



Learning Solutions Policy Guidelines

Cancellation:

Client must provide notice of cancellation or request to reschedule more than 1 week notice prior to the scheduled date of the seminar... If the cancellation or re-scheduling request is received between 7 days and 24 hours prior to the scheduled date, a fee of 50% of the total cost of the seminar will be invoiced to the client. If the cancellation or re-scheduling request is received within less than 24 hours of the scheduled date, 100% will be charged to the client.

In the event that Ceridian must cancel a seminar, learners will be notified seven days in advance at the email address provided upon registration.

Registration:

Participants must register seven calendar days before any multi-client event. Payment must be received before registration is confirmed. For on training sessions offered, the minimum number of participants is (10) and the maximum number is (20).

Requirements of the Registered Employee

Registered participants are requested to attend each scheduled classroom training seminar and to participate in each group coaching session. Participants will also be required to complete assigned homework tasks and to provide evaluation feedback following each training session.

Booking Policy and Replacement of Registered Employees:

For training conducted at the client site, all training and coaching sessions must be completed within the time frame set forth in the contract. The client may elect to replace a Registered Employee with a new participant at any time during the duration of the Learning Solutions Program. However, Ceridian will charge an additional fee of \$100 to cover administrative costs associated with adding an additional Employee during the duration of this Learning Solutions engagement. Ceridian will not be providing previously delivered content to a new participant.

Confidentiality:

All personal information collected at registration is subject to Section 31(c) of the Freedom of Information and Protection of Privacy Act R.S.P.E.I. 1998, c.F-15.01, as it relates directly to and is necessary for taking training opportunities with Ceridian Canada.

**Copyright:**

All seminars and training materials are copyright protected and cannot be reproduced or distributed without written authorization by Ceridian Canada Ltd.

Service Requirements.

For all client site training sessions, a room that can accommodate (20) participants must be provided, along with an LCD project and a flip chart

In order to receive online training, an Employee will be required to have access to certain minimum computer hardware and software specifications, as reasonably directed by Ceridian, including the specifications set forth below. The Client will be responsible for all costs and expenses of providing access to such items for the Employees.

Hardware:

Minimum Pentium 166 MHz CPU required to support audio playback.

Minimum 64 MB RAM (128 MB recommended).

Network connection to the web server via a web browser.

End-user workstations must have a minimum video resolution of 800x600, with 16-bit color.

Minimum 28.8 Kbps connection speed required for most products-

For sites with e3 and Classic content, minimum 40 Kbps connection speed required - 56 Kbps or higher recommended for all products.

Operating System:

32-bit Microsoft Windows operating system: Windows 95, 98,

Windows NT 4.0, Windows 2000, Windows XP, Windows XP SP2.

SuSE Linux 9.0 and 9.1

Web Browsers

Microsoft Internet Explorer, version 5.x or greater.

Netscape Navigator™, version 6.2, 7.0, 7.1 - 7.2 and 8.0 - 8.0.3.3

Mozilla 1.6 - 1.7.8 on Windows 2000, Windows XP and Windows XP SP2.

Mozilla 1.6 and 1.7.2 on SuSE Linux 9.0 and 9.1.

Firefox 1.0.0 - 1.0.6

Enable browser caching.

Enable Active Scripting and Scripting of Java Applets.

Enable META REFRESH in IE 6.

Support JavaScript 1.0 and Java 1.0.2.

Support .ZIP, .JAR, or .CAB Java Applets.

Java Virtual Machine

Microsoft JVM version 5.0.xxxx is supported with Microsoft

Internet Explorer 5.x and greater

Recommended: Enable Java Console

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