



The Nine Training Center

Exceptional Protocols and Contingency Plan

2020

THE NINE TRAINING CENTER
Manama, Kingdom of Bahrain

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DISCLAIMER

The COVID-19 pandemic is a quickly growing situation. Although The9TC endeavor to keep information up to date and accurate, these pages reflect our best knowledge at the time of information compilation and as soon as a new update publicly announced by the concerned authorities it will be incorporate.

It is the responsibility of the Individuals to ensure that they are aware and follow the directives and procedures of the Kingdom of Bahrain.

For recent information updates on risks assessment and prevention, please see:

<https://healthalert.gov.bh>

BACKGROUND (OVERVIEW)

The Nine Training Center is committed to providing a safe and healthy work and learning environment for all employees, stakeholders, Trainees, and visitors. In relation to coronavirus (COVID-19), this “Exceptional Protocols and Contingency Plan” will prioritize measures to protect the health and safety of The Nine Training Center staff and stakeholders while doing their work. All employees and stakeholders must follow the procedures described in this plan to prevent or reduce their exposure to COVID-19. Successful risk management allows for safer business operations in terms of assets, activities and finance protection, as well as improvement of the services it offers.

COVID-19 is an illness caused by a coronavirus. Coronaviruses are a large family of viruses found mostly in animals. If found in humans, diseases can range from a common cold to severe disease such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). COVID-19 is a new disease caused by the coronavirus (SARS-CoV-2) that was first identified in Wuhan, China in December 2019. COVID-19 was declared a global pandemic in March 2020.

Symptoms of COVID-19 are often similar to other illnesses and can take up to 14 days to appear after exposure to the virus. Symptoms can very mild to severe and vary from person to person. See Appendix A: About Coronavirus Disease (COVID-19)

DEFINITIONS

Coronavirus – a type of common virus that infects humans, typically leading to an upper respiratory infection.

Severe Acute Respiratory Syndrome (SARS) – A severe and contagious viral infection of the lungs with unknown etiology, characterized by high fever, dry cough, and breathing difficulties.

Management – responsible for providing and overseeing, implementation of procedures and process.

Employee – Are full-time, part-time or casually contracted people to work for The9TC.

Trainees – A person enrolled in a full-time or part-time program or any courses at The Nine Training Center.

Personal Protective Equipment (PPE) – PPE used for COVID-19 are masks, face shields, body suits, gloves and boots as required.

Stakeholders – Any person that has an interest our services and can either affect or be affected by the services.

1. CONTINGENCY PLAN

1.1. Purpose Of Contingency Plan:

To eliminate and reduce current and future harmful effects of crises such as Coronavirus (COVID-19) or similar health situations on the center and sustain its effectiveness and sustainability in the educational, operational, administrative and financial activities.

1.2. Plan phases

The Contingency Plan include the following phases:

1. Identifying the Risk
2. Risk elimination or reduction and preparedness
3. Appropriate Responses
4. Monitoring and evaluation

1.3. Identifying the Risk

During crises the impacts on center can be summarized on the following areas:

in this case Coronavirus (COVID-19)

1. Ability to provide effective learning in the training programs due to the social distancing regulations.
2. Capacity to maintain the reliability and authenticity of the training programs assessments and evaluation tools due to distance learning deficiencies.
3. Ability to preserve sufficient income due to lack of demand on training programs and initiatives.
4. Capability to respond to and fulfil the administrative requirements including monitoring, managing and quality assurance.

1.4. Risk reduction and preparedness

1. Obtain and implement the Governmental laws and regulation during Coronavirus (COVID-19) period or similar health situations and insure following up with updates in those laws and regulation.
2. Inform the center stakeholders about the Governmental laws and regulation During Coronavirus (COVID-19) period or similar health situations and train them to obey and implement it while keeping them informed with updates.
3. Support all the different subdivisions in the center with related risk assessments, contingency and response plans
4. Advocate and support trainers, trainees, employees and other stakeholders in the center to be prepared for face to face and distance learning during Coronavirus (COVID-19) or similar health situations.
5. Activate the Virtual Learning Platforms (VLP) and digital archives to provide the needed tools for distance and online learning.
6. Utilize the available technology to uphold the administrative requirements including monitoring, managing and quality assurance.

1.5. Responses

No	Responses	Activities	Accountable	Recourses	Duration to establish	Expected Results
1	<p><u>Response to Risk-1:</u></p> <p>Insure the ability to provide effective learning in the training programs due to the social distancing rules.</p>	<ul style="list-style-type: none"> • Convert all the training program materials to e-materials and e-form • Train and prepare the trainers and the trainees to utilize the e-learning tools • Launch an online platform for online learning • Emphasis on the use of the online platform in the educational process • Utilize the social media in the teaching and learning process • Use the distance meeting e-tools i.e. Zoom Meeting and Zoom Webinar to conduct training sessions. • use electronics assessments tools to conduct assessments such as google forms, Kahoot and socrative • Insure the moderation of all the learning material • Provide guidance, training and support 	<ul style="list-style-type: none"> • Trainers • Coordinators • QA Team Admins 	<ul style="list-style-type: none"> • Budgets • Online platform i.e. zoom • E-learning infrastructure such as TVs and internet connections • Training • Soft copies of handbooks 	First 2-3 months of the crises	Provide effective learning in the training programs
2	<p><u>Response to Risk-2:</u></p> <p>Preserve the capacity to maintain the reliability and authenticity of the training programs assessments and evaluation tools due to distance learning deficiencies.</p>	<ul style="list-style-type: none"> • Provide assessment which emphasis on individual ability to build and develop information and opinion such as assignments • Utilize assessment tools which are simultaneous and run in real-time i.e. Socrative • Insure the moderation of all the assessment tools • Provide guidance, training and support 	<ul style="list-style-type: none"> • Trainers • Coordinators • QA Team 	<ul style="list-style-type: none"> • Assignment papers and rubrics • Socrative • Google Forms • Other platforms for formative assessment 	First 2 -3 months of the crises	Maintain assessments reliability and authenticity

<p>3</p>	<p><u>Response to Risk-3:</u></p> <p>Assure the ability to preserve sufficient income due to lack of demand on training programs and initiatives.</p>	<ul style="list-style-type: none"> • Utilize saving accounts and available assets • Insure refeeding up any saving accounts which have been used during the crises whenever it is possible • Reduce to overhead costs relevancy • Survey the market for the new training needs due to the crises • Develop training programs such as short attendance programmes that response to the new needs and appeal more during the crises period. • Emphasis on e-marketing tools and social media to inform the centers clients and find new clients • Join new international awarding bodies to match the needs • Insure a separated bookkeeping for all the crises costs <p>Support Social initiatives in Bahrain and aboard to enable them with our expertise</p>	<ul style="list-style-type: none"> • Accounts • Administration • Marketing • Trainers • Admins • QA Team 	<ul style="list-style-type: none"> • Saving accounts • Financial plan • Infrastructure such as Zoom platform, TVs and internet connections • Training • NOCN, City and Guilds • The9TC webinars and social webinars with several ministries 	<p>First month of the crises and ongoing</p>	<p>Preserve sufficient income and insure profitability</p>
<p>4</p>	<p><u>Response to Risk-4:</u></p> <p>Provide the capacity to respond to and fulfil the administrative requirements including monitoring, managing and quality assurance</p>	<ul style="list-style-type: none"> • Convert all the administrative documents and tools to e-documents and e-form • Train and prepare the administration individuals to utilize the e-tools • Develop e-archives and insure updating and backing it up together with hard copy files • Provide the administration individuals with the appropriate privilege to access drives and shared folders. • Sustain continuous connections with all the center stakeholders through phones, emails and social media and whatsapp. • Conduct continuous meetings for the administration individuals. • Utilize e-meeting tools such as Zoom and group whatsapp calls as much as possible. • Insure that the quality process such as moderation are conducted continuously to fulfill the center quality assurance requirements 	<ul style="list-style-type: none"> • Trainers • Admins • QA Team 	<ul style="list-style-type: none"> • Budgets • Infrastructure such as Zoom, TVs and internet connections • Training • Drives and shared folders • Access system 	<p>First 3 months of the crises</p>	<p>fulfil the administrative requirements</p>

		<ul style="list-style-type: none">• Keep open communication links and channels with governances and monitoring bodies locally and international• Provide guidance, training and support				
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1.6. Monitoring and evaluation

During the implementation of the proposed interventions, the center manager and Quality officer or their representatives will play a significant role; through regular meeting with all the accountable and utilizing the developed “***Dynamic Monitoring Tool***” to capture progress made in the implementation process. Considering the dynamic nature of the crises and the need for continuous innovations to respond in every intervention.

Monitoring data reports will be accumulated and archived for monthly review, and all the necessary measures will be taken to prevent misconducts and providing support to all the stakeholders to achieve the Contingency Plan success.

Dynamic Risk Assessment Tool: Evaluation and Assessment of Foreseen Impacts and Mitigation Activities.

Monthly	Foreseen Risk	impacted areas	Level of Risk	Mitigation activities	Incomplete activities	Risk Level Status	New Recommendation	Accountable	Recourses	Timeframe
1	Covid-19 Infection in classes	Students, Trainers and Staff	High	All classes were conducted virtually utilizing the above activities Students with no devices were lent smart devices Students with no internet access have been granted vouchers and payments to join classes without interruptions	None	No Risk	None	Training and Quality Department	Devices Zoom Internet Training	1-2 Days per course Done
	Covid-19 Infections in the institute by visitors	All visitors	High	Masks were provided in the reception area Sanitizers are placed all	None	Low	None Call before visit and/or appointments	Admin Department	Sanitizers Masks Temperature gun Log	Daily

				Regular cleaning of classrooms and areas Flexible working arrangement Keeping a log of visitors with temperature Staff to take a certificate in covid-19 breaking the chain of infection						
2	Income of the institute	Revenue	Med	The Nine Training Center started new attendance programmes with affordable fees The nine training center had done a huge awareness sessions by providing free webinars Collaboration with several entities to support them on moving online Build stronger relationship with stakeholders Move towards other GCC countries Introduce competitions Enhance social media and other channels	None	Low		Marketing Training Accounts	Social Media	Regularly (once a month for programmes and once a week for social media)
3	Files and folders	Documents	Med	For virtual courses, transfer most forms online such as registration and evaluation and so on	None	Low	Perhaps continue the online registration and evaluation after the pandemic	Admin and Quality team	Handbooks Forms Scanners Printer Whatsapp Zoom	As per course

				<p>Share the handbook and activities on the best platform that suits learners</p> <p>Scanning documents which were filled before suspension of activities</p> <p>Print all activities which are submitted online for filing purposes</p> <p>Maintain both soft and hard copies</p>					Drive	
4	Assessments Fairness	Results	Med	<p>The Nine has moved to an assignment type of summative assessment with higher percentage 50% with split shorter activities to ensure a fair assessment in virtual training</p> <p>A post test reduced to 20% with the aim to measure the improvement and progress of learners</p> <p>The post test used a real-time simultaneous platform to ensure all do the test at the same time</p> <p>Moderation continues as it is</p>	None	Low	<p>Whenever face-to-face classes are resumed, the Nine to return to the previous grading system with regular assessment</p> <p>Check the online assessment tool for auto grading whenever possible</p>	Training and Quality	Socratigve Whatsapp	Per course

1.7. Risk Assessment Chart

Position / Area	Level of Risk	Control Procedures
Administration and registration	High	Ongoing, effective hand hygiene, PPE and Physical distancing.
Management	Moderate	Ongoing, effective hand hygiene, PPE and Physical distancing.
Employees working from Home	Low	Ongoing, effective hand hygiene, PPE and Physical distancing. Frequent communication with supervision.
Trainers	High	Ongoing, effective hand hygiene, PPE and Physical distancing.
Trainees	High	Ongoing, effective hand hygiene, PPE and Physical distancing.
Maintenance	Low	Ongoing, effective hand hygiene, PPE and Physical distancing.
Housekeeping	Low to Moderate	Sanitization processes. Ongoing, effective hand hygiene, PPE and Physical distancing.
Visitors	Low to Moderate	Ongoing, effective hand hygiene, PPE and Physical distancing.
Financial	High	

2. INFECTION CONTROL SYSTEM

2.1. Prevention Of Spread Of Infection - Coronavirus (Covid-19)

1. Introduction:

This measure has been established inline, in coordination with the Ministry of labor Management Circular No. 05-2020. Based on the procedures of the Bahrain medical team to address the Corona pandemic emerging medical case 19to ensure the continued health and safety of all learners and staff, coronaviruses are a large family of viruses that may cause illness in animals or humans. Several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19. The infection can spread through mixing in the workplace.

2.2. Precautions on the Premises of the Center:

- Commitment to the requirements of Social spacing.
- The number of trainers does not exceed (10) trainees in one class including the trainer.
- The distance between each trainee shall not be less than (2) meters.
- Sanitization of the training area and all materials to be used during the course.
- Checking the temperatures of all learners before starting course training (If the body temperature is more than 37.5, you should not allow entry and call immediately 444).
- All delegates must be wearing MASK and GLOVES, Instructor as well to do the same process.
- Ensure the COVID 19 Personal protection tools (PPE) being used before entering the training center.

- The area must be well ventilated.
- Air conditioners filters are encouraged to be cleaned regularly.
- COVID 19 personal protective equipment should be disposed of in this garbage bin
- Nominate COVID 19 surveillance case team.
- It is encouraged by management that COVID-19 vaccine to be taken by staff.
- Staff are encouraged to take the 'Breaking the Chain' of infection course and Certificate.

2.3. Controls for virtual training, on-the-job training, and exams.

- Encourage continued virtual classroom distance training.
- The number of trainees in the examination halls shall not exceed five persons, including the trainer.
- It is strictly forbidden to provide snacks and drinks to the trainees while they are in the training institution.
- Allow field training for the on-the-job training program at workplaces, while adhering to health and safety COVID 19 requirements.

Following a confirmed diagnosis by an authorized practitioner, the training class room must follow specific advice given by in-country government authorities and health agencies.

2.4. According to the most recent evidence, COVID-19 presents with flu-like symptoms including:

- Cough.
- Difficulty breathing.
- A fever (feeling hot or feverish or as measured by a doctor or nurse).

2.5. Sanitizer and temperature monitoring station:

- Provide sanitizer and body temperature monitoring stations in the main entrances for health screening and surveillance.

2.6. Prevention of the spread of COVID-19 in workplace

- Sanitize the workplaces and hygienic, surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) be wiped with disinfectant regularly (minimum daily).
- Provide alcohol-based hand sanitizer dispensers station in prominent places around the workplace. Make sure these dispensers are regularly refilled.
- Display posters promoting hand-washing and respiratory hygiene.
- Provide guidance from occupational health and safety officers, briefings at meetings and information on the intranet to promote hand-washing and personal hygiene.
- Make sure that staff, contractors and customers have access to places where they can sanitize and wash their hands with soap and water.
- Ensure that face masks and/or paper tissues are available at the workplaces, along with closed bins for hygienically disposing of them.
- Brief to the employees, contractors, and customers that if COVID-19 starts spreading.
- in your community, anyone with even a mild cough or low-grade fever (37.3°C or more) needs to stay at home.

2.7. Safety hygiene COVID-19 briefing:

Training is a key process in the management of workplace risk. It is one essential step in the control of workplace hazards. There is evidence to suggest that people are most at risk when first entering a new work environment. Induction training helps reduce the risk and guide the people to a safe area during this vulnerable period.

2.8. Hygiene instructions:

- Maintain good personal hygiene.
- Keep immediate surroundings clean and free from waste.
- Wash hands with soap and water frequently, and for at least 20 seconds.
- Wear a protective face mask when you are around other people and when you are examined by medical staff.
- Maintain a space of one (1.5) meter between you and others.
- Cover your mouth when coughing and sneezing with a tissue, and be sure to dispose of used tissues in a closed waste bin.

2.9. Facilities providing internal classroom training activities:

2.9.1. General rules

- Sanitize the facility must be made at separate intervals to allow space to be cleaned and common facilities and equipment before reuse:
- All learners, administrators, and trainers before start the course must fill out a form “Exceptional Admission Form” provided by the training center that answers the questions listed below Covering the previous 14-day period.
- An infrared thermometer should be used to check the temperature of staff and learners each day before using the facilities. Any staff member or learners with a temperature of 37.5°C or higher must immediately leave the premises and call 444.
- Any learners or staff presenting symptoms of COVID-19 should be denied entry to the premises.
- All learners and staff are required to download the Be Aware App. Those who do not download it will be denied entry to the facility.
- At least 70% alcohol-based hand sanitizers must be provided at the entrance and at several points in the premises.
- Facilities must mark their floors to ensure that social distancing is maintained at all times. In addition, they must establish a one-way traffic flow.
- All staff and trainees must wear a face mask when inside the premises, and are permitted to remove it when they are in the open air. Those not abiding by this requirement will be asked to leave the premises.

- Training sessions must not exceed 10 participants, including the trainer, and must abide by social distancing rules at all times.
- Learners are prohibited from engaging in activities that require touching or using shared equipment/machines that are not or cannot be disinfected between uses.
- Learners must sanitize their equipment before and after use.
- Learners can use the training facilities' equipment, as long as they are disinfected before the session. This equipment cannot be shared during the session.
- The social distance must be maintained 2 meter in the classroom according to the Ministerial decree of resuming face to face training.
- Increase the number of trash receptacles and the frequency of trash collection for contaminated items.
- Encourage the use of the virtual classroom courses.

2.9.2. Exceptional Premises Entering Form

Learner Name		CPR	
Course Name & Batch		Date	
Are you experiencing, or have you experienced, any of the following symptoms?		N	Y
Fever			
Cough			
Fatigue			
Shortness of breath			
Loss of Smell			
Loss of taste			
Sore throat			
Is any of your family effected recently?			
Did you mix up with anybody affected recently?			
Did you do the coronavirus test previously?			
Have you been in contact with anyone exhibiting symptoms of COVID-19 or has been diagnosed with COVID-19?			
Do you live with anyone who's under home-quarantine orders?			
If the staff or learners answers YES to any of these questions, the facility must deny the learner or staff entry.			

2.9.3. Employees:

- Any employee with symptoms associated with COVID-19 must not be allowed to enter the premises.
- Employees should regularly wash their hands with soap and water for at least 20 seconds and immediately if their hands become visibly soiled.
- Management should emphasize to their staff that face coverings and other PPEs are not a substitute for physical distancing and adequate hand hygiene.

2.9.4. Disinfecting:

- Premises must be thoroughly clean and disinfect all communal equipment, including seats before and after they are reused.
- Do not use disinfecting wipes to wipe more than one surface; use one wipe per item or area and discard after each use or when visibly soiled.
- Restrooms are to be thoroughly cleaned and sanitized after each use.
- Disinfect high-contact areas after each use or more immediately if these areas become visibly soiled.
- Management must ensure adequate sanitary supplies (e.g., soap, toilet paper, at least 70% alcohol-based hand sanitizers) throughout the day.

2.9.5. Controls for virtual training, on-the-job training, and exams.

- Encourage continued virtual classroom distance training.
- In cases of face to face International Examinations only, the number of trainees in the examination halls shall not exceed five persons, including the trainer.
- The provision of snacks and drinks to the trainees while in the training, depends on the Ministry of Health's alerts regarding restaurants.
- Allow field training for the on-the-job training program at workplaces, while adhering to health and safety COVID 19 requirements.

2.9.6. General Guidance for All Employees and Stakeholders

For all employees, regardless of specific exposure risks, it is always a good practice to:

- Frequently wash their hands with soap and water for at least 20 seconds.
- When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching their eyes, nose, or mouth with unwashed hands.
- Practice good respiratory etiquette, including covering coughs and sneezes.
- Avoid close contact with people who are sick.
- Stay home if sick.

2.9.7. Recognize personal risk factors.

According to some centers for disease control and prevention certain people, including older adults and those with underlying conditions such as heart or lung disease or diabetes, are at higher risk for developing more serious complications from COVID-19. (ensure that all delegates are 100% FIT and healthy and had undergone First Aid training)

Precautionary Measures for Trainer

Precautionary measures to be taken by the instructor during the training due to COVID-19 Pandemic				
Trainer Name			Date:	
Course Title				
Below mentioned list of requirements are mandatory for the course to be conducted and these requirements must be compiled by the trainer.				
SL.NO	Trainer requirement	Yes	No	Remarks
1	Temperatures of the instructor has been checked prior to the training session.			
2	Trainer is free from any COVID-19 symptoms.			
3	Trainer is wearing a face mask and hand gloves all the time during the training session.			
4	Trainer sanitizes his hands as and when required throughout the session.			
5	Trainer had maintained social distancing the inside the training room			
6	Trainer practices good respiratory etiquettes, such as covering mouth while coughing or sneezing.			
7	Trainer wearing face shield while practical training if needed.			
8	Trainer wearing disposal overall while practical training if required.			
I hereby confirm that I will follow all the above-mentioned requirements for the safety of myself and the learners from any potential hazards of COVID-19.				
Training Venue:				Coordinator's Signature:
Training Coordinators				
Date:				

Learner Precautionary Measures

Precautionary measures to be taken by the learners during the training due to COVID-19 Pandemic				
Company Name				Date:
Learner Name				CPR:
Course Title				
Below mentioned list of requirements is mandatory for the course to be conducted and these requirements must be compiled by the trainee/trainee sponsoring organization.				
NO.	Trainer requirement	Yes	No	Remarks
1	Sanitization of the training area and all the training materials used during the training session.			
2	Training area has proper ventilation facility.			
3	Temperatures of all learners and instructors had been checked before the start of the training session.			
4	Learners are free from any symptoms related to COVID-19.			
5	Learners are wearing a face mask and hand gloves all the time during the training session.			
6	Learners sanitize their hands all the time during the training.			
7	Learners had maintained social distancing the time inside the training room.			
8	Learners practice good respiratory etiquette, including covering mouth while coughing and sneezing.			
9	COVID 19 personal protective equipment should be disposed of in this garbage bin.			
10	It is strictly forbidden to bringing snacks and drinks to the classroom.			
We confirm that the nominated people working in our company are meeting the requirements mentioned in the above list. This form must be signed by an authorized person of the organization.				
Trainer Name		Company Stamp:	Notice:	

Training Coordinator			
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Health & Safety Induction Course

Course Name:			Trainer Name:		
Client Name			Date		
No.	Learner Name	CPR	Attended		Remark
			Y	N	
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

3. EXCEPTIONAL CRISES POLICIES

Policy Name:	3.1. ELECTRONIC SYSTEMS SECURITY POLICY				
Policy Number:	T9TC-POL-25	Version:	1	Effectivity Date:	June 2020
Review Date:	December 2020				

PURPOSE

This policy establishes conditions and procedure on confidentiality, protection, awareness for trainers and trainees, and the availability of electronic systems and information security and a guidance to all trainers and trainees.

APPLICATION AND SCOPE

This policy is applicable to the training courses that are affected by suspension of physical face to face classes, and whenever necessary.

PRINCIPLES

1. All staff, trainers and trainees to consider information distributed as classified and handle information through the applications, apps, software used with care, security and appropriateness.
2. Information must not be distributed outside the circle of legitimate people involved, i.e. internally through trainers, coordinators, quality department, or external through the awarding bodies, BQA, Ministry of Labour’s Directorate of Vocational Training Institutes, and Labour Fund “Tamkeen”.
3. Access should only be given to those concerned and the monitoring teams.

PROCESSES AND PROCEDURES

1. The Nine Training Centre The9TC will take necessary approvals and measures to ensure continuity of training and flexibility using the software and applications that are
 - a. Available in many platforms (Smart Phones, Laptops, PCs, Tablets)
 - b. Easy to Access from multiple platforms
 - c. Secure (In terms of Access and Waiting Room, Password, Ability to control Attendees Microphones)
2. Trainers to have demos and receive online training on such platforms
3. Trainees to receive orientation and induction on how to use such platforms
4. The9TC will maintain records as per the Records Policy
5. Data should be considered confidential and all measures of security should be taken into considerations by trainers and trainees, and all data must not be shared except with those concerned with legitimate purposes, this data could include and not limited to:
 - a. Recording of the sessions, audio or video
 - b. E-Attendance
 - c. E-Videos/Photos
 - d. E-Materials and/or E-Lessons, presentations ... etc.
 - e. Links and hyperlinks
 - f. E-Chat
 - g. Any discussion and Q&A
 - h. Sharing of Screens
6. Failure to abide by E-Security and E-Confidentiality may result in disciplinary actions and/or filing legal actions according to the Misconduct Policy of The Nine Training Center.
7. Policy 2.16 of the Quality Manual for Minor Misconduct will be implemented during exceptional crises as follows:

- a. Sharing Password of the Room and Access Data with other parties
 - b. Using the Camera of the application showing inappropriate manner or while driving or sleeping.
8. Policy 2.16 of the Quality Manual for Major Misconduct will consider the following as a major misconduct during exceptional crises as follows:
- a. Controlling or hacking the Room Over the Trainer without applicable permission – for online training.
 - b. Disobeying the health alerts by The Ministry of Health during exceptional crises in a way to cause dangers to colleagues, staff or any members in face to face training sessions.
9. All Governmental Stakeholders such as BQA, Ministry of Labour and Social Development, Directorate of Vocational Training Institutes, Labour Fund aka Tamkeen will have access to all our folders.
10. Awarding Bodies may have access to the relevant courses
11. The Nine Training Center may print all the virtual necessary evidence in their regular paper-based folders for review and/or technical issues.

POLICY NAME:	3.2. EMERGENCY AND PANDEMIC TRAINING POLICY				
POLICY NUMBER:	T9TC-POL-26	Version:	1	Effectivity Date:	Immediately
REVIEW DATE:	November 2020				

PURPOSE

This policy establishes conditions and procedure on changes that are done during pandemics, endemics and emergencies where some rules and conditions may be more flexible for that purpose.

APPLICATION AND SCOPE

This policy is applicable to the training courses that are affected by suspension of physical face to face classes, and whenever necessary.

PRINCIPLES

1. All staff, trainers and trainees to consider changes of the course and running of the programmes at the institute.
2. Same other policies apply except that other flexible considerations are applicable as follows.

PROCESS AND PROCEDURES

3. The Nine Training Centre The9TC will continue to deliver the courses through online and/or virtual platforms according to the E-Security Policy 2.25 whichever more convenient and most suitable and easy to access.
4. Features to be considered are:
 - a. Groups (break-out room)

- b. Video and audio sharing
- c. File sharing
- d. Screen Sharing
- e. Chat
- f. Applications for interactivity such as Kahoot or Socrative

5. Grading will continue as usual except the following changes:

- a. Final Exam which carry 50% to consider other possible methods such as:
 - i. Assignments
 - ii. Activities
 - iii. Classwork
 - iv. Projects
 - v. Presentations

With appropriate grading scheme or rubrics

- b. Pre/Post Test to be considered as a Progress measurement and can be considered as 20% of the final grade – *Pre/Post test to be simultaneous for all trainees at the same time*

6. Virtual files and Folders to be created with the requirements such as

- a. Copies of materials and certificates
- b. Recordings
- c. All Assessment
- d. Approvals (such as Trainers Approval, MoL Approval)
- e. Other requirements
- f. Photos / Snapshots
- g. Moderation Forms
- h. Support Forms
- i. Class Observation
- j. All Reports
- k. Lesson Plans

7. Registration Forms, TNA and Evaluation/ Feedback Forms will all be virtual
8. The9TC's external Quality consultant shall advise on the day-to-day activities and running the courses as per the quality requirements and market trends and governmental demands.
9. Attendance Requirements may vary depending on Awarding Body requirements and/or Governmental and Sponsors – e.g. Tamkeen Requirements of 95%
10. The Nine Training Center to encourage through frequent training sessions to trainer to utilize all opportunity for interactivity
11. Camera should be on usually for attendees to be considered attentive, except if
 - a. Any Mitigating Circumstance
 - b. Suitability of the home/place for switching ON in front of candidates
 - c. Technical issues and/or unavailable technical requirements

The Appeal Form shall be used to file a request in any circumstances faced by the learners.

4. ASSESSMENT MECHANISM

1. In the last hour of the virtual training, the trainer will send you a link, and a room number. Please click on link – Do not log off the Zoom App

في آخر ساعة من ساعات الدورة – سيتم إرسال رابط إليك للاختبار – الرجاء عدم اغلاق برنامج الزوم – افتح الرابط وادخل رقم الغرفة

<https://b.socrative.com/login/student/>

2. Enter the room name

بعد فتح الرابط أدخل اسم الغرفة



Student Login

Room Name

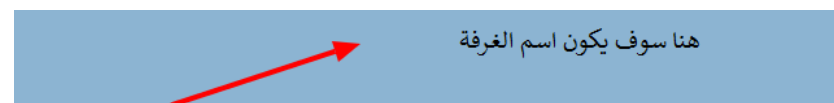
اسم الغرفة

JOIN

English

3. Enter your name

أدخل اسمك



Room Code the Student Entered

Enter your name

ادخل اسمك

Williams, Rory

DONE

4. Answer all questions

أجب على كل الأسئلة

A friend from school sends you an email to see what he/she missed because he/she was absent.

ANSWER CHOICE

A Green

B Yellow

C Red

Explanation:
It is fine to use your school email for educational purposes. Just remember our school honor code, and do not give out answers!

#2

You receive an email from a person whose name you do not recognize.

ANSWER CHOICE

A Green

B Yellow

C Red

Explanation:

5. Submit at the end

قم بالتسليم في النهاية

Note: This assessment is in real time and the trainer will monitor all your input in real time

ملاحظة: هذا الامتحان مباشر – وسيقوم المدرب بملاحظة جميع مدخلاتك في نفس الوقت

Note: The Trainer may change the login and the platform of the assessment ملاحظة قد يقوم المدرب بتغيير منصة الامتحان

5. ONLINE LIBRARY

The Nine Training Center is pleased to share a number of books for you as a valued trainee, so that you can enjoy extra reading to deepen your knowledge and skills.

عزيزي المتدرب، يسر مركز ذا ناين للتدريب مشاركتكم بعدد من الكتب، حتى تتمكن من الاستمتاع بقراءة إضافية لتعميق معرفتك ومهاراتك في مادة الدراسة. مرفق أدناه طريق الدخول

1. Log on to this website

ادخل للموقع التالي

<https://drive.google.com/drive/folders/1tTZzA2X4fvXov6SKIf-hOe4TidibekAo>

2. Choose the field

اختر المجال

Shared with me > ONLINE LIBRARY

Name ↑

Critical Thinking

Customer Service

Retail

3. Choose the book and double click it اختر الكتاب واضغط مرتين

4. Enjoy Reading استمتع بالقراءة

Shared with me > ONLINE LIBRARY > Customer Service

Name ↑

3rGFOQAUUpCpE39TJtu7fbJZ58Zo8k8jOn1fyoM7vqLE0d5VtFG1575395562HJJcyCMMXLlgoX76MGwfx

7320080417163054.pdf

as_app_bus_dbl_chapter_24.pdf

be-our-guest-perfecting-the-art-of-customer-service.pdf



6. CSR COURSES PROVIDED TO THE MINISTRY OF LABOUR AND SOCIAL DEVELOPMENT OR ANY OTHER THIRD PARTY

In case of additional training requests by stakeholders and any plans for providing free training as part of The Nine Training's social responsibility, this shall be considered as Special Circumstances in one of two circumstances:

1. Attendance programmes – delivered virtually completely:

Such courses provided for jobseekers for free, as requested by the Directorate of Human Resources Development in the Ministry of Labour, will be provided under CSR for free.

The Directorate shall provide the list of the required topics and although these are not regulated courses, the institute will approve the courses that are requested by the Directorate of Human Resources Development and approve it as attendance only programmes with the Directorate of Vocational Training Institutes Affairs on attendance basis

These shall all be less than 10 hours

According to our policy # T9TC-POL-18 on the quality manual, these will be considered as special circumstances for the training as the grading scheme we will consider the following for the program from 4 to 10 hours:

80% attendance

20% Posttest

Assignment with no grades, it will be for evidence of achieving the learning outcome.

Filing will be conducted for the purpose of providing the reports for the Ministry of Labour as a follow up on their special request for these programmes and for their follow ups with the list of job seekers and the execution of the Memorandum of Understanding.

2. Short awareness online sessions:

The Institute is approached based on its strength and standout in the market and its reputation by several organization to provide training or technical support to offer awareness sessions and short lectures and talk shows. Such sessions are planned either by The Nine's sister company Medpoint, or by The Nine such as webinars and talk shows, or finally by the Directorate of Social Centers in the Ministry of Labour and Social Development. Such courses are totally online and the Nine Training Center offers them as an additional support to these organizations. Neither certificates of attendance nor achievement will be issued and only if required a certificate of participation with no value will be issued either by MLSD's social centers, or the Nine's sister company or the partners in this regard or The Nine Training Center.

APPENDIX A: GUIDELINES FOR DOWNLOADING AND ACCESSING THE ZOOM APP

1. For iPhones and iPads and Apple Smart Devices	لأجهزة أبل مثل الآيفون والآيباد
ZOOM Cloud Meetings by Zoom https://apps.apple.com/gb/app/zoom-cloud-meetings/id546505307	
2. For Android devices such as Samsung and Huawei	لأجهزة أندرويد مثل سامسونغ وهواوي
https://play.google.com/store/apps/details?id=us.zoom.videomeetings	
3. For PC and Windows Devices and Mac	لأجهزة الكمبيوتر الشخصية والوندوز والماك
https://zoom.us/support/download	
After installing the application, and on the day of the webinar, will send you the link or it's ID and password of the session, please open the app and enter your name and email and join the webinar.	بعد تحميل ونصب التطبيق وفي يوم الندوة سيتم إرسال رابط الجلسة لك أو رقمها وكلمة السر للدخول إليها. الرجاء فتح التطبيق وكتابة اسمك وبريدك الإلكتروني والانضمام للصفحة.
You'll be automatically on Mute mode and your video will be switched off until you're given permission to speak, otherwise please mute your Zoom application and switch off your camera. Alternatively you can use the chat at any time of the session.	بعد دخولك سيكون جهازك على الوضع الصامت والكاميرا مقفلة إلا إذا تم السماح لك بالمداخلة، وإلا الرجاء وضع هاتفك على الصامت وإغلاق الكاميرا. يمكنك استخدام نافذة المحادثات المكتوبة الشات في أي وقت
For any queries or support at anytime please contact the admins through WhatsApp or Direct Call or Email	لأية استفسارات أو دعم يمكنكم التواصل مع الأدمن عبر الواتساب أو البريد الإلكتروني أو الاتصال
The Trainers will present their topics with introduction in between, you can raise your hand through the app in case you have a question to be allowed to speak and interact, or otherwise you can use the chat	المدرّبون سوف يعرضون مواضيعهم بشكل متواصل مع تعريف قبل أن يبدأوا. يمكنكم رفع يدكم من خلال التطبيق من أجل السماح لكم للكلام والمداخلات والتفاعل أو الكتابة في الشات .
Some trainers may allow all to speak depending on the topic and or the Q&A session so please note when to mute and unmute your phone	بعض المدرّبين قد يسمحوا للجميع بالكلام والتفاعل حسب موضوع المادة والبحث وأثناء فقرة الأسئلة، وبالتالي يرجى منكم التكرم بملاحظة وضعية الصامت في تطبيقكم

4. To Raise Hand لرفع اليد

- a. Click Raise Hand in the Webinar Controls.



- b. The host will be notified that you've raised your hand.
- c. Click Lower Hand to lower it if needed.

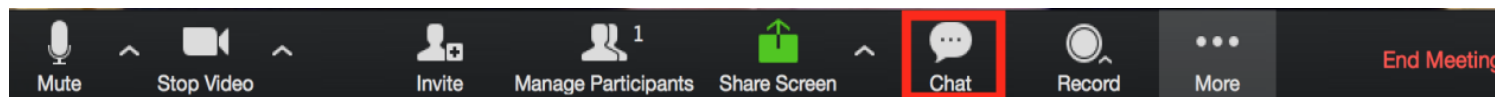


5. For Chat للمحادثات

Instructions for Attendees

As an attendee in the webinar, you can chat with other attendees, panelists(including the host), depending on what chat permissions the webinar host has allowed.

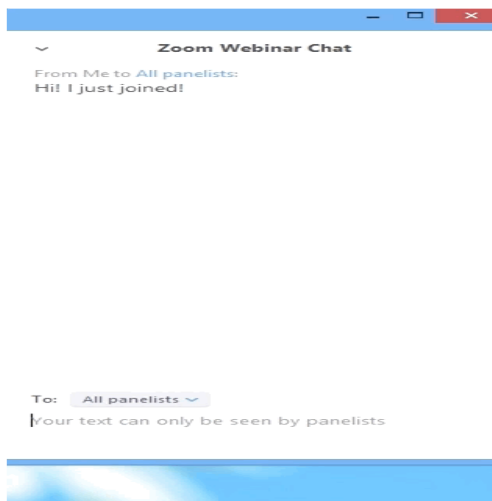
- a. As an attendee, Chat will be in the controls at the bottom of your screen.



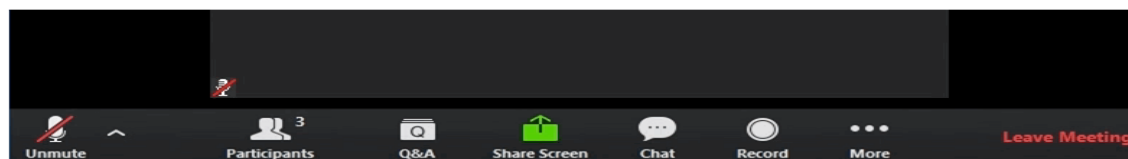
- b. When you click on chat, the chat window will appear. It will be on the right if you are not in full screen. If you are in full screen, it will appear in a window that you can move around your screen.

c. Type your message and press Enter to send it.

- You can also select who you would like to send the message to by clicking on the drop down next to To:.



- When you receive a chat message, you will receive a notification at the bottom of your screen if you do not currently have the chat window open.



- If the host has disabled Attendee chat, you will still be able to view messages sent by the host and other panelists.

Zoom Webinar Chat

Host disabled attendee chat ×

From Me to All panelists:
Hi! I just joined!

From Me to All panelists and attendees:
Did I miss anything important?

From Molly Parker to All panelists and attendees:
No, we're just getting started! Glad you're here!
No, we're just getting started!

From Me to Molly Parker: (Privately)
I'm excited to be presenting!

From Molly Parker to Me: (Privately)
Thanks for joining us!

APPENDIX B: PROTOCOLS AT THE OFFICE

The Nine Training Center made available office protocols to provide guidance to any employer with office space.

These office protocols include the following:

1. Premise's access

- Provide hand sanitizer at the entrance of the premises for employees to use as they enter the building.
- Post signage indicating that employees, stakeholders, or visitors exhibiting COVID-like symptoms are not allowed to enter the premises.
- Control all doors within the center to limit staff and stakeholders movement and to maintain physical distancing requirement of at least 2 meters.
- Provide a log at the access with temperature gun.

2. Workplace operations

- Consider remote work options for employees where possible.
- Consider work shifts to have more space to maintain the physical distancing and reduce the risk of exposure.
- Refrain from face-to-face meetings where physical distances cannot be maintained and encourage virtual meetings as much as possible.
- Consider creating partners of employees who work together and who do not interact with other associates. To reduce spreading of illness and infection.

3. Workstations

- If it is deemed necessary that office attendance is required, position staff in a way that them to maintain the social distancing requirement and workstations 2 meters away from communal pathways.
- Consider unidirectional communal pathways to limit personal interactions.
- With limited workspace, consider installing some sort of barriers between workstations.
- Where possible, hold meetings virtually.
- Refrain from sharing office space or workstations. If employees must share office space, schedule an appropriate sanitizing and cleaning protocols.

4. Communal spaces

- changes to communal spaces must be communicated clearly to staff.
- In constricted areas, instruct the staff to have a single-person access only.
- Limit the number of staff allowed in common areas at any one time. Consider common break times to reduce large gatherings and encourage staff to take breaks or eat outside or at their own designated workspace.
- Consider distancing the tables in lunch rooms, or installing plexiglass dividers at the tables.
- If the physical distancing at work is not possible, arrange the work task and provide directions to staffs to ensure that time spent in close proximity is reduced.
- Restrict eating to a clearly identified and dedicated area with handwashing stations, cleaning and disinfectant supplies, and adequate space to maintain the physical distancing requirement.
- Require staff to bring their own dishes and utensils.
- Refrain from providing and consuming communal foods.
- Communal doors must remain open throughout the workday to reduce contact with door handles.
- Instruct staffs to use their own equipment, such as pens, staplers, headsets, and computers.
- Limit the number of people using shared office equipment or other items.
- Shared equipment should be cleaned and disinfected after each use.

5. Outside visitors

- If required, visits to the Centre should be prearranged, staggered, and safety protocols should be communicated before entry into the Centre (e.g., email and/or signage posted to entrance). Keep a record of visitors to the Centre.
- Post signage at the Centre to inform everyone of the measures in place.
- Limit non-essential in-person interaction between staffs and visitors.
- Waiting areas should be arranged to maintain physical distancing requirement. If possible, install barriers between receptionists and visitors (e.g., plexiglass). Place markings on the floor directing visitors where to stand when approaching front desk.
- Provide visitor-facing staff with hand sanitizer for their use only.
- Remove non-essential communal items, such as candy, magazines, and complimentary phone chargers.
- Provide a safe place for visitors to dispose of used sanitizing wipes and other personal protective equipment.

APPENDIX C: ABOUT CORONAVIRUS DISEASE

ABOUT CORONAVIRUS DISEASE (COVID-19)

WHAT IT IS

COVID-19 is an illness caused by a coronavirus.

Coronaviruses are a large family of viruses. Some can infect animals, and some can infect humans. COVID-19 is a new disease caused by the coronavirus (SARS-CoV-2) that was first identified in Wuhan, China in December 2019. COVID-19 was declared a global pandemic in March 2020.

Those who are infected with COVID-19 may have little to no symptoms. **Symptoms of COVID-19** are often similar to other illnesses.

SYMPTOMS

Symptoms of COVID-19 can:

- ▶ take up to 14 days to appear after exposure to the virus
- ▶ be very mild or more serious
- ▶ vary from person to person

SPREAD

Coronaviruses are most commonly spread from an infected person through:

- ▶ respiratory droplets when you cough or sneeze
- ▶ close personal contact, such as touching or shaking hands
- ▶ touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

PREVENTION

The best way to prevent the spread of infections is to:

- ▶ practice **physical distancing** at all times
- ▶ stay home if you are sick to avoid spreading illness to others
- ▶ wash your hands often with soap and water for at least 20 seconds
- ▶ avoid touching your eyes, nose or mouth, especially with unwashed hands
- ▶ avoid close contact with people who are sick
- ▶ when coughing or sneezing:
 - cover your mouth and nose with your arm or tissues to reduce the spread of germs
 - immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards
- ▶ clean and disinfect frequently touched objects and surfaces, such as toys, electronic devices and doorknobs
- ▶ wear a **non-medical mask or face covering** (i.e. **constructed** to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) to protect the people and surfaces around you

IF YOU HAVE SYMPTOMS

If you have **symptoms** of COVID-19:

- ▶ stay home (**isolate**) to avoid spreading it to others
 - if you live with others, stay in a separate room or keep a 2-metre distance
- ▶ call ahead before you visit a health care professional or call your **local public health authority**
 - tell them your symptoms and follow their instructions
- ▶ if you need immediate medical attention, call 444 and tell them your symptoms