

Welcome to the Residential Program Management Institute

A Policy-Based Practice, Experiential Learning, Training and Certification Program



Policies

Residential Program Management Institute
*Health & Human Services
Training and Certification*





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Academic & Training Policies

1. Policy Statement

The Residential Program Management Institute (RPMI) establishes this Academic & Training Policy to govern all instructional, assessment, certification, and academic quality processes. This policy ensures that all programs are delivered with consistency, rigor, integrity, and alignment to workforce expectations in human services and residential program management.

RPMI is committed to maintaining high academic standards, competency-based training, and continuous improvement through structured oversight and evaluation mechanisms.



2. Purpose

This policy is designed to: - Define institutional academic standards and expectations - Establish governance over curriculum development and delivery - Ensure fairness, consistency, and transparency in assessment - Promote competency-based learning aligned with workforce needs - Maintain compliance with applicable regulatory and educational standards

3. Scope

This policy applies to: - All RPMI training programs (certificate, continuing education, workforce training) - All instructional formats (in-person, hybrid, online via LMS) - All faculty, instructors, trainers, and academic administrators - All enrolled students

4. Academic Governance Structure

RPMI shall maintain a structured academic governance system consisting of:

4.1 Academic Oversight

- Academic Director (or equivalent authority)
- Program Coordinators
- Curriculum Review Committee (CRC)

4.2 Responsibilities

- Approved curriculum and program design
 - Monitor academic quality and outcomes
 - Ensure compliance with institutional and regulatory standards
 - Oversee instructor performance and training quality
-

5. Curriculum Development & Approval

5.1 Standards

All programs must be: - Competency-based - Aligned with human services workforce requirements - Structured with clear learning objectives and outcomes



5.2 Development Process

- Needs assessment (industry/workforce demand)
- Curriculum design (modules, objectives, materials)
- Internal review by Curriculum Review Committee
- Approval by Academic Leadership

5.3 Periodic Review

Curriculum must be reviewed at least annually to ensure relevance and effectiveness.

6. Training Delivery Standards

6.1 Instructional Methods

RPMI supports multiple delivery formats: - Instructor-led (in-person) - Online (LMS-based) - Hybrid models

6.2 Standards of Delivery

All instruction must: - Follow approved curriculum - Maintain consistency across instructors - Incorporate interactive and experiential learning methods - Use standardized instructional materials

6.3 Instructor Responsibilities

Instructors must: - Deliver content professionally and accurately - Engage learners actively - Provide timely feedback - Maintain attendance and performance records

7. Assessment & Evaluation Policy

7.1 Assessment Types

- Quizzes and tests
- Practical/skills-based evaluations
- Assignments and projects
- Participation and engagement

7.2 Competency-Based Evaluation

Students must demonstrate mastery of required competencies to successfully complete programs.



7.3 Standardization

- Assessment criteria must be clearly defined
 - Grading must be consistent across instructors
 - Rubrics must be used where applicable
-

8. Grading Policy

8.1 Grading Scale

RPMI shall establish standardized grading criteria (e.g., percentage-based or pass/fail depending on program).

8.2 Passing Requirements

- Students must meet minimum performance thresholds
- Failure to meet standards may require remediation or result in non-completion

8.3 Grade Integrity

Grades must reflect actual performance and may not be altered without proper authorization.

9. Attendance & Participation Policy

9.1 Attendance Requirements

Students must attend a minimum percentage of training sessions (e.g., 80% or higher).

9.2 Participation

Active participation in learning activities is required.

9.3 Non-Compliance

Failure to meet attendance requirements may result in: - Warning - Probation - Dismissal

10. Academic Integrity

RPMI enforces strict academic integrity standards.

10.1 Violations Include:

- Cheating

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- Plagiarism
- Falsification of work

10.2 Consequences:

- Assignment failure
 - Course failure
 - Disciplinary action
-

11. Student Progression & Completion

11.1 Progress Monitoring

Student progress is continuously monitored through assessments and participation.

11.2 Completion Criteria

Students must: - Complete all required modules - Meet competency standards - Fulfill attendance requirements

12. Remediation & Support

Students who do not meet academic standards may be offered: - Additional instruction - Retesting opportunities - Academic support services

13. Certification Policy

Certificates are awarded only when: - All academic requirements are met - All financial obligations are satisfied

RPMI reserves the right to verify and revoke certifications if issued in error or obtained fraudulently.

14. Continuing Education & Recertification

RPMI may offer continuing education programs. Requirements for recertification or renewal will be clearly defined per program.



15. Instructor Qualifications & Evaluation

15.1 Qualifications

Instructors must meet minimum qualifications relevant to program content and workforce standards.

15.2 Evaluation

Instructor performance will be evaluated through: - Student feedback - Academic outcomes - Administrative review

16. Learning Management System (LMS) Governance

RPMI utilizes an LMS to deliver and manage training.

16.1 Standards

- Secure access control
- Accurate tracking of student activity
- Maintenance of academic records

16.2 Compliance

All LMS data must be maintained in accordance with institutional policies and applicable laws.

17. Records & Documentation

RPMI will maintain accurate academic records, including: - Attendance - Grades - Certification status

Records will be stored securely and retained per institutional policy.

18. Quality Assurance & Continuous Improvement

RPMI maintains a quality assurance framework including: - Program evaluations - Student feedback analysis - Outcome tracking (completion rates, performance)

Findings will be used to improve training quality and effectiveness.



19. Compliance & Accountability

All academic operations must comply with: - Institutional policies - Applicable laws and regulations

Failure to comply may result in corrective action.

20. Policy Review & Updates

This policy will be reviewed annually and updated as necessary.

Admissions & Enrollment Policy

Overview

The Residential Program Management Institute (RPMI) is committed to providing a fair, transparent, and legally compliant admissions and enrollment process. This policy outlines the requirements and procedures for enrolling in RPMI programs in accordance with federal and Massachusetts laws.

Equal Opportunity

RPMI does not discriminate in admissions based on race, color, national origin, gender, gender identity, sexual orientation, age, disability, religion, or any legally protected status. All applicants are evaluated based on program eligibility and readiness.

Admission Requirements

To enroll, applicants must: - Be at least 18 years old (unless otherwise permitted) - Provide valid government-issued identification - Demonstrate the ability to complete program requirements - Agree to comply with RPMI policies

Additional requirements may apply depending on the program.

Application Process

Applicants must: 1. Complete the online application form 2. Submit required documentation 3. Provide accurate and truthful information

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RPMI will review applications and notify applicants of acceptance, conditional acceptance, or denial.

Enrollment Process

Accepted applicants must complete the following steps: - Sign an Enrollment Agreement - Review and accept institutional policies - Pay tuition or arrange payment - Register for access to RPMI systems

Enrollment is finalized only after all steps are completed.

Tuition & Fees

All tuition and fees are disclosed prior to enrollment. RPMI complies with Massachusetts consumer protection laws. Refund policies are provided in writing and must be acknowledged before enrollment.

Conditional Enrollment

Applicants may be conditionally admitted pending submission of required documents or completion of prerequisites. Failure to meet conditions may result in denial of enrollment.

Denial of Admission

RPMI reserves the right to deny admission if applicants: - Do not meet eligibility requirements - Provide false or misleading information - Fail to meet legal or institutional standards

Records & Privacy

RPMI maintains student records in compliance with FERPA and data protection standards. Student information is kept secure and confidential.

Compliance

This policy aligns with: - Massachusetts consumer protection regulations - Federal education and privacy laws (FERPA) - ADA and Equal Opportunity laws

Updates

RPMI reserves the right to update this policy at any time to reflect regulatory or operational changes.

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Complaint & Grievance Policy

1. Policy Statement

The Residential Program Management Institute (RPMI) is committed to ensuring a fair, transparent, and legally compliant process for addressing student complaints and grievances. RPMI recognizes the importance of providing students with a structured mechanism to raise concerns, seek resolution, and ensure accountability within the institution.

This policy establishes a formal system for receiving, investigating, resolving, and documenting complaints in accordance with Massachusetts consumer protection laws and federal standards of fairness and due process.

2. Purpose

This policy is designed to:

- Provide students with a clear and accessible process to raise concerns
 - Ensure all complaints are handled fairly, consistently, and without bias
 - Protect the rights of students, instructors, and the institution
 - Promote transparency, accountability, and continuous improvement
 - Ensure compliance with regulatory and consumer protection requirements
-

3. Scope

This policy applies to all:

- Students (current and former)
 - Applicants and prospective students
 - Instructors and staff (as subjects of complaints)
 - Academic, administrative, and operational matters
 - Online and in-person program environments
-



4. Definitions

4.1 Complaint

A complaint is an informal expression of dissatisfaction related to RPMI services, staff, instructors, or processes that can typically be resolved quickly.

4.2 Grievance

A grievance is a formal, written complaint alleging unfair treatment, policy violation, discrimination, or significant institutional failure requiring formal investigation.

5. Types of Complaints & Grievances

RPMI recognizes multiple categories of complaints, including:

5.1 Academic Complaints

Issues related to grading, assessments, instructional quality, or academic decisions.

5.2 Administrative Complaints

Concerns regarding admissions, enrollment, scheduling, communication, or institutional processes.

5.3 Financial Complaints

Disputes related to tuition, fees, refunds, or payment arrangements.

5.4 Conduct Complaints

Allegations involving student, instructor, or staff behavior, including misconduct or violations of the Code of Conduct.

5.5 Discrimination & Harassment Complaints

Complaints involving discrimination, harassment, or violations of civil rights laws.

5.6 Technology & Access Issues

Concerns related to LMS access, system failures, or digital learning barriers.

6. Guiding Principles

All complaint and grievance processes at RPMI are governed by the following principles:

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6.1 Fairness

All parties are treated equitably, with decisions based on facts and evidence.

6.2 Confidentiality

Information is handled with discretion and shared only with authorized individuals.

6.3 Timeliness

Complaints are addressed promptly within defined timelines.

6.4 Non-Retaliation

No individual shall face retaliation for filing a complaint in good faith.

6.5 Transparency

Processes and outcomes are clearly communicated to all parties.

7. Complaint Resolution Process (Informal)

7.1 Step 1: Direct Resolution

Students are encouraged to first address concerns directly with the relevant party (e.g., instructor or staff member).

7.2 Step 2: Escalation

If unresolved, the complaint may be escalated to a Program Coordinator or designated administrator.

7.3 Outcome

Most complaints should be resolved at this level through discussion, clarification, or corrective action.

8. Formal Grievance Process

8.1 Submission Requirements

Grievances must be submitted in writing and include: - Student name and contact information - Detailed description of the issue - Dates and relevant events - Supporting documentation (if available)



8.2 Acknowledgment

RPMI will acknowledge receipt of the grievance within 3–5 business days.

8.3 Investigation

A designated authority will: - Review all submitted information - Interview relevant parties - Gather additional evidence as needed

8.4 Decision

A formal decision will be issued in writing within a reasonable timeframe (typically 10–15 business days).

9. Appeal Process

9.1 Right to Appeal

Students may appeal decisions if they believe: - The process was not followed properly - New evidence is available - The decision was unjust or unreasonable

9.2 Submission

Appeals must be submitted in writing within a specified timeframe (e.g., 5–10 business days).

9.3 Review

Appeals will be reviewed by a higher-level authority or committee.

9.4 Final Decision

The appeal decision is final and binding.

10. Documentation & Recordkeeping

RPMI will maintain records of: - All complaints and grievances - Investigation findings - Resolutions and outcomes

Records will be securely stored and retained in accordance with institutional policies.

11. External Complaint Options

If a complaint is not resolved internally, students may:

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- Contact relevant Massachusetts consumer protection agencies
- File complaints with applicable regulatory bodies

RPMI will provide information on external complaint channels upon request.

12. Responsibilities

12.1 Students

- Submit complaints honestly and in good faith
- Provide accurate information

12.2 RPMI Staff & Instructors

- Respond promptly and professionally
- Cooperate with investigations

12.3 Administration

- Ensure fair and consistent enforcement of this policy
 - Maintain compliance with legal standards
-

13. Enforcement & Accountability

Failure to comply with this policy may result in: - Disciplinary action - Corrective measures
- Policy or procedural changes

14. Continuous Improvement

RPMI will analyze complaint trends to: - Identify systemic issues - Improve programs and services - Strengthen institutional quality

15. Policy Review & Updates

This policy will be reviewed annually and updated as necessary to maintain compliance and effectiveness.



Tuition & Refund Policy

1. Policy Statement

The Residential Program Management Institute (RPMI) is committed to transparent, fair, and legally compliant tuition and refund practices. This policy outlines all financial obligations, payment structures, and refund procedures applicable to students enrolled in RPMI programs, in accordance with Massachusetts consumer protection regulations and applicable federal laws.

2. Purpose

This policy is designed to: - Ensure full disclosure of all tuition and fees - Protect students under Massachusetts consumer protection laws - Establish clear refund eligibility criteria - Define institutional financial procedures and accountability

3. Scope

This policy applies to all students enrolled in RPMI training, certification, and continuing education programs delivered through in-person, hybrid, or online formats.

4. Tuition Structure

4.1 Tuition Disclosure

All tuition and associated fees are disclosed prior to enrollment and documented in the Enrollment Agreement.

4.2 Included Costs

Tuition may include: - Instructional services - Access to learning management systems (LMS) - Course materials (digital or physical) - Assessments and evaluations

4.3 Excluded Costs

Unless otherwise stated, tuition does not include: - External certification exam fees - Transportation or personal expenses - Optional materials or services



5. Fees

RPMI may charge the following fees (must be disclosed in advance): -
Registration/Enrollment Fee - Administrative Fee - Technology Fee - Materials Fee - Late Payment Fee

All fees must be clearly itemized prior to enrollment.

6. Payment Terms

6.1 Payment Methods

Accepted payment methods may include: - Credit/Debit Cards - Online payment platforms
- Approved payment plans

6.2 Payment Timing

- Full payment is required prior to program access unless enrolled in a payment plan
- Failure to complete payment may result in denied or suspended access

6.3 Payment Plans

- Payment plans must be formally approved
 - Missed payments may result in suspension or termination of enrollment
-

7. Cancellation Policy (Before Program Start)

Students who cancel enrollment before the program start date are entitled to:

- 100% refund of tuition paid
- Minus any non-refundable fees that were clearly disclosed prior to enrollment

Cancellation must be submitted in writing.

8. Withdrawal Policy (After Program Start)

Students who withdraw after the program has begun are eligible for a prorated refund based on the percentage of the program completed.

8.1 Refund Schedule

- 0%–10% completed → 90% refund
- 11%–25% completed → 75% refund

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- 26%–50% completed → 50% refund
- Over 50% completed → No refund

8.2 Calculation Method

Refund eligibility is calculated based on: - Time elapsed in the program, OR - Percentage of course content accessed or completed

The greater of the two will be used.

9. Non-Refundable Charges

The following may be non-refundable if disclosed prior to enrollment: - Registration or administrative fees - Materials or digital access fees - Third-party service costs

10. Refund Request Process

To request a refund, students must: - Submit a written request (email or official form) - Include student name, program, and reason for withdrawal

10.1 Processing Time

- Refunds are processed within 14–30 business days after approval

10.2 Refund Method

- Refunds will be issued to the original payment method when possible
-

11. Institutional Cancellation

If RPMI cancels a program for any reason, students will receive: - 100% refund of all tuition and fees paid

12. Dismissal Policy (No Refund)

Students dismissed for the following reasons are not eligible for refunds: - Violation of Code of Conduct - Academic dishonesty - Fraudulent admission information



13. Abandonment

Students who stop attending or participating without formal withdrawal will be considered withdrawn and subject to the standard refund schedule.

14. Chargebacks & Disputes

Students are encouraged to contact RPMI before initiating a chargeback.

Unauthorized chargebacks may result in: - Account suspension - Revocation of certification - Collection actions

15. Financial Holds

RPMI reserves the right to place holds on student accounts for: - Outstanding balances

Holds may restrict: - Access to courses - Issuance of certificates

16. Compliance & Consumer Protection

RPMI complies with: - Massachusetts Consumer Protection Laws (940 CMR) - Federal financial and education regulations

17. Policy Updates

RPMI reserves the right to modify this policy at any time. Updates will be published on the official website.

Terms & Conditions + Refund Policy

1. Acceptance of Terms

By accessing, registering for, or enrolling in any program offered by the Residential Program Management Institute (RPMI), you agree to comply with and be legally bound by these Terms & Conditions and Refund Policy.

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If you do not agree, you must not enroll in any RPMI program.

2. Institutional Scope

RPMI provides training, certification, and continuing education programs in human services, residential care, and program management through in-person, hybrid, and online delivery formats.

3. Eligibility & Enrollment

By enrolling, you confirm that: - You meet all admission requirements - All information provided is accurate and complete - You agree to abide by RPMI policies, procedures, and code of conduct

RPMI reserves the right to deny or revoke enrollment if any information is found to be false or misleading.

4. Enrollment Agreement

All students are required to enter into a binding Enrollment Agreement prior to the start of any program. This agreement outlines program details, financial obligations, and student responsibilities.

5. Tuition & Fees

- All tuition and fees are clearly disclosed prior to enrollment
 - Payment must be made in full or through an approved payment plan before program access is granted
 - RPMI reserves the right to withhold access to training, materials, or certification for non-payment
-

6. Refund Policy (Massachusetts-Compliant)

RPMI adheres to Massachusetts consumer protection standards regarding refunds.



6.1 Cancellation Before Program Start

- Students who cancel enrollment Seven days prior to the start date are entitled to a full refund of all tuition paid, minus any non-refundable administrative fees (if disclosed in advance)

6.2 Withdrawal After Program Start

Refunds after the program begins will be prorated based on the percentage of the program completed:

- 0%–10% completed → 90% refund
- 11%–25% completed → 75% refund
- 26%–50% completed → 50% refund
- Over 50% completed → No refund

Note: Percentages are calculated based on time elapsed or course modules accessed, whichever is greater.

6.3 Non-Refundable Fees

The following may be non-refundable if disclosed prior to enrollment: - Registration fees - Administrative fees - Materials or digital access fees

6.4 Refund Processing

- Refund requests must be submitted in writing
- Approved refunds will be processed within 14–30 business days
- Refunds will be issued using the original payment method where possible

7. Program Access & Participation

- Students are responsible for maintaining access to required technology
- Login credentials must not be shared
- RPMI reserves the right to suspend access for policy violations

8. Code of Conduct

Students must maintain professional and respectful behavior. RPMI may remove any student for misconduct, including but not limited to: - Disruptive behavior - Harassment or discrimination - Academic dishonesty

No refunds will be issued for dismissals due to misconduct.

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9. Certification

Certificates are awarded only upon: - Successful completion of all program requirements - Full payment of all tuition and fees

RPMI reserves the right to withhold certification if requirements are not met.

10. Intellectual Property

All RPMI materials, including course content, videos, and documents, are the intellectual property of RPMI and may not be copied, distributed, or reproduced without permission.

11. Limitation of Liability

RPMI is not liable for: - Technical issues outside its control - Employment outcomes following program completion - Indirect or consequential damages arising from program participation

12. Privacy & Data Protection

RPMI handles student data in accordance with FERPA and applicable data protection laws. Information is kept secure and used only for institutional purposes.

13. Policy Updates

RPMI reserves the right to update these Terms & Conditions and Refund Policy at any time. Updates will be posted on the website and take effect immediately unless otherwise stated.

14. Governing Law

These terms are governed by the laws of the Commonwealth of Massachusetts.



Instructor Credentialing

1. Policy Statement

The Residential Program Management Institute (RPMI) is committed to ensuring that all instructors, trainers, and facilitators possess the appropriate qualifications, experience, and professional competence required to deliver high-quality training in human services, residential care, and program management.

This policy establishes a standardized framework for the recruitment, verification, approval, monitoring, and continuous evaluation of instructional personnel.

2. Purpose

This policy is designed to: - Ensure instructional quality and consistency across all programs - Establish minimum credentialing and qualification standards - Protect institutional integrity and student outcomes - Ensure compliance with applicable regulatory and workforce expectations - Provide a transparent and auditable instructor approval process

3. Scope

This policy applies to all individuals engaged in instructional activities at RPMI, including: - Full-time instructors - Part-time instructors - Contract trainers and facilitators - Guest lecturers (as applicable)

4. Credentialing Authority & Governance

RPMI shall establish an Instructor Credentialing Authority (ICA), which may include:

- Academic Director (or equivalent)
- Program Coordinator(s)
- Quality Assurance/Compliance Officer

Responsibilities:

- Review and approve instructor applications
- Verify qualifications and credentials
- Maintain credentialing records

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- Monitor instructor performance and compliance
-

5. Minimum Qualification Standards

All instructors must meet the following minimum requirements:

5.1 Education

- Relevant post-secondary education, certification, or equivalent experience in the subject area

5.2 Professional Experience

- Demonstrated experience in human services, residential care, or program management (recommended minimum: 2–3 years)

5.3 Competency

- Subject matter expertise aligned with course content
- Ability to deliver competency-based training

5.4 Instructional Skills

- Effective communication and facilitation skills
 - Familiarity with adult learning principles
-

6. Preferred Qualifications

RPMI may prioritize candidates with: - Advanced degrees or certifications - Supervisory or leadership experience in human services settings - Prior teaching or training experience - Experience with Learning Management Systems (e.g., Moodle)

7. Instructor Application Process

Applicants must submit: - Completed instructor application form - Resume or curriculum vitae (CV) - Copies of credentials, certifications, and licenses (if applicable) - Professional references

RPMI reserves the right to request additional documentation.



8. Credential Verification

RPMI will verify all submitted credentials, including: - Educational qualifications - Professional certifications - Employment history

Verification may include direct contact with issuing institutions or employers.

9. Background Screening (If Applicable)

Where required, instructors may be subject to: - Criminal background checks - Reference checks

This is particularly relevant for programs aligned with residential care environments.

10. Approval & Onboarding

10.1 Approval

Instructors are approved only after successful completion of credentialing review.

10.2 Onboarding Requirements

Approved instructors must complete: - Orientation to RPMI policies and procedures - Training on curriculum and instructional standards - LMS (Moodle) training and system access setup

11. Instructor Responsibilities

Instructors are required to: - Deliver approved curriculum without unauthorized modification - Maintain professional conduct at all times - Ensure accurate grading and assessment - Maintain student records and attendance - Comply with all RPMI policies

12. Performance Evaluation

Instructor performance will be evaluated based on: - Student feedback - Academic outcomes and completion rates - Compliance with curriculum and policies - Administrative observations or reviews



13. Continuing Professional Development

RPMI encourages ongoing instructor development, including: - Participation in training workshops - Updates on best practices in adult education - Continuous improvement in subject matter expertise

14. Credential Maintenance & Renewal

Instructors must: - Maintain valid credentials and certifications (if applicable) - Notify RPMI of any changes in qualifications or status

RPMI may require periodic re-evaluation or re-credentialing.

15. Suspension or Revocation of Credentials

RPMI reserves the right to suspend or revoke instructor approval for: - Misrepresentation of qualifications - Poor performance or non-compliance - Violations of institutional policies - Ethical or legal misconduct

16. Records Management

RPMI will maintain secure records of: - Instructor applications - Credential verification documents - Performance evaluations

All records will be retained in accordance with institutional and legal requirements.

17. Compliance & Accountability

All instructor credentialing processes must comply with: - Institutional policies - Applicable laws and workforce standards

Failure to comply may result in disciplinary action.

18. Policy Review & Updates

This policy will be reviewed annually and updated as necessary to ensure continued compliance and effectiveness.

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HIPAA & FERPA Compliance Policy

1. Policy Statement

The Residential Program Management Institute (RPMI) is committed to safeguarding the privacy, security, and confidentiality of all protected information handled within its operations. This policy establishes RPMI's compliance framework with the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA), as applicable to its training, administrative, and technology systems.

RPMI recognizes its dual responsibility where applicable: protecting student education records (FERPA) and safeguarding protected health information (HIPAA) encountered within training, simulations, or affiliated program activities.

2. Purpose

This policy is designed to: - Ensure compliance with federal privacy and data protection laws - Protect student education records and sensitive information - Establish clear data governance standards - Define roles and responsibilities for data handling - Reduce legal, operational, and reputational risks

3. Scope

This policy applies to: - All students, instructors, staff, and contractors - All RPMI systems (LMS, SharePoint, databases, communication tools) - All formats of data (electronic, paper, verbal) - Any third-party systems integrated with RPMI operations

4. Legal Framework

4.1 FERPA (Education Records)

FERPA governs the privacy of student education records and grants students rights over their information.

4.2 HIPAA (Health Information)

HIPAA applies only when RPMI handles Protected Health Information (PHI), including in training scenarios involving real or simulated client data.

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5. Definitions

- **Education Records (FERPA):** Records directly related to a student and maintained by RPMI
- **Protected Health Information (PHI):** Individually identifiable health information protected under HIPAA
- **Directory Information:** Basic student information that may be disclosed unless restricted

6. FERPA Compliance Requirements

6.1 Student Rights

Students have the right to: - Access their education records - Request corrections to inaccurate records - Control disclosure of their information

6.2 Disclosure Rules

RPMI will not disclose education records without written consent, except where permitted by law (e.g., legitimate educational interest, legal requirements).

6.3 Data Access Control

- Access to student records is restricted to authorized personnel
- Role-based permissions must be enforced

6.4 Record Security

- Records must be stored securely (digital or physical)
- Systems must include authentication and access controls

7. HIPAA Compliance Requirements (As Applicable)

7.1 Applicability

HIPAA applies only when RPMI handles real Protected Health Information (PHI).

7.2 PHI Protection

- PHI must not be disclosed without authorization
- Minimum necessary rule must be applied



7.3 Training Use of Data

- Use de-identified data whenever possible
- Real PHI must not be used in training without proper authorization

7.4 Safeguards

- Administrative safeguards (policies, training)
 - Technical safeguards (encryption, access controls)
 - Physical safeguards (secure storage)
-

8. Data Governance & Security

RPMI shall implement:

8.1 Access Control

- Role-based access (students, instructors, administrators)

8.2 System Security

- Secure LMS (Moodle)
- Secure document management (SharePoint)
- Password protection and authentication protocols

8.3 Data Retention

- Maintain records according to legal and institutional requirements
 - Secure disposal of data when no longer needed
-

9. Confidentiality Obligations

All personnel must: - Maintain confidentiality of student and sensitive data - Sign confidentiality agreements - Complete required training on data protection

10. Data Sharing & Third Parties

RPMI will ensure: - Third-party vendors comply with data protection standards - Data-sharing agreements are in place - No unauthorized sharing of protected information



11. Breach & Incident Response

11.1 Reporting

All suspected data breaches must be reported immediately.

11.2 Response

RPMI will: - Investigate incidents promptly - Mitigate risks - Notify affected individuals where required by law

12. Training & Awareness

RPMI will provide regular training on: - FERPA compliance - HIPAA awareness (if applicable) - Data security best practices

13. Enforcement & Disciplinary Action

Violations of this policy may result in: - Disciplinary action - Termination of access or employment - Legal consequences

14. Compliance Monitoring

RPMI will conduct periodic audits to ensure: - Proper data handling - Compliance with legal requirements - System security effectiveness

15. Policy Review & Updates

This policy will be reviewed annually and updated as necessary.

Health & Safety Policy

1. Policy Statement

The Residential Program Management Institute (RPMI) is committed to providing a safe, healthy, and secure learning environment for all students, instructors, staff, and visitors.

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This policy establishes comprehensive health and safety standards applicable to both in-person and online learning environments.

RPMI will take all reasonable steps to prevent accidents, injuries, and health risks while ensuring compliance with applicable federal, state (Massachusetts), and local safety regulations.

2. Purpose

This policy is designed to: - Promote a safe and healthy learning environment - Prevent accidents, injuries, and unsafe conditions - Define responsibilities for health and safety compliance - Establish emergency response procedures - Address safety in both physical and virtual learning environments

3. Scope

This policy applies to: - All students (in-person and online) - Instructors and trainers - Administrative staff - Visitors and third-party participants - All RPMI facilities and digital learning environments

4. Legal & Regulatory Framework

This policy aligns with: - Occupational Safety and Health Administration (OSHA) standards - Massachusetts workplace safety regulations - Public health guidelines (as applicable) - Institutional risk management best practices

5. General Health & Safety Responsibilities

5.1 RPMI Responsibilities

RPMI shall: - Maintain safe facilities and learning environments - Provide safety guidelines and training - Ensure emergency procedures are in place - Address hazards promptly - Maintain incident reporting systems

5.2 Student Responsibilities

Students must: - Follow all safety instructions and guidelines - Report hazards, incidents, or unsafe conditions - Act responsibly to avoid harm to themselves or others



5.3 Instructor Responsibilities

Instructors must: - Enforce safety standards during training - Monitor student behavior for safety compliance - Report incidents promptly

6. In-Person Health & Safety Standards

6.1 Facility Safety

RPMI will ensure: - Clean, well-maintained training environments - Adequate lighting and ventilation - Clearly marked exits and emergency routes

6.2 Emergency Preparedness

- Emergency exits must remain accessible at all times
- Fire safety equipment must be available
- Emergency procedures must be communicated to participants

6.3 Incident Prevention

- Proper use of equipment and materials
- Supervision during practical activities
- Adherence to safety instructions

6.4 Health Considerations

- Students should not attend in-person sessions when experiencing contagious illness
 - RPMI may implement public health measures when necessary
-

7. Online Learning Safety Standards

7.1 Digital Environment Safety

RPMI promotes a safe online learning environment by ensuring: - Secure access to LMS platforms - Protection against unauthorized access

7.2 Student Responsibilities (Online)

Students must: - Use secure internet connections where possible - Protect login credentials - Participate in a safe, distraction-free environment



7.3 Instructor Responsibilities (Online)

Instructors must: - Maintain a respectful and controlled virtual environment - Monitor interactions for inappropriate or unsafe behavior

8. Behavioral Safety & Respectful Environment

RPMI requires a respectful and non-threatening environment.

Prohibited behaviors include: - Threats or violence - Harassment or intimidation - Disruptive conduct that compromises safety

9. Incident Reporting & Response

9.1 Reporting

All incidents, accidents, or safety concerns must be reported immediately to RPMI staff.

9.2 Response

RPMI will: - Investigate incidents - Take corrective action - Document and maintain records

10. Emergency Response Procedures

RPMI will maintain procedures for: - Fire emergencies - Medical emergencies - Security threats

Participants must follow all emergency instructions provided by staff.

11. Accessibility & Accommodations

RPMI will provide reasonable accommodations in accordance with the Americans with Disabilities Act (ADA) to ensure safe participation for all individuals.

12. Health & Wellness

RPMI encourages: - Healthy participation practices - Breaks during extended sessions - Ergonomic considerations for online learners

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13. Training & Awareness

RPMI will provide guidance and orientation on: - Safety procedures - Emergency response - Online safety practices

14. Compliance & Enforcement

Failure to comply with this policy may result in: - Warnings - Removal from training sessions - Disciplinary action

15. Continuous Improvement

RPMI will: - Review incidents and trends - Update safety practices - Improve risk management strategies

16. Policy Review & Updates

This policy will be reviewed annually and updated as needed.

Complaint & Grievance Policy

1. Policy Statement

The Residential Program Management Institute (RPMI) is committed to ensuring a fair, transparent, and legally compliant process for addressing student complaints and grievances. RPMI recognizes the importance of providing students with a structured mechanism to raise concerns, seek resolution, and ensure accountability within the institution.



This policy establishes a formal system for receiving, investigating, resolving, and documenting complaints in accordance with Massachusetts consumer protection laws and federal standards of fairness and due process.

2. Purpose

This policy is designed to:

- Provide students with a clear and accessible process to raise concerns
 - Ensure all complaints are handled fairly, consistently, and without bias
 - Protect the rights of students, instructors, and the institution
 - Promote transparency, accountability, and continuous improvement
 - Ensure compliance with regulatory and consumer protection requirements
-

3. Scope

This policy applies to all:

- Students (current and former)
 - Applicants and prospective students
 - Instructors and staff (as subjects of complaints)
 - Academic, administrative, and operational matters
 - Online and in-person program environments
-

4. Definitions

4.1 Complaint

A complaint is an informal expression of dissatisfaction related to RPMI services, staff, instructors, or processes that can typically be resolved quickly.

4.2 Grievance

A grievance is a formal, written complaint alleging unfair treatment, policy violation, discrimination, or significant institutional failure requiring formal investigation.



5. Types of Complaints & Grievances

RPMI recognizes multiple categories of complaints, including:

5.1 Academic Complaints

Issues related to grading, assessments, instructional quality, or academic decisions.

5.2 Administrative Complaints

Concerns regarding admissions, enrollment, scheduling, communication, or institutional processes.

5.3 Financial Complaints

Disputes related to tuition, fees, refunds, or payment arrangements.

5.4 Conduct Complaints

Allegations involving student, instructor, or staff behavior, including misconduct or violations of the Code of Conduct.

5.5 Discrimination & Harassment Complaints

Complaints involving discrimination, harassment, or violations of civil rights laws.

5.6 Technology & Access Issues

Concerns related to LMS access, system failures, or digital learning barriers.

6. Guiding Principles

All complaint and grievance processes at RPMI are governed by the following principles:

6.1 Fairness

All parties are treated equitably, with decisions based on facts and evidence.

6.2 Confidentiality

Information is handled with discretion and shared only with authorized individuals.

6.3 Timeliness

Complaints are addressed promptly within defined timelines.



6.4 Non-Retaliation

No individual shall face retaliation for filing a complaint in good faith.

6.5 Transparency

Processes and outcomes are clearly communicated to all parties.

7. Complaint Resolution Process (Informal)

7.1 Step 1: Direct Resolution

Students are encouraged to first address concerns directly with the relevant party (e.g., instructor or staff member).

7.2 Step 2: Escalation

If unresolved, the complaint may be escalated to a Program Coordinator or designated administrator.

7.3 Outcome

Most complaints should be resolved at this level through discussion, clarification, or corrective action.

8. Formal Grievance Process

8.1 Submission Requirements

Grievances must be submitted in writing and include: - Student name and contact information - Detailed description of the issue - Dates and relevant events - Supporting documentation (if available)

8.2 Acknowledgment

RPMI will acknowledge receipt of the grievance within 3–5 business days.

8.3 Investigation

A designated authority will: - Review all submitted information - Interview relevant parties - Gather additional evidence as needed

8.4 Decision

A formal decision will be issued in writing within a reasonable timeframe (typically 10–15 business days).

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9. Appeal Process

9.1 Right to Appeal

Students may appeal decisions if they believe: - The process was not followed properly - New evidence is available - The decision was unjust or unreasonable

9.2 Submission

Appeals must be submitted in writing within a specified timeframe (e.g., 5–10 business days).

9.3 Review

Appeals will be reviewed by a higher-level authority or committee.

9.4 Final Decision

The appeal decision is final and binding.

10. Documentation & Recordkeeping

RPMI will maintain records of: - All complaints and grievances - Investigation findings - Resolutions and outcomes

Records will be securely stored and retained in accordance with institutional policies.

11. External Complaint Options

If a complaint is not resolved internally, students may:

- Contact relevant Massachusetts consumer protection agencies
- File complaints with applicable regulatory bodies

RPMI will provide information on external complaint channels upon request.

12. Responsibilities

12.1 Students

- Submit complaints honestly and in good faith

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- Provide accurate information

12.2 RPMI Staff & Instructors

- Respond promptly and professionally
- Cooperate with investigations

12.3 Administration

- Ensure fair and consistent enforcement of this policy
 - Maintain compliance with legal standards
-

13. Enforcement & Accountability

Failure to comply with this policy may result in: - Disciplinary action - Corrective measures
- Policy or procedural changes

14. Continuous Improvement

RPMI will analyze complaint trends to: - Identify systemic issues - Improve programs and services - Strengthen institutional quality

15. Policy Review & Updates

This policy will be reviewed annually and updated as necessary to maintain compliance and effectiveness.

Annex:

Platform Use Policy

1. (Purpose)

This platform is operated by a professional allied health training organization to deliver online education, training, and student support services.

2. Eligibility

Users must be registered students, staff, or authorized participants. By accessing the platform, you confirm that all information provided is accurate.

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3. Acceptable Use

Users agree to:

- Use the platform only for educational and professional purposes
- Participate respectfully in all academic activities
- Follow instructor guidance and institutional policies

Users must NOT:

- Share login credentials
- Upload harmful, misleading, or inappropriate content
- Attempt to access restricted data or systems
- Record or distribute sessions without permission

4. Account Responsibility

You are responsible for maintaining the confidentiality of your account. Any unauthorized access must be reported immediately.

5. Academic Integrity

All work submitted must be original. Plagiarism, cheating, or falsification of records will result in disciplinary action.

6. Intellectual Property

All training materials, videos, and resources are owned by the organization and protected by copyright laws.

7. Enforcement

Violation of this policy may result in:

- Suspension of access
- Termination of enrollment
- Legal action (if applicable)



Online Session Policy

1. Attendance Requirements

Students are expected to attend all scheduled sessions. Attendance is tracked automatically and contributes to course completion.

2. Pre-Session (Preparation)

Participants must:

- Join sessions on time
- Ensure a stable internet connection
- Test audio/video equipment

3. Conduct During Sessions

- Keep microphones muted unless speaking
- Use respectful and professional language
- Follow instructor instructions
- Avoid disruptions

4. Participation

Active participation is required through:

- Discussions
- Chat engagement
- Assignments and assessments

5. Recording Policy

- Sessions may be recorded for academic use
- Unauthorized recording, sharing, or distribution is strictly prohibited

6. Technical Issues

In case of technical difficulties:

- Rejoin the session immediately

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- Notify the instructor
- Access recorded sessions if available

7. Disciplinary Action

Disruptive or inappropriate behavior may result in removal from sessions or further action.

Privacy Policy

1. Information We Collect

We may collect:

- Personal information (name, email, phone number)
- Educational records
- Login and usage data
- Payment details (processed securely via third-party providers)

2. Use of Information

We use collected data to:

- Deliver training programs
- Manage student records
- Communicate updates and notifications
- Improve platform performance and services

3. Health Information (If Applicable)

If any health-related data is collected during training:

- It will be handled with strict confidentiality
- Used only for educational or compliance purposes

4. Data Protection

We implement administrative, technical, and physical safeguards to protect your data.

5. Sharing of Information

We do not sell personal data. Information may be shared with:

- Accredited partners or instructors
- Legal authorities when required

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6. User Rights

Users may request:

- Access to personal data
- Corrections or updates
- Deletion of data (where legally permitted)

7. Contact

For privacy concerns: info@rpmipureaidinc.org

Terms of Use

1. Acceptance

By accessing this website, you agree to comply with these Terms of Use.

2. Services

We provide professional allied health education, certification training, and related services.

3. User Obligations

You agree to:

- Provide accurate information
- Use services responsibly
- Comply with all applicable laws

4. Payments & Refunds

- All fees must be paid as outlined during registration
- Refunds (if applicable) will follow the organization's refund policy

5. Intellectual Property

All website content is owned by the organization and may not be copied or reused without permission.

6. Disclaimer

We do not guarantee job placement or specific outcomes after course completion.

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7. Limitation of Liability

We are not responsible for indirect damages resulting from use of our services.

8. Updates

These terms may be updated periodically without prior notice.

Cookie Policy

1. What Are Cookies

Cookies are small data files stored on your device to enhance website functionality.

2. How We Use Cookies

- To maintain secure login sessions
- To analyze website traffic
- To improve user experience

3. Third-Party Cookies

We may use trusted third-party services (e.g., analytics tools) that use cookies.

4. Managing Cookies

You can disable cookies through your browser settings, though some features may not function properly.

5. Consent

By using our website, you consent to the use of cookies as described.