or intentionally fail to follow our policy and procedures, that will vary depending on the violation. Each policy violation will be thoroughly investigated by DTTW before disciplinary action is finalized. Disciplinary action may include a reprimand, written warning, and/or termination of our relationship.

5.11. DTTW Proprietary Interest Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Propriety Interest Policy Statement is to ensure that appropriate disclosures are made by each/any associates and contract personnel and those associated with the DTTW brand of any proprietary interest they may have in products, instruments, devices, or materials used or employed across our operations within the learning environment and within the DTTW CE/T organization, and that this disclosure is included in all marketing materials and at the beginning of the learning event.

CONTEXT AND POLICY STATEMENT: Individuals or learners who participate in events or programs associated with the DTTW brand have the right to know of the proprietary interests an instructor or facilitator may have in a product or service mentioned. DTTW is required to disclose each instructor's proprietary interest in any product, instrument, device, service, or material discussed in the event, or program, as well as the source of any compensation related to the presentation. This information is conveyed to learners prior to the commencement of the learning event. To ensure that individuals involved in delivering training disclose any proprietary interest as well as the source of any compensation related to the presentation, each of the following sentences apply as appropriate;

- DTTW is required to disclose each instructor, contract personnel or facilitator's proprietary interest in any product, instrument, device, service, or material discussed in the event, or program, as well as the source of any compensation related to the presentation. This information will be conveyed to learners prior to the commencement of the learning event.
- Neither DTTW nor any DTTW instructor, contract personnel or facilitator has proprietary interest in any product, instrument, device, service, or material discussed during the learning event except those offered by DTTW.
- There is no third-party compensation related to the learning event or program.

HOW WE SHARE THIS POLICY INFORMATION: This Policy Statement is provided/available to associates and contract personnel and those associated with the DTTW brand, as well as to learners, delegates, and registrants as a virtual footnote on our training content directing all to the DTTW Polices, Procedures and Processes Manual located at the Dr Tina Talks Work website. DTTW marketing materials in general and each individual workshop/training event's content, (e.g. advertorials, presentation materials and read-ahead) also includes a front page/early referenced with directions to the at the DTTW Polices, Procedures and Processes Manual at beginning of the learning event/medium.

Furthermore, any associates and contract personnel and those associated with the DTTW brand such as adjunct developers/planners or instructors are made aware in writing and must acknowledge all policies - including this policy - in agreeing to accept each relationship/ work task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

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HOW WE ENFORCE: DTTW takes both the specifics and intent of this policy statement seriously and regularly reviews our relationships, student feedback, the quality of training artifacts and content materials, and learner information and requests for policy and process conflicts and/or the incorporation of solutions identified during AARs. The policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects our commitment to as a learning organization and the values of DTTW.

DTTW may have to take action against associates or contract personnel or those associated with the DTTW brand who repeatedly or intentionally fail to follow our policy and procedures, that will vary depending on the violation. Each policy violation will be thoroughly investigated by DTTW before disciplinary action is finalized. Disciplinary action may include a reprimand, written warning, and/or termination of our relationship.

5.12. DTTW Qualifications And Readiness Of All Parties Including Potential Associates Or Contract Personnel Associated With The DTTW Brand Involved In The Design, Development, Delivery, And Evaluation Of Learning Events.

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Qualifications And Readiness Of All Parties Including Potential Associates Or Contract personnel Involved In The Design, Development, Delivery, And Evaluation Of Learning Events Policy Statement is to affirm our commitment to ensure that each/any associates and contract personnel and those associated with the DTTW brand involved in the design, development, delivery, and evaluation of learning events across our operations within the learning environment and within the DTTW CE/T organization are qualified to perform their assigned tasks. Ensuring that individuals involved in the design, development, delivery, and evaluation of DTTW learning events are qualified to perform their assigned tasks is critical to the success of our program, and sustainment or our DTTW brand, as unqualified individuals would be an obstacle to sharing our knowledge with the world and meeting our core value of paying-it-forward.

CONTEXT AND POLICY STATEMENT: : To ensure that individuals involved in design, development, delivery and evaluation of our training content for the DTTW platform and associated with the DTTW brand are qualified and capable to design, develop, deliver, and evaluate our learning events we will affirm and adhere to this Policy Statement, as follows: All Individuals – including Dr Martina Carroll-Garrison, associates and contract personnel and those associated with the DTTW brand, external facilitators or other faculty members involved in the design, development, delivery, and evaluation of learning events made for, or originated through DTTW shall demonstrate their qualifications to perform the work through previous successful experience, academic training, professional development or certification as appropriate to the specific task at hand.

HOW WE SHARE THIS POLICY INFORMATION: . This Policy Statement is provided/available to associates and contract personnel and those associated with the DTTW brand, as well as to learners, delegates, and registrants as a virtual footnote on our training content directing all to the DTTW Polices, Procedures and Processes Manual located at the Dr Tina Talks Work website. DTTW marketing materials in general and each individual workshop/training event's content, (e.g. advertorials, presentation materials and read-ahead)

also includes a front page/early referenced with directions to the at the DTTW Polices, Procedures and Processes Manual at beginning of the learning event/medium.

Furthermore, any associates and contract personnel and those associated with the DTTW brand such as adjunct developers/planners or instructors are made aware in writing and must acknowledge all policies - including this policy - in agreeing to accept each relationship/ work task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

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HOW WE ENFORCE: DTTW takes both the specifics and intent of this policy statement seriously and regularly reviews our relationships, student feedback, the quality of training artifacts and content materials, and learner information and requests for policy and process conflicts and/or the incorporation of solutions identified during AARs. The policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects our commitment to as a learning organization and the values of DTTW.

DTTW may have to take action against associates or contract personnel or those associated with the DTTW brand who repeatedly or intentionally fail to follow our policy and procedures, that will vary depending on the violation. Each policy violation will be thoroughly investigated by DTTW before disciplinary action is finalized. Disciplinary action may include a reprimand, written warning, and/or termination of our relationship.

5.13. DTTW Reasonable Adjustments For Delegates With Disabilities Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of Reasonable Adjustments For Delegates With Disabilities Policy Statement is to affirm that DTTW is committed to making reasonable adjustments for delegates with disabilities in accessing our operations within the learning environment and within the DTTW CE/T organization. The DTTW platform is designed to improve work lives through learning, and as such we are committed to providing a quality service for our learning participants and working to build and sustain the trust and respect of all our stakeholders.

CONTEXT AND POLICY STATEMENT: Our aspiration is to facilitate open access for all delegates who are eligible for reasonable adjustments or special considerations in assessments, whilst ensuring the assessment of understanding, knowledge, skills and competence is not compromised in any way for all of the protected characteristics within the Equality Act 2010. One of the ways in which we strive to improve our service is by listening and responding to the views of our learning participants and stakeholders, and in particular by responding positively to requests or needs for Reasonable Adjustments For Delegates With Disabilities. This policy will also be used by DTTW to ensure we are managing all reasonable adjustments and special considerations requests in a fair and consistent manner.

This policy outlines the following:

- Arrangements for making reasonable adjustments and special considerations in relation to the delivery and assessment of our qualifications.
- How delegates qualify for reasonable adjustments and special considerations
- Reasonable adjustments we will accept and requests that are required prior to them being applied.
- What special considerations can be granted for delegates.

Definition of a Reasonable Adjustment

A reasonable adjustment relates to any actions that help to reduce the effect of a disability or difficulty, which may place the learner at a disadvantage during the delivery of a qualification or an assessment situation. They are applied to an assessment process for a qualification to enable a learner with a disability or difficulty to demonstrate his or her knowledge, skills and understanding of the levels of attainment required in the qualification specification.

When a reasonable adjustment has been applied, the work produced by the learner will be marked to the same standards and assessment requirements as the work assessed of the other delegates.

Definition of a Special Consideration

Special consideration is a post-assessment adjustment to the marks of a learner's assessment paper or rearrangement of an assessment time and/or date. A special consideration can be granted after an assessment has taken place if a learner may have been disadvantaged.

Policy Statement

DTTW will adhere to relevant requirements and legislation to promote fair access to assessment for all delegates. Assessment will be a fair test of delegates' knowledge, skills and ability. The standard format of assessment may not be suitable for all delegates, our aim is that our assessments do not prevent any delegates from attaining them. DTTW recognizes that reasonable adjustments or special considerations may be required at the time of assessment where the following applies:

- delegates have a permanent disability or specific learning needs.
- delegates have a temporary disability, learning needs or medical condition.
- delegates are not available at the time of assessment.

Reasonable adjustments and special consideration arrangements are available to ensure all delegates receive recognition of their achievement providing there is evidence that the equity, validity and reliability of the assessments can be assured. These arrangements should not be used to make assessments easier for delegates or give delegates a head start and should not disadvantage other delegates.

- All requests for reasonable adjustments and special considerations will be reviewed on an individual basis and all the information received will be considered.

Principles of Granting Reasonable Adjustments

- DTTW will support delegates and sponsors making these reasonable adjustments by ensuring that the following applies:
- Reasonable adjustments granted provide delegates with the opportunity to demonstrate their attainment.
- The reasonable adjustment compensates for any disadvantage imposed by the disability or difficulty but do not disadvantage others.
- Certificates issued do not mislead anyone regarding the learner's attainment.
- The assessments were rigorous and fair.
- The assessment activity is valid and is measurable against the assessment criteria.
- Assessment results are reliable.

Reasonable adjustments that may be requested are as follows:

1. Modified enlarged manuals or assessment paper. For delegates with a visual impairment where enlarged text would allow them access to fair delivery and assessment (pre-assessment notice is required).

2. Assessment extension time. An allowance of 25% extra time is permissible for assessment discussion if the learner has learning difficulties, supported by an assessment report evidencing the need for the adjustment.

3. For delegates with a visual impairment whose reading skills have been tested and defined as below average or where English is a delegates second language the Student Read Ahead provides sufficient detail to create an understanding of all learning concepts. This readahead can be READ ALOUD by WORD or other similar application available through the delegates' personal or sponsor provided laptop.

4. Use of a sign interpreter. For delegates who communicate by using a personal or sponsor provided sign language. The personal or sponsor provided interpreter may only sign the question questions, they must not explain or clarify.

DTTW may reject requests in situations as follows:

1. Reasonable adjustments must not invalidate the assessment requirements.

2. The content and delivery of the chosen course of study would prevent the learner from fulfilling a major section of the WORKSHOP.

3. Must not give the delegate an unfair advantage compared to other delegates for whom a reasonable adjustment has not been granted.

Procedure to Request a Reasonable Adjustment

1. Sponsors must endeavor to identify delegate needs as soon as possible to request the appropriate adjustments and are Reviewed by DTTW, once approved these can be implemented.

2. The process for requesting access arrangements and the evidence required may vary dependent upon the workshop, the delegate's circumstances and any other factors that need to be taken in to consideration.

3. Reasonable adjustments may cover all of the workshop content and not just the assessment. We ask that a request is submitted to DTTW prior to the workshop starting. All arrangements for adjustments must be Approved By DTTW before being implemented.

4. All requests for reasonable adjustments and special considerations will be reviewed on an individual basis and all the information received will be considered.

5. DTTW will not approve any adjustments that may compromise the assessment criteria and that may disadvantage other delegates.

6. If you wish to appeal against our decision to decline a request for a reasonable adjustment or special consideration, please refer to our DTTW Complaints, Disputes, And Resolution Policy Statement.

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Furthermore, any associates and contract personnel and those associated with the DTTW brand such as adjunct developers/planners or instructors are made aware in writing and must acknowledge all policies - including this policy - in agreeing to accept each relationship/ work task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

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HOW WE ENFORCE: DTTW takes both the specifics and intent of this policy statement seriously and regularly reviews our relationships, student feedback, the quality of training artifacts and content materials, and learner information and requests for policy and process conflicts and/or the incorporation of solutions identified during AARs. The policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects our commitment to as a learning organization and the values of DTTW.

DTTW may have to take action against associates or contract personnel or those associated with the DTTW brand who repeatedly or intentionally fail to follow our policy and procedures, that will vary depending on the violation. Each policy violation will be thoroughly investigated by DTTW before disciplinary action is finalized. Disciplinary action may include a reprimand, written warning, and/or termination of our relationship.

5.14. DTTW Recurring Review And Update Of Learning Content For Quality, Currency, Effectiveness, And Applicability Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Recurring Review And Update Of Learning Content For Quality, Currency, Effectiveness, And Applicability Policy Statement is to ensure that our learning content and processes within the learning environment and within the DTTW CE/T organization are reflective of the DTTW ethos as a learning organization. We strive to remain fit for Purpose and to ensure that the quality of services we deliver remain relevant to the explicit and implicit requirements of individual learning needs and the desires of our clients. As a matter of course all the DTTW policies, procedures, program content, projects and processes applicable to our operations within the learning environment and within the DTTW CE/T organization are regularly stress-tested and reviewed for potential improvements as part of our quality assurance requirements. All on-the-shelf learning content is overhauled each time it is called into service.

CONTEXT AND POLICY STATEMENT: The DTTW Recurring Review And Update Of Learning Content For Quality, Currency, Effectiveness, And Applicability Policy Statement

is intended to ensure that standards of quality for each course is being met. Thus our monitoring approach focuses on and results in improvement and enhancement of student learning outcomes. Our two-pronged approach towards achieving this objective is to examine and analyze 1) how course outcomes are identified, and 2) the teaching and learning strategies used to achieve them. Otherwise a lack (or perceived lack) of quality, currency, effectiveness, and applicability would be an obstacle to living up to our value as a learning organization, or our commitment to sharing our knowledge with the world and paying-it-forward.

To ensure that learning content within the DTTW portfolio remains relevant we will affirm and adhere to the Recurring Review Of Learning content For Quality, Currency, Effectiveness, And Applicability Policy Statement as follows:

DTTW will conduct a formal AAR after completion of each learning event delivery 1) to assess student achievement relative to the learning outcomes, 2) assess facilitator efficacy as indicated on the participant feedback form,

DTTW will conduct a recurring review of learning content for quality, currency, effectiveness, and applicability as appropriate to the specific task at hand (each time a product is called into service) and in response to the explicit and implicit and emerging needs of our

client, and reflective of the prevailing research and thought leadership surrounding the specific soft skills and leadership topic.

As a matter of course all the DTTW policies, procedures, program content, projects and processes applicable to our operations within the learning environment and within the DTTW CE/T organization are regularly stress-tested and reviewed for potential improvements as part of our quality assurance requirements. All on-the-shelf learning content is overhauled each time it is called into service.

HOW WE SHARE THIS POLICY INFORMATION: This Policy Statement is provided/available to associates and contract personnel and those associated with the DTTW brand, as well as to learners, delegates, and registrants as a virtual footnote on our training content directing all to the DTTW Polices, Procedures and Processes Manual located at the Dr Tina Talks Work website. DTTW marketing materials in general and each individual workshop/training event's content, (e.g. advertorials, presentation materials and read-ahead) also includes a front page/early referenced with directions to the at the DTTW Polices, Procedures and Processes Manual at beginning of the learning event/medium.

Furthermore, any associates and contract personnel and those associated with the DTTW brand such as adjunct developers/planners or instructors are made aware in writing and must acknowledge all policies - including this policy - in agreeing to accept each relationship/ work task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

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HOW WE ENFORCE: DTTW takes both the specifics and intent of this policy statement seriously and regularly reviews our relationships, student feedback, the quality of training artifacts and content materials, and learner information and requests for policy and process conflicts and/or the incorporation of solutions identified during AARs. The policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects our commitment to as a learning organization and the values of DTTW.

DTTW may have to take action against associates or contract personnel or those associated with the DTTW brand who repeatedly or intentionally fail to follow our policy and procedures, that will vary depending on the violation. Each policy violation will be thoroughly investigated by DTTW before disciplinary action is finalized. Disciplinary action may include a reprimand, written warning, and/or termination of our relationship.

5.15. DTTW Social Media Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Social Media Policy Statement is to affirm our commitment to the safety, security and privacy of our clients, learners, delegates, associates and contract personnel and those associated with the DTTW brand across our operations within the learning environment and within the DTTW CE/T organization. We recognize that social media represents a vast online community where customers, partners, suppliers, and shareholders come together to share information, promote products and services, and exchange opinions and experiences. Therefore this policy will(a) outline the DTTW social media guidelines and protocols, (b) define the rules that apply to both corporate and personal social media use, and (c) explain DTTW disciplinary action process for policy violations.

CONTEXT AND POLICY STATEMENT: DTTW recognizes the limits and risks of social media, and how it can affect our company's brand, public image, and core values. Therefore, we have created this social media policy to lay out a framework of tested social media guidelines and protocols.

Scope: This social media policy applies to all DTTW associates and contract personnel and those associated with the DTTW brand. DTTW defines social media as any form of electronic communication or application that enables users to create online communities and share knowledge, opinions, media, and private and public messages.

Corporate Use: Employees that are responsible for representing the company on social media are required to uphold the company's image, core values, and brand. Subsequently, DTTW expects all associated with the DTTW brand to remain fair, professional, and polite to any DTTW partners, shareholders, customers, members, and/or suppliers.

Social Media Guidelines:

- Avoid speaking on and/or posting about subjects outside of the company's expertise.
- Reply to all comments in a timely manner.
- Correct or delete incorrect and/or misleading content.
- Adhere to the company's confidentiality agreement and anti-discriminatory policy.
- Avoid posting and/or sharing offensive, discriminatory, and/or false information.

Personal Use: To ensure optimal productivity, DTTW allows its associates and contract personnel and those associated with the DTTW brand to access personal social media channels

at work for minimal needs. We do ask our associates and contract personnel and those associated with the DTTW brand to be responsible with their time and always ensure deadlines and job responsibilities are completed on time.

While DTTW recognizes that we may not prohibit our associates and contract personnel and those associated with the DTTW brand from posting personal opinions and content on private accounts, we do expect each to uphold the highest level of respect and adhere to our company's anti-discriminatory and harassment policies.

Furthermore, we ask all DTTW associates and contract personnel and those associated with the DTTW brand to:

- Clearly state that personal opinions and content on employees' social media accounts are not approved or supported by DTTW.
- Avoid posting intellectual property and confidential company information on personal social media accounts.
- Avoid discussing company-related information with customers on personal social media accounts.
- Avoid sharing abusive, offensive, and/or slanderous content.
- Adhere to financial disclosure laws.

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Furthermore, any associates and contract personnel and those associated with the DTTW brand such as adjunct developers/planners or instructors are made aware in writing and must acknowledge all policies - including this policy - in agreeing to accept each relationship/ work task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

Please direct any complaints, questions, or concerns regarding this Policy Statement to our Policy Statement Officer at info@DrTinaTalksWork.com and we will address the issues you raise promptly.

HOW WE ENFORCE: DTTW takes both the specifics and intent of this policy statement seriously and regularly reviews our relationships, student feedback, the quality of training

artifacts and content materials, and learner information and requests for policy and process conflicts and/or the incorporation of solutions identified during AARs. The policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects our commitment to as a learning organization and the values of DTTW.

DTTW may have to take action against associates or contract personnel or those associated with the DTTW brand who repeatedly or intentionally fail to follow our policy and procedures, that will vary depending on the violation. Each policy violation will be thoroughly investigated by DTTW before disciplinary action is finalized. Disciplinary action may include a reprimand, written warning, and/or termination of our relationship.

5.16. DTTW Substance Abuse Policy Statement

Effective Date Issued : July 24th, 2020	Date Reviewed: 01 Oct 2021,01 Oct 2022, 04 Sept 2023, 29 Sep2 2023	Reviewed by MCG of DTTW
	Date Approved 1 Oct 2023	Approved By MCG of DTTW

PURPOSE: The Purpose of the DTTW Substance Abuse Policy Statement is to highlight our awareness that substance abuse imposes a burden not only on those caught up in the abuse, but also to our learners and on our co-workers, including our associates and contract personnel and those associated with the DTTW brand and that it may lead to poorer job performance and accident risks across our operations within the learning environment and within the DTTW CE/T organization. To mitigate these risks, we have developed this zero-tolerance substance abuse policy to prohibit the use, possession or sale of drugs and strictly regulate the consumption of alcohol across our operations within the learning environment and within the DTTW CE/T organization.

CONTEXT AND POLICY STATEMENT: All job applicants, associates, and part-time contractor personnel and those associated with the DTTW brand should abide by the provisions of this policy. Illegal drugs, inhalants, and prescription as well as over-the-counter drugs fall into the "substances" category. We will also place restrictions on alcohol consumption. While working, you must not:

- Possess, use or be under the influence of alcohol, inhalants or drugs. You can consume alcohol in moderation while in approved business meetings or social gatherings.
- Sell, buy, transfer or distribute drugs or drug paraphernalia.
- Use prescription drugs (e.g. medical marijuana) while working or being on company premises.

To prevent accidents and productivity losses, we may implemented drug and alcohol tests for employees/candidates when:

- We have made a formal job offer to the final candidate or when we are about to promote a current employee.
- The circumstances surrounding a workplace accident are unclear and we want to ensure there was no substance abuse involved.

We reserve the right to withdraw our job offer, alter your job duties or send you home for the day if you're under the influence of drugs (e.g. muscle relaxants.) We may also terminate you if your actions create safety risks. We will determine the best disciplinary action on a case-by-case basis.

HOW WE SHARE THIS POLICY INFORMATION: This Policy Statement is provided/available to associates and contract personnel and those associated with the DTTW brand, as well as to learners, delegates, and registrants as a virtual footnote on our training content directing all to the DTTW Polices, Procedures and Processes Manual located at the Dr Tina Talks Work website. DTTW marketing materials in general and each individual workshop/training event's content, (e.g. advertorials, presentation materials and read-ahead) also includes a front page/early referenced with directions to the at the DTTW Polices, Procedures and Processes Manual at beginning of the learning event/medium.

Furthermore, any associates and contract personnel and those associated with the DTTW brand such as adjunct developers/planners or instructors are made aware in writing and must acknowledge all policies - including this policy - in agreeing to accept each relationship/ work task /assignment within the learning environment and within the DTTW CE/T organization. As a sole provider DTTW recognizes that our commitment to a workplace and classroom that embraces this policy is beneficial to our associates and contract personnel and those associated with the DTTW brand, including clients and learners. Why? Because this policy statement reflects our goals and values for delivery of learning content and the providing of services designed to make a significant impact to individuals, organizations, and society at large. We don't just train - We transform.

Please direct any complaints, questions, or concerns regarding this Policy Statement to our Policy Statement Officer at info@DrTinaTalksWork.com and we will address the issues you raise promptly.

HOW WE ENFORCE: DTTW takes both the specifics and intent of this policy statement seriously and regularly reviews our relationships, student feedback, the quality of training artifacts and content materials, and learner information and requests for policy and process conflicts and/or the incorporation of solutions identified during AARs. The policy and its procedures will be reviewed regularly for improvements as part of our quality assurance requirements. This will ensure it is fit for purpose, reflects our commitment to as a learning organization and the values of DTTW.

DTTW may have to take action against associates or contract personnel or those associated with the DTTW brand who repeatedly or intentionally fail to follow our policy and procedures, that will vary depending on the violation. Each policy violation will be thoroughly investigated by DTTW before disciplinary action is finalized. Disciplinary action may include a reprimand, written warning, and/or termination of our relationship.

6. Annual Program Evaluation

6.1. Although DTTW delivers individual workshops and workplace interventions for ad hoc federal clients on an as-needed basis, our primary client (since the Spring of 2017) has been a federal agencies' Workforce Development And Training Division. This client has undertaken a long-term programmatic approach to delivering their in-house leadership and soft skills program. DTTW has been contracted to design, develop and deliver the annual series of soft skill and leadership workshops on behalf of the client.

6.2. The global COVID-19 pandemic saw a cessation of on-sit/all-day synchronous delivery of content in the Spring of 2020. Heretofore this client was not open to delivery of virtual training, - either synchronous or asynchronous - however as the workforce became fully remote (through 4th quarter 2022) the client reconsidered virtual training. At the same time DTTW sought external accreditation from the global CPDSO accreditation organization as an avenue to affirm the quality of our training organization and improve the value of our CE&T offering by offering CPDs. This strategy was driven in part by wanting to remain competitive in a volatile and uncertain marketplace when many other providers were also beginning to deliver virtual training programs.

6.2.1. In 2020 (third and fourth quarter FY2020) we delivered several 'pilot' virtual/synchronous workshops via MS Teams and observed that the participation/registration rate and number of cancellations and no-shows substantially improved – in part because of the topics being delivered, and also because of ease of access, and the demand for 'connection' while working remotely.

6.2.2. In FY2021 (beginning on 1 October 2020) as a demonstration of program effectiveness our client renewed our contract for another 12 months and requested a series of 10 CPD accredited virtual leadership and soft skill workshops. At this time we began offering CPDs to participants who completed both the 2-hour synchronous workshop and the additional hours of progressive/sequential content hosted on TalentLMS.

6.2.3. In FY2022 (beginning on 1 October 2021) our client renewed our contract for another 12 months and requested a series of 15 CPD accredited workshops, as the feedback from remote and virtual employees expressed appreciation the agencies' continued commitment to training and building a connection among a remote workforce. We continued offering CPDs to participants who completed both the 2-hour synchronous workshop and the additional hours of progressive/sequential content hosted on TalentLMS.

6.2.3.1. At the end of FY22 (30 September 2022) we conducted an Annual Program Evaluation and an AAR to assesses the effectiveness of our CE&T program towards meeting the clients explicit and implicit training and development needs

6.2.4. .In FY2023 (beginning on 1 October 2022) our client again renewed our contract for another 12 months and requested a series of 12 leadership and soft skill workshops

as the agency continued the virtual and remote work opportunity for the majority of their workforce elected to continue their commitment to training and building a connection. Additionally they recognized that the participation rates from a wider catchment area supported the continued need for the virtual program. At this time we began offering CPDs to participants who completed both the 2-hour synchronous workshop AND the additional hours of progressive/sequential content hosted on TalentLMS.

6.2.4.1. At the end of FY23 (30 September 2022) we conducted an Annual Program Evaluation and an AAR to assesses the effectiveness of our CE&T program towards meeting the clients explicit and implicit training and development needs.

6.2.5. In FY2023 (beginning on 1 October 2023) our client again renewed our contract for another 12 months and requested a series of 12 leadership and soft skill workshops as the agency continues the virtual and remote work opportunity for the majority of their workforce

6.3. The client recognizes the participation rates and feedback support the continued need for the virtual program.

6.4. As a CE&T provider we are delighted to continue our relationship with our primary client as each years' contract renewal is evidence of their appreciation of our program effectiveness, development, administration, delivery, and support of the long-term CE&T program.

6.5. DTTW knows we are succeeding in our mission – in part - based upon our sixth successful annual renewal of our relationship with our primary client over the past 7 years.

"How does the DTTW organization know we are succeeding toward our mission (Mission (What I Do And Why I Do It!)), and how can we demonstrate it?"

Mission:What I Do And Why I Do It

- DTTW provides a comprehensive range of development, education, and training services to individuals and organizations across a global footprint.
- DTTW facilitates the development of knowledge, skills, and tools to improve performance outcomes, adapt to changing realities, and prosper in a volatile, uncertain complex and ambiguous world.
- DTTW serves as a facilitator for the exploration and development of leading concepts, ideas, and insights on individual and organizational best practices and trends.
- DTTW maintains the highest commitment to ethical business practices, high-quality products and services, and the well-being of our customers, potential associates and contract personnel and those associated with the DTTW brand, contract partners and society at large.

- DTTW is committed to providing continuing education, training and development within client organizations because we produce value and build a thriving organization to benefit our customers, potential associates, contract partners and society at large.

6.6 DTTW is a learning organization and continuously improves our processes to measure effectiveness of our development, administration, delivery, and support of our education/training program.

6.6.1 Prior to FY2022 we relied solely on anecdotal learner feedback and the completion of hardcopy learner feedback questionnaires, that were handed over to the client without any further analysis.

6.6.2 During FY2022 we created a google based anonymize post learning survey to assess the first two levels of the Kirkpatrick Evaluation Model (1) the reaction of the student and their thoughts about the training experience; (2) the student's resulting learning and increase in knowledge from the training experience.

6.6.2.1 At the conclusion of each workshops' feedback window we consolidated the results into a monthly report and shared this with the client.

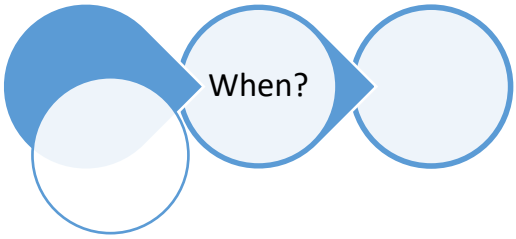
6.6.2.2 At the conclusion of FY2022 we developed a consolidated annual report of with analysis of the feedback from the post learning survey and provided this to the client.

6.6.3 During FY2023 we continued to distribute the google based anonymize post learning survey to assess the first two levels of the Kirkpatrick Evaluation Model. We strove to increase the completion rate by tying the learner's receipt of the completion certificate to completion of the post learning survey. We recognize that this linkage may reduce a learner's candor in terms of completing the survey and plan to modify our approach for FY24.

6.6.3.1 At the conclusion of each workshops' feedback window we consolidated the results into a monthly report and shared this with the client.

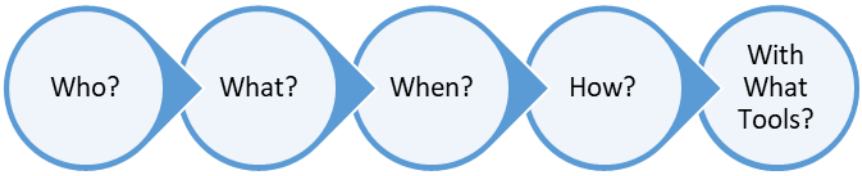
6.6.3.2 During FY2023 we also created a logic model reflecting the clients' Leadership & Soft Skinn Program. The logic model serves as a graphical representation of the clients' program, from the resources (inputs) and activities that will take place, to the deliverables (outputs) and goals(outcomes) that the program will produce. From this graphic we are able to depict the relationship between increased participation in our workshops and positive feedback within the annual Federal Employee Viewpoint Survey (FEVS).

6.6.3.3 At the conclusion of FY2023 we developed a consolidated annual report with analysis of the feedback from the post learning survey and provided this to the client.



6.6.4

1.4 DTTW has a process to measure effectiveness of its development, administration, delivery, and support of its education/training.



1.4.

The Provider shall have a process to measure effectiveness of its development, administration, delivery, and support of its education/training.

Guidance: IACET requires the organization applying for or maintaining IACET accreditation to have a process that periodically evaluates its effectiveness regarding its CE/T program. Providers can fulfill this requirement by answering the question, "How does our organization know we are succeeding toward our mission (as stated in 1.2), and how can we demonstrate it?" This requirement is not about evaluating individual learning events but the result of the organization's overall effectiveness in meeting its mission regarding CE/T programs.

The process should detail:

-Who is responsible for measuring effectiveness?

-The measures used to determine effectiveness.

-When the effectiveness will be measured (annually, quarterly, etc.)?

-How the effectiveness will be measured and with what tools.

-Where and in what format this information will be documented and communicated.

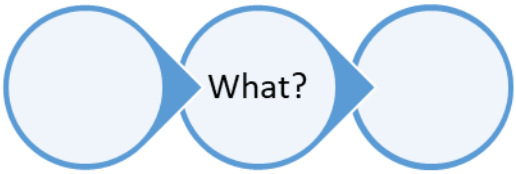
Please submit the following:

a)A process that evaluates the effectiveness of the organization offering IACET continuing education units (CEUs) about the CE/T program.

b)Evidence of a completed organizational evaluation. Quantitative and/or qualitative evidence that is referenced in the completed evaluation may include, but is not limited to,

annual reports, key performance indicators,focus group reports, interviews, surveys, or other documentation. IACET requires a final report and not all the accompanying documentation.

1.4.1 Dr Martina Carroll-Garrison (Dr Tina) is responsible for measuring effectiveness of the Soft Skill programs' development, administration, delivery, and support of the DTTW education/training content and events.



1.4.2 The measures used to determine effectiveness are constantly under review by Dr Tina as the client frequently refines their expectations throughout the fiscal year/contract year in response to leaderships' evolving requirements.

The Soft Skill program is a relatively new endeavor for our client, and while it began as a humble on-site day-long series of workshops, that was sparsely attended by their internal employees, over the past three years the program has evolved to serve a wider audience. DTTW is inherently a learning organization, and we are motivated to be effective and relevant in the face of emerging demands, evolving needs and changing expectations. The two significant changes we have experienced in FY22 relate to the enlargement of the learner catchment area and the contractual changes to our mode of delivery;

We now deliver to both the client's homogeneous internal workforce and to the broader workforce within the clients' 50+ external missions that they support.

Unlike the post COVID synchronous/on-site workshops we currently deliver soft skills via a hybrid delivery model, with a 2-hour virtual/live/synchronous workshop presented via MS Teams, and approx. 6-10 hours of asynchronous pre-recorded content hosted on our LMS site (TalentLMS).

Participation in the soft skill program is not mandatory, although highly encouraged. Learners require manager approval prior to opting-in to join the 2-hour virtual workshop through the virtual registration process, so while their participation is not mandatory, they are expected to attend once they initiate the registration process. Each registered learner is then provided read-ahead materials to imitate the flipped classroom model, as culturally this instructional strategy – and the review of read ahead material – is familiar to our client.

We aim to increase learner engagement and learning during the synchronous event by having them complete readings at beforehand and work on live problem-solving during class time.

Additionally, learners who complete the 2-hour synchronous event have the option (upon completion of the virtual workshop) to register in the LMS system and complete the additional asynchronous learning content, to; 1) deepen their awareness of the topic beyond the 2 hour learning event, and 2) earn Continuing Professional Development (CPD) credits for the total number of hours of verifiable learning (an function within the LMS records learner progression through each sequential module resulting in an electronically presented completion certificate. Upon receipt of the completion certificate the learner requests Dr Tina to verify their learning journey and award them the earned CPD certificate.

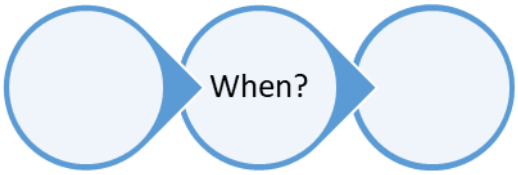
Needs Assessment FY22: In FY22 we presented 15 discreet Soft Skill training events on behalf of our client. Towards the end of FY21 we facilitated a qualitative needs assessment/exploration of soft skill topics as we discussed the organizations' various workforce challenges. Organizational challenges and potential training needs are gleaned from a variety of client resources, including trends identified in the annual Federal Employee Viewpoint Survey (FEVS), review of agency's annual Management Employee Relations (MER) trends report, review of annual Equal Employment Opportunity (EEO) trends report, and senior leadership input. As the client identified the various development challenges of their serviced population, they framed their manageable interests against the organizations competing training requirements (such as other mandatory annual training requirements on the training calendar) and the availability of resources (logistics/time/personnel/money) required to develop and deliver a yearlong soft skills program. At the conclusion of the qualitative training needs assessment period we discussed the range of needs, we then prioritized our topic focus areas, identified the optimum number of training days available (30 annual training days) and selected 15 workshop topics from the Soft Skills training brochure curated by Dr Tina Talks Work. The client's preferred training rhythm is to offer training during the last week of the month, typically Tuesday and Thursday (repeat) morning from 1000-1200, and Monday and Wednesday (repeat) from 1000-1200 for those three months where we deliver two different topics.

In FY22 we developed a series of program improvements including a post learning survey to assessing the first two levels of the Kirkpatrick Evaluation Model (1) the reaction of the student and their thoughts about the training experience; (2) the student's resulting learning and increase in knowledge from the training experience. We also developed and introduced a more robust marketing and registration program so as to increase attendance and minimize no-shows.

The measures used to determine effectiveness in FY22 were as follows…..

Needs Assessment FY23:

In FY23 we developed a series of program improvements xxxxx



The measures used to determine effectiveness in FY23 were as follows …..

1.4.3 The program effectiveness is on a per-event basis after the completion of each workshop/learning event and at the end of the fiscal year (1 October through 30 September)

DTTW has a periodic internal review process that ensures adherence to the current ANSI/IACET 1-2018 Standard for Continuing Education and Training.

Policy Statement 8How we periodic internal review process that ensures adherence to the current ANSI/IACET 1-2018 Standard for Continuing Education and Training.

Category 2: Learning Environment and Support Systems

American National Standard ANSI/IACET STD001:2021

ANSI/IACET 1-2018

Standard for Continuing Education and Training

The Provider shall ensure relevant instructional and learning resources are available for instructors, learners, and staff.

The Provider shall have a process to ensure learning environments support the achievement of learning outcomes.

The Provider shall have a process to disseminate information including, but not limited to, the learning outcomes, criteria to earn the IACET continuing education unit (CEU), prerequisites and other requirements in advance of the learning event.

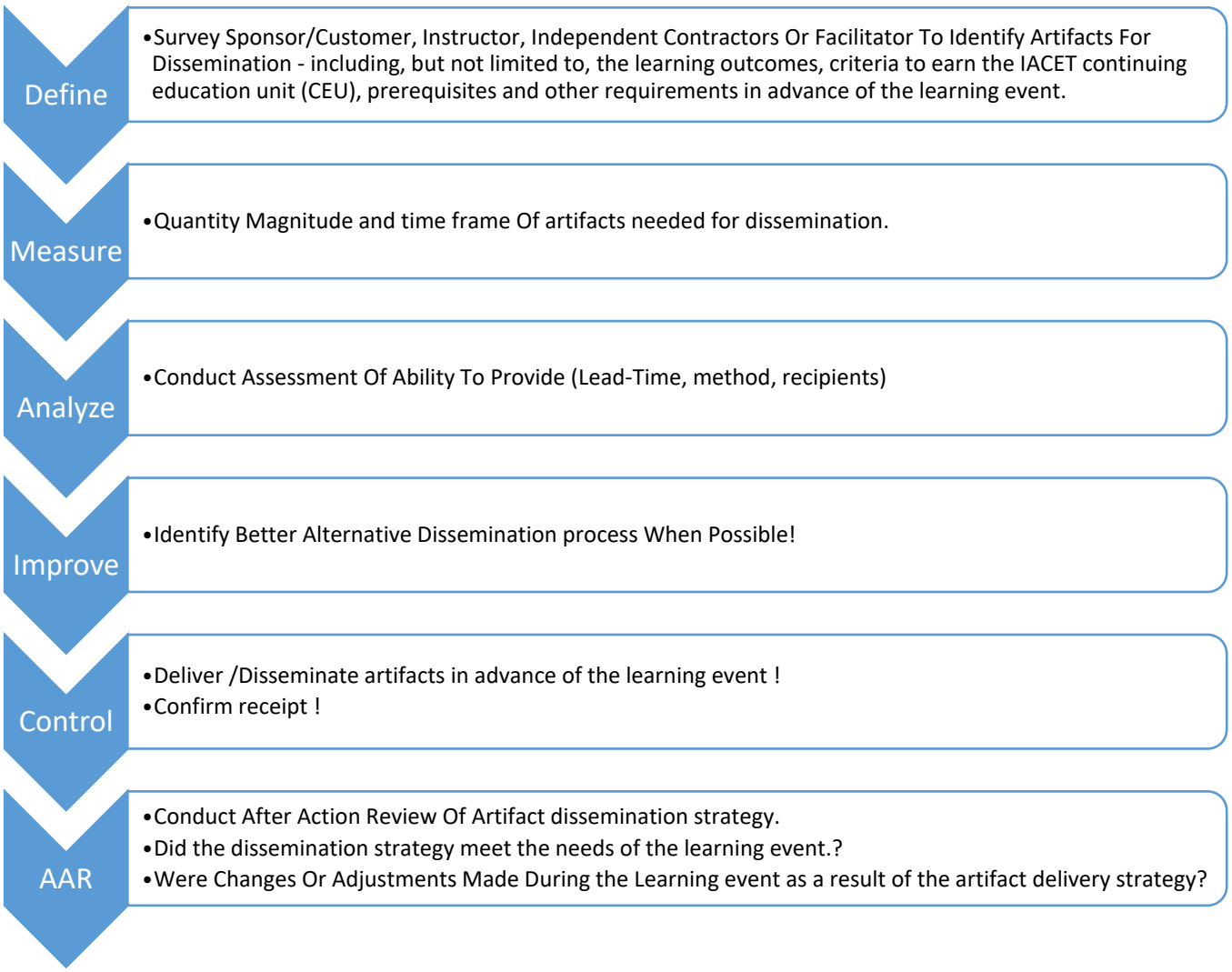
The Provider shall ensure support services are available to learners prior to, during and following the learning event.

The Provider shall ensure administrative and technical support services are available to instructors, instructional design and development staff, program evaluators and administrators prior to, during and following the learning event.

DTTW has an established process in place to identify requirements in advance and will ensure relevant instructional and learning resources are available for instructors, learners,and staff.

DTTW has an established process to ensure learning environments support the achievement of learning outcomes.

DTTW has an established process to disseminate information including, but not limited to, the learning outcomes, criteria to earn the IACET continuing education unit (CEU), prerequisites and other requirements in advance of the learning event.



DTTW has an established process to ensure support services are available to learners prior to, during and following the learning event.

Define
- Survey Sponsor/Customer, Instructor, Independent Contractors Or Facilitator To Identify Support Services Needed For Learners Prior To, During And Following The Learning Event.

Measure
- Quantity Magnitude And Time Frame Of Support Services Needed For Learners Prior To, During And Following The Learning Event.

Analyze
- Conduct Assessment Of Ability To Provide (Lead-Time, Method, Recipients)

Improve
- Identify Better Alternative Support Services For Learners Prior To, During And Following The Learning Event When Possible.!

Control
- Deliver /Disseminate Support Services Needed For Learners Prior To, During And Following The Learning Event.
- Confirm Receipt !

AAR
- Conduct After Action Review Of Support Services Response Strategy (For Learners Prior To, During And Following The Learning Event).
- Did The Support Services Response Strategy Meet The Needs Of The Learning Event.?
- Were Changes Or Adjustments Made Before/During/After The Learning Event As A Result Of The Support Services Delivery Strategy?

DTTW has an established process to ensure administrative and technical support services are available to instructors, instructional design and development staff, program evaluators and administrators prior to, during and following the learning event.

Define

- Survey Sponsor/Customer, Instructor, Independent Contractors Or Facilitator To Identify Administrative And Technical Support Services Needed For Instructors, Instructional Design And Development Staff, Program Evaluators And Administrators Prior To, During And Following The Learning Event.

Measure

- Quantity Magnitude And Time Frame Of Administrative And Technical Support Services Needed For Instructors, Instructional Design And Development Staff, Program Evaluators And Administrators Prior To, During And Following The Learning Event.

Analyze

- Conduct Assessment Of Ability To Provide (Lead-Time, Method, Recipients)

Improve

- Identify Better Alternative Administrative And Technical Support Services For Instructors, Instructional Design And Development Staff, Program Evaluators And Administrators Prior To, During And Following The Learning Event When Possible.!

Control

- Deliver /Disseminate Administrative And Technical Support Services Needed To Instructors, Instructional Design And Development Staff, Program Evaluators And Administrators Prior To, During And Following The Learning Event!

AAR

- Conduct After Action Review Of Administrative And Technical Support Services Response Strategy For (Instructors, Instructional Design And Development Staff, Program Evaluators And Administrators Prior To, During And Following The Learning Event).
- Did The Administrative And Technical Support Services Response Strategy Meet The Needs Of The Learning Event?
- Were Changes Or Adjustments Made Before/During/After The Learning Event As A Result Of The Administrative And Technical Support Services Delivery Strategy?

Category 3: Planning and Instructional Personnel

American National Standard ANSI/IACET STD001:2021

ANSI/IACET 1-2018

Standard for Continuing Education and Training

The Provider shall have a Policy Statement that individuals involved in the design, development, delivery, and evaluation of learning events are qualified to perform their assigned tasks.

The Provider shall have a process that requires regular performance evaluations of instructors, instructional design and development staff, program evaluators and administrators.

The Provider shall have a process to document individuals' professional development activities for ensuring those who are involved in the design, development and delivery of learning events remain current in subject matter material and learning methods.

3.1 DTTW has a Policy Statement that individuals involved in the design, development, delivery, and evaluation of learning events are qualified to perform their assigned tasks.

Individuals Involved In The Design, Development, Delivery, And Evaluation Of Learning Events Are Qualified To Perform Their Assigned Tasks Policy Statement Statement

PURPOSE: Ensuring that individuals involved in the design, development, delivery, and evaluation of DTTW learning events are qualified to perform their assigned tasks is critical to the success of our program as unqualified individuals would be an obstacle to sharing our knowledge with the world and paying it forward. To ensure that individuals involved in developing training content for the DTTW platform are qualified and capable to design, develop, deliver, and evaluate our learning events we will affirm and adhere to the Individuals Involved In The Design, Development, Delivery, And Evaluation Of Learning Events Are Qualified To Perform Their Assigned Tasks Policy Statement Statement

Individuals – such as associated DTTW instructor, independent contractors, facilitator, or faculty member Involved In The Design, Development, Delivery, And Evaluation Of Learning Events made for, or originated through DTTW shall demonstrate their qualifications to perform the work through previous successful experience, academic training or professional development as appropriate to the specific task at hand.

DTTW takes this Policy Statement seriously and regularly reviews its compliance with this Policy Statement . Please direct any questions or concerns regarding this Policy Statement to our Policy Statement Officer at info@DrTinaTalksWork.com.

3.2 DTTW has an established process in place that requires regular performance evaluations of instructors, instructional design and development staff, program evaluators and administrators. The benefits of a robust performance management program are many:

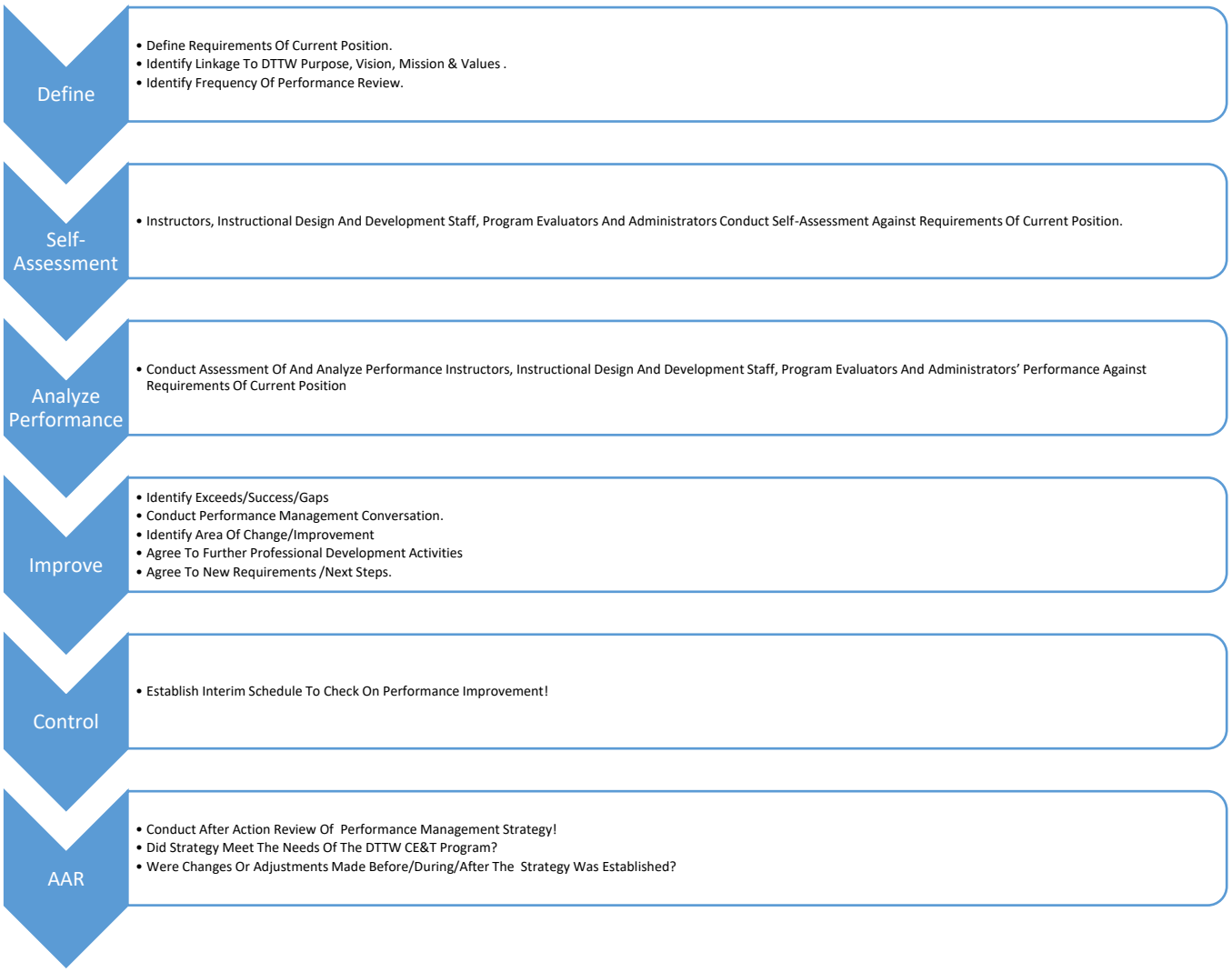
Engagement .

Training and skills development

Improved internal communication.

Clarity of expectations,

Identification of risks and skills gaps



DTTW has an established process in place to document individuals' professional development activities for ensuring those who are involved in the design, development and delivery of learning events remain current in subject matter material and learning methods.

Category 4: Needs Analysis

American National Standard ANSI/IACET STD001:2021

ANSI/IACET 1-2018

Standard for Continuing Education and Training

4.1 The Provider shall have a process for conducting a formal needs analysis for the learning event that guides the development of planned learning outcomes and learning event design.

4.1 DTTW has a process for conducting a formal needs analysis for the learning event that guides the development of planned learning outcomes and learning event design

DTTW lives by the mantra that prescription without diagnosis is malpractice in any industry. The first question to answer is whether the client's need is proactive or reactive? The trigger for a reactive needs analysis typically involves an intervention (a training request) from a department head, in response to an incident or who has self-identified a performance issue. A proactive needs analysis typically sees DTTW undertake a gap analysis (review of several data sources and a qualitive inquiry/survey) to identify high priority training needs, based on business strategy and performance requirements.

Proactive Needs Analysis versus Reactive Needs Analysis	
Proactive Needs Analysis	Reactive Needs Analysis
Capability discovery	Establish organizational context
Capability assessment	Assess capability and competency gaps
Development plans.	Map learning need to solution.

STEP 1: Identify the soft skills that support client organization's values, mission and culture	•Why? Values, mission, and culture shape how employees behave and interact. Soft skills that align with these contribute to the achievement of your organization's strategic objectives. •How? •1. Review mission/vision, values, objectives, and relevant documentation. •2. Survey key stakeholders. •3. Gather data from job descriptions, competency frameworks and performance management systems.
STEP 2: Take a future-focused approach to soft skills mapping.	•Why? The workplace landscape is evolving and a future-focused approach enables employees to navigate future challenges and prepare for upcoming challenges and opportunities by bridging skills gaps. •How? 1. Plan 3-5 years ahead. 2. Create future skills frameworks.. 3. Integrate future frameworks into current skills map.
STEP 3: Create psychologically safe conditions for needs analysis.	•Why? When employees feel comfortable expressing their thoughts, they can openly share and reveal skills gaps, thus encouraging a culture of continuous improvement. •How? 1. Reiterate the purpose of soft skills analysis. 2. Reassure employees that open, honest input is valued. 3. Provide clear communication and expectations.
STEP 4: Minimize bias when gathering data.	•Why? It's important to ensure the reliability and validity of information so that actions can be focused and effective and L&D teams can enhance trust and foster confidence in the data. •How? 1. Avoid social desirability bias. 2. Avoid groupthink bias. 3. Avoid cultural bias. 4. Avoid confirmation bias.
STEP 5: Ensure data analysis is balanced and free of assumptions.	•Why? Balanced data analysis ensures that decisions and conclusions are sound, providing, leading to informed decision-making. •How? 1. Approach the data with an open mind. 2. Validate and cross-reference conclusions. 3. Look beyond the surface-level data. 4. Practice transparent reporting and documentation. Clearly document the STEPs taken, assumptions made, and any limitations or uncertainties encountered. •Develop Plans

9 Proactive Needs Analysis

Step 1. Establish context

- Start with business goals and strategy,
- Understanding organizational context means.
- asking and answering a relevant question.
- What is the intent of the learning need?
- How has it been identified?
- What is the risk to the business?
- How would a learning solution align with business goals?

Step 2. Assess capability gaps

- Decide on either a skills matrix or capability assessment,
- Identify gaps in required knowledge, skills and behaviors.
- Define training goals from a learning need.
- Some tools to gather data here include:
  - Capability self-assessments.
  - Manager performance evaluations.
  - Heat maps.
  - Learning progress.

Step 3. Map learning to need

- A learning needs analysis is about diagnosing issues with employee performance in order to mitigate business risk—or exploit business opportunities.
- Capability building initiatives should change how work gets done to help inform better performance interventions for reactive needs and strategic training for proactive analyses.
- Consider skills, behaviors and experience when matching training and learning need. Consider experiential learning, like stretch assignments, have greater knowledge retention (and therefore business impacts) in the long run.
- consider the 80/20 pareto principle approach to create change agents for deeply embedded behaviors to change.

10 Reactive Needs Analysis

Category 5: Learning Outcomes

American National Standard ANSI/IACET STD001:2021

ANSI/IACET 1-2018

Standard for Continuing Education and Training

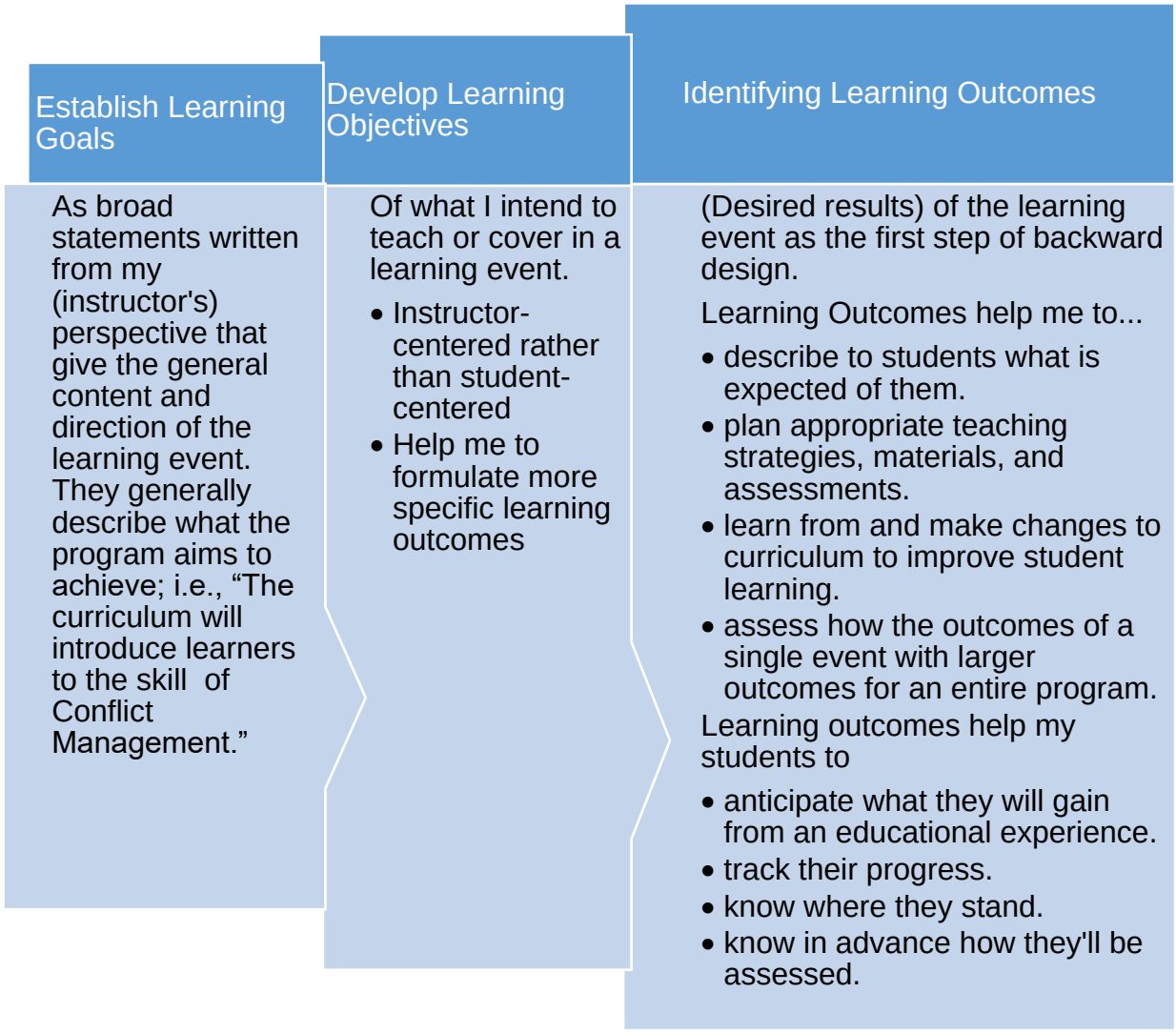
5.1 The Provider shall have learning outcomes that are specific and measurable, achievable, realistic, and time-based.

5.2 The Provider shall establish the relationship between needs analysis and planned learning outcomes.

5.1 DTTW has an established process to ensure that learning outcomes that are specific and measurable, achievable, realistic, and timebased.

We strive for learning outcomes that reflect the higher levels of Bloom's Taxonomy. For example, we don't want our learner to be able to define what good communication is. We want them to be able to effectively communicate (message sent/message received) in challenging workplace situations within the first 30 days of the new job.

5.2 DTTW has an established process to establish the relationship between needs analysis and planned learning outcomes.



Course Goal(s): General aim of the course	Learning objective(s): Knowledge , skill & competencies targeted	Student learning outcome(s): Observable & measurable actions
Learn about the fundamental theories in conflict management and prevention	A. Understand the several theories of conflict management.	Identify the precursor(s) to workplace conflict and describe how to mitigate it. Explain how to safely deescalate a conflict situation

	B. Develop an awareness of the rise and cost of conflict in the workplace. C. Appreciate the importance of Conflict Management Skills	Design individualized Conflict Management approach

Category 6: Content and Instructional Requirements

American National Standard ANSI/IACET STD001:2021

ANSI/IACET 1-2018

Standard for Continuing Education and Training

6.1 The Provider shall have a process to ensure the selected content logically supports the learning outcomes.

6.2 The Provider shall have a Policy Statement to review course content for quality, currency, effectiveness, and applicability.

6.3 The Provider shall have a process to ensure instructional methods are appropriately matched to achieve the learning outcomes and to incorporate adult learning principles.

6.4 The Provider shall have a process for calculating and recording the IACET CEU for learning events.

6.5 Instructional delivery shall include communicating learning outcomes and requirements to earn the IACET CEU at the beginning of the learning event.

6.1 DTTW has an established process in place to ensure the selected content logically supports the learning outcomes.

Course Goal(s): General aim of the course	Learning objective(s): Knowledge , skill & competencies targeted	Student learning outcome(s): Observable & measurable actions
Learn about the fundamental theories in conflict management and prevention	A. Understand the several theories of conflict management. B. Develop an awareness of the rise and cost of conflict in the workplace. C. Appreciate the importance of Conflict Management Skills	Identify the precursor(s) to workplace conflict and describe how to mitigate it. Explain how to safely deescalate a conflict situation Design individualized Conflict Management approach

Develop the Learning Outcomes for the learning event as the first step of backward design.

Because Learning Outcomes help me to...

describe to students what is expected of them.

plan appropriate teaching strategies, materials, and assessments.

learn from and make changes to curriculum to improve student learning.

assess how the outcomes of a single event with larger outcomes for an entire program.

Moving backwards from the learning outcomes to develop the Learning Objectives – more specifically what I intend to teach or cover in the learning event. The Learning Objectives are both instructor-centered rather than student-centered and they help me to ensure the selected content logically supports the learning outcome. I.e. The content I develop will address.

A. Understand the several theories of conflict management.

B. Develop an awareness of the rise and cost of conflict in the workplace.

C. Appreciate the importance of Conflict Management Skills

6.2 DTTW has a Policy Statement to review course content for quality, currency, effectiveness, and applicability.

Recurring Review Of Course Content For Quality, Currency, Effectiveness, And Applicability Policy Statement Statement

PURPOSE: Continuous assessment and monitoring of Quality Assurance, Currency, Effectiveness, And Applicability ensure that standards of quality for each course is being met. Thus our monitoring approach focuses on and results in improvement and enhancement of student learning. Our two-pronged approach towards achieving this objective is i. how course outcomes are identified, and ii. the teaching and learning strategies used to achieve them. Otherwise a lack (or perceived lack) quality, currency, effectiveness, and applicability would be an obstacle to sharing our knowledge with the world and paying it forward. To ensure that course content within the DTTW portfolio remains relevant we will affirm and adhere to the Recurring Review Of Course Content For Quality, Currency, Effectiveness, And Applicability Policy Statement Statement

DTTW will conduct a recurring review of course content for quality, currency, effectiveness, and applicability as appropriate to the specific task at hand, the existing and emerging needs of our client, and the prevailing research and thought leadership.

DTTW takes this Policy Statement seriously and regularly reviews its compliance with this Policy Statement . Please direct any questions or concerns regarding this Policy Statement to our Policy Statement Officer at info@DrTinaTalksWork.com.

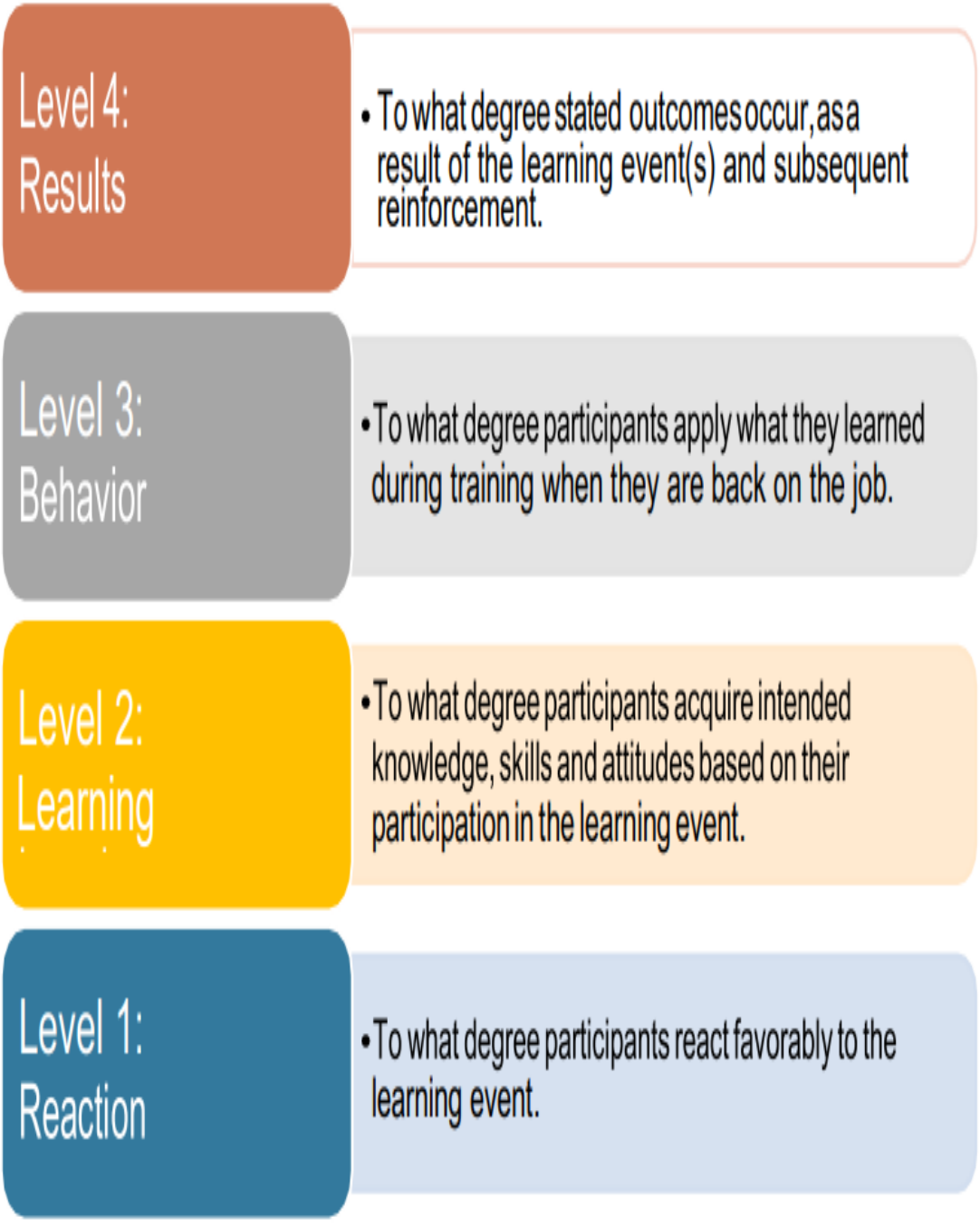
6.3 DTTW has an established process in place to ensure instructional methods are appropriately matched to achieve the learning outcomes and to incorporate adult learning principles.

The DOD clients that DTTW supports have a preferred learning paradigm – and we recognize that context and familiarity matters to a successful learning environment. Our process for selecting instructional methods that are appropriately matched to achieve the learning outcomes and incorporate adult learning principles are familiar to and expected by our learners. As such we have a process in place to structure an instructional program that includes these familiar elements (a degree of self-direction, experiential learning, the building upon their work life experience, and drawing upon prior background knowledge).

Our process approach to selecting instructional methods is built upon a deep awareness of the learners' organizational culture and context that is relevant to their current and future roles, is problem-centered to the dynamics of the clients' organization and mission and is predicated upon the expectation that the learner is motivated to learn, and open to change through increased awareness, mentoring, coaching and transformation. The three primary learning theories we embrace include behaviorism, cognitivism, and constructivism; where we facilitate the learners journey as either passive or active participants in the learning process towards the acquisition of new behavior, the acquisition and reorganization of cognitive structures and/or creating a learning appetite for a search for meaning. In fact at the beginning of each workshop we invoke to quote from Eckhart Tolle, which states that …"Awareness is the greatest agent for change".

Some of the tools/processes we include is the advance provision of both the learning outcomes (in the workshop advertorial) and a substantiative read-ahead and/or video content, so that the learner is aware of what they can expect to learn/take away from the learning experience, as well as establishing a relevant body of knowkedge prior to attending the workshop, as this flipped classroom approach is familiar to our client and learners. Depending upon the clients requirements and flexibility we also provide a pre-test which serves as both a component for measuring the learners base knowledge (which, along with a posttest established growth in knowledge Kirkpatrick Level Two), and also potentially stimulates a curiosity about the workshop topic specifically, as supported by the well documented pedagogical benefits of errorful generation (pre-test) and retrieval practice (post-test) to support the learning outcomes.

Some of the tools we include during and after delivery of the content include providing opportunities reflective thinking (learners asking questions) ,collaborative construction of knowledge (learners share their AHHA moments at the conclusion of the workshop) and problem based learning (asking the learners questions).



11 Kirkpatrick's evaluation model

	Behaviorism	Cognitivism	Constructivism
Definition of learning	Learning is the acquisition of new behavior	Learning involves the acquisition and reorganization of cognitive structures	Learning is search for meaning
Learner's role	Passive participants in the learning process	Active participants in the learning process	Active participants in the learning process
Main strategy	Facilitates knowing what	Facilitates knowing how	Reflection in action
Implication	Objective-based instruction	Concept maps	Authentic case-based learning environment
	Competency-based education	Reflective thinking	Reflective practice
	Skill development and training		Collaborative construction of knowledge
Example of teaching method	Lecture	Problem solving	Diaries/reflection
	Simulation	Concept mapping	Role modeling
	Demonstration	Advanced organizer	Problem-based learning
	Programmed instruction		Collaborative learning

Assessment strategies	Criterion-referenced assessment: multiple-choice questions and recall items	Essays, written reports, and projects	Elimination of grades and standardized testing; peer grading/review

12 The three primary learning theories

6.4 DTTW has an established process in place for calculating and recording the IACET CEU for learning events.

DTTW has an established process in place for calculating and recording the value and nature of accredited learning. DTTW delivers a variety of client specific content that is academically accredited by both the Glasgow Caledonian University in the UK (SCQF - Public Search) and the Excelsior University in New York (Dr. Tina Talks Work - Excelsior University). Additionally DTTW has a series of individually accredited workshops that have earned CPD accreditation by the Continuing Professional Development Standards Office (https://directory.cpdstandards.com/providers/mcg-consulting-group-dba-dr-tina-talks-work) and CEU by the International Accreditors of Continuing Education and Training for learning events.

Each workshop or learning event delivered by DTTW will identify in advance the number CEUs that the participant or learner can earn, subject to completion of all required activities. This CEU value will be called out in the event advertorial and marketing materials, at the beginning of the training event, and at the conclusion of the training event when we provide additional instruction on the post-event activities (i.e. post assessment and post-learning survey). As a matter of course we will monitor the learning events for any changes and reassessment will also take place in the event of a major change to course content, method of delivery, change in equipment/software or demographic audience. We affirm that calculating CEUs will be consistent and accurate at all times to ensure learners are receiving the appropriate number of CEUs.

Upon request, and after completion of all CEU related activities, each learner will be provided an electronic certificate of completion from DTTW (to their government e-mail address) outlining the name of the learning event, the date of event, the number of CEUs earned,

The 2nd page of the CEU Certificate, titled CEU LEARNING TOOL is a reminder that the certificate is evidencing your learning and will read as follows: This activity equates to xx hours of CU. This certificate should be kept within your CEU record and can be used as evidence in a CEU audit by a professional body institute or regulator.

Now you have completed this CEU activity, please reflect upon and complete the following questions. They will help you reflect on your learning, how new skills can be applied to your role, and how your learning outcomes can be recorded for formal CEU PURPOSEs.

Before the activity:

What was the key reason for you choosing to undertake this activity?

During the activity…

Were there any key takeaways or ideas for practice you thought of?

What was the most relevant part in relation to your role?

After the activity:

How could you build on your learning?

What could you share with your colleagues?

As a matter of record DTTW will maintain a copy of your CEU certificate for 7 years.

The established process for calculating and recording the IACET CEU for learning events is as follows:

Baseline: One (1) Continuing Education Unit (CEU) equals ten (10) contact hours of learner interaction with the content of the learning activity, which includes classroom, self-paced instruction, pre/post assignments, and/or homework in support of a learning outcome.

How do we calculate the number of CEUs for a learning event? A contact hour is one clock hour of interaction between a learner and instructor, or between a learner and materials, which have been prepared to cause learning. Contact implies a connection between a learner and a learning source. For PURPOSEs of the CEU, that connection is two-way; that is, the instructor or learning source must monitor the learner's progress and/or provide some form of feedback to the learner. This definition applies for face-toface interaction as well as distance learning programs. The CEU will not be awarded for learning activities in which individuals are engaged in unplanned, unsupervised, or non-sponsored learning.

Counting Hours toward CEU: When calculating the number of CEUs for a course, the number of contact minutes will be totaled and divided by 60 to arrive at the number of contact hours, see Figure 13 Counting Hours toward CEU.

Figure 1

Contact time (hours) =

$$\frac{\text{(total minutes for all activities)} - \text{(total minutes spent on non-allowable activities)}}{60}$$

$$\text{*Number of CEUs} = \frac{\text{Contact time (hours)}}{10}$$

*Rounded to nearest tenth

13 Counting Hours toward CEU

Total contact hours will then be divided by 10 to obtain the number of CEUs. CEUs will be expressed in tenths of a CEU; that is; 17 contact hours equate to 1.7 CEU; a three-contact hour program equates to .3 CEU.

Activities to Include When Calculating the CEU :

The following learning activities are examples of types of activities DTTW can include when calculating contact hours for CEUs:

CLASS/MEETINGS. Classroom or meeting session time led by instructor and/or discussion leader.

SELF-PACED LEARNING EVENTS. Learner activities in which a learner is engaged in a planned program of learning whereby the learner's progress is monitored, and the learner receives feedback. Examples include independent study; computer assisted instruction, interactive video, and planned projects.

ASSESSMENT. Learner assessment and program evaluations.

OUTSIDE ASSIGNMENTS. Field trips, projects and assignments, which are an integral part of a course or program, may count towards contact hours; however, a standard number of hours should be assigned using the averaging method discussed in Self-Paced Programs below. If contact hours are assigned for the PURPOSE of calculating CEU, DTTW has the responsibility to validate the completion of the assignment by each learner.

LABORATORY ASSIGNMENTS. Laboratory assignments tend to be an integral part of a planned program and are generally more structured than field experiences. Since the conditions for learning are rather consistent and the amount of time for assignments fairly even for all learners, the sponsor may choose to count each hour of lab time as a contact hour. If there is considerable variation in lab conditions and time required for the completion of assignments by different learners, the sponsor should consider establishing a standard number of contact hours based on the average time utilized by a number of learners.

FIELD EXPERIENCES. Field experiences provide learners opportunities to gain practical and realistic experiences, which cannot be acquired in a classroom setting. Such activities may or may not be highly structured, may vary in duration from one learner and location to another, and may not be readily calculated into contact hours. DTTW views field experiences in terms of tasks to be accomplished rather than the amount of time involved. Because of the unstructured nature of many field experiences, we may use some form of checklist to record the accomplishment of certain specified tasks. We count the field experience hours, if we first determine whether the field experience meets the ANSI/IACET Standard. If so, a standard number of contact hours could be determined by calculating the average time spent by several learners in different field experiences as discussed in the below section on Self-Paced Programs.

Activities For Which The CEU Are Not Intended

The following activities are not intended to receive the CEU. While these activities may be judged as worthwhile learning experiences, they should be measured and documented by some form of measurement other than the CEU.

ACADEMIC CREDIT COURSES. Acceptance of IACET CEUs for college credit is at the discretion of the college or university.

ASSOCIATION MEMBERSHIP AND LEADERSHIP ACTIVITIES. Holding membership or serving in some leadership capacity in an association or society do not qualify for the CEU.

COMMITTEE MEETINGS. Participation in committee meetings and activities do not qualify for the CEU.

ENTERTAINMENT AND RECREATION. CEUs may not be awarded for attendance at cultural performances, entertainment, or recreational activities unless they are an integral part of a planned course, which meets the ANSI/IACET Standard.

INDIVIDUAL SCHOLARSHIP. CEUs may not be awarded for independent writing such as articles, books, research reports, or presentation of papers outside a planned, directly supervised continuing education experience that fulfills the CEU criteria.

MASS MEDIA PROGRAMS. Programs delivered through the mass media (e.g., television, radio, newspaper) do not qualify for CEUs, unless these presentations are an integral part of a planned course, which meets the ANSI/IACET Standard.

SOME MEETINGS, CONVENTIONS, EXHIBITIONS. Meetings, conventions, and exhibitions, which attract large numbers of participants, involve different activities, and are conducted primarily for information sharing PURPOSEs generally, do not qualify for the CEU. Planned learning activities within such events, which meet the ANSI/IACET Standard are eligible for CEUs.

TRAVEL. Travel or participation in a travel study program, do not qualify for CEUs, unless the educational component of travel study program meets the ANSI/IACET Standard.

UNSUPERVISED STUDY. Individual, self-directed study or other forms of independent learning experience not planned, directed, and supervised by a sponsor do not qualify for CEUs.

WORK EXPERIENCE. On-the-job training and other work experiences do not qualify for CEUs unless the work experience is structured as part of a planned and supervised continuing education experience that meets the Standard. CEUs are not to be awarded for life or previous work experience.

YOUTH PROGRAMS. Programs designed primarily for ages below adulthood.

Self-Paced Programs

In courses or programs where participants learn and progress at their own pace, DTTW will establish a standard number of contact hours based on an average number of hours required of

several representative learners to complete the program. As an example if we were to introduce a new self-paced course we would select a representative sample of the intended audience - the larger the audience the better - to complete the course. Note the following illustration.

Course A is an individually paced home study program with a post-test. Interaction with the instructor is online, through mail or phone. To arrive at an average time for completion of the program, five individuals are selected to complete a pilot program. Each participant in the pilot program represents the typical learner who will attend the learning event. Each participant records the actual amount of time spent completing the program.

Student #1 16 hours

Student #2 10 hours

Student #3 8.5 hours

Student #4 12 hours

Student #5 14.5 hours

(5) Students 61 hours = 12.2 hours

6.5 DTTW has an established process in place to ensure that Instructional delivery shall include communicating learning outcomes and requirements to earn the IACET CEU at the beginning of the learning event.

DTTW has an established process in place for ensuring that instructional delivery shall include communicating learning outcomes and requirements to earn the IACET CEU at the beginning of the learning event. DTTW delivers a variety of client specific content that is academically accredited by both the Glasgow Caledonian University in the UK (SCQF - Public Search) and the Excelsior University in New York (Dr. Tina Talks Work - Excelsior University). Additionally DTTW has a series of individually accredited workshops that have earned CPD accreditation by the Continuing Professional Development Standards Office (https://directory.cpdstandards.com/providers/mcg-consulting-group-dba-dr-tina-talks-work) and CEU by the International Accreditors of Continuing Education and Training for learning events.

Each CEU earning workshop or learning event delivered by DTTW will identify in advance the expected learning outcomes and the number CEUs that the participant or learner can earn, subject to completion of all required (pre- and post-) activities.

The learning outcomes will be identified and shared with the learners in both the marketing materials, any pre-course activity, and at the onset & conclusion of the learning event for the PURPOSEs of transparency and expectation setting because doing so facilitates a better learning experience, makes the expectation for learning explicit, and helps learners make connections across different elements within the learning event.

CEU values will also be called out in all learning event advertorial and marketing materials, as well as at the beginning of the training event, and at the conclusion of the training event when we provide additional instruction on the post-event activities (i.e. post assessment, post-learning survey and how to request a CEU certificate).

Category 7: Assessment of Learning Outcomes

American National Standard ANSI/IACET STD001:2021

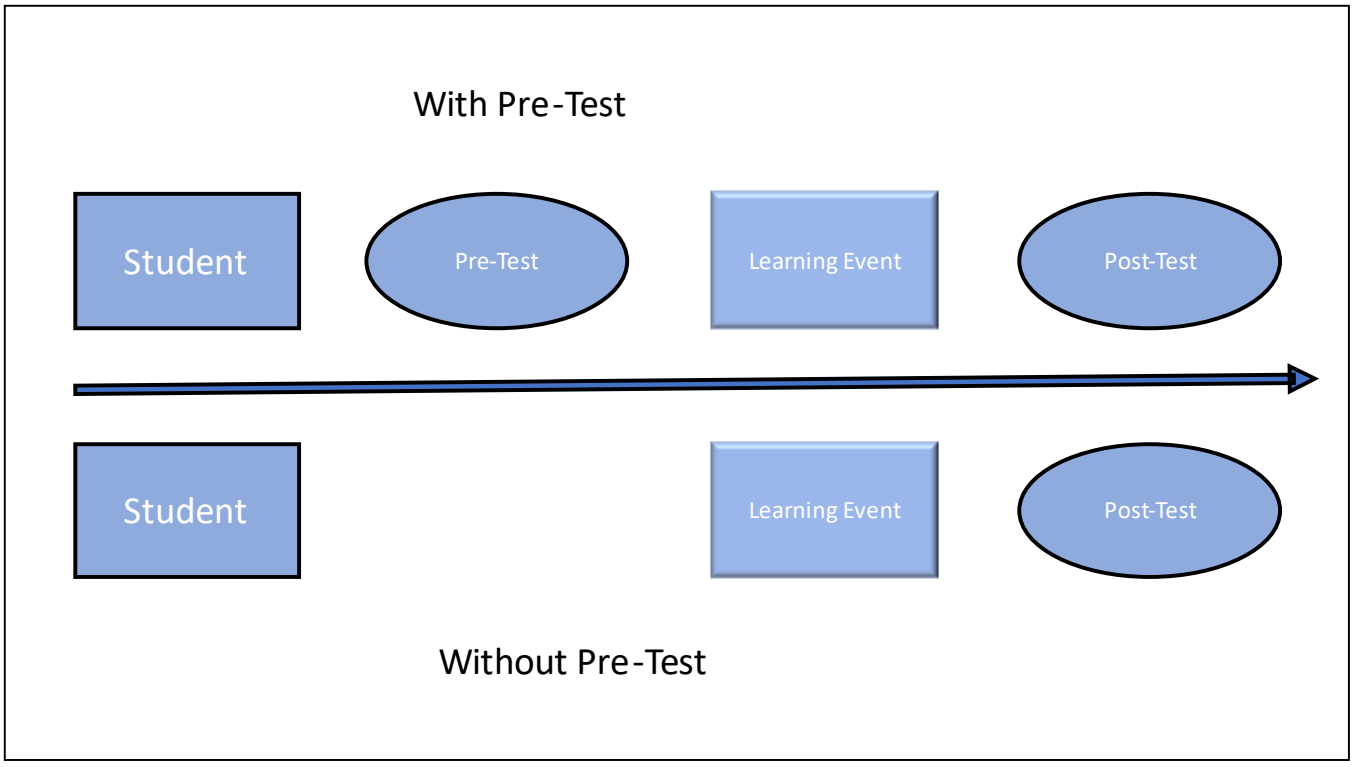
ANSI/IACET 1-2018

Standard for Continuing Education and Training

7.1 Assessment methods shall measure the achievement of learning outcomes.

7.2 The Provider shall have a process to ensure learners have achieved the learning outcomes through the learning assessment.

7.1 DTTW has an established process in place to ensure that assessment methods shall measure the achievement of learning outcomes.



14(Above e) Pre-test/post-test design. (Below) Post-test only design is shown.

DTTW has an established process in place to ensure that assessment methods - specifically a posttest - measures the achievement of learning outcomes. The DTTW philosophy is that we have to take our learners from wherever they are on their learning journey – as no two students have the same knowledge base. .The value we derive from pre-assessments is that the results provide us insight to our learners' strengths, current knowledge and areas for improvement before the start of a learning event – this way we can incorporate additional content or approaches to close these gaps during the training event, towards better achieving the learning outcomes. The pre-post option provides both qualitative and quantitative data about the learner and their growth and as compared to other learners.

In reality we find that there are many situations where a pre-test or diagnostic assessment is either impossible or difficult due to client/sponsor preference or time constraints. In these circumstances the post-test-only method is the means selected to

measure achievement of the events learning outcomes by each individual student. We have found that learners are more motivated to learn during training if they know they are accountable for the training, thus the requirement of the assessment itself helps to achieve the learning outcomes.

DTTW's approach in either design scenario (Pre-test/post-test design, or Post-test only design is to develop a set of questions whose answers will indicate the degree of achievement towards the designed learning outcomes. We host the questions on our selected Learning Management System (TalentLMS) to ensure security of access and consistent collection of results data. We use Kirkpatrick's model - Level 2—Learning: Assessed by results of traditional tests of declarative knowledge for our soft skill and leadership program to affirm that the learning outcomes have been achieved. Separately we employ a post-learning survey to assess Kirkpatrick's Level 1—Reaction: Assessed by asking the trainees how they liked and felt about the training as this data is not germane to affirming the learning outcomes.

7.2 DTTW has an established process in place to ensure learners have achieved the learning outcomes through the learning assessment.

DTTW has an established process in place to ensure learners have achieved the learning outcomes through the learning assessment. The post-test for the DTTW soft skills and leadership workshops consist of a variety of Multiple-Choice Questions hosted on the TalentLMS website, as a means to verify whether the learner has achieved the learning outcomes through the learning assessment. Multiple choice offers an objective assessment as our learners are asked to select answers from a list of choices. Questions are dynamic in TalentLMS, and they can be displayed to our learners in several formats. This also allows us to keep track of their performance (correct or incorrect answers, time to complete the test, etc.) by accessing TalentLMS' Reports capability. In the multiple-choice type question, our learner has to pick the correct one (or more) from a list of possible answers.

Once we have created a series of questions for the course, we have the option to customize our tests further.

Duration: Set how much time a learner has to complete the test.

Pass score: Set the percentage of correct answers necessary to pass the test. We elect that this is set to 70%.

Randomization: Set whether the questions to appear to our learners in a randomized order.

Repetitions: Set how many times a learner can repeat the test if they fail (we elect that this is set to 3 times)

Completion: Set what happens once a test is submitted. This allows us to set whether we want to show correct answers to our learner after they submit their test, show them their score, or other information.

Behavior: Set different test conditions depending on whether we allow the learner to move between questions (or to make linear test progress mandatory).

Security: Set whether we require the learner to submit a snapshot or a password to start the test (we do).

Description: Write a test description and custom messages to appear depending on whether they've passed or failed the test (if passed they will be advised how to request their CEU certificate, if not then how to take the test again).

One of the biggest time-savers in eLearning is the fact that you can grade your tests automatically—TalentLMS features allow you to do just that.

With TalentLMS we can review individual test results or go a step further and analyze our learners' answer patterns, which provides additional insight as to how the content delivers on the learning outcomes.

Category 8: Awarding the IACET CEU and Maintaining Learner Records

American National Standard ANSI/IACET STD001:2021

ANSI/IACET 1-2018

Standard for Continuing Education and Training

8.1 The Provider shall have a process verifying that the learner who registers and participates in the learning event is the same learner who receives the IACET CEU.

8.2 The Provider shall have a process to identify and inform learners if they have or have not met the established criteria for earning the IACET CEU.

8.3 The Provider shall recognize successful completion of the established criteria either through a certificate of completion or a training transcript.

8.4 The Provider shall maintain an operational recordkeeping system, including backup, for each learner and learning event, including the following:

a) Provider's name and address.

b) Learner's name and/or unique identification.

c) Learning event title.

d) Learning event completion date.

e) Number of the IACETCEU awarded.

f) Description of codes used, if any.

8.5 The Provider shall have a process to maintain training records and make them available to learners for a minimum of seven (7) years.

8.6 The Provider shall have a Policy Statement for ensuring the privacy and information security of learners' records that addresses the role of information input, maintenance, release, and issuance of learners' records following learning event completion.

8.1 DTTW has an established process in place verifying that the learner who registers and participates in the learning event is the same learner who receives the IACET CEU.

DTTW has an established process in place verifying that the learner who registers and participates in the learning event is the same learner who receives the IACET CEU.

We have an established relationship with our client and they typically work to an annual training calendar. At the beginning of each fiscal year we agree to deliver a program of 12 leadership and soft skill workshops to their workforce. Typically we provide the client the annual training plan's respective marketing materials for distribution to their workforce at the beginning of the year for initial distribution, and monthly thereafter we provide them a single advertorial for that months' scheduled workshop. Each participant is required by the client to secure their supervisors' approval to participate in the learning event, then they e-mail the training program manager their intention to attend the virtual training – hosted on MS Teams.

At the commencement of each learning event we crosswalk the attendance list (MS Teams captures Login ID) with the registration list to ensure that the learner who registers is the same one that participates.

We announce the post-test opportunity both at the beginning and end of the training event that the learner can access the LMS site to complete the post-test and the process to verify that the learner who registers and participates in the learning event is the same learner who receives the IACET CEU is as follows: We require the learner to initially register on the TalentLMS site and either submit a snapshot or employ the password we provided. The email address they used to register for the learning event is then verified against the email address of the TalentLMS registrant.

8.2 DTTW has an established process in place to identify and inform learners if they have or have not met the established criteria for earning the IACET CEU.

Through the Learning Management System TalentLMS DTTW has an established process in place to identify and inform learners if they have or have not met the established criteria for earning the IACET CEU.

To begin with they MUST attend the virtual/synchronous workshop event as a registered attendee and authorized by their supervisor.

After the synchronous workshop they are permitted to register for the post-test on Talent LMS (and/or additional asynchronous learning content for a deeper dive into the topic).

If additional asynchronous learning is required then this must be completed first then they are permitted to take the test.

The DTTW protocol allows users to take a test multiple times, and TalentLMS lets us view each one of a user's most recent attempts to pass the test (TalentLMS stores the first plus up to six most recent attempts).

This data allows us to understand the specific areas of challenge that the learner is facing (if they fail) and allows us to engage in a meaningful conversation about where the learner needs to focus his review of the learning material.

At the conclusion of the test the learner is notified/will receive a message that will be shown when the test is passed or failed.

When the test is passed, the unit is considered completed and the learner can move to the next unit (if there is a follow on unit) – or they receive a generic completion certificate

However, when the test is failed we have two scenarios that can happen based on the specific course rules:

When the units of a course are completed in sequential order, the learner will not be able to continue to the next unit if he/she failed.

B. When the units of a course are completed in any order: the learner will be able to continue to the next units by clicking on the "Not passed. Let's continue" button….. This process allows them to returned to the failed units to revisit the content and then retake the test.

Bottomline – the TalentLMS protocols create multiple opportunity to master the content and meet the established criteria for earning IACET CEU, or conversely to pinpoint either a failing in the content delivery, the structure of the questions, or the learners lack of understanding of the learning material.

8.3 DTTW has an established process in place to recognize successful completion of the established criteria either through a certificate of completion or a training transcript.

DTTW has an established process in place to recognize successful completion of the established criteria either through a certificate of completion or a training transcript.

Through the Learning Management System TalentLMS DTTW has an established process in place to identify and inform learners if they have or have not met the established criteria for earning the IACET CEU.

To begin with they MUST attend the virtual/synchronous workshop event as a registered attendee and authorized by their supervisor.

After the synchronous workshop they are permitted to register for the post-test on Talent LMS (and/or additional asynchronous learning content for a deeper dive into the topic).

At the conclusion of the test the learner is notified/will receive a message that will be shown when the test is passed or failed.

When the test is passed, the unit is considered completed and the learner can move to the next unit (if there is a follow on unit) – or they receive a generic completion certificate.

The learner is then directed to contact the client's program manager to notify them that they have successfully completed the post-test and that they wish to receive their CEU certificate. This step informs the client's training manager that the learner has met the CEU completion criteria and that they are eligible to receive certificate of completion or a training transcript.

The client's program manager then requests DTTW to confirm the successful post-test result (and completion of any additional asynchronous learning content) and to issue the receive certificate of completion or a training transcript.

DTTW confirms the successful completion of the post-test result (and completion of any additional asynchronous learning content) and issues the certificate of completion or a training transcript back to the client's program manager, who also records the transcript in the agencies training tracking system and issues the certificate to the learner and also notifies their supervisor of successful completion (to encourage further participation in training events).

DTTW also records the learners transcript/result in the LMS.

8.4 DTTW maintains an operational recordkeeping system, including backup, for each learner and learning event, including the following:

Provider's name and address

Learner's name and/or unique identification.

Learning event title.

Learning event completion date.

Number of the IACETCEU awarded.

Description of codes used, if any.

DTTW maintains an operational recordkeeping system, including backup, for each learner and learning event, including the following:

- DTTW instructor/facilitators' name and business address
- Learner's name and/or unique identification (government e-mail address and agency)
- Learning event title. i.e. "Workplace Civility & Conflict Resolution"
- Learning event completion date. Mm/dd//yyyy
- Number of the IACETCEU awarded. XX Hours
- Description of codes used, if any.(if any)

DTTW also records the learners transcript/result in the LMS.

8.5 DTTW a process in place to maintain training records and make them available to learners for a minimum of seven (7) years.

8.6 DTTW has a Policy Statement in place for ensuring the privacy and information security of learners' records that addresses the role of information input, maintenance, release, and issuance of learners' records following learning event completion.

Category 9: Evaluation of Learning Events

American National Standard ANSI/IACET STD001:2021

ANSI/IACET 1-2018

Standard for Continuing Education and Training

9.1 The Provider shall have a process that requires the comprehensive, systematic evaluation of the learning events.

9.2 The Provider shall have a process for analyzing learning event evaluation results and sharing them with instructors, instructional design and development staff, program evaluators and administrators to ensure these results are incorporated into continuous process improvement for the specific learning event and future learning events.

9.1 DTTW has a process in place that requires the comprehensive, systematic evaluation of the learning events.

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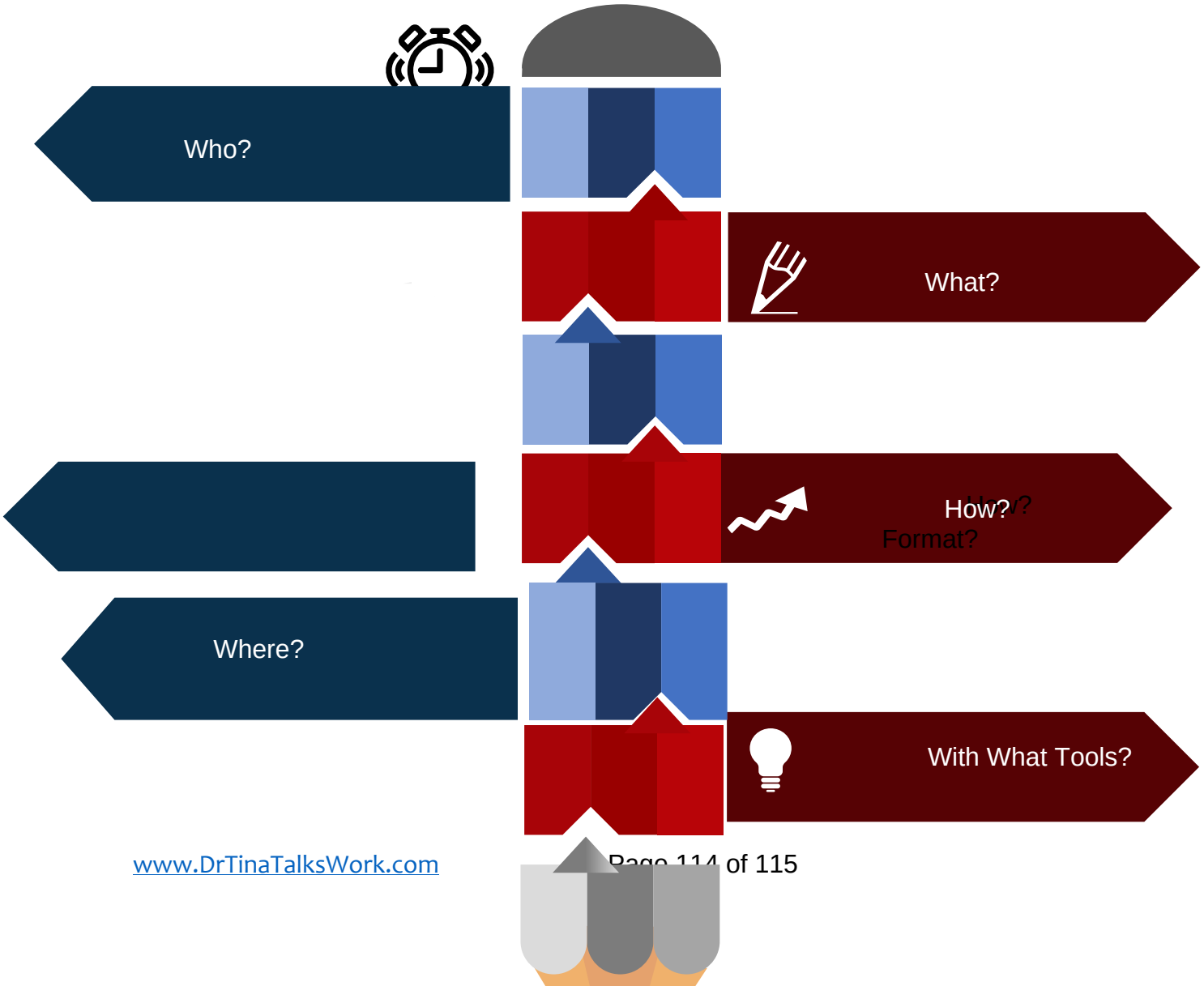
with what tools