



At Cindy Yang Dance Academy of Canada, we are determined to maintain the highest standards of professionalism, ethics, and quality in our Chinese dance education. Our certified instructors play a vital role in upholding these standards, and we have established clear guidelines to ensure their conduct aligns with our values. This policy outlines our expectations for instructor behaviour, our quality assurance measures, and the procedures for addressing unprofessional, unethical, or illegal actions.

1. Ethical and Professional Conduct Guidelines

All certified instructors at Cindy Yang Dance Academy of Canada are required to adhere to strict ethical and professional conduct guidelines. These guidelines ensure that teaching, evaluation, and interactions with students, colleagues, and other members of the community are carried out with integrity and respect.

Key expectations include:

- Treating all individuals with dignity and respect;
- Maintaining the integrity of assessments and evaluations;
- Avoiding any behaviour that could be perceived as unprofessional, unethical, or discriminatory; and
- Complying with all applicable laws and regulations.

Instructors who fail to meet these requirements may face disciplinary action, including suspension or revocation of their certification.

2. Quality Assurance

To maintain the highest quality of education and evaluation, we implement the following measures:

- Regular performance reviews and feedback sessions for instructors and examiners;
- Ongoing professional development to enhance teaching skills and cultural sensitivity;
- Monitoring of classroom and assessment environments to ensure compliance with organizational standards; and
- Anonymous student feedback mechanisms to identify areas for improvement.

These measures help keep a consistent level of excellence across all of our programs and guarantee that our instructors and examiners remain aligned with our mission and values.

3. Addressing Unprofessional, Unethical, or Illegal Behaviour

Cindy Yang Dance Academy of Canada takes all reports of unprofessional, unethical, or illegal behaviour seriously. We are committed to providing a safe and inclusive environment for all employees, contractors, and students. The following procedures outline how such issues are addressed:

Filing a Complaint

How to file: Employees, contractors, or students may file a complaint by contacting relevant administrators or directors. Complaints can be submitted verbally or in writing. If made verbally, the details will be documented by the receiving party.

Required Information

Complainants should be prepared to provide the following details:

- What happened;
- When and where the incident occurred;
- How often the behaviour has occurred (if applicable); and
- Names of any witnesses or individuals involved (if applicable).

Investigation Process

- **Confidentiality:** All complaints will be handled confidentially to protect the privacy of all parties involved.
- **Impartiality:** Complainants and respondent will have the right to a fair and impartial investigation. This includes the opportunity for all parties to present their side of the story and provide evidence.
- **Timeliness:** Complaints will be addressed promptly with investigations conducted in a timely manner.

Outcomes and Corrective Actions

Substantiated Complaints: If a complaint is substantiated, Cindy Yang Dance Academy of Canada will take appropriate action based on the severity of the behaviour.

Remedies for the affected party may include:

- A formal apology (oral or written);
- Compensation for any damages or losses incurred; and
- Other measures to restore a positive and respectful environment.

Corrective Actions: Corrective actions for the individual(s) found to have engaged in unprofessional, unethical, or illegal behaviour may include:

- A formal reprimand;
- Suspension from teaching or evaluating duties;
- Revocation of certification; and
- Termination of employment or contract.

Protection Against Retaliation:

Cindy Yang Dance Academy of Canada prohibits retaliation against anyone who files a complaint or participates in an investigation. Any acts of retaliation will be treated as a separate violation and addressed accordingly.

4. Commitment to Continuous Improvement

We are dedicated to fostering a culture of accountability and continuous improvement. Feedback from employees, contractors, and students is actively encouraged and helps refine our policies. Regular training sessions on professional conduct, ethics, and cultural sensitivity are provided to ensure all members of our community are able to uphold our standards.

5. Contact Information

Please call or email us at info@cindyyangdance.ca for any additional information.