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**FUTURE METTLE**  
PRIVATE VOCATIONAL  
TRAINING INSTITUTE

# **TRAINING OPERATIONAL MANUAL**

## **2021**

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**Document Revision**

In order to ensure that all changes to documentation are managed and appropriately communicated a document control system has been devised and implemented.

**Amendment Record Sheet**

Incorporation of an Amendment in this publication is to be recorded by signing in the appropriate column and inserting the date of incorporation of the amendment.

Version No	Date	Description / Pages	Approved by	Sign

# 1 Introduction.

Private Vocational Training Institute is responsible for the delivery of training courses to clients and students.

Private Vocational Training Institute has worked hard to achieve accreditations, licenses, and approvals from local and international accreditation bodies. These accrediting bodies require that the highest standards be met in terms of material, assessment and skills testing, delivery, Instructional staff, and administration.

In order to meet the above requirements, Private Vocational Training Institute must provide a robust system for the provision and management of these standards and this document forms part of that system.

## Purpose:

The purpose of this document is to provide instruction and guidance to enable all staff to perform to the highest standard and subsequently provide the students with the best possible learning experience and allow them to achieve their targets and goals and promote development within this sector.

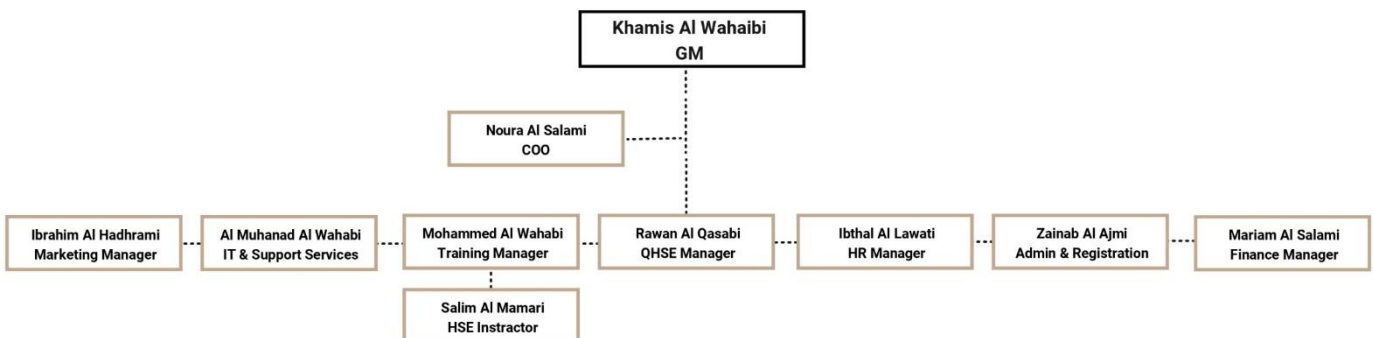
It will provide the staff with the guidelines to enable them to work safely and effectively and demonstrate the high standards expected of Private Vocational Training Institute

It will provide the fundamentals of “best practice” to assist staff in delivering high quality training in accordance with the requirements of our accrediting bodies and the Ministry of Labor in Oman.

# 2 Organization and Structure



## ORGANIZATION CHART



## **GM**

### **Summary:**

The GM is responsible for overseeing the of overall operation of the Institute and also responsible of development and achieving the vision and mission of the organization.

### **Essential Duties and Responsibilities**

- 1) Lead Training Institute team in alignment with Private Vocational Training Institute vision and values.
- 2) Develop strategic planning and ensure growth of services.
- 3) Identify and develop resources needed to grow and support excellence of Training institute services.
- 4) Coordinate the development of an annual training plan including the schedule, description of projects, curriculum, and identification of trainers.
- 5) Ensure delivery of excellent training, consultation, and other forms of technical assistance
- 6) Steering the activities of the Training Centre and ensuring the efficient utilization of all training recourses.
- 7) Assure that the Training institute has a long-range strategy which achieves its mission, and toward which it makes consistent and timely progress.
- 8) Managing the training center and steering of training requirements to improve quality of our engineers and set standards for an effective operating organization
- 9) Provide leadership in developing program, organizational and financial plans with the Board of Directors and staff and carry out plans and policies authorized by the board.
- 10) Identify, assess, and inform the Board of Directors of internal and external issues that affect the Training institute **Marketing and Business development Summary:**

A Marketing and Business Development Manager is responsible for overseeing the planning, development and execution of an organization's marketing and advertising initiatives. Reporting directly to the General Manager, the MBDM's primary responsibility is to generate revenue by increasing sales through successful marketing for the entire organization, using market research, pricing, product marketing, marketing communications, advertising, and public relations.

### **Essential Duties and Responsibilities**

1. Research the experience of the customer in interacting with the organization and drive improvements
2. Drive change across the organization with regard to elements such as social media or digitization
3. Build brand awareness and ensure that all communications align with the brand
4. Acquire reliable and comprehensive data on sales and customer experience from different departments
5. Establish the marketing budget and track return on investment
6. Commission market research and understand how markets are changing
7. Communicate regularly with other departments and executives, reporting on marketing activity
8. Build a marketing team and mentor them
9. Build relationships with creative, digital and media agencies
10. Use analytics to drive product development

11. Set KPIs and report to the board on progress
12. Spot opportunities in the market and drive growth of the business

### **Human Recourse, and admin Officer Summary:**

An HR and Admin Officer responsibilities revolve around recruitment/hiring, training, development, employee relations, benefits and compensation, industrial relations, compliance to employment law, redundancies, personnel grievances, and disciplinary issues, among other things. The position entails staying current on the ever-changing employment law, labor pool available in the labor market, etc. You will need to maintain and improve the corporate workforce through planning, implementation and evaluation of HR and employee relations policies, practices, and programs.

### **Essential Duties and Responsibilities**

1. Create HR planning programs with the company's line managers, considering short- as well as long- term staffing needs
2. Hire candidates through the use of prepared job advertisements and descriptions, and choosing the best mode to advertise
3. Shortlist interview applicants using psychometric testing and other selection techniques, and interview the final shortlisted candidates
4. Provide advice on pay promotion, benefits, and other matters
5. Maintain personnel records and administer payroll
6. Interpret and advice on employment laws, in addition to formulating and implementing policies on various workplace matters like disciplinary procedures, working conditions, absence management, equal opportunities and performance management
7. Lend an ear to employee grievances and implement disciplinary procedures
8. Examine training requirements by working alongside line managers, followed by planning, and organizing employee inductions and other training programs.

### **Occupational Health and Safety Manager Summary:**

The Health and Safety Manager will be responsible for the review, development, implementation and monitoring of Private Vocational Training Institute Health and Safety management systems, to ensure the safety of staff, visitors, and contractors, in line with current Health and Safety and associated legislation.

### **Essential Duties and Responsibilities**

1. Review and develop all aspects of the Private Vocational Training Institute Health and Safety Policy and activity and ensure that it is implemented consistently across Private Vocational Training Institute.
2. Monitor, evaluate and review existing, new, and upcoming Health and Safety legislation and ensure that Private Vocational Training Institute has systems and procedures in place to meet legal compliance.
3. Work proactively with managers and other key staff to establish and maintain a Program of continuous improvement in the management of Health and Safety within their areas of responsibility, which includes conducting regular audits.

Ensure that rigorous risk assessment and accident management systems are in place to enable Department and Resource areas, to undertake risk assessment processes to identify hazards and to ensure that appropriate control measures are in place.

4. Maintain a central record of all risk assessments. Approve risk assessments for Projects, workplace assessments.
5. Discuss areas for improvement with relevant staff and/or external bodies and agree appropriate corrective action.

6. Assist with fire risk assessments according to an agreed schedule and in line with legal requirements.
7. Liaise with Occupational Health Service staff on health surveillance where a risk assessment has identified a need, including carrying out stress risk assessments when required. Maintain appropriate records.
8. Provide Private Vocational Training Institute staff with comprehensive and relevant information and training on cooperation Health and Safety systems and procedures, including advising on equipment purchase and workplace practices.
9. Maintain the accident and 'near mis' database and prepare reports for Health and Safety Committee and Corporation, using statistical and other analytical tools. Inform the Health and Safety Executive (HSE) of accidents or incidents that require notification.
10. Attend regular update training on Health and Safety legislation and the application of key policies in an educational institution and Private Vocational Training Institute management of key developments and areas for change/improvement.
11. Ensure compliance with, and implementation of, all PRIVATE VOCATIONAL TRAINING INSTITUTE policies and procedures that impact on the delivery of effective Health and Safety systems, including Data Protection, the Single Equality Scheme and Safeguarding.

### **3 Professional Standards.**

#### **General.**

Private Vocational Training Institute is a professionally driven institute and staff are required to acknowledge, understand, and deliver to the highest professional standards and their conduct must reflect the standards expected by Private Vocational Training Institute

All staff are required to understand and adopt the following basic principles of quality and professionalism:

- Courtesy and mutual respect for all members of the department and students.
- Honesty, integrity, and confidentiality.
- Punctuality, effort, and teamwork.
- Support, development, and mentorship.

#### **Office.**

All staff are required to observe the following standards in their place of work:

- Mutual respect towards colleagues.
- Ensuring workstations are tidy and rubbish free at all times.
- Internet access is for use in assistance and research with work related projects, the updating of training materials and the sending and receiving of Private Vocational Training Institute emails. NB. The unauthorized use of the internet for any other purpose is strictly against departmental policy and any staff member in breach of this may be subject to disciplinary procedures.
- Not to discuss the personal issues of other staff.
- Not to discuss matters of an inappropriate nature.
- Promote the development of teamwork, the delivery of high-quality training and maintenance of integrity.

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As part of a quality assurance process, ALL Instructors will be subject to an annual assessment to be carried out by the GM. This assessment will identify competency in classroom delivery skills and demonstrate the understanding of standardized delivery to meet the requirements of our licensing and accreditation bodies.

## **Classroom.**

All Instructional staff are required to observe the following standards in the classroom:

- Students are treated with courtesy and respect.
- Delivery of approved materials only.
- Rooms are left tidy at the end of each working day and that before each weekend, all rubbish is removed, tables and chairs are arranged in a tidy manner to allow the cleaning staff to carry out their role.
- All defects are reported to the Administration officer immediately so that the appropriate action can be taken with the minimum of disruption to training.
- Wear appropriate uniform.
- Meet all training objectives.
- During all classroom training sessions students are to ensure that their telephones and pagers are switched OFF. All classrooms and circulation areas are to be left in a clean and tidy condition following lessons. Students must not wander into classrooms other than those designated for their particular course or remove any item of equipment without permission from a member of staff. Course Instructors are responsible for all equipment within their classrooms.

## **Contingency arrangements in the case of training facilities becoming unavailable**

Private Vocational Training Institute policy is that in the case of emergency where training facilities are unavailable the following will be applicable:

Theoretical Training – Should classrooms be unavailable; the instructor will evaluate the feasibility of rearranging the timetable to ascertain if practical training can be completed during this time. If this is not possible this provision provides scope to move classrooms to the hotel conference halls.

Practical Training - Should practical training be unavailable; the instructor will evaluate the feasibility of rearranging the timetable to ascertain if theoretical training can be completed during this time. If this is not possible Private Vocational Training Institute in consultation with the customer will have to rearrange the practical training as there are currently no practical training facilities within a realistic range of Private Vocational Training Institute in order to support relocation.

In the event that training facilities are unavailable in the medium / long term, Private Vocational Training Institute senior management will hold a business continuity meeting to discuss the rearrangement of current and pending courses.

## **Practical Training**



All staff involved with the delivery and management of practical training are required to observe the following standards:

- Carry out all aspects of training in accordance with Private Vocational Training Institute Health and Safety policy procedures.
- Complete skills assessments in line with our accrediting bodies.
- Consider climatic conditions.
- Provide students with a realistic training environment.
- Report all defects in accordance with the Private Vocational Training Institute defect reporting procedures.
- Carry out dynamic risk assessments and comply with generic risk assessments as per Private Vocational Training Institute Health and Safety Policies.
- Achieve competency in all aspects of equipment management.
- Ensure PPE standards are demonstrated, maintained, and carried out by all staff and students.

## Beginning & End of Course Procedures

- **Course Bookings:** Administrator is responsible for course bookings. Courses that are confirmed to be running and student numbers are published each Thursday.
- **Classroom Allocations:** Classroom's allocations (as per the published course bookings) are published each Thursday afternoon by the Administrator.
- **Classroom Set Up:** The instructor is responsible for ensuring classrooms are tidied and set up (as per the published classroom allocations) with the appropriate numbers of desks and chairs. Classrooms that are not allocated must also be tidied and 'set up'.
- **Special Classroom Equipment:** Class Instructors are responsible for ensuring that the instructor is informed of the need for any special classroom equipment that is required E.g.: presenters, overhead projectors, flip charts etc. This must be done on or before the start of the course.
- **Course Materials:** The instructor is responsible for producing all course materials. These will be delivered to the classroom in the appropriate numbers before the start of the course. Course instructors should not give students materials that have not been through the quality system that ends with the administrator their 'custodian'.
- **Course Documentation & Stationery:** The Administrator is responsible for ensuring that all relevant course documentation and stationery is delivered to the classroom before the start of the course. This includes:
  - Class roster
  - Course evaluations
  - Student's details form / disclaimer
- **Checking of Classroom Set Up / Course Preparation:** It is the responsibility of the class instructor to follow up on all aspects of the classroom set up and course preparation and ensure that everything is in place ready for start of any given course.
- **Class Training:** Class start at 0800 - 0830. The lunch break is for one hour only (normally between 12:00 and 13:00hrs). Training continues in the afternoon until 16:00hrs. Instructors are to adhere to these timings; customers have paid for a course of a given duration with defined contents and learning outcomes it is very unlikely that students can complete the course successfully if the amount of time for training is not utilized.
- ✦ **Classroom Maintenance:** Class instructors are responsible for informing the Administrator of any classroom maintenance requirements. (e.g., broken chairs, dirty paintwork etc.)
- ✦ **Class Roster & Student Details / Disclaimer Form:** Class instructors are responsible for checking the accuracy of the class rosters. The spelling of students' names is particularly important. A copy of the class rosters should be given to the administrative staff on the last day of the course / week after marking the attendance and checking the names. (The attendance is required for invoicing purposes, and the names given will be those used for the certificate.) Completed student details / disclaimer forms should also be kept in the course file.
- ✦ **Assessments:** The class instructor is responsible for ensuring that assessments are conducted according to the course assessment scheme and invigilating procedures.

- ✦ **Reports:** Course instructors are responsible for completing it for each student in typed form. (It should be noted that students who do not satisfy all performance criteria for a standards-based course cannot be deemed ‘competent’.) This should be done as soon as possible after completion of the course. Completed reports should be returned to the course administration with all other course documentation.
- ✦ Reports for courses meeting internationally recognized standards of performance state that successful students are ‘Competent’. For courses that are not based on any recognized international standard, but that provide evidence of a given level of performance, the student is deemed to have ‘Successfully Completed’ the course. If there is no evidence for successful completion, only an ‘Attended’ report and certificate is appropriate
- ✦ **Certificates:** The course administrator prints certificates as appropriate.
- ✦ **Course Evaluations:** All students on all courses must complete the standard Institute evaluation form.

#### **4 Attendance and Working Hours.**

Private Vocational Training Institute working hours are from Sunday – Thursday, 08:00 AM -16:00

All staff are to be at their place of work by 08hrs and sign in by using the fingerprint reader. Training courses commence at 0830hrs unless authorization has been given by the Centre Manger for a later start and finish.

During the Holy Month of Ramadan, working hours for Muslim staff are as per the requirements of Omani Labor Law.

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Staff engaged on training during the Holy Month of Ramadan should organize their timetables to meet this requirement. It is permissible for practical training to be carried out 3 hours after the breaking of the fast as per the Health and Safety SOP regarding training during Ramadan.

On completion of all tasks set for each day, all staff are required to sign out from their place of working using the fingerprint reader.

All staff are required to work as per their contracted hours agreements. Any shortfall may incur a deduction of salary as per the Private Vocational Training Institute staff guide.

#### **Overtime.**

Private Vocational Training Institute staff required to work additional hours in the interests of the business may do so with the authority of the GM.

Paid overtime will only be authorized for those staff who have completed their normal working time for that week. Working additional hours may be compensated by granting compensatory leave at the discretion of and by agreement with, the GM.

All requests for payment for authorized overtime must be made using the appropriate form and presented to the GM for signature. These must be submitted before the 21<sup>st</sup> of the month so that payment can be processed for that month's salary. Late submissions could result in delay of payment.

## **5 Leave and Absence.**

### **Leave**

All Private Vocational Training Institute staff are allocated an annual leave entitlement of a minimum of thirty days on a pro rata basis. Annual leave may be taken on completion of 6 months service and on a pro rata basis.

The direct line managers are the first authorizing signatory for annual leave applications. ALL annual leave applications must be emailed to the direct line manager for approval.

The Administrator is responsible for entering all approved leave into administrative system.

Employees are responsible for planning for their leave / time off in advance. Application for any kind of leave should be submitted at least 2 weeks in advance and the direct division heads should approve the leave request if it does not affect the business continuity. This will enable appropriate resource planning in line with business requirements.

**NB. Please note that leave will be granted in line with the requirements of the business. DO NOT book travel or accommodation arrangements BEFORE leave is approved. Any**

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**costs incurred by cancellation of the above will be the employees' responsibility if the appropriate procedures have not been followed as laid out above.**

### **Absence**

In the event that staff are unable to attend their workplace on time or at all, then notification must be given immediately to your direct line manager.

Staff absences that have not been notified will be deemed unpaid absence and may result in deduction of salary and / or disciplinary action as per the Private Vocational Training Institute staff guide.

## **Sick leave.**

All staff must report sickness and subsequent absence from work to the line manager immediately or as soon as practicable in the case of accidents and advise on the expected period of absence if known.

On return to work, staff must complete the sickness form and attach original copies of any Doctors certificates or hospital attendance.

Further information regarding sickness, absence and reporting can be found in the institute staff guide.

## **Emergency leave**

Private Vocational Training Institute is committed to supporting its staff in all aspects of their work and where appropriate, the personal issues which could affect their work.

Sadly, emergencies **do** happen, and PRIVATE VOCATIONAL TRAINING INSTITUTE will support staff as much as possible in terms of allowing staff the time to attend to the emergency during working hours.

In accordance with Omani Labor law (2012 Chap 2 Article 61), employees shall have the right to **six (6)** days annually with full pay.

The definition of emergency leave is stated in the Private Vocational Training Institute staff guide.

In cases where staff have no emergency leave days outstanding, annual leave will be applicable.

Staff wishing to carry out business of a personal nature should do so outside normal working hours. Where it is not possible to complete personal business outside working hours, annual leave may be granted under exceptional circumstances.

## **Special Leave**

Special leave with full salary will be granted in accordance with Omani Labor law (2012 Chap 2 Article 67).

- 3 days in the event of a marriage. (Once during service)
- 3 days in the event of the death of Mother, Father, Son, Daughter, Brother, Sister, Grandmother, Grandfather.
- 2 days in the event of the death of an aunt or Uncle.
- 15 days for the performance of Al-Haj. (Once during service).
- 15 days to sit examinations (Omani staff only).
- 130 days for a working Muslim wife following the death of her husband.

## **6 Performance Management.**

Private Vocational Training Institute has in place a robust and clear system of performance management and rewards.

A copy of the performance management and rewards policy is held by the line manager and can be viewed at any time by staff.

All staff are encouraged to work hard and meet the objectives and behavioral competencies agreed with their line manager.

Annual performance appraisals will be held with the line managers in January each year, reviewed in June and final appraisals and scoring carried out in December.

Performance appraisals are divided into two sections.

- Departmental and personal objectives.
- Behavioral competencies.

Each category in each section is allocated a “weight”. This indicates the level of importance for that objective or competency for that individual or to the department.

Staff are required to sign a copy of the appraisal document in the presence of their line manager at each stage of the process. This provides an agreement of objectives and competencies between the individual and line manager and is binding.

Evidence is required by the line manager to accurately score each objective / competency. This can be in the form of written reports, certification, client feedback, observations, and competency assessments.

The appeals process for performance management is documented in the Private Vocational Training Institute performance and rewards policy.

Priority will be given to Omani staff in terms of personal development, however, where there is a requirement for ex-pat staff to demonstrate maintenance of competence or continuous personal development to maintain license requirements of accrediting or legislative bodies; this will be taken into account by line managers.

**NB. Promotions, scholarships, personal development, salary increments, and monetary awards are ALL dependent on performance. It should not be assumed that any or all of the rewards mentioned will be given automatically.**

## **7 Training and Development.**

The Private Vocational Training Institute management team is responsible for providing appropriate training to ALL staff. This will enable them to carry out their respective roles safely and effectively.

During the induction phase of employment within Private Vocational Training Institute, the Health and Safety Manager will carry out an induction covering all aspects of operational H&S requirements. This will include fire safety, accident/incident reporting, risk assessments etc.

Role related training will be carried out by line managers, and this will be recorded in personal portfolios for each member of staff. The portfolio is designed to maintain a record of achievement, training and performance and is the property of the individual but maintained by the line manager until the employee leaves the institute when it is then returned to the employee.

“Priority will be given to Omani staff in terms of personal development, however, where there is a requirement for ex-pat staff to demonstrate maintenance of competence or continuous personal development to maintain license requirements of accrediting or legislative bodies; this will be taken into account by line managers”.

Training and development must be role related to ensure the appropriate opportunities and resources are allocated to the right staff.

The development of English language skills for all Omani staff is a priority and they are encouraged to take every opportunity to attend and develop this skill set as part of their personal and professional development.

## **8 Miscellaneous**

### **Meals and Breaks**

Staff break times are flexible however, this must not be abused. Instructional staff should take a 10-minute break every 45 minutes during classroom work and where practicable, 5 minutes every 20 minutes during practical skills. Additional breaks may be required in the summer months during practical training.

Instructional staff should ensure they have taken breakfast before morning practical training and a light lunch prior to afternoon practical training. This also applies to students.

Food is not to be consumed in the office complex. The tea and coffee facilities must be kept tidy and hygienic at all times.

Prayer breaks should be taken by Muslim staff as required.

### **Smoking Policy**

Private Vocational Training Institute has a No Smoking Policy. Smoking is only permitted in designated areas. Any staff found to be smoking in areas others than those designated, may face disciplinary action. Instructors are to ensure their students also use the dedicated smoking areas.

## Visitors

The Centre Manager must be informed Reception to any visitors arriving at the institute. They must be given a Health and Safety briefing by a competent person and be escorted at all times.

Permission for personal visitors / family must be sought from the GM before being permitted on the institute premises.

## 9 Procedures for Testing Students

When testing students in classroom, the institute Policy is to be followed without exception. The invigilators may not be the same persons who taught the subjects. Where possible there should always be two invigilators in the classroom undertaking the examination.

This procedure is to be carried out in line with the following general principles:

- Invigilation is an **active** task.
- Action is taken by invigilators such that incidents of cheating are avoided.
- Effort is made to ensure that all students sit the examination.
- Incidents are dealt with as quietly and discretely as possible.
- No student is formally accused of cheating during the examination.
- All Invigilators / Evaluators must be Private Vocational Training Institute instructors.
- Invigilators / evaluators set up the designated examination room prior to the assessment. (This includes formally allocating seats.) Students are not permitted to enter the examination room during this time.
- Invigilators / evaluators collect the following from the Administration just prior to the examination:
  - Class Roster
  - Assessments (in sealed envelopes)
  - Invigilators / evaluators check and note attendance.

A brief is to be given to the students before the examination takes place indicating:

- Remember to give a safety brief in the event of fire alarm sounding during the examination. Should this occur, all papers are to be collected and placed in a sealed envelope and passed to the Assistant Instructor who will decide when the next examination will take place.
- What the examination title is
- Whether the examination is multi-choice, written or a combination.
- No students may leave the examination room once the examination starts, unless handing in papers.
- Any person caught cheating will have their examination paper endorsed cheating and NOT marked. Students will be escorted from the examination room immediately and asked to report to the instructor to explain why they were cheating. At the invigilators discretion the student may or may not be allowed to complete the examination.
- Any student taken ill during the examination is to be referred to the Administrator, their papers are to be collected and placed in a sealed envelope and handed to the instructor.
- All Mobile Phones must be switched off.



- No communication between students during the examination is allowed.
- No reference to material written prior to the examination is allowed.
- Students who require something should raise their hand.
- All papers relating to the examination must be returned to the Invigilators / evaluators.
- When students have completed their examination they may leave the room, but not return until the examination is over.
- If the fire alarm sounds, students are to follow the fire alarm procedure Should this occur, all papers are to be collected and placed in a sealed envelope and passed to the Assistant Instructor who will decide when the next examination will take place.
- Any breach of the examination regulations will be noted by Invigilators / evaluators on the examination paper of the student concerned. At the invigilators discretion the student may or may not be allowed to complete the examination.
- Students who break examination regulations will receive a warning letter, stating any further incidents and they will be removed from the course.
- Invigilators / evaluators inform students that they must write their name and may not begin their examination until instructed to do so.
- Invigilators / evaluators give out the examination papers, mark the start and finish time of the examination on the white board, and inform students that they may begin the examination.
- During the examination Invigilators / evaluators remind students of time available where appropriate.
- Invigilators / evaluators ensure that each student returns all papers relating to the examination, and that each student's papers are stapled together.
- Invigilators / evaluators ensure that each student has entered his/her name on the examination front sheet.
- Invigilators / evaluators return all unused examination materials to the Institute Administration.
- Issues of non-compliance with assessment procedure by Invigilators / evaluators will be thoroughly investigated and corrective actions taken were necessary.

**Examination Incident Report:**

<b>EXAMINATION INCIDENT REPORT</b>	
<b>Examination Room:</b>	<b>Date:</b>
<b>Name of Student:</b>	
<b>Program:</b>	<b>Year / Group:</b>
<b>Exam Duration / Timings:</b>	
<b>Time of Incident:</b>	

<b>Details:</b>	
<b>Name &amp; Signature of Invigilator</b>	
<b>Name &amp; Signature of Senior Invigilator</b>	

### **Assessment Strategies**

Students will be fully supported in their learning in order to achieve a certificate. This will be achieved by one or more of the following: -

- Continuous monitoring / assessment throughout the course, with feedback being provided to facilitate reflection and personal development.
- Progress tests to monitor the students' knowledge & understanding of the subject(s) matter.
- If the students' progress is not satisfactory, the lead instructor or GM will discuss the problem with the student and agree a way forward for improvement.
- Resetting progress tests at the discretion of the lead instructor.
- Enhanced training separates to the course timetable.
- Access to additional training materials i.e., internet
- Language support

All students are required to complete and pass all the end of course tests and assessments in order to gain their end of course certificate. Students that fail these tests will not be entitled to an accredited certificate of competence.

If a student fails a course (written assessment), their assessment will be re-marked by an independent instructor. If this still results in a failure, the students employer must be informed within 5 working days and a way forward agreed, which may consist of resetting the written

assessments (within 2 weeks) or a re-sit of the entire course. Should a student fail through practical assessment, this will result in a re-sit of the entire course.

Re-sits of any examinations will only result in a maximum score of 60%.

## 10 Appeals

- PRIVATE VOCATIONAL TRAINING INSTITUTE appeals process enables the students to appeal against a decision made by PRIVATE VOCATIONAL TRAINING INSTITUTE staff. Candidates will receive information on this process as part of their induction Program. The document is stored on the company intranet along with the candidates appeal form.
  
- It shall be the policy and practice of the Private Vocational Training Institute to ensure candidates are provided an orderly and systematic means to appeal professional qualifications, certification, testing and/or PRIVATE VOCATIONAL TRAINING INSTITUTE policies and procedures without fear of restraint, coercion, or reprisal. When an appeal has been placed, a review may occur. Conditions under which a participant may exercise appeal rights
  - a) Non-Compliance to written assessment procedures and policies.
  - b) Non-Compliance to Practical assessment procedures and policies.
  - c) Validity of test questions or application of skills evaluations.
  - d) Discrimination with regard to race, religion, creed, color, sex, age, disability, or national origin.

### PRIVATE VOCATIONAL TRAINING INSTITUTE Student Appeals Form

**Name of Student**

-----

**Airport**

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**Mailing Address**

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-----

**Telephone Number**

-----

**Reason for Appeal:**

-----

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.....  
.....  
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.....

**Signature of student:**..... **Date Filed:** .....

**Received by:**  
.....

**Appeal Evidence:**  
.....  
.....  
.....  
.....

**Resolution:**  
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.....  
.....  
.....

**Signature:**.....

**11 Absentee Procedures for Students**

Absenteeism by students on courses is not acceptable. All students are required to have an overall attendance rate for the course of 95%.

As all our courses have different durations, it would be unfair to apply the same rules across each course; therefore, professional discretion must be applied taking into account the length of the

course. For example, 1 day absence may be permitted on a course lasting 1 week however 3 days absence may be permitted on a course lasting 6 weeks.

Discretion must take into account the capability of the student catching up on any missed work and possible disruption to the whole class or instructor.

The following procedures must be adhered too for all courses.

### **Lateness / Leaving Early**

- All instances of when a student is late or has left early are to be marked on the course roster.
- A student may only leave early if written permission is received via email from their employer.
- Continual lateness / leaving early will result in a warning letter issued and the students employer informed.
- Severe instances of the above will result in a discussion with the employer with a view to removing the student from the course.

### **Sickness Absence**

- All instances of when a student is absent through sickness are to be marked on the course roster.
- When the student returns to class, a photocopy of the sick note is to be attached to the course roster.
- Should the student return with no sick note or, the student is to be given a warning letter and this warning letter is to be recorded on his personal documentation file.
- Continual sickness will result in a warning letter issued and the students employer informed.
- Severe instances of the above will result in a discussion with the employer with a view to removing the student from the course.

### **Family Death / Emergency Absence**

- All instances of when a student is absent through family death or emergency are to be marked on the course roster.
- When the student returns to class, a photocopy of the family death note is to be attached to the course roster.

- Should the student return with no note concerning a death in the family, the student is to be given a warning letter and this warning letter is to be recorded on his personal documentation file.
- Prolonged period of absence of the above will result in a discussion with the employer with a view to removing the student from the course.

### **Private Students**

As private students have no employer, the above rules will still apply with the exception of discussion with or informing the employer.

In the event of possible removal from a course, the discussion will take place with the student, instructor & GM.