

Clear Communication Policy for Beneficiaries in the Online Training Environment.

To ensure a safe, effective, and engaging e-learning environment, **Excellence Visions Training Center** is committed to maintaining a clear communication policy that governs interactions between all beneficiaries. This includes communication between trainers and trainees, as well as among trainees themselves. The goal of this policy is to promote positive interaction and mutual respect, contributing to the overall success of the training experience.

1. Available Communication Tools and Channels

Participants may communicate through the following tools and platforms:

- **Official email:** For direct communication with trainers or the training administration.
- **Discussion forums:** To share ideas and discuss training content.
- **Chat rooms / discussion boards:** Integrated within the training platform for real-time interaction if available
- **Virtual meeting platforms:** Such as Zoom or Microsoft Teams for live sessions and discussions.

2. Code of Conduct for Communication

All participants are expected to adhere to the following guidelines:

- Maintain mutual respect in all interactions.
- Use polite and professional language in written and spoken communication.
- Avoid any form of abusive, offensive, or inappropriate language.
- Refrain from engaging in discussions unrelated to the training, including political, religious, or sectarian topics.
- Do not share any content that violates privacy, copyright laws, or applicable regulations in the Kingdom of Saudi Arabia.

3. Actions in Case of Policy Violation

In the event of a violation of this communication policy, **Excellence Visions Training Center** reserves the right to take appropriate actions, which may include:

1. **Verbal or written warning** issued via email or platform message.
2. **Temporary suspension** from communication tools on the training platform.
3. **Permanent removal** from the training program in case of repeated or serious violations.
4. **Reporting the incident** to relevant authorities if the violation involves a legal or security issue.

4. User Acknowledgement

By using our platform or enrolling in any of our training programs, all users are deemed to have accepted and agreed to comply with this policy. We encourage users to review this policy regularly, as updates may occur when necessary.

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