



Course Delivery

Guidelines

TPI-OP-PR-016

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COURSE DELIVERY

TPI-OP-PR-014

Rev. No. 02

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1. Office Timings

Training Plus Institute’s official business timings are from Sunday to Thursday (08:00 AM – 09:00 PM). It should be understood however that the Institute’s training delivery hours depend on the suitable time agreed with clients or the trainees as that of the pre-determined date and time.

2. Definition of a Program Offering

A program offering is defined by the Institute as one of the following regardless of any outline or length.

- a. Training End with Professional certificate
- b. Training with TPI attendance certificate
- c. Customized Training

3. Definition of Consultancy

The Institute defines Consultancy, regardless of the length and duration of the service, as a work done by an expert in the field specifically to address the professional training need of a client ensuring credibility, correctness and reliability of the latter’s system, operational procedures and business processes.

4. Official Language

The Institute has mandated that English will be the language of its program offerings and will be the common corporate language in order to efficiently facilitate effective communication and performance across diverse functions and business endeavors. The Institute undertakes to

use the English language as a valuable instrument in its operational activities such as program lectures which are by default to be presented in English.

5. Design Development of a Training Program

Programs are offered based on the analysis of training needs of learners, sector think tanks, employees and organizations collating the data through various methodology, such as:

- a. Market Research
- b. Delegates Feedback
- c. Client Inquiry
- d. International Market demanded certificate and Technologies
- e. Input from a Learning Expert
- f. Competitor's Analysis

The latest thinking as well as modern techniques are incorporated in order to provide the participants the professional development they want to achieve.

The Trainers shall provide assistance with the creation of content of the “Program Outline” for marketing purposes. Assigned Trainer will prepare the program curriculum outline following the Institute’s formatting guidelines. The Trainer will identify/suggest the following:

- a. Course Objectives
- b. Duration
- c. Level of skills required
- d. Terms of reference (documents, codes, specifications, etc.)
- e. Examination or assessment, among others

The Institute will obtain delegates’ feedback after 60% of the course (daily and before end the program) and subsequently perform modifications based on the report. Any substantial changes to the content and/or length of the program shall be reviewed by the Management Review Team, prior to the implementation of the proposed changes.

6. Assigning of New Trainer

The Institute is very rigid in its approach of providing the best quality training and in so doing, newly joined Trainers will undergo a test wherein he/ she will facilitate a mock class and/or be a guest speaker to deliver 1-2 sessions of a day's training from a different class trainer. He/ she will be evaluated by the assigned instructor, the delegates as well as the TPI representative. If the candidate Trainer passed the criteria with positive feedbacks from the delegates, he/ she can be assigned to an open program offering but will not be allowed to deliver any customized program just yet.

For a customized training, the Trainer should have already presented at least two open program offerings with significant positive feedback marks.

7. Standard Program Methodology (Delivery Method)

Instructor-led, classroom type lecture with a combination of role play sessions, use of handouts, use of audio/video presentations, problem solving / brainstorming exercises, case studies on problem solving and facilitated discussions, or practical and/or group exercises and/or activities including Q&A sessions.

8. Expected Audience / Delegates / Participants

A majority of Training Plus Institute's market share comes from the following sectors:

- a. Information Technology
- b. Oil and Gas
- c. Petrochemical
- d. Health
- e. Manufacturing
- f. Civil Defense
- g. Construction / Contracting
- h. Facilities Management
- i. Logistics
- j. Fresh School Graduates

9. Program Offering Confirmation Policy

A program offering can be considered as confirmed when the number of registrants meet the internal criteria and is favorably profitable to run. Finance and Marketing recommendation are required for the Operations team to proceed with the delivery and execution.

10. Trainer Cancellation Policy

1. The Trainer agrees that the Institute has the right to cancel the program without penalty by giving a written notice not less than 07 days prior to the course start date.
2. The Institute will perform due diligence and shall exhaust all possibilities to run a program before notifying the Trainer of the program cancellation at least one (01) week prior to scheduled start date.
3. The Trainer, as per the Terms of Reference (ToR), shall not invoice the Institute should cancellation occur within the notice period or if the learning event is cancelled due to circumstances beyond the control of the Institute.

11. Technology Requirements Notification Policy

The Trainer is bound to notify the Institute of any requirements from the trainees including technology so that it can pass on the same notification to the learners prior to the training day.

For program offering that employs technology, the Trainer has to indicate the type of system software needed and/or software programs needed to complete the course.

12. Delivery/ Submission of Training Manual

Instructor is required to deliver/submit training manual/ materials ahead of the scheduled training session, at least Two (2) weeks prior to commencement of the program or as per agreed submission schedule with the Training Development Manager. Training Manual content follows the below criteria:

- a. Clean original copy
- b. Properly Indexed
- c. Numbered in sequence, with a contents page

- d. Processed with the same fonts
- e. Begin with an introduction about the course, its objectives and activities planned for each of the training days
- f. Includes the Trainer's profile
- g. In accordance with any other requirement as directed by the Institute from time to time

It is expected that the Trainer will perform due diligence in meeting these criteria while TPI reserves the right to delay acceptance of the Training Manual until it conforms to the above requirements.

13. Pre, During and Post Course Assessment

- a. Trainers are required to develop and submit to the Institute, to the General Manager or its appointee, pre/during and post course assessment for each course that he/she is assigned to present/deliver.
- b. The Trainer must provide specific marking scheme (pass/fail rating) on each assessment method, especially on the grading of post-course results. The same will be submitted to the internal and external verifiers/ moderators for authentication and confirmation.
- c. The Trainer is required to provide feedback on the result of the Pre/ During and Post course assessments at the end of the training while the delegates are still present at the training venue.

14. Internet Requirements during Exams

It is important that the Operations team should check the internet connection prior to conducting any exams for the courses. The Institute, as a precautionary measure has installed a modem specific for this particular activity in case the original internet line will have its issues. Apart from the modem line, the Institute also has a handy modem or a Wi-Fi spot if both options encountered issues.

If all options fail, or if there are no electricity power in the facility, the only course of action is to retake the exam on a new schedule at the expense of the Institute.

15. Delegates' Attendance Monitoring / Policy

- a. The Trainer must complete the Delegate Attendance Record on a daily basis and is required to be handed over to the TPI Representative / On-site Coordinator before the end of each day with their signature affixed.
- b. The Certificate of Attendance will be issued to those who attended and completed the program for at least 80% of the total training hours.
- c. Late arrival or early departure of delegates must be indicated in the monitoring report including the time lost, e.g. L30 (arrived 30 minutes late for a session) or E30 (left 30 minutes earlier than the scheduled closing of a session).
- d. An absence of 20% of the total training hours will invalidate the eligibility for a Certificate of Attendance.

16. learner Evaluations

The Institute uses these methods to monitor and provide feedback to Trainers:

- a. Delegates are required to complete and submit an evaluation form, which provides an early indication of their take on how the course is progressing.
- b. Key areas such as relevance of topics covered, speaker's knowledge of subject, training methods used, etc. will be evaluated and the results obtained will help the Trainer to decide if there is a need to make any adjustments in the presentation or discussion as needed. The completed forms are to be handed over to the on-site representative/coordinator available on site.

17. Sales, Marketing and Training Facilities/ Venue

- a. The Institute will be responsible for the development of a project management timetable for each training event, relevant marketing media, sales and marketing as well as the venue booking.

- b. The marketing strategy may include but is not limited to the publication and distribution of Training Calendar, Marketing Catalogues / Brochures, social media, and Email Campaigns that provide information from and links to the corporate website.
- c. The Trainer will provide assistance in Conducting Market Analysis, i.e. submissions with clients and identify areas which need to be amended and/or incorporated into the training program.
- d. For a physical training, the Institute shall secure a training room with these standard features:
 - i. 'U' Shaped or Crescent Seating or as per Trainer but not to exceed 20 seating.
 - ii. LCD Projector & Screen
 - iii. Overhead Projector (on request)
 - iv. Head Table
 - v. Flip Charts & Pens
 - vi. White Board with Markers
 - vii. Writing Pads & Pens

18. Fair Access / Equal Opportunities Policy

In the provision of its services as a world-class Training Provider and an Equal Opportunity Employer, the Institute is committed to provide fair access / equal opportunities throughout the delivery of its courses and assessment leading to the successful completion of each course offerings.

19. Intellectual Property Rights Policy

Intellectual property rights may be defined in mutual agreements with program Trainers. Such content will be properly licensed, acquired, and applied according to mutual agreement with the intellectual property rights holder.


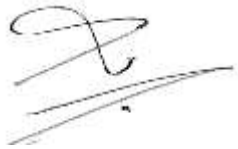

20. Other Things to Consider

Assessments, examinations, help desk class (if applicable/usually for 3rd party qualifications), shall be scheduled during the course. In order to ensure the smooth running of the learning event, it is extremely important that daily timings are strictly adhered to by the delegates. Delegates will develop advanced knowledge and skills through formal and interactive learning methods. The instructional method includes case studies, group discussion and critical analysis of video material based on the subject.

Additionally, the learning event does not assume prior knowledge of the topics covered in the course. New concepts and tools are introduced gradually to enable delegates to progress from the fundamental to the advanced concepts.

The Trainer also utilizes lab Exercise and practice and interactive study and provides thorough coverage of theories, relevant techniques related to the course.

The training environment will be a supportive one in which individuals with varying degrees of experience will be encouraged to share the approaches they currently use, as well as try out new ones that they encounter during the learning event. The Trainer will be on hand to answer any questions the delegates may have and to act as a facilitator for building and applying new approaches.

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