Centauri Business Group Training Catalog

Fall-Winter

2017-2018

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About Us

Centauri Business Group (CBG) is a leader in developing and implementing training courses that address the future of quality management and sustainability, including social responsibility, risk management, remote collaboration and process improvement.

Our objective is to provide a learning experience that is timely and practical in dealing with issues that professionals and corporations are facing today.

Our current team includes thought leaders and active professionals on the cutting edge of quality and sustainability. We have an international focus with offices in the United States (San Francisco, California and Seattle, Washington), Canada (Waterloo), and Europe (Kinghorn, UK).

Contact us by:

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	Issaquah WA 98027
	USA

Training Courses Fall-Winter 2017-2018

ISO 9001:2015 QMS Transition Workshop

This workshop provides better understanding of **ISO 9001:2015** requirements, practical tips, examples and guidelines that will help you with the transition of your QMS to the new version of the Standard.

- Workshop length - **7 hours**
- **QMS Transition Program Checklist** included
- Participants' **Discount** on selected ISO 9001:2015 **Documents and Templates**

We issue **Certificates** that are accepted by **IRCA** and **RABQSA** as evidence of continual professional development.

Course Objectives

Upon completion of this workshop you will be able to:

- Better understand the ISO 9001:2015 Requirements and use this knowledge in the Staff and Internal Auditors training.
- Learn how to transfer your Organization's QMS to the new version of ISO 9001:2015 without using 3rd party's help. Save money on consultants!
- Plan and carry out 34 activities necessary to transfer the QMS to the new version of ISO 9001:2015
- Apply 5W Method with the clear indication of hoW, Where, When and Who carries out the activity (What)

Who Should Attend
- Quality Managers
- Risk Managers
- Process Owners
- Consultants
- Auditors at all levels

Course Outline
Unit 1

QMS Transition Program
- Context of Organization and Interested Parties
- Scope of the QMS; Quality Objectives

- Control of Documented Information Procedure and Organizational Knowledge
- Control of Resources
- Risk Management
- Communication Process

Mini quiz

Unit 2

QMS Transition Program (continued)

- Design and Development Procedure
- Production and Service Provision
- Post-delivery activities
- Monitoring and measuring Procedure
- Management Review
- Corrective action
- Customer communication

Mini quiz

Unit3

QMS Transition Guidelines

- Risks
- Understanding Context
- Interested Parties
- Control of Changes
- External providers processes, products and services
- Improvement

Takeaways

- ISO 9001:2015 QMS Transition Program .PDF ($79 value)
- Slides and diagrams that can be used in auditor and stuff training
- PDF Certificate accepted by IRCA and RABQSA as evidence of continual professional development

More information

Course Length	7 hours (0.7 CEU credits)
Subscription period	60 days
Prerequisites	None
.PDF Certificate	accepted by IRCA and RABQSA as evidence of continual professional development
Price	**$189.00**

REGISTER

SAS11 Social Responsibility and ISO 26000:2010

This course is focused on the benefits, methods, and techniques required to successfully implementing social responsibility practices within the framework of the ISO 9001 quality management system. The Social Responsibility and ISO 26000:2010 course consists of a series of lessons, case studies, interactive exercises, and quizzes.

Course Objectives

After completing this course, participants will be able to perform the following actions:

- Understand social responsibility
- Explain the practical benefits of social responsibility
- Use the terminology of ISO 26000:2010
- Make the connection between social responsibility and sustainability
- Apply principles of social responsibility
- Evaluate current social responsibility practices Identify risks related to social responsibility
- Use business processes to integrate social responsibility
- Compose a Social Responsibility report

Who Should Attend

Anyone interested in social responsibility and sustainability and/or working with companies with sustainability or social responsibility objectives.

Course Outline

1 Introduction

    1.1. What is SR?

    1.2. Development of SR concepts

    1.3. Intent of ISO 26000

    1.4. SR and Sustainability

2. Implementing SR Core Subjects

    2.1 Organizational Governance

        2.1.1. Organizational Governance based on SR principles

        2.1.2. Accountability, transparency and ethical behavior

        2.1.3. Respect for Obligations and Values

    2.2 Human Rights

        2.2.1. Human rights - definition and key documents

2.2.2. Human rights – issues that affect business

2.3 Labor Practices

2.3.1. Labor Practices and Social Responsibility

2.3.2. Labor Practices Issues

2.4 The Environment

2.4.1. The Environment and Social Responsibility

2.4.2. Environmental Issues

2.5 Fair Operating Practices

2.6 Consumer Issues

2.7 Community Involvement and Development

3 The Next Steps: Social Responsibility – Implementation Steps

3.1. Identify stakeholders and their expectations

3.2. Identify social, environmental and economic impacts

3.3. Determine the relevant issues of social responsibility

3.4. Develop/upgrade organizational policies and processes

3.5. Implement policies and exercise influence

3.6. Track performance over time

3.7. Communicate, report, and disclosure

Instructors

Natalia Scriabina has a background in training, consulting and auditing. Natalia authored and co-authored a number of publications on quality management, innovation management, social responsibility, business sustainability, and related topics.

Natalia is an IRCA ISO 9001: 2008 QMS Lead Auditor. She has a Masters in Engineering Sciences from the National Technical University of Ukraine (NTUU "KPI").

More information

Course Length	17 hours (1.7 CEU)
Subscription period	150 days
Prerequisites	None
Price	**$435.00**
	Register

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BLSM93 Sustainable Development through Quality Management

Updated to the ISO 9001:2015 requirements

ISO 9001 is the most successful standard in history with more than 1 million registrations issued worldwide.
This course explains the reasons for its success and provides the key principles and elements of an effective management system. It also explains a new quality management approach that is focused on management for sustainability in order to aid organizations to develop their performance over the long term.

Course Objectives

After completing this course, participants will be able to perform the following actions:
- Apply guidelines of ISO 9000 family of standards to increase operational efficiency
- Establish a framework to grow business through product and process innovation
- Identify multiple business-related factors that constitute a quality management system
- Evaluate an organization's ability to achieve sustainability in an ever-changing environment
- Manage the movement of the organization toward sustainability

Who Should Attend

Process owners, consultants, auditors, and anyone working with /for companies with quality management systems and business sustainability objectives.

Course Outline

1 Long-term Objectives Ahead
      1.1. Individuals - the Marshmallow test
      1.2. Approaches for Organizations
      1.3. Benefits: Individuals and Organizations
      1.4. Focus on Intangible Assets
2 Sustainability Evaluation and Reporting
      2.1. Overview of Sustainability Evaluation
      2.2. Sustainability Evaluation Criteria
      2.3. Overview of Sustainability Reporting
      2.4. Global Reporting Initiative (GRI or G3)
3 Management Systems and Business Sustainability
      3.1. Overview of Management Systems

- General approaches for the standard management systems of the Organization

- Leadership. Responsibility and authority
- Actions to address risks and opportunities
- Control of resources
- Organizational knowledge
- Competence
- Awareness
- Control of documented information

    3.2. Seven Universal Practice Areas
    3.3. Leveraging Auditing Capabilities

Instructor

Natalia Scriabina has a background in training, consulting and auditing. Natalia authored and co-authored a number of publications on quality management, innovation management, social responsibility, business sustainability, and related topics.

Natalia is an IRCA ISO 9001: 2008 QMS Lead Auditor. She has a Masters in Engineering Sciences from the National Technical University of Ukraine (NTUU "KPI").

More information

Course Length	8.5 hours (0.85 CEU)
Subscription period	60 days
Prerequisites	None
Price	~~$225.00~~
	$200.00

Register

PMN21 Project Management: Getting Things Done– Navigating ISO 21500

This course provides a survey of the ISO 21500 Guidance on Project Management, with practical implementation to inspire quality professionals and project managers to work collaboratively using a common framework. The course focuses on the benefits, methods, and techniques required for the successful navigation of the Guidance, with an emphasis on translation into practical results aligned with ISO 10006 Guidelines for Quality Management in Projects.

Quality in Project Management course consists of a series of lessons, quizzes, interactive exercises, and real world case studies.

Course Objectives

Upon completion of this course you will be able to:

- Understand the terminology of the ISO 21500 Guidance on Project Management, and use that terminology to communicate more effectively with quality professionals and project managers.
- Draw real world connections between organizational strategy and implementation of high quality projects to realize your organizations' goals.
- More effectively navigate the complexities of project organizational structures, including project personnel competencies, stakeholder expectations, and project governance, including ISO 10006 Guidelines for Quality Management in Projects.
- Improve your expertise in the project life cycle, and be able to translate the value of collaboration between project managers and quality professionals into concrete actions in every phase of the life cycle.
- Confidently deep dive into any of the key project management processes to increase benefits for project managers, quality professionals, and your organization.

Who Should Attend

Quality managers, quality professionals, project managers, operations managers, program managers, and anyone interested in the intersection of and collaboration between Quality and Project Management disciplines.

Course Outline

1 Introduction

    1.1 What is the Guidance for Project Management?

    1.2 Previous Publications

    1.3 Goals & Learning Objectives

    1.4 Why Should We (and our management) Care?

2 Speaking the Language

    2.1 Life at the Tower of Babel

    2.2 Terms & Definitions

    2.3 General Concepts

        a.   Organizational & Environmental Constraints

        b.   Relationships Among the Players

        c.   Projects and Project Managers

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      d.   Quality Management

3 Organizational Strategy, Project Management, and You

3.1 Project Strategy

3.2 Aligning Projects with Strategic Opportunities

3.3 Realizing Benefits from Quality & Project Management

3.4 The Realities of Collaboration

3.5 The Challenges of Integration

3.6 Organizational Boundaries

3.7 Who's In Charge?
      a.   Program Management
      b.   Portfolio Management
      c.   Operations Management

3.8 Stakeholders & Project Governance

3.9 Sharing the War Stories

4 The Project Life Cycle

4.1 Initiation

4.2 Planning

4.3 Implementing

4.4 Controlling

4.5 Closing

5 Project Management Processes

5.1 Process Groups vs. Subject Groups

5.2 Relationships and Interactions

5.3 Living the Processes
      a.   Developing Plans
      b.   Directing and Controlling the Project
      c.   Schedules, WBS, and Costs
      d.   Changes, changes, and more changes

5.4 Risk Management

5.5 Planning & Managing Project Quality

5.6 Operations Management

a. Suppliers & Procurement
b. Production Planning

5.7 Communication

6 Walking the Walk

6.1 Quality & Project Management Common Cause
6.2 Project Excellence
6.3 Continuous Improvement

Instructors

Karen Creditor has practical experience as a project management executive who has lead project management offices and successfully managed million dollar technical programs for enterprise level companies, including Monsanto, Peabody Energy, Research in Motion, and Marsh Company.
Karen also is an inspiring teacher, passionate about applying new learning to achieve business and personal success. She has taught in the Applied Science and Engineering Programs at Washington University in St. Louis and Conestoga College Institute of Technology and Advanced Learning in the Department of Business.

More information

Course Length	17 hours (1.7 CEU)
Subscription period	90 days
Prerequisites	None
Price	**$129.00**

Register

CAE14: Energy Management and ISO 50001

The purpose of this course is to allow participants to become proficient in this standard and to be able to understand how it applies in their organization or company. This class is focused on the benefits, methods, and techniques required to successfully implementing energy management practices within the framework of ISO 50001. The

course consists of a series of audio lectures, case studies, interactive exercises, and quizzes.

Training materials contain examples of procedures, forms, and checklists that can be used for the implementation and audit of the EnMS.

Energy management has become a key issue in the 21st century with increasing demand for energy, limited resources and environmental concerns of greenhouse emissions. The ISO 50001 standard has been introduced to provide organizations and companies with a framework to address energy management and energy efficiency.

Course Objectives

After completing this course, participants will be able to answer the following questions:

- What are the benefits of applying the ISO 50001standard in an organization or company?
- How have other companies successfully improved their energy management and energy efficiency?
- What questions should be asked and what evidence collected during the audit of the EnMS?
- What steps and methodologies should be taken to integrate an energy management plan within an organization?

Who Should Attend

Process owners, consultants, and auditors.

Course Outline

Introduction
- Energy efficiency in practice
- Energy management using ISO 50001:2011

1. EnMS - Plan
- Energy Consumption, Use, and Efficiency
- Energy Policy, Objectives, and Targets
- Energy Baseline and Performance Indicators

2. EnMS - Do
- Energy Management System Implementation
- Energy Management Best Practices

3. EnMS - Check and Act
- EnMS mandatory records
- EMS Maintenance and Control

- Energy Related Innovations and Improvements
  References and Further Reading

Instructors

Natalia Scriabina has a background in training, consulting and auditing. Natalia authored and co-authored a number of publications on quality management, innovation management, social responsibility, business sustainability, and related topics.

Natalia is a member of ASQ and an ISO 9001 QMS Lead Auditor certified by RABQSA and IRCA. She has gained hands-on experience as an external auditor with NSF-ISR Inc. and as an internal auditor with BlackBerry Inc. Natalia has authored and co-authored multiple publications on quality management, innovation management, social responsibility, business sustainability, and related topics. Natalia has earned a Master's degree in Engineering Sciences from the National Technical University of Ukraine (NTUU "KPI") and working on her PhD in the field of Business Sustainability Studies at the University of Waterloo.

Takeaways

- Complete ISO 50001 Audit Checklist
- Examples of ISO 50001 procedures
- Case studies and real examples
- Two hours of WebEx consultations

More information

Course Length	9.5 hours (0.95 CEU)
Subscription period	60 days
Prerequisites	None
Price	**$99.00**

Register Now

ELT12 Make Lean Happen

The course is intended for individuals or professionals working as auditors, assessors, and champions who are assigned to lead change initiatives or individuals who are working in organizations which have recently introduced a Lean program and expect changes in processes, infrastructure and culture. The course covers all aspects of change and helps leaders and employees successfully grasp fundamental elements, tools and techniques of Lean transformation. The course is not intended to teach how to downsize the organization or reduce costs that negatively impact human development. The course addresses all the elements of change and teaches how an organization can best make use of its resources and technology to resolve issues during its transformation to a leaner organization.

Course Objectives

- The main objective of the course is to teach the audience the most effective and proven ways to embrace Lean initiative, help champions or sponsors develop the supporting infrastructure and contribute to the organization's overall goals. The course is expected to provide the audience with examples and case studies that have helped several leading organizations, which implemented Lean, achieve significant improvements in productivity, delivery / lead time, cost and human development.

Who Should Attend

Managers, auditors, assessors or employees who are new to the Lean transformation program, or individuals who want to familiarize themselves with the elements of change during a Lean transformation, individuals who want to know about the impact of Lean transformation on their work in order to prepare themselves to contribute successfully to the program or senior leaders who want to understand specific modules of Lean transformation to help them understand elements of change.

Course Outline

- Introduction
  - o Origin of Lean
  - o Visualizing Opportunities
  - o Lean Activities
  - o Lean Wastes
  - o Lean Metrics

- o The Role of Lean
- o The Goal of Lean Initiative
- Lean transformation as a change process
    - o Lean Transformation
    - o Why view Lean as a Change Process?
    - o Approach to Lean Change Management
- Leading Lean implementation the right way
    - o Choosing the Right Sponsor
    - o Asking the Right Questions
- Building a compelling business case for Lean
- Human aspects of Lean transformation

Instructors

Hemant Gham is a Certified Lean Six Sigma Master Black Belt and a Director/Owner of an Enterprise Lean Six Sigma Management Consulting company.

Hemant's area of expertise includes a number of successfully deployed Lean Six Sigma programs for enterprise-level companies as well as the management of complex and cross-functional change projects in manufacturing, software, IT and telecommunication industries. Hemant has authored an Idea Management System that helps business leaders align and prioritize their mission critical projects and activities. Hemant has been an ASQ member since 2007.

More information

Course Length   12 hours (1.2 CEU)
Subscription period   90 days
Prerequisites   Basic knowledge of Lean and its principles
Price   **$449.00**

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CAS91 Fundamentals of Business Sustainability

This training course presents the fundamental concepts of business sustainability and relates these critical ideas to key sustainability trends. Through references to specific provisions of ISO 9004:2009 standard, you will learn practical approaches to creating a sustainable organization. This training provides an outstanding opportunity to get information about sustainability and the ISO 9004:2009 standard from those with first-hand knowledge and experience through a series of lessons, case studies, interactive exercises, and quizzes.

Course Objectives

After completing this course, participants will be able to perform the following actions:
- Discuss the attributes of a sustainable organization Invoke specific provisions of ISO 9004:2009 to address an organization's sustainability challenges
- Understand the seven key sustainability trends that affect all business enterprises
- Invoke specific provisions of ISO 9004:2009 to address an organization's sustainability challenges
- Make the connection between social responsibility and sustainability

Who Should Attend

Anyone interested in sustainability and/or working with companies with sustainability objectives.

Course Outline

1. Introduction
    - Concepts
    - Practices
    - Organizations
    - Timeline
    - Evaluation
    - Reporting
2. ISO 9004:2009 and Sustained Success
    - New elements
    - Key differences
    - New clauses
    - Revised clauses
    - Restructured clauses
    - Maturity levels

- 80/20 Rule
3. Key Elements of Business Sustainability
   3.1 Innovation Management
   - Innovation and ISO 9004:2009
   - Innovation vs. Improvement
   - Innovation Processes
   - Innovation Tools
   - Evaluation of Innovations
   3.2 Strategic Partnership
   - Relationship Era
   - ISO 9004:2009 & Interested Parties
   - Relationship Management
   3.3 Adaptive Planning
   - Watching the trend
   - ISO 9004:2009 Connections
   - Value-Added Solutions
   3.4 Service Management
   - "As a service" trend
   - ISO 9004:2009 Guidelines for Process Management
   - ISO Standards and Service Management
   3.5 Information Management
   - Objectives
   - Benefits
   - Risks
   - Assessment
   - Implementation
   3.6 Proactive Learning
   - Objectives
   - Benefits
   - Risks
   - Assessment
   - Implementation
   3.7 Social Responsibility
   - ISO 26000:2010, ISO 9004:2009, and Sustainability
   - Social Dimension
   - Risks and Benefits
   - Implementation
   - Assessment

Instructors

Natalia Scriabina has a background in training, consulting and auditing. Natalia authored and co-authored a number of publications on quality management, innovation management, social responsibility, business sustainability, and related topics.

Natalia is an IRCA ISO 9001: 2008 QMS Lead Auditor. She has a Masters in Engineering Sciences from the National Technical University of Ukraine (NTUU "KPI").

More information

Course Length	17 hours (1.7 CEU*)
Subscription period	90 days
Prerequisites	None
Price	**Free***

Register

*.PDF certificate can be requested upon completion of the course for a $59.00 administrative fee

CAR20 Remote Collaboration: Auditing

This training course provides auditors and consultants with practical skills and knowledge that enables them to audit remotely, safeguard digital information they receive from the client, and evaluate the effectiveness of activities conducted remotely.

The course consists of a series of lessons, case studies, interactive exercises, and quizzes.

Course Objectives

After completing this course, participants will be able to perform the following actions:
- select the most appropriate tools for conducting remote audits;
- define activities that can and cannot be conducted remotely;
- effectively blend remote and in-person interactions with the client;
- evaluate the effectiveness of activities conducted remotely;
- understand and deploy best practices of conducting audits.

Who Should Attend

Consultants and auditors.

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Course Outline

1. Virtual Collaboration
      1.1. Basics of Virtual Collaboration
      1.2. Elements of Virtual Audits
2. Working Virtually
      2. 1. Tools and Technologies
            2.1.1. Email and Messaging
            2.1.2. Conferencing
            2.1.3. Blog and Wiki
            2.1.4. Communication Plan
      2.2. Organizing Virtual Collaboration
            2.2.1. Web 1.0 and Web 2.0
            2.2.2. Mix of Communication Forms
      2.3. Virtual Meetings
            2.3.1. Sharing Video
            2.3.2. Using plain language
            2.3.3. Paraphrasing
            2.3.4. Information Capturing
3. Virtual Distance
      3.1. Virtual Distance
      3.2. Virtual Workforce

Instructors

Romayne Smith Fullerton, Ph.D., is a Director of Communications at CBG Inc. and an Associate Professor of Journalism at the University of Western Ontario (Canada). Dr. Smith Fullerton has taught a variety of courses in areas related to written, verbal, and non-verbal communications.
Dr. Smith Fullerton frequently appears on CBC Radio One, Newsworld, the National and local media in Canada. Dr Smith Fullerton is a frequent speaker and presenter, recipient of many academic honors and professional awards, and the author of a number of publications.

More information

Course Length	10 hours
Subscription period	60 days
Prerequisites	None
Price	~~$225.00~~
	$145.00
	Register

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CAC01 Audit Interview: Learn Journalists' Secrets

To survive and thrive in today's world, it is not just what you know. Of course, auditors need to be extremely competent, but they also must possess excellent "soft" skills – be memorable, impressive, credible, genuine, trusted and liked. Auditors need to know how to break down barriers and establish common ground among diverse sets of people. Participating in The Journalist Secrets training will provide you with objective and professional direction that will increase your performance as an auditor.

The Program consists of a series of lessons, interactive exercises, and quizzes.

Course Objectives

Specific skills you will take away from this training program:
- Creating and maintaining collaboration
- Creating a positive environment
- Setting the right tone
- Knowing topics to avoid
- Selecting areas of common ground
- Choosing consistency or adjustment
- Effective paraphrasing
- Mirroring body language
- "Non-destructive" note taking
- Making questions clear and concise
- Asking questions to explore the subject
- Asking questions to get details
- Navigating the conversation
- Dealing with evasive replies
- Managing interview time

Who Should Attend

Consultants and auditors.

Course Outline

1. First impression

You can never get a second chance to make the first impression. The "don't make me think" rule initially established for user-friendly web-sites applies to any product or service including auditing. Customers "don't read web pages - they scan them. They don't figure out how things work – they muddle through". In the application of this idea to auditing, we have found that customers don't

always pay attention to what auditors say, but tend to form their responses based on first impressions and this in turn can lead to assumptions.

2. Building Rapport

In this part of the training we are going to talk about the informal part of the auditing process. The interviewer needs to read verbal and non-verbal signals to understand what topics should be avoided, what topics can help to build connections, and what can develop strong common ground with the interviewee.

3. Listening

Journalists say that "an interviewer is a person who listens for a living". It is not only important to listen actively, but also to use active listening and observation to achieve established objectives This session results in a set of specific recommendations and a description of techniques to enhance your listening and observational skills.

4. Questioning

Journalists say that "In an ideal interview your subject talks about 85 percent of the time and you, only 15 percent". They also say that "Words are everything. They build trust, inspire and show direction. They can hurt and they can help. Words need to be picked over, weighed, combed through, and only used deliberately." So, how do you use the 15 percent of your time during an interview (it is only nine minutes of a 60 minute interview) in the most effective way?

5. Flow of interview

For some auditors it is a challenge to cover all items on the audit agenda within the specified time of the interview. It is especially challenging when the flow of conversation doesn't support the audit goals and objectives. As an example, the auditee can provide replies that can be too detailed, too broad, or outside of the scope concerned. The goals of this session are to learn and practice techniques that help to find the right balance between following the agenda and following the flow of conversations, and to navigate the conversation toward established objectives.

Instructors

Romayne Smith Fullerton, Ph.D., is a Director of Communications at CBG Inc. and an Associate Professor of Journalism at the University of Western Ontario (Canada). Dr Smith Fullerton has taught a variety of courses in areas related to written, verbal, and non-verbal communications.
Dr. Smith Fullerton frequently appears on CBC Radio One, News world, the National and local media in Canada. Dr Smith Fullerton is a frequent speaker and presenter, recipient of many academic honors and professional awards, and the author of a number of publications.

Joyce Parsons is a communications professional with extensive experience working with and improving the quality of hard and soft copy documents. An expert on technical and QMS documentation, Joyce also works on material from the marketing, academic, and retail communications sectors. With Joyce's particular expertise in standardization and quality methodologies, she is a champion for high-quality documentation across enterprise communities and nonprofit organizations.

Joyce holds two Masters degrees and a Certificate in Adult Education. She is a member of the Society of Technical Communications and the Editors Association of Canada.

More information

Course Length	17 hours (1.7 CEU)
Subscription period	90 days
Prerequisites	None
Price	**$235.00**
	Register

Registration and Access Information

1. Register for the course or courses you want and pay registration fees using one of our payment options. (Note: all fees are payable in USD.) Once your payment is finalized, you will receive an email with a link to our online courses web page, your log in name and password. If you do not, please check your e-mail "Delete" and/or "Spam" folders.

2. Most of our courses are web-based and self-paced. The Training Plan with dates and deadlines is provided as the scheduling guideline.

3. The date when you receive an email with the Login and Password is considered the Course Start Date. For the duration of the Subscription Period you will receive unlimited access to the Course Units that consist of a recorded presentation, materials that can be downloaded in a .PDF format, multiple-choice quiz for self-assessment and a case study if applicable.

4. During the Subscription Period, help is available from your Instructor via email.

5. Certificates of Completion will be awarded to those Participants who complete all course assignments. Our certificates are accepted by IRCA and RABQSA as evidence of continual professional development