

## TRAINEE INFORMATION/CODE OF CONDUCT

### Documents required

For all courses photo identification is required. This can be a passport, current driver's license or national identity card.

### Your instructor will brief you on the following items:

- Unit standards/elements to be assessed.
- Purpose/process of assessment (qualification: competency system).
- Amount and type of evidence to be collected is time scale, venue, and special needs.
- Code of conduct.
- Appeals procedure explained.
- Location of assessment explained.
- Location of assessment results.

### Assessment process

Assessment involves the collection and evaluation of evidence about a trainee's performance.

Assessment needs to be planned and recorded and must be detailed to ensure sufficiency and fairness. Trainees must understand the assessment process and the criteria that is applied and, if applicable, the student may be involved in the planning and gathering of evidence. An assessor/instructor must ensure the consistency is maintained and that given, given similar circumstances, the same judgement would be made. NOIAA LTD Safety Training Plc operates an internal moderation system in tandem with external moderations to assist assessors/instructors in making similar judgments to those made by other assessors/instructors.

Assessment must be focused on the unit standard. Assessment activities should be as similar as possible to the conditions of actual performance. The assessor/instructor must ensure that the evidence is attributable to the candidate being assessed this means that outside assistance is not altering the assessment outcome. The evidence must establish that the candidate has met all the criteria and that performance to the required standards could be repeated with consistency.

### Privacy

Each trainee must ensure that evaluation reports and assessment results may be viewed /reviewed by the following:

- Course instructor/assessor.
- Training Co-coordinator.
- Quality Manager.
- An ITO for moderation purposes.
- Evaluations are recorded into a company database.
- Evaluations are returned to the client/customer who contracted the training.



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- Certificates are forwarded to the client/customer who contracted the training.

### **Examinations/ Test / Assignments / Practical Exercises**

During this training course you may be given the opportunity to complete some study assignments in your time away from assessors. Where this occurs, you should allocate time to complete the work. The answers must be yours and you may be questioned by the assessor to validate this.

During this training programme you may have oral questions, written tests and assessment which you will be required to undertake under supervision by the assessor and, in some incidences, the assessors assistant.

All Delegates must undertake to participate fully in all applicable practical exercises. Failure to do so will result in a Not Yet Competent result.

If a Trainee does not demonstrate competence, the Delegate's number and details of further training needs shall be entered in the course records and a Non-Attainment form completed and the Delegate deemed "Not Yet Competent". A copy of the Non-Attainment form shall be handed to the trainee and a copy sent to his/her parent company.

An opportunity will be once more given for the trainee to re-sit the uncompleted exercise(s) will be given within 30 days of the NYC result.

### **Appeal process**

Any person who is dissatisfied with the decision made by the provider and who believes that they are grounds to appeal the decision may do so to the Training Manager after having attempted to resolve their differences with the person who made the decision in the first place e.g. the assessor. Appeals are to be made in writing and all documentation supporting the appeal should be provided. An appeal to the General Manager will be considered and the result advised to the appellant by the General Manager within 15 days of the receipt of the appeal. There is no fee for the appeal process until a private moderator is appointed then there will be a non-refundable fee to the applicant of 50 000 francs including VAT. The application for appeal must clearly set out the grounds for appeal and include any information that the applicant believes supports their appeal.

### **Reassessment**

If for any reason you require assessment of the course or particular unit standard contact the Customer Service team or Facilitator and advise them of your intention. A reassessment date will be fixed and any payment, if any, will be negotiated at this time. You must bring to the reassessment any course material that has been given to you. One reassessment only can be conducted.



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### **Recognition of prior learning or recognition of current competency.**

If you wish to have any prior learning or current learning assessed towards the training you are undertaking please speak with the instructor for a copy of the procedure. A fee will be charged for this service and costs are outlined in the policy.

### **Trainee rules and code of conduct**

The following is a list of rules and the expected code of conduct for trainees and actions taken for failure to comply.

#### **Rules**

- 1) All buildings at NOIAA LTD Safety Training Plc are non-smoking.
- 2) All vehicles belonging to NOIAA LTD Safety Training Plc. are smoke free.
- 3) Trainees must attend the course free from the influence of alcohol and nonprescription drugs. Trainees must inform the facilitator of any relevant medical conditions e.g. Asthma, Flu if relevant to the instruction.
- 4) All cellular phones are to be switched off during the training. Continual failure to comply will result in the trainee being asked to leave the class without completion of the course, and leading to a failed mark for the trainee.
- 5) All Trainees MUST remain inside the company grounds for the entire duration of the training.
- 6) For hygiene reasons, NO food or beverages are allowed to be bought into the training Centre. Drinking water and beverages are available inside the Centre compound. Special dietary needs can be catered for by the NOIAA kitchen with prior notice given to the Training Coordinator at the time of booking.
- 7) No Trainees visitors will be allowed at any time.
- 8) No packages or exchanges shall be made at the entrance gate between Trainees and outsiders.
- 9) For personal safety, closed shoes should be worn around the Centre during hours of training.
- 10) While we endeavor to provide PPEs for all Trainees, especially large Trainees should bring their own PPE to ensure correct fitment.

#### **Code of conduct**

- 1) Leave the buildings tidy.
- 2) Assist each other during training.
  - 3) View others as a learning source.
- 4) Copy notes where it is your educational advantage.
- 5) Treat equipment and training aids with respect.



- 6) If you are unable to understand information supplied please inform your facilitator.
- 7) You are required to commit yourself to the course.
- 8) Be responsible and turn off the A/C in your room when attending classes.

#### **Procedure for failure to comply with the rules or code of conduct**

- 1) The facilitator will make a written record of the breach and the learner will be asked to follow the rules or code.
- 2) Upon continued failure to comply the trainee will be dismissed from the training course and the learners company will be sent a report of the action and payment of 100% of course fee will apply.
- 3) The trainee may offer a defence and support the case in any manner appropriate- the appropriateness of any defence will be decided upon by the facilitator or the training co-coordinator, the learner's company representative, the learner and a mutually acceptable course participant.
- 4) If an agreement cannot be reached, no charge will be made but NOIAA LTD Safety Training Plc. may retain the right to refuse further training to the trainee and / or no record of learning will be issued or retained.
- 5) An event form will be raised and forwarded to the management team for action.
- 6) The trainee will be sent a copy of the event form and where applicable the trainees company with a report from the management team on their findings.

#### **Welfare and trainee support**

All trainees will be assisted wherever possible to attain the highest possible standard of education. Support and encouragement each learner may require will be provided.

There will be learning opportunities and a sense of belonging for all people in a supportive and caring environment which will be:

- Non-sexist.
- Non-racist.
- Sensitive and responsive to the individual and any special needs.
- Culturally sensitive.

Trainee's progress will be monitored by the facilitator presenting or assessing the course. Learners will have unlimited access to training staff for course related work or personal matters.

#### **Fees information**

- Where an individual has contracted for training then full payment will be made before training commences, unless otherwise negotiated with the Finance Department.
- Most course costs are set though some will be negotiated with the clients before commencement of courses.



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- Overdue account(S) may be charged interest of 2% per month that the account(s) is overdue. Collection and legal costs incurred in recovering unpaid invoices will be passed on.

### Withdrawal Refund

Each client will be required to fill an enrolment form. On this enrolment form it states that:

- Any change in the scheduled course dates, or cancellation of a course, must be advised to the Training Co-coordinator in writing at least 5 working days prior to course commencement. Failure to do so will result in a charge being incurred equal to 50% of the total course cost.

### Complaints procedure

- 1) All complaints are in the first instance to be directed to the Facilitator, Training Coordinator or Training Manager.
- 2) If a satisfactory outcome is not achieved the trainee should inform the sponsor (e.g. employer) and send a formal complaint to:

**General Manager – MEA Operations**

**NOIAA LTD, Middle East & Africa Operations**

**P.O.BOX 414 Cape Limboh, Victoria now Limbe**

**Limbola, Victoria-Limbe.**

**Republic Of Cameroon**

**Email: [mea-noiaa.limited@noiaa.com](mailto:mea-noiaa.limited@noiaa.com)**

- 3) If the complaint is still unsolved then a formal complaint can be sent to :

**NOIAA Corporation**

**Complaints Department**

**2425 West Loop South, (Suite 200)**

**Houston, Texas 77027 USA**

**Email: [noiaa-corp.houston@noiaa.com](mailto:noiaa-corp.houston@noiaa.com)**



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