



**CIRO · OCRI**

Canadian Investment  
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# CIRO Proficiency Program

1014 – Accessibility Policy

Supported by



**FitchLearning**



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## Purpose of Policy

Fitch Learning and CIRO are committed to the provision of services in a manner that respects the dignity and independence of all people, including those with disabilities.

The purpose of this document is to:

- explain the ongoing efforts we take to create an environment that will facilitate the achievement of this objective; and
- set out how we comply with relevant accessibility standards and address related matters.

## Scope of Policy

This policy applies to all persons who deal with members of the public or other third parties by or on behalf of Fitch Learning or CIRO, which may include directors; managers; supervisors; staff; customers, such as Approved Persons and Candidates; volunteers and temporary employees.

## Definitions and terminology

The following terminology applies throughout this document:

- **CIRO Exam:** any exam offered by CIRO, delivered and supported by Fitch Learning.
- **Candidate:** an individual who is taking, or intends to take, a CIRO Exam.
- **Approved Persons:** an Approved Person within the meaning of the applicable CIRO rules.
- **Customer:** Candidates or any Approved Persons taking the Conduct Training, or related services to these.
- **Disability:** any degree of physical or mental impairment, infirmity, malformation or disfigurement, howsoever caused, including:
  - diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device;
  - a condition of mental impairment or a developmental disability;
  - a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - a mental disorder; or
  - an injury or disability for which benefits were claimed or received under the applicable insurance plan.
- **Service Animal:** (a) any animal that is used by a person with a disability for reasons relating to their disability. (b) In the alternative, where it is not readily apparent that the animal satisfies (a), any animal for which a person with a disability provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to their disability.

## Policy Statement

This policy gives direction to all persons who deal with members of the public or other third parties on behalf of CIRO or Fitch Learning for the purpose of the provision of CIRO examinations or Conduct Training, and is intended to enable Fitch Learning, on behalf of CIRO, to meet the requirements of the applicable accessibility standards for customer service.



The policy is intended to benefit all persons who come within the definition of “disability”, as set out in the applicable human rights code.

## Policy Requirements

CIRO and Fitch Learning comply with accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods or services to members of the public or other third parties.

### Digital Platforms

Our technology platforms have been designed and developed to be compliant with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. We are committed to providing an inclusive digital experience for all users.

Our platforms have been tested with a range of popular assistive technologies, including screen readers and speech recognition software. We are committed to ongoing accessibility enhancements and regularly reviewing our platform to maintain compliance and improve the user experience for all users.

### Support

Our dedicated support team is available to assist with any accessibility-related issues and is committed to delivering prompt and effective service to better ensure that users can fully utilize the services provided fairly and effectively.

### Feedback

Fitch Learning welcomes feedback on the manner in which it provides services to people with disabilities. Feedback can be provided through our usual support channels or via a method of their choice, including the options below.

Telephone: +1 (647) 905-5108

Provide feedback at <https://fitchlearning-na.zendesk.com/hc/en-ca>

### Ongoing Improvement

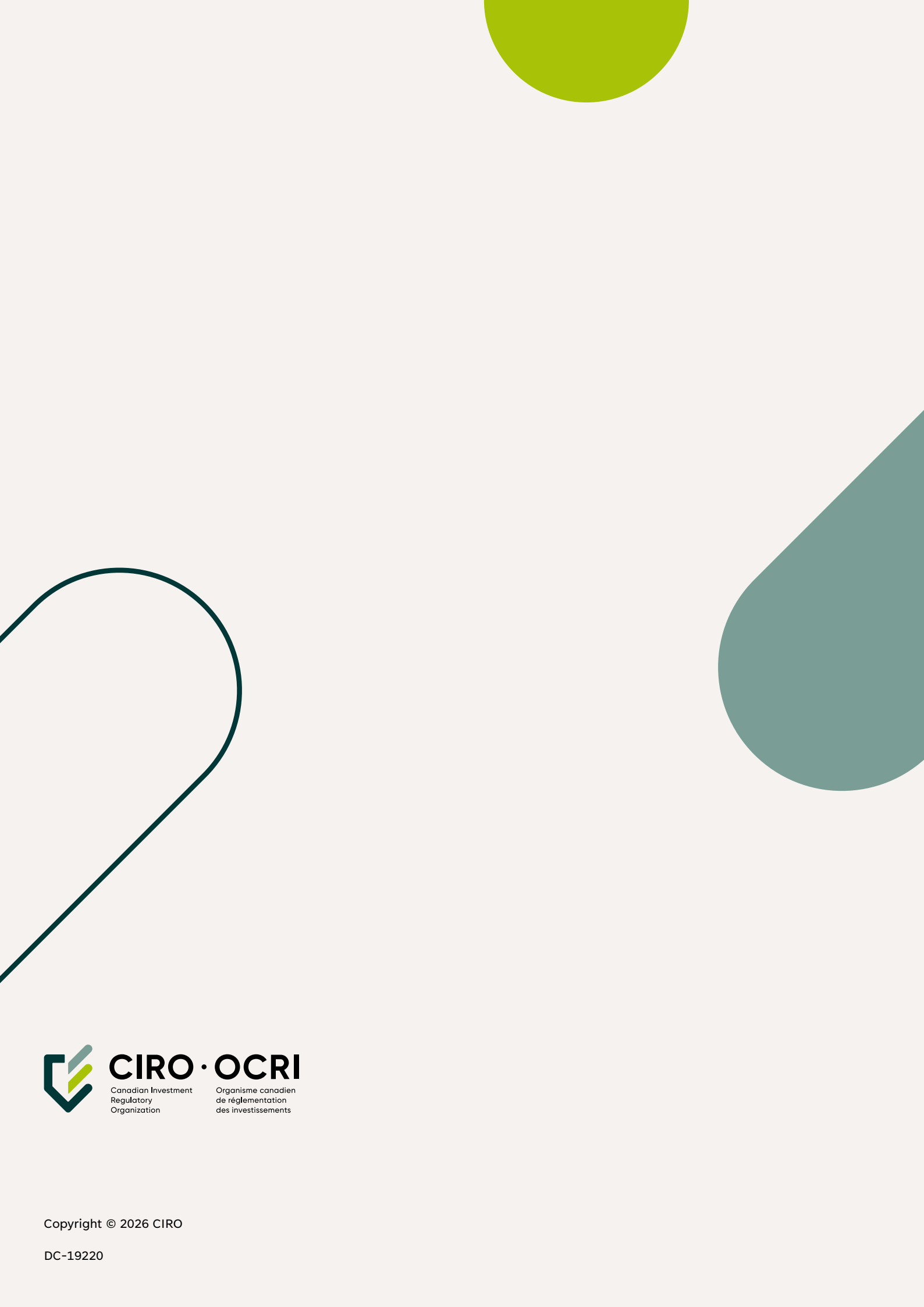
This policy will be subject to review and revision on an ongoing basis, to ensure that it reflects, and remains consistent with, any changes made to accessibility standards.

## Roles and Responsibilities

Fitch Learning and CIRO are responsible for ensuring the delivery of service in a manner that is effective and that complies with requirements to which the provision of such service is subject.

## Resources and References

Fitch Learning utilize Prometric for CIRO exam delivery. For more information on Prometric’s accessibility policy please use this link: [Accessibility Statement | Prometric](#)



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