

Statement of Policies Regarding Commitment to Excellence

CPA LEADERSHIP INSTITUTE, INC. is committed to providing programs of high quality, providing accurate and up-to-date program content, ensuring effective delivery of the material and maintaining accurate records of participation.

CPA LEADERSHIP INSTITUTE, INC. meets all of the standards specified in the *Statement on Standards for Continuing Professional Education (CPE) Programs* and adheres to all of the National Registry of CPE Sponsors' requirements.

CPA LEADERSHIP INSTITUTE, INC. commits to the following standards that all program development must:

- Be based on relevant learning objective and outcomes that clearly articulate the knowledge, skills and abilities that can be achieved by participants in the learning activities.
- Be consistent with the prerequisite education, experience, and/or advance preparation of participant.
- Be current, technically accurate and effectively designed.
- Have been developed by individuals qualified in the subject matter and familiar with instructional design.
- Be reviewed by qualified persons other than those who developed them.

To achieve this commitment to the above stated standards, CPA LEADERSHIP INSTITUTE, INC. will do the following:

- Research, survey and stay abreast of trends affecting the market place and our specific client participants through periodicals, newswires, journals and internet.
- Review participant evaluations for suggestions of program content delivery methods.
- Screen and interview all who present and/or develop program content to insure the accuracy and excellence of programs.
- Seek qualified persons to audit the program content, delivery and consistency.
- Course offerings will be updated prior to any new scheduled event. Events will not be scheduled more than three months out. Therefore, reviews and updates will occur at a minimum every year. We select our subject matter, specialists and presenters based upon our personal knowledge of their skills and reputations, and we monitor their courses both through analyses of course evaluations, and through direct contact with participants.

Monitoring of participation is done through polling of participants. Specifically, at the beginning of each session, the participants are polled to determine the size of the firms attending. At the end of each session, the participants are polled to determine any remaining questions.

STATEMENT OF POLICIES

As a program sponsor, CPA Leadership Institute, Inc. will retain adequate documentation for five years to support its compliance with the standards and reports required. Evidence of compliance which is to be retained includes:

- Records of participation
- Dates and program titles
- Instructor names and credentials
- Number of CPE credits earned by participants
- Results of program evaluations

Cancellation policy:

Refunds will be issued to participants, less a \$45 cancellation fee, provided they cancel prior to the day of the event.

All complaints or grievances should be directed to Joel Shiffrin, President, at 888/406-0088 or jshiffrin@cpaleadership.com.

Participants will be notified by e-mail immediately upon the cancellation or rescheduling of an event and a letter with a refund will be sent the same day.

If a participant wants to cancel, he or she may contact Angela Ruggiero (aruggiero@cpaleadership.com or 888-406-0088).