



Advanced Leadership Training Program Policies

The following policies and agreements pertain only to participation in RIHEL's Advanced Leadership Training Program (ALTP) courses.

Participant Agreements and Commitments

Success in the ALTP requires full commitment by all participants. The courses are delivered in-person and are designed to be interactive and engaging for our participants. Courses may include activities such as reflection, dialogue with the faculty and peers, and experiential learning exercises. Some sessions include pre-work, such as reading, listening to, or watching materials on relevant topics, completing self-assessments, and working on an applied leadership project.

Participants are encouraged to have the active support of their employers for the time commitment to participate in the ALTP. (Employers may also support the tuition and associated expenses of the participants.)

Participants of the ALTP make the following commitments and understand that if they do not fulfill these commitments, their continued participation will be reviewed by the Program Director, Faculty and Institute staff.

1. **Commit the time** necessary to fully attend the course and fulfill any related course assignments.
2. Be an **active and respectful contributor** to the courses and fully participate in the experience. This includes being prepared for the sessions, participating in discussions and activities, assuming responsibility for one's learning, contributing to the learning of others, embracing diversity and inclusion, and respecting the dignity and humanity of others.
3. **Complete all required course assignments.**
4. **Participate in the evaluation activities** of the program.
5. **Have employer support** to commit the time to participate in the activities of the course.

In addition, participants:

1. Understand that a federal law known as "the Buckley amendment" imposes limitations on the release of student records without the consent of the student and authorize the Regional Institute for Health and Environmental Leadership to release any record relating to their participation in the ALTP.
2. Authorize the use of their name as a participant in the ALTP.



CRITERIA TO GRADUATE FROM THE PROGRAM (COHORT TRACK ONLY)

To receive a certificate and be considered a graduate of the program, participants must complete all required components of the ALTP experience, which includes:

1. Completion of all four two-day ALTP sessions (Sessions 1–4)
2. Completion of four coaching sessions and a 30-minute discovery call with their coach
3. Completion and presentation of an Applied Leadership Project
4. Completion of required reflection and evaluation components
5. Participants must complete all certificate requirements within 18 months of when they began the program.

ATTENDANCE AND MAKING UP MISSED SESSIONS (COHORT TRACK ONLY)

Success in this program requires full commitment by participants. Unless prior approval is sought, to receive a certificate and be considered a graduate of the program, participants may not be absent for more than eight instructional hours. While instructional hours may vary slightly from session to session, to assess total hours for graduation, eight hours is considered to be one full day of programming. To ensure participants receive the value of the program, it is important that they are present at all program sessions.

If a participant has an emergency or becomes ill and is not able to attend one day, the programming may be made up through the following actions:

Required: The absent participant will reach out to their Support Partner to schedule a meeting to review missed material prior to the next session.

Optional: The absent participant is encouraged to meet with 1-2 additional classmates to discuss the missed session to gain additional perspectives.

Optional: If after completing the overview with classmates, the absent participant is unclear about the content of the missed session, they may have the option to work with a faculty member to review the missed material. To request this additional faculty support, the absent participant must contact the Program Director.

Prior to the next session, the absent participant will notify the ALTP Program Director that they have completed the review of the missed session.

We understand that sometimes extenuating circumstances may arise, and we ask that participants reach out to the Program Director as soon as is reasonable to discuss possible other options. Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the Program Director within 30 days of the missed session.



Payment Policy

All registrations for the ALTP are secured on a first-come, first-served basis. Participant registration is dependent upon receipt of full payment prior to the start of the program/session. In some cases, arrangements may be made for an individual payment schedule by contacting Chrissy Chard, Program Director, at chrissy.chard@rihel.org. RIHEL accepts payment by credit card, check, or ACH. All payments will be in U.S. dollars.

Cancellation and Refund Policy

Given that activities in the Program depend upon full tuition payment by all participants, the following cancellation and refund policies apply.

Full Cohort	Individual Session
Cancellations made: • 90 days or more in advance of the first date of the program: the registration may be transferred to another person, or the tuition will be 100% refunded. • 89 – 30 days in advance of the first date of the program: no refund will be processed, but the registration may be transferred to another person. • Less than 30 days in advance of the first date of the program: no refunds or transfers will be processed.	Cancellations made: • 30 business days or more in advance of the first date of the session: the registration may be transferred to another person, or the tuition will be 100% refunded. • 29 – 15 business days in advance of the first date of the session: no refund will be processed, but the registration may be transferred to another person. • Less than 15 business days in advance of the first date of the session: no refunds or transfers will be processed.

Requests for cancellations should be directed to Chrissy Chard, Program Director, at chrissy.chard@rihel.org. Written notice of cancellation shall be effective on the date the withdrawal is received by RIHEL. Refunds will be made within 45 days following receipt of cancellation or withdrawal requests.

Media & Publicity Agreement

Participants consent to the photographing (video and/or still) of themselves and the recording of their voice, the use of these photographs and/or recordings singularly or in conjunction with other photographs and/or recordings by RIHEL (also doing business as the Regional Institute for Health and Environmental Leadership) and its representatives. Participants further authorize the use, reproduction, and/or publication of said photographs and/or video that may pertain to them — including their image, likeness and/or voice—without compensation, and without further notice to or permission from the participant.



Participants also understand that any such materials will be used by RIHEL with the highest integrity and discretion, with the intent to communicate responsibly and ethically, the subject matter contained therein. Participants also recognize that the use and publication of this material may make it available to others over which RIHEL have no control.

Grievance Policy

RIHEL seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, instructor/faculty behavior, or any other program concerns. All grievances will be addressed to the best of our ability to prevent further problems. The process for filing grievances can be found below:

1. A participant should first attempt to resolve the issue directly with the faculty, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
2. If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the program director within 30 days. The program director will review the issue and respond to the participant within 14 days of receiving the complaint. The program director will work with all parties involved to resolve the issue.

If a participant does not feel the issue is resolved or does not feel comfortable approaching the program director, a written grievance or request for an appeal should be sent to the RIHEL Executive Leadership Team at lane.drager@rihel.org. In the case of an appeal, the request should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written response will be provided to the participant within 60 days. All appeal decisions are final.

Statement on Ethics, Integrity, Transparency

RIHEL commits to acting with integrity and transparency. We hold ourselves and our participants to the highest level of integrity and strive to be as transparent as possible by explicitly stating measures being taken to provide programs in an ethical manner. We do not believe in using manipulative or dishonest sales tactics and strive to provide a safe and ethical sales process. Further, we work to provide fair and equitable pricing for all programs to ensure access and quality of leadership development training.