



THE NINE TRAINING CENTER

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SECTION 1

COMPANY PROFILE

1.1 Overview

The Nine Training Center (T9TC) was instituted in the year 2015 with the objective of delivering high quality training services and experiences at the local and GCC level.

NINE Unique reasons for choosing The Nine Training Center:

1. Guaranteed Results.
2. Extensive training solutions.
3. Competitive rates.
4. Training designed by expert.
5. Constant training innovations.
6. Dynamic, hands-on learning experience.
7. Expert and caring mentors.
8. More than just by-the-book training.
9. Follow-up support.

1.2 Vision

To be a highly distinguished training center known for its quality and distinctive training programs in and around GCC, responsive to Bahrain's economic vision 2030 and ensuring progressive growth of all our valuable stakeholders.

1.3 Mission

To become one of the most trusted training centers in advancing skills of human resources. Our center will be a key instrument in bridging the gap between our stakeholders and the competitive labor market, providing essential knowledge and capabilities that will contribute to the sustainable development and innovations of the Kingdom and the GCC region.

1.4 Values:

THE NINE TRAINING CENTER has adopted the following values that distinguish and enable the center to achieve its goals:

- ✚ **Efficiency & Reliability:** Overcoming space and time by using a quality system that consistently produces optimal results, preferably meeting or exceeding expectation.
- ✚ **Excellence in Quality:** Delivering excellent services and continuously improving the center's processes not only meet client's needs and expectations, but to even exceed them.
- ✚ **Loyalty & Trust:** Providing an environment of trust within the workplace and promoting loyalty to clients, learners, and employees.
- ✚ **Accuracy:** Providing services with precision, exactness, and conforming to needs of the clients and other stakeholders.

- ✚ **Liveliness & Creativity:** Providing up-to-date training programs in a distinct and creative approach.

1.5 What Do We Offer

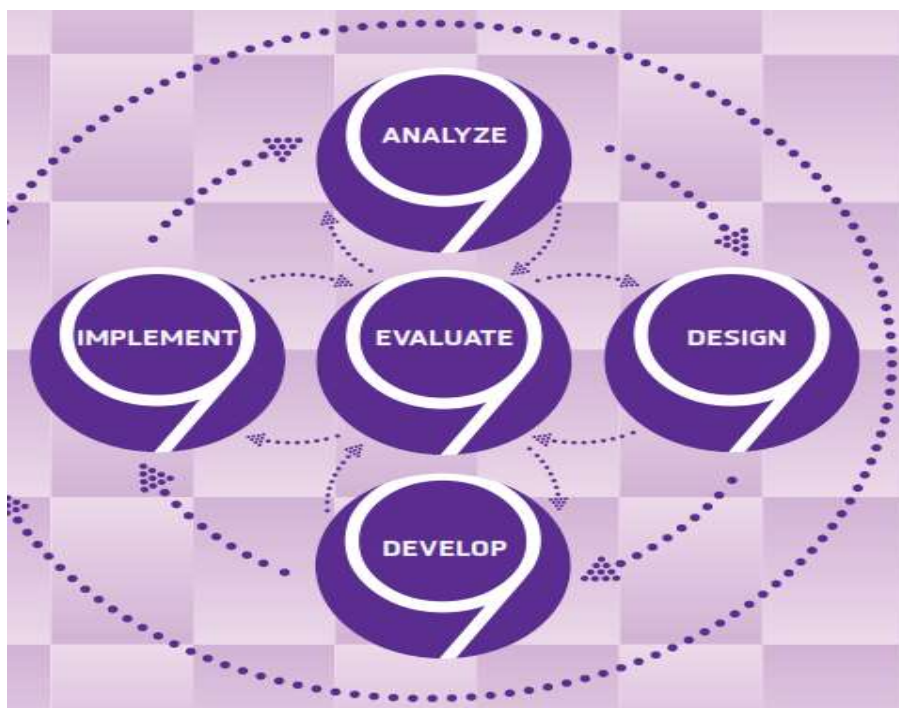
Training is one of the strategies that is utilized by successful organizations. An investment in human capital will definitely and positively lead to enhanced business performance, client retention, higher staff engagement and increased revenues.

T9TC delivers bespoke solutions to national and international organizations who wish to improve their business performance through:

- ✚ Clients Service Excellence
- ✚ Employee Engagement
- ✚ Team Building
- ✚ Leadership & Management
- ✚ Productivity Improvements
- ✚ Health and Safety
- ✚ English for Specific Purposes

1.6 How We Do That

The Nine Training Center has adopted the ADDIE model in designing our training:



1.7 Our Trainers

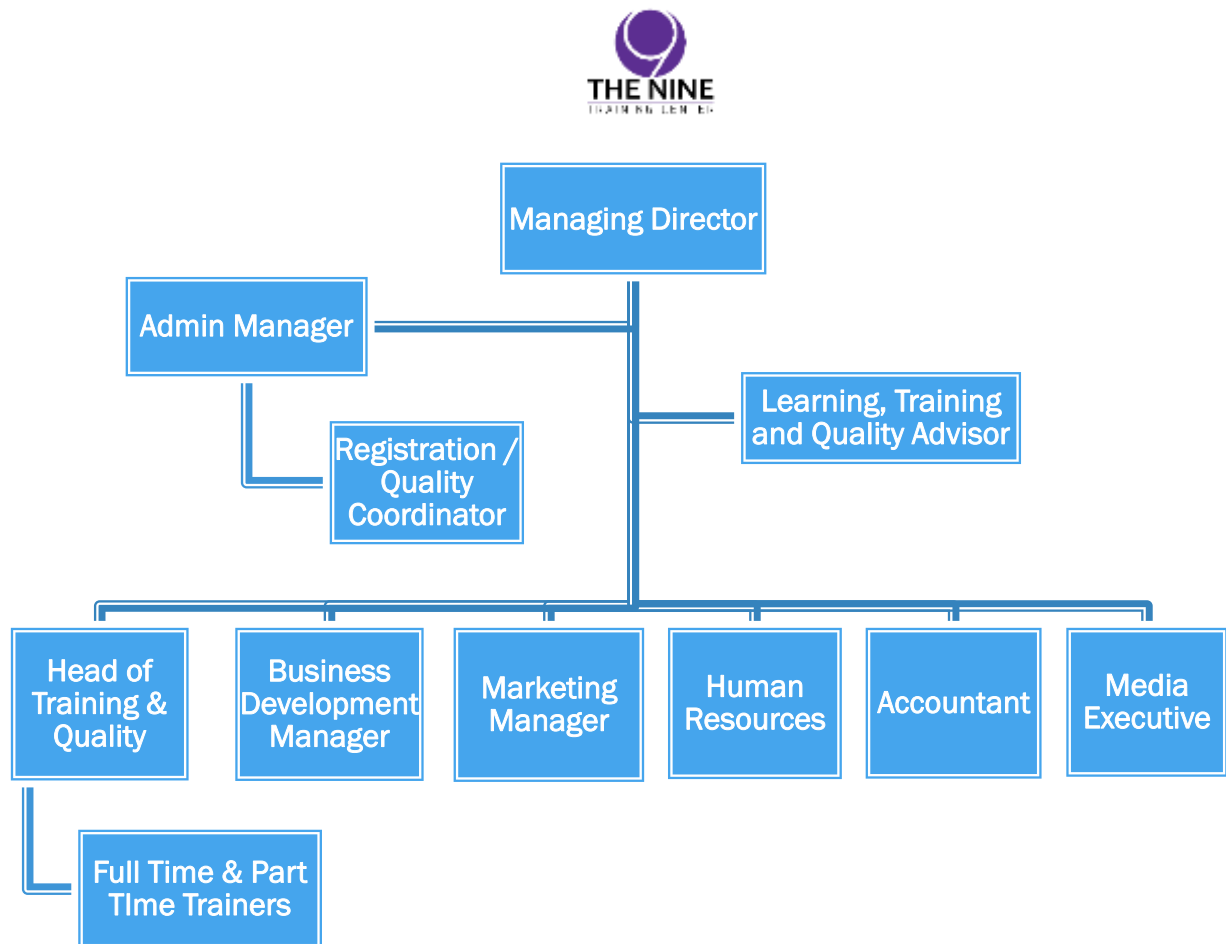
T9TC has specialized trainers who possess academic and professional qualifications who are selected based on the following standards:

- | | | |
|---------------------------------------|--|---------------------------|
| 1. Academic degree and specialization | 3. Professional certificates | 6. Language proficiencies |
| 2. Real expertise | 4. Distinguished training capabilities | 7. Creative capabilities |
| | 5. Reputation and outreach contributions | |

1.8 Our Objectives

1. To become one of the contributors in the vision of Kingdom of Bahrain 2030, by bridging the gap between the workforce and labor market through trainings.
2. To enrich human resources with useful in-demand knowledge, skills, positive attitude and critical thinking, which would raise the level of organizations performance.
3. To systematically explore our training center's experience and to continuously improve quality of training within the center
4. To ensure training methods and approaches are effective, structured, and delivered professionally.

1.9 Organizational Structure



1.10 Social Responsibility

The9TC is committed to do its part under social responsibility through the following:

- ✚ Participation in events such as career fairs and training exhibitions
- ✚ Staff to participate in national initiatives such as Injaz
- ✚ Training to be given to jobseekers and the community as needed on certain basis and when required in collaboration with ministries and social centers
- ✚ Presence of plantation and greenery in the office
- ✚ Refraining to print emails and unnecessary documents
- ✚ Save energy as much as possible
- ✚ Reduce waste in The9TC
- ✚ Support the training of people with special needs
- ✚ The9TC will continue to find ways and improve the social responsibility commitments.

SECTION 2 POLICIES

These policies and procedures shall be communicated to all employees, service providers and organizations working for or on behalf of The9TC through induction, awareness sessions and notices as appropriate. All personnel are required to understand and implement these policies within the area of their responsibilities.

These policies and procedures shall be made available to any interested party upon request.

The policies and procedures will be reviewed and revised on specified dates of revisions and updates.

POLICY NAME:	<u>Quality Policy</u>	2.1
POLICY NUMBER:	T9TC-POL-01	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

The Nine Training Center’s (The9TC) quality policy was developed to outline the center’s beliefs and commitment to quality improvement, in all its training services and administrative operations.

It was also designed to be the center’s framework to ensure compliance to National Authority for Qualification and Quality Assurance of Education and Training (QQA), government legislations, and other accrediting authorities.

APPLICATION AND SCOPE

This policy encompasses all training programs, related activities, and administrative operations within the center to ensure that trainees receive quality services.

PRINCIPLES

- ❖ The9TC implements this policy to guarantee that the center provides training and conducts its administrative operations, which meets or even exceeds the expectations and needs of all its stakeholders
- ❖ The9TC is committed to continuously improve all aspects of its training and administration processes through constant evaluations, feedbacks, and analysis of its performance.
- ❖ The management of the center will implement and monitor The9TC quality management to ensure that it is observed by all employees.
- ❖ This policy is made known to all employees during the induction meeting to ensure awareness among the employees.

STRUCTURE

The9TC has an internal team, to manage and oversee the implementation of quality management and an external consultant to ensure consistency and compliance with national and international frameworks.

The9TC Quality Assurance System and Structure

Internal Team



- ❖ The Quality Assurance System is managed by the Head of Training and Quality, the Administration Manager, Quality and Registration Coordinator in addition to the Training and Quality Advisor. This committee is headed by the Managing Director of the center.
- ❖ Every individual has assigned task and requirement, and these are documented and are included on an index page on files and records.

External:

- ❖ The9TC's external Quality advisor works closely with the internal team to ensure consistency and compliance with requirements, legislations and other quality related accreditations.
- ❖ The External Quality Advisor regularly visits training sessions, workshops and moderates' records of the center and submits reports to the Managing Director for continuous improvement.
- ❖ The roles and responsibilities are stated in employee's contract.

Quality Assurance Procedures

1. The9TC ensures the implementation of policies and procedures of the center, by constantly monitoring and evaluating training services and administrative operations affected by them.
2. The quality assurance team that the following major aspects of the center's quality activities are observed:
 - ✓ Training materials are constantly reviewed ensuring they meet learners need and are appropriate to their level. Trainers are

encouraged to modify training materials to fit the skills level of the trainees.

- ✓ Assessments activities must be strictly monitored, and assessment results are analyzed and presented in graphs to be able to obtain meaningful data from the assessment activities.
- ✓ Evaluations of training delivery and related services must be collected and analyzed regularly to check on the feedbacks and recommendations of learners and other stakeholders. When recommendations are found to be necessary and appropriate the center can plan to act on them.
- ✓ All critical process must be documented and monitored.
- ✓ Strategic plans are regularly developed, monitored and evaluated to ensure continuous improvement of the center
- ✓ The9TC will continuously conduct benchmarking and market surveys to identify new trends in training delivery.
- ✓ The9TC will provide professional enhancements of its staffs and trainers through workshops and staff seminars.
- ✓ The9TC will continue to seek international partnership and accreditation to ensure that the training programs are at par with the international standards.

Related Document and Policy

1. Continuous Improvement Policy
2. Evaluation Policy
3. Assessment Policy
4. Strategic Plan

POLICY NAME:	<u>Continuous Improvement Policy</u>	2.2
POLICY NUMBER:	T9TC-POL-02	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

The Nine Training Center (The9TC) is committed to providing efficient training services to satisfy the needs of its trainees and other stakeholders. To guarantee that the center's quality services, continuous improvement to all training related activities and administrative operations is a necessity.

This policy will help The9TC ensure compliance to different standards and meet expectations of all its stakeholders, the community and industry. This also supports the Quality Policy and helps in establishing the framework of The9TC quality management system.

APPLICATION AND SCOPE

This policy applies to The9tc staffs, trainees, and stakeholders. It encompasses all its operations including training, learning and consultancy services, financial operations, facilities management, staff development and administrative operations.

PRINCIPLES

The9TC is committed to:

- ❖ Provide and maintain quality management system to comply with necessary standards and requirements in the field of training.
- ❖ Ensure stakeholders needs satisfaction and training objectives are successfully achieved.
- ❖ Continuous improvement through effective leadership, staff's commitment to quality improvement and trainees' active involvement.
- ❖ Conduct periodic reviews and assessment of the centers efficiency and effectiveness to align them with QQA Kingdom of Bahrain requirements. And other accrediting authorities
- ❖ Progressively and actively seek out and eliminate all potential difficulties, avert challenges and act upon all opportunities in a way that result in the continual improvement of its training provisions.
- ❖ Systematically use of qualitative and quantitative feedback as the basis for identifying and prioritizing improvement opportunities.

The9TC can utilize the following as sources of information for continuous improvement opportunities:

- ❖ Feedback and evaluations
- ❖ Complaints
- ❖ External Audit reports
- ❖ Record Keeping
- ❖ Market Surveys
- ❖ Professional Development
- ❖ And other related sources that would contribute to our quality management

PROCESS AND PROCEDURES

The center ensures continuous improvement through the following:

Evaluation:

All training sessions are evaluated upon their completion. Each trainee fills up a training evaluation form, which are then analyzed, recorded, and kept. Results from this evaluation are discussed and upon finding out that a recommendation needs to be acted upon, the management will develop a plan of action.

Additionally, training venues are monitored and observed, and a venue inspection form is filled up. The9TC's team or external quality advisors assess the effectivity of training methods and strategies of every trainer through observation of sessions. These steps are designed to gather information regarding areas for improvement.

Feedback:

The9TC also gather feedbacks from trainers and invited speakers informally and formally. Informal feedbacks done verbally are performed before and during the training sessions. This feedback are then addressed by the Administration Manager to ensure that training resources and requirements are adequately in place.

Upon completion of a training program, a form is used to take formal feedbacks from the trainer, in order to place recommendations on how to further improve the training programs that are being offered at the center.

Market Survey:

Whenever needed, the center conducts a market survey officially, analyses the findings of the survey, and design action plans to be integrated in the training programs of the center to address market needs and demands.

External Audit Reports:

The9TC contracted external advisors to provide adequate and timely reports for the continuous improvement of the center. External auditors ensure information is free from bias, no material misstatements in the financial statements, training statements and offerings of the center.

The center currently has two auditors that perform:

1. **Financial Audit.** An external auditor performs this annually. Financial processes are audited, and reports are submitted to increase the credibility of the financial processes of the center.
2. **Training Quality Audit.** This is conducted through regular observations of training and learning sessions at the center to oversee, monitor and assess the quality of methods and strategies used.

Record Keeping:

The9TC implements a documentation and record keeping process, this are stated in the record management policy.

Complaints:

The9TC used an in-placed system of complaints. The center takes complaints seriously and document them well. Our Complains policy clearly states the procedure to take for such cases.

Training:

The9TC uses the ADDIE model to analyze, design, develop, implement, and evaluate training program offered at the center. This model ensures that no steps is missed out and quality training programs are developed.

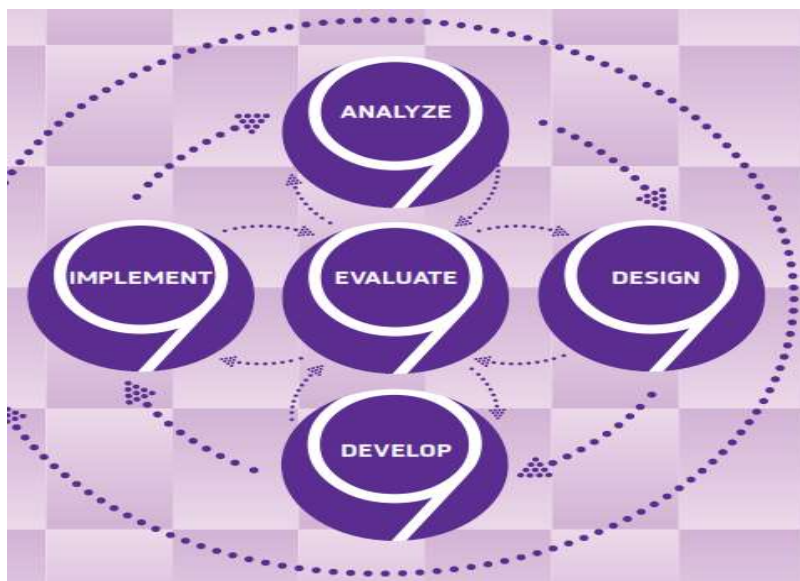
The center provided internal and external training to its staffs to ensure that all personnel involved in quality activities have relevant knowledge and skills.

Review:

The9TC review its internal quality assurance system every maximum of 4 years to comply with various requirements of national and international accrediting bodies.

The Quality procedures and policies are updated on a regular through meetings and trainings to ensure they are current and relevant to the needs of the center.

The Nine Training Center ADDIE model in designing our training:



Total Clients Satisfaction

The primary objective of The9TC QMS is to focus our organization on the learner, and in particular, on learner satisfaction. The key to achieving high client's satisfaction is an accurate determination of learner's needs and an effective verification that the identified needs are met.

Top management ensures that learner's needs are determined during the admission and registration procedures through interview and training needs analysis. Companies who acquire the center's services are also interviewed to identify their expectations and requirements from The9TC. Once the needs are identified, the top management will guarantee that training programs are fit to the for the learners and that the needs are addressed.

Top management ensures that learner's satisfaction is systematically monitored to determine if the center is meeting client's requirements. This is done by acquiring their feedback on the training evaluation.

Also, The9TC is continuously updating its training programs, adding new ones (both local and international), and selectively adding more trainers in order to provide a wide range of services that can satisfy a wider range of clients with various needs.

The9TC respects all clients' ideas, thoughts, and opinions whether political, religious, or cultural; Hence The9TC Marketing Executive(s) shall not interfere, argue or object any of the clients' opinions gathered through their feedback.

Qualification Review and Update:

1. The market needs are studied annually through all available official data, including personal interviews, company visits, and informal ones, such as random surveys through social media, brochures, and flyers.
2. Online verbal and written marketing surveys are distributed to business owners during marketing meetings to identify their needs.
3. In addition to the market surveys, the 9TC team might use available data from official sources to consider for updating the programs as well.
4. All available data will be analyzed, sorted, and organized to identify the trend of training programs required.
5. The results of the analysis are converted into a detailed report that includes tables, charts, and graphs to facilitate the process of interpreting the results. The report will provide recommendation about the new qualifications that need to be offered or the update of the available qualification.
6. After preparing the analysis reports, results and recommendations, these reports are sent to the heads of the Planning and Marketing Unit and the Training and Quality Unit for their review.

7. A meeting will be held between the heads of the Planning and Marketing Unit and the Training and Quality Unit to review their views on the reports and approve them after making the necessary amendments to them.

8. Analysis reports, results and final recommendations will be presented to the General Director of the 9TC and those concerned with training programs in a special meeting.

9. The report is transferred from the office of the General Director of the 9TC after its approval to the Planning and Marketing Unit and the Training and Quality Unit in order to develop plans for the mechanism for achieving the recommendations of the reports.

10. Copies of the report are kept with the Planning and Marketing Unit and the Training and Quality Unit for reference for follow-up and future development.

11. Accordingly, new programs will be developed, or the available programs will be updated.

POLICY NAME:	<u>Marketing and Advertising Policy</u>		2.3
POLICY NUMBER:	T9TC-POL-03		
VERSION:	1	Effectivity Date:	2018
REVIEW DATE:	2022		

PURPOSE

The purpose of this policy is to provide guidelines to the marketing and advertising activities of The Nine Training Center. It clearly states the procedures that must be observed in promoting the center's services.

This will also ensure that all marketing activities involving training services provided by the center will be performed with integrity, accuracy, and professionalism. This will make certain that misleading, vague, and ambiguous statements are avoided.

APPLICATION AND SCOPE

This policy applies to the marketing staffs who will be responsible for all marketing and advertising activities of The9TC. The responsibilities for marketing activities are assigned to the General Manager in coordination with the Marketing Executives.

PRINCIPLES

The9TC will use emails, website, social media, brochures, and flyers as the predominant medium for its advertising activities. The marketing team must ensure that all information provided on all media is accurate and professionally designed in English and/or Arabic language.

The9TC will take reasonable steps to guarantee that the marketing team adheres to the following:

- ❖ Obtain written permission before information shall be published both in written and broadcasted form, ensuring that conditions and rules on the use of individual or organization information is adhered to.
- ❖ Properly and accurately, represent all training services to all prospective clients and stakeholders.
- ❖ Ensuring that all individuals or organizations are provided with all necessary details of the training services, clearly stated in any contractual agreement between the center and prospective client.
- ❖ Using the official training names as approved by the Ministry of Labor (MOL)
- ❖ Ensuring all marketing or promotional literature and general media advertising will not:

- Encourage unrealistic expectations about the progress attainability, facilities and equipment provided at the center.
- Make any claim of inaccurate recognition, use misleading or false comparisons of courses that are provided by other competing training providers.
- Make any misleading statements concerning the qualifications or experience of its staff.
- Make misleading or false statements about the prospects of employment following the completion of a training program.

PROCESS AND PROCEDURES

- ❖ Marketing Executive(s) shall handle the clients' enquiries and requirements, invite them for further discussions and shall visit the client's premises to offer possible options if required.
- ❖ Marketing Executive(s) shall obtain clients requirements, review, and document them. If the requirements of clients are not defined properly, then he/she shall make an effort to discuss and clarify it with client the as much as possible.
- ❖ After gathering all the information from the clients, Marketing Executive shall coordinate with the training department, quality department and management to ensure that all necessary resources to conduct the training are available. If any of the resources are not available, he/she shall arrange to obtain these resources in coordination with Head of Training & Quality and/or General Manager.
- ❖ He/she sends the offer/proposal to the client and discusses details of the proposal to the client when necessary. If the clients does not agree with the offer, then he/she shall negotiate with client and offer competitive pricing that is coordinated with the Head of Training & Quality and/or General Manager.
- ❖ Once an agreement with the client is done, he/she shall coordinate with training department and client for training details such as, the date and venue of the training program.
- ❖ Upon the delivery of training services, the Marketing Executive shall prepare invoice to be issued to the client, coordinating with administration accountant. He/She shall conduct follow-ups with the client on settling invoices and make necessary acknowledgements if everything is settled.

POLICY NAME:	Competitive Marketing Policy		2.4
POLICY NUMBER:	T9TC-POL-04		
VERSION:	1	Effectivity Date:	2018
REVIEW DATE:	2022		

PURPOSE

This competitive marketing strategy clarifies the roles of marketing executives and provides guidelines on performing these roles. This will avoid unwanted inconsistency and tension among the marketing executives.

APPLICATION AND SCOPE

This applies to all marketing executive staffs and others who are connected with the marketing activities of the center

PRINCIPLES

- ❖ The9TC Management respects the right of every Marketing Executive to have their own client network and shall not accept the meddling between marketer and another. Although, if the marketer fails to secure a deal with a client within 1 year, The9TC management may assign another marketer to contact this client.
- ❖ Marketing Executives may use any ways necessary to contact client, by either personal meeting, phone call, email and/or other means of communication that is appropriate for every client and encourage positive response from them.
- ❖ Marketing Executives are encourage using effective strategies to gain clients but must practice professionalism; observe ethical and religious boundaries in doing so.
- ❖ The9TC management may turn over a marketer’s clients to another during his/her leave/vacation in order to maintain communication with the client. However, when the marketer is back from his/her leave/vacation, these clients shall be given back to the original marketer.

POLICY NAME:	Stakeholders Feedback Policy	2.5
POLICY NUMBER:	T9TC-POL-05	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

The Nine Training Center (The9TC) values stakeholder’s feedbacks; they are vital part of the center’s continuous improvement process. Therefore, a regular activity to collect our stakeholders’ feedback is part of our process.

This policy clearly outlines the center’s principles on stakeholder’s feedback and state ways on how to collect, use and analyze them for the center’s improvement. This policy also clarifies who are our stakeholders that will provide us feedbacks.

DEFINITIONS

Stakeholders. The center recognizes the following, but not limited to, as their stakeholders:

- ❖ Current and prospective learners
- ❖ Center’s staff
- ❖ Government agencies and bodies
- ❖ Professional accrediting bodies and associations
- ❖ Client companies
- ❖ Training and learning advisory bodies

APPLICATION AND SCOPE

This applies to all stakeholders, training, and management process of The9TC. All feedback can be collected with the consent of the respective stakeholder and are analyzed free from bias.

PRINCIPLES

- ❖ Stakeholder’s feedbacks will be collected with consent and shall be made known and explained to stakeholders during an induction process.
- ❖ Stakeholders’ personal information shall be protected to ensure feedbacks will not be used to disadvantage a stakeholder.
- ❖ Results of feedback will be used for management improvement purposes and must be free from bias and judgement
- ❖ All feedbacks shall be private and only be discussed to concerned staff and management.

PROCESS AND PROCEDURES

- ❖ The9TC shall conduct various types of feedback gathering activities on a regular basis. The schedule of collection of feedback, is dependent on the type of process or service being evaluated.
- ❖ Feedback gathering activities are assigned to staffs deemed appropriate by the management to perform the task and are monitored by the Quality Department and communicated to the General Manager.
- ❖ The feedback gathering process includes but is not limited to:
 - Regular informal monitoring and communications (emails etc.) to client companies and selected stakeholders
 - Feedback from moderation and professional development activities
 - Trainee's Feedback received during the registration, pre-training questionnaire, etc.
 - Information gathered from the complaints and appeals process
 - Feedback from the trainers and auditors during and after the training program
 - Feedback from the trainees during the training program (Training Evaluation forms, Trainees' action plans, etc.)
 - Feedback from the employers and trainees after the training program (Training impact measuring)

POLICY NAME:	Finance and Accounts Management Policy	2.6
POLICY NUMBER:	T9TC-POL-06	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy states The9TC financial process and how to handle each financial transactions connected for each process It ensures that the center complies with legislations concerning finance and accounting, also this helps in the financial audit process of the center.

APPLICATION AND SCOPE

This policy is applicable to the management and staffs connected with the financial process and procedure of the9TC.

PRINCIPLES

The9TC is committed to efficient and accurate financial transactions that complies with legislations and auditing requirements.

The center upholds the value of financial integrity and honesty in all its financial dealings.

PROCESS AND PROCEDURES

- ❖ The9TC finance is annually audited and certified by a consultancy company. The General Manager is responsible for the effective management of The9TC finances and ensures compliance to the financial audit. There is only one signatory for the organization.
- ❖ The Accounts staff uses financial management software TALLY and MS-Excel for the financial report and recordings, and then submits monthly report on The9TC financial position. When necessary, meetings are held to review the financial position of The9TC. Any changes to financial management policy must be documented.
- ❖ When required to receive a deposit from a learner, The9TC ensures to return this deposited money to the learner and a receipt voucher is given to learner to ensure the back payment.

- ❖ The9TC marketers and external parties marketing for The9TC shall receive a commission based on the agreement reflected on the contract with them.
- ❖ Trainers are provided with training fees per day/per hour based on the agreement stated on their contract.
- ❖ Proposals submitted to clients should have attached quotation on the services to be provided by The9TC.
- ❖ Once a proposal was accepted and approved by the client, a copy of the agreement with the approved names of trainees will be given to the accountant, to process necessary financial transactions.
- ❖ Upon completion of the course, invoice(s) is submitted to the client, with the names of the trainees who attended the training course and eligible to be certified.
- ❖ The trainer must complete and submit all quality requirements and document of a completed course to the accounts, indicating the full details of the course and its duration, to be able to process the payment.
- ❖ Upon collection of training fees from the client, appropriate commissions are given internal marketing executive or external marketing parties based on whoever secured the deal.
- ❖ All monthly expenses are handled by the Managing Director, and all payments or collected money must be recorded and documented.

POLICY NAME:	<u>Training Programs Design, Development, and Implementation Policy</u>		2.7
POLICY NUMBER:	T9TC-POL-07		
VERSION:	1	Effectivity Date:	2018
REVIEW DATE:	2022		

PURPOSE

This policy provides the center’s framework for the design and development of training programs to be able to uphold continuous quality improvement on our training services.

DEFINITIONS

Training Program Development- the process of considering, creating, producing, and getting a training program ready for trainees, it also include evaluating the appropriateness and effectiveness of the training program.

Training Program Design- the process of identifying learning outcomes, planning of activities, and preparation of resources and construction of assessments that will support an effective training program.

Training Implementation- the stage that includes preparation, editing of course manuals, scheduling of training venue and disseminating training program information.

Training Evaluation- the process of reviewing the effectiveness and appropriateness of a training program

APPLICATION AND SCOPE

This policy is applicable to current and future training programs of The9TC and all the staffs that are connected with training program design, development, implementation and evaluation.

PRINCIPLES

- ❖ The Nine Training Center (The9TC) is committed to providing quality-training programs that are recognized both local and international. The center upholds to its goal of training responsive to the demand of the industry, the kingdom and to individual trainee.
- ❖ Our training programs undergo planning, design, implementation, review, and evaluation process to ensure that all necessary details of effective training programs are undertaken.

- ❖ The management supports the training design and development process by actively engaging on every process and ensures that resources are allocated well to the training program that will be developed.

PROCESS AND PROCEDURES

Planning: Market Survey

The planning procedures are done through the following steps:

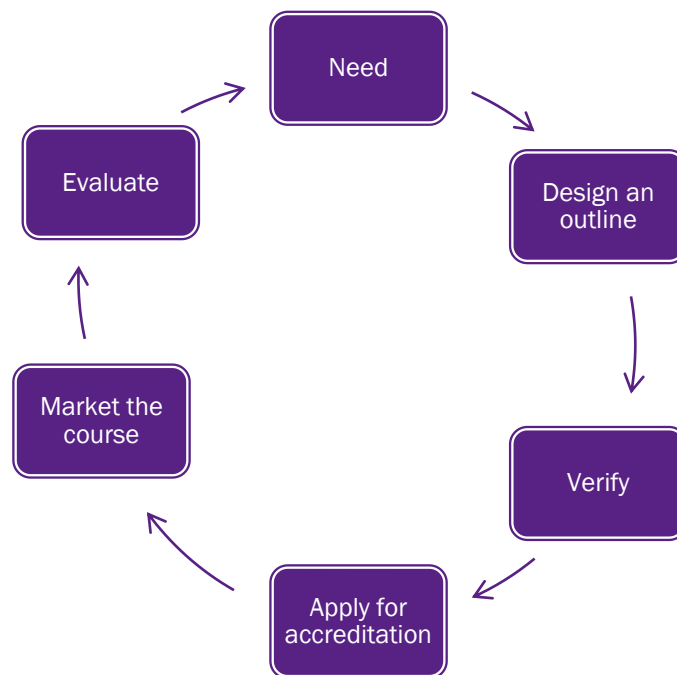
- ❖ The9TC conducts a formal market survey every 4 years (maximum) and informal survey in a continuous manner to ensure that market demands are addressed, and stakeholder's needs are identified.
- ❖ Online and verbal marketing surveys are distributed to our stakeholders during marketing meetings.
- ❖ Along with the market surveys, The9TC conducts market research, using data from consultancy reports to gather sufficient information regarding a training program being conceptualized.
- ❖ Data collected through the marketing survey and research are gathered, sorted, and analyzed to get relevant information, rationale and recommendations on what training program is currently needed or what existing programs need to be upgraded. All this will be reflected in a detailed report.
- ❖ Management and/or quality department, will make a final recommendation to develop a new training program or upgrade an existing program based on the report.
- ❖ The final report is then submitted to the board of directors to discuss the recommendations, identify marketing possibilities, and provide decisions.

Training Proposals. In addition to market surveys, The9TC also receives training requests from clients locally and internationally and for that purpose the center follows the following steps:

- ❖ Once The9TC has received the training request(s), The9TC replies with a proposal as soon as possible.
- ❖ The9TC will set up a meeting or sends an email to companies or individuals inquiring their specific needs so that a training can be customized based on their requirements.
- ❖ Also, a pre-questionnaire form and/or a registration form is sent to the expected learners before starting the course date. This serves as a skills assessment for the prospective trainees, to whom the training program will be customized.
- ❖ The completed forms are gathered, analyzed, and sent to the trainer and training manager through e-mail before the course date, to adjust materials and other relevant resources as per the levels of the trainees.

Training Program Design

- ❖ Based on the market survey report, needs and requirements of clients The9TC will design training programs and qualification.
- ❖ The personnel responsible for this will be as follows:
 - Head of Training and Quality
 - Training and Quality Advisor
 - Sales Manager
 - Business Development Manager
 - Full Time and Part-Time Trainers
 - Coordinator
- ❖ The process will be as follows



- 1- The training advisor will draft a training outline for the training programs identified during the market survey and research. This will also include learning outcomes, appropriate activities and resources needed. In all these requirements pointed out during the survey and meetings will be integrated.
- 2- The team will verify the proposed training program, its learning outcomes and make necessary recommendations and changes if necessary.
- 3- Once verified, the coordinator will send it to the awarding bodies and governmental authorities such as the Ministry of Labor for accreditation and recognition.
- 4- Once approved, the marketing team will also be notified to prepare marketing and advertising plan to inform target client of the new training program.
- 5- At the same time, the team will proceed to designing the curriculum, syllabus and training sessions that matches clients' specific and customized needs.

- 6- New training programs and qualifications must be designed in compliance with awarding bodies and national authorities. Local qualifications must integrate requirements under BQA-NQF.
- 7- When applicable and necessary Business Development Manager can work on international accreditation and recognition of the certificates and liaises with international bodies.

Qualification Approval

- ❖ Qualifications approvals in The9TC come under two main categories.

- Local Achievement
- Professional / International

Local Achievement

- ❖ Directorate of Training Institute Affairs in the Ministry of Labor approves the courses under Local qualifications.
- ❖ The center needs to provide the following:
 - Learning outcomes
 - Assessment criteria
 - Assessment methods
 - Entry requirement
 - Means of delivery
 - Grading system
 - Trainer details
- ❖ The center coordinates with the Ministry of Labor officials to comply with national procedures and policies. In this regard following three main elements must be prepared by the center:
 - Resources of the courses
 - Assessment and assessors
 - Candidates support
- ❖ The resources of each course are maintained, including the course manual that reflects the outcomes, the final assessment, the quiz, and any additional assessment. Moreover, written activities and related exercises that support the learning outcomes are kept, and any form of support that the trainees require during the training will be documented and provided.
- ❖ In 2019, The9TC will plan to be enlisted in the NQF, and it will adapt the framework in designing the courses and consequently, get the approval from the Ministry of Labor.

Professional / International Qualifications

- ❖ For the Professional certification, The9TC will abide by the approval policies and procedures of the chosen awarding bodies. The required forms will be submitted along with the outlines, syllabi, candidate support, internal assessment and verification, resources and other supporting evidence for the qualification being applied for.

- ❖ Upon submission of all the requirements, the committee responsible for training will overlook and follow up all the procedures and ensure compliance with the international accrediting body.

Implementation of the Training Program

Selection of Trainers: Outside trainers

- ❖ The9TC has partnership with many competent, qualified, and specialized trainers in and out Bahrain. In cases when a specialized training course is required or if requested by the client to have an outside trainer to deliver the course. The trainer is selected by training department and asked to send his/her C.V and qualifications and to prepare the customized outline for the proposed training course
- ❖ The prepared training course outline and proposal will be sent to the client for approval
- ❖ Once The9TC gets the approval, The9TC contacts the trainer and finalize training schedule and all quality related documents. At the same time, the trainer is furnished with training agreement.
- ❖ When the trainer accepts the schedule and signs the agreement, The9TC will send a request to prepare the training materials or modify the existing ones. This includes presentations, exercises, and other quality related documents (such as Pre-test, Post-test, lessons plan, etc.)
- ❖ The visa, accommodation and transportation should be prepared and made ready within the needed time.

Inside Trainer:

- ❖ For inside-Bahrain Trainer, the same procedure will be followed, and selection is done by training department based on training specialization, and on the long successful relationship between The9TC and the trainer.
- ❖ In case of a new trainer is selected, an induction meeting with the trainer is given by the quality department to explain the quality system, quality requirement and quality forms used.
- ❖ When the trainer approves the date and The9TC agreements, The9TC will send a request to prepare the training materials or modify the existing ones. This includes presentations, exercises, and other quality related documents (such as Pre-test, Post-test, lessons plan, etc.).
- ❖ These documents should be examined by The9TC for suitability and fitness and the trainer will be always asked for any modifications – when necessary.

Course Venue preparations:

- ❖ The course venue should be examined thoroughly, verifying its fitness for training with consideration on car park, arrangements, training space, health and safety, ventilations, open area for discussions and emergency exits).
- ❖ The availability of training materials and tools such as projector, boards, flipcharts.
- ❖ Break venue arrangements.
- ❖ All these information shall be verified by the training coordinator and documented, then approved by the quality department.

Trainee's Induction:

- ❖ At least one day before the date of training course The9TC should inform the participants with all details related to the training course (Confirmed date, time, venue, trainer, and any other supportive data as possible) either through email, phone, or SMS.
- ❖ Before the course starts, The9TC shall assure that everything is ready to start and the training kits, materials, brochures, trainee' booklets and any other supportive data are arranged.
- ❖ Check that the all-necessary presentations work properly and confirm trainer attendance.
- ❖ Welcome the learners, facilitate their positions, and ensure that they sign registration forms.
- ❖ Before the training proper, trainees must be informed of the training objectives, schedules, assessments, and evaluation included support and services they can access, and familiarity with the training venue.

Training Program Review and Evaluation

- ❖ The9TC identify, negotiate, plans, and implements the appropriate training and assessment strategies to measure the efficiency training program and ensure that the needs of each of its clients are met.
- ❖ Each training and assessment strategy will be required to identify the proposed target groups, learning outcomes, assessment modes, and strategies to be utilized during the training. Learning pathways will also be made available for further training options. They will be developed in full consultation with the relevant enterprises and industries.
- ❖ The9TC will review, compare, and evaluate its current assessment processes, tools and evidence that are contributing to judgments through management meetings.
- ❖ The9TC will document any action taken to improve the quality and consistency of the assessment and the relevant assessment tools.

- ❖ The9TC will ensure that whilst developing, adapting, or delivering training services:
 - All methods used to identify learning needs, and methods for designing training and assessment materials are fully documented.
 - The requirements of the relevant regulatory authorities or accredited course curriculum are met.
 - Customization meets the requirements specified by the stakeholder, learners and/or trainers
 - Delivery modes and training and assessment materials which meet the needs of a diverse range of clients are identified.

Evaluation of Training Program

- ❖ During the training course, The9TC uses various creative methods to obtain the participants feedback about the course, in order to measure the progress of the trainer performance, to find areas of improvement and to find ways to enhance the training experience.
- ❖ The9TC uses external verifiers (EVs)/Auditors, who randomly visit the training course at least once to evaluate the trainer, training material and delivery of the training by using The9TC Auditing form. This evaluation should be coordinated with the trainer.
- ❖ The center also uses a Pre-test and Post-test to measure the progress of the trainees. Post- test results should reflect an increase from the pre-test to indicate that learning progress took place during the training.
- ❖ Training Evaluation form is given to the trainees at the least session to evaluate the trainer, venue and materials used during the training.
- ❖ Trainees also have a chance to evaluate their progress using the Action Plans form, which contains a self-assessment questionnaire about the learning outcomes along with an action plan for applying the gained knowledge, skills, and competence.
- ❖ The The9TC uses detailed transcripts, where the trainer can evaluate the learners individually, giving feedback about their performance and giving recommendations for further improvements.
- ❖ All of the results of the evaluations and assessments of the training programs will be analyzed to identify the efficiency, relativity and appropriateness of the program.

POLICY NAME:	Admission and Registration Policy	2.8
POLICY NUMBER:	T9TC-POL-08	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

The Nine Training Center Admission and Registration Policy reflects the principles and procedures of being accepted as a trainee at the center. It ensures equal access to the training programs offered by the center and provides transparent procedure to all candidates.

DEFINITIONS

Pre-requisite- required skills or knowledge prior to taking up a current training program

APPLICATION AND SCOPE

This policy applies to all current and future trainees and all staffs responsible for the admission and registration process.

The Administration Manager, Quality and registration Coordinator and Accountant are the staffs responsible for the admissions and registration procedure.

PRINCIPLES

- ❖ The center has a unique system of admission and registration where candidates can register to various training programs with equal opportunity.
- ❖ All candidates who inquire for specific training program will be handled professionally and courteously, given all the necessary information and guidance that coincide with the admission procedure.
- ❖ The9TC recognizes prior learning during admission to promote achievement of training certificates in the most manageable time.

PROCESS AND PROCEDURES

1. The candidate should fill in the registration form, as attached in the appendix. Candidate should provide evidence of previous knowledge, qualifications, experience or sit for a placement test. Additional requirements may be requested to the candidate depending on the training program being applied for.
2. When a program has certain pre-requisite(s), it is The9TC responsibility to ensure the candidates meets the criteria for the program. The admission

requirements and pre-requisites vary depending on the training program. Prerequisites are as follows:

- Previous Levels gained
 - Years of Experience
 - Educational Background
 - Fluency
 - Positions / Job Titles
3. Upon admission to certain training programs, candidates may apply for credit transfer or recognition of prior learning.
 4. Candidates who successfully completed requirements and qualify for a training program will be contacted through phone and email, and will be provided with information for admission
 5. During the admission process, trainees are also asked to provide information on their expectations and if there is any special assistance, they need for the registered training course.
 6. Once the trainee or the client company process the training payment, the candidate is officially registered on the training program.
 7. All admission and registration records along with other documents relevant to the training program are kept on trainee's file.

RELATED POLICY

1. Credit Transfer Policy
2. Recognition of Prior Learning Policy
3. Fee Payment, Reimbursement and Refund Policy

POLICY NAME:	Attendance and Punctuality Policy	2.9
POLICY NUMBER:	T9TC-POL-09	
VERSION:	1	Effectivity Date: 2022
REVIEW DATE:		

PURPOSE

The expectation is for 100% 'present' at all scheduled classes. The focus is on presence rather than absence. Learners should be in class ready for the start of their sessions.

The Nine training center promotes a learning environment where it adheres to assist learners in achieving to their maximum potential. The Nine training center believes that if learners are to benefit from their training and achieve their potential, good attendance and punctuality are crucial. The Nine training center endeavors to do all that it can to ensure maximum attendance for all learners and to identify and address any problems that impede punctuality and regular attendance.

PRINCIPLES

As retention, achievement and learner attendance are inextricably linked, The Nine training center expects all learners to attend all planned and scheduled sessions included within the learner's learning plan, including assessments.

Learners are required to attend all planned and timetabled assessments including examinations (if applicable).

The Nine training center will apply consistent and rigorous procedures to monitor learners' attendance and will offer appropriate support to facilitate and encourage learners to comply with attendance targets.

The session register is the formal auditable document used by The9tc to record attendance and punctuality. The9tc will ensure that this record is consistently marked and accurate.

- ❖ For the local and external achievement programs, the candidate should attend 70% of the program training hours to complete the requirements.
- ❖ For the local attendance programs, the candidate should attend 80% of the program training hours.

PROCESS AND PROCEDURES

1. Targets

The Nine training center sets annual retention and attendance targets which are closely monitored on a monthly basis.

2. Learner s Reporting Absence

Learners' who are absent on any day when they have scheduled sessions should contact reception by 8.30am.

Learners on a work placement should contact their employer direct if they cannot attend their placement.

It is the responsibility of the appropriate staff within The9tc to ensure that a learner is contacted to investigate the reason for absence and the likely return date.

3. Rules and codes

The trainer must use the code below on the Attendance Form to recode attendance

lateness is calculated as follow:

Code

- P = Present
- A = Absent
- L = Late

Calculation

- L1, if learner is late for 10% of the session
- L2, if learner is late for 20% of the session
- L3, if learner is late for 30% of the session

RELATED Forms

1. Attendance sheet and analysis

POLICY NAME:	<u>Credit and Transfer Policy</u>	2.10
POLICY NUMBER:	T9TC-POL-10	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy clarifies principles to be implemented in case trainees apply for credit transfer. It allows trainees to transfer successful credit qualifications to a training program that is relevant and related to the training course being appealed.

This policy also acknowledges the trainee's equivalent knowledge and skills acquired from different training institutions but are related to the training course to be taken at The9TC

DEFINITIONS

Credit transfer. Provision of evidence if units of competency or qualifications previously undertake and successfully completed, to avoid repetition or unit, which that have already been assessed as competent.

APPLICATION AND SCOPE

This policy is applicable to trainees or candidates seeking for admission at The9TC.

PRINCIPLES

- ❖ All trainees or potential trainees have the right to apply for credit transfer.
- ❖ Trainees should apply for credit transfer during the admission process and will be assisted by the center on the process. Necessary documents and related evidence should be submitted along with the registration form to be able to proceed with the process.
- ❖ The9TC will ensure that information in credit transfer is made known to all trainees and potential trainees.
- ❖ The center has the right to invalidate a credit transfer if evidence and related documents are lacking or invalid.

PROCESS AND PROCEDURES

1. The trainee must fill out the credit hours transfer form and attach all the necessary documents and evidence to support the request to transfer credit

hours that were previously obtained through a local certificate, a professional certificate, or a related qualification.

2. Once the trainee applied for the credit transfer all necessary documents and evidence will be evaluated based on the qualification that was previously taken, whether it is a professional level, local certification, or a related degree.
3. The registration coordinator is responsible for verifying and validating the qualifications being appealed. The qualification will be checked on the similarities of number of credit hours, level, and type of program taken. An initial recommendation will be submitted by the registration coordinator to the committee.
4. Led by the Head of the training, the committee is consisting of the Registration Coordinator, Quality Coordinator, and Head of Training
5. The committee will conduct a meeting and runs through the documents provided, attestation if applicable and make a final decision on how many credit hours can be transferred for the candidate.
6. Maximum number of credit hours should not be more than 50% of any program at any given time.
7. Credit Transfer application can only be submitted once for the same course(s).
8. Credit transfer decision must be made and made known to the trainee before the start date of a training program where the trainee is registered.
9. Credit transfer hours decision is final and not subject for appealing.
10. Minimum grade for the courses that are transferred is 70%
11. The chair of the committee (Head of Training) submits the committee's decision to the General Director of the 9TC to approve the decision and transfer it to the registration coordinator to document the decision and save it in the files for requests to transfer credit hours and inform the applicant of the result.
12. In the event of an application for transfer of hours, all procedures, including making the final decision, must take place within a period that does not exceeding five (5) working days from the time of submission. The applicant will be informed about the details of the decision, provided that all required documents are available at the time of submission.

13. Requests for transfer of credit hours, the results and decisions made by the Committee are saved by the Registration Coordinator within the trainee's record file in order to be able to refer to it in the future when needed.
14. The registration coordinator records the hours transferred to the trainee and informs the relevant authorities in the 9TC about the outcome of the request, in order to take the necessary measures to amend the training plan for the applicant according to the outcome of the request.
15. The applicant has the right to apply for an appeal about the decision of the committee and by filling out the appeal form within 5 working days, and appeals will not be accepted after that.
16. Online courses are not accepted to be transferred

RELATED POLICIES

1. Admission and Registration Policy
2. Recognition of Prior Learning
3. Learning Pathways Policy

POLICY NAME:	Fee Payment, and Refund Policy		2.12
POLICY NUMBER:	T9TC-POL-12		
VERSION:	1	Effectivity Date:	2018
REVIEW DATE:	2022		

PURPOSE

This policy sets out guidelines for payment of fees and refund. As The9TC, upholds to quality of service and transparency, this policy reflects our commitment to providing clear conditions on payment and refund.

DEFINITIONS

Refund- payment that us returned in case, a trainee or a company client cannot continue with a registered training program due to acceptable reasons set out by The9TC.

APPLICATION AND SCOPE

This applies to all training programs of The9TC, trainees and corporate clients

PRINCIPLES

- ❖ The9TC is committed to provide trainees and corporate clients with convenient forms of payment methods to facilitate easy registration process.
- ❖ Any trainee who undergoes training through sponsorship will not be charge of any payment; sponsoring companies will be responsible for settling or financial obligations for the training provided.
- ❖ Refund is applicable to individual only if they pay for their own training; no trainee who is under sponsorship can apply for refund. The sponsor will be responsible for coordinating refund process with The9TC.

PROCESS AND PROCEDURES

1. The Nine Training Center accepts the payments from the candidates and corporate clients on any method convenient to the candidate or corporate client. It can be in the form of cash, through credit card or check.
2. All payment transactions are recorded, and candidate or corporate client will receive official receipt as proof of payments.
3. Any candidate who has registered and paid for his/her training but cannot attend training on the specified date due to compelling reason (refer to Compassionate or Compelling Circumstances Policy) accepted by the center, can apply for refund.

4. Training fees may be refunded if a trainee cannot attend the scheduled training due to personal reason, but must adhere to the following:
 - Full payment will be refunded if notification has been made 2 weeks before the training date.
 - Half payment will be refunded if notification has been made 1 week before the training date.
 - No payment will be done if notification has been made in a period shorter than 1 week.
5. All refund payments will be computed allowing the center to deduct necessary fees that were incurred in the process before and during the refund application.

POLICY NAME:	Access and Equality Policy	2.13
POLICY NUMBER:	T9TC-POL-13	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

The Nine Training Center is an institution that promotes equality and diversity in the workplace and training services. This policy demonstrate that we value every individual, and we are willing to fulfill their training needs in the best way we can provide without prejudice.

Our training programs can be access equally by individual who wish to improve their knowledge and skills to make themselves competitive in the workplace.

DEFINITIONS

Discrimination means treating someone unfairly because they belong in a particular group of people.

Harassment is unwelcome, unsolicited, and non-reciprocated behavior and it is based on an inappropriate assumption of power. It may be intentional or unintentional and it may take many forms, such as verbal, written, or physical

APPLICATION AND SCOPE

This policy applies to the entire The9TC, from employees, trainees, and all stakeholders.

PRINCIPLES

- ❖ The9TC is committed to providing access and equity in all aspects of training. In accordance with the relevant equal employment legislation. Therefore, The9TC will not discriminate unlawfully against any person in the processes of skills development opportunities.
- ❖ At The9TC we understand that some learners have different needs, we are then committed to offer a range of different learning options to cater for these various needs and extenuating circumstances.

The9TC undertakes to:

- ❖ Promote access to training for all people regardless of gender, socio economic background, disability, ethnic origin, age, or race.
- ❖ Ensure training services are delivered in a non-discriminatory, open, and respectful manner.

- ❖ Train all staff members so that they are appropriately skilled in access and fairly and without discrimination.
- ❖ Actively encourage the participation of learners from traditionally disadvantaged groups
- ❖ Inform staffs and trainees on harassment at work, how they can report, mitigate, and file complaints regarding any form of harassment.
- ❖ As in any area of human interaction, the boundaries of what constitutes harassment victimization and bullying may vary from person to person. Employees and learners of The9TC will recognize and respect the boundaries set by others.
- ❖ The Head of Training and Quality are responsible for implementing and monitoring equality and diversity at The9TC.

All people associated with The9TC Training may expect the same rights:

- ❖ The right to learn, train or carry out their duties
- ❖ The right to be treated fairly and with respect
- ❖ The right to be safe in the workplace
- ❖ The right to have all reports of harassment to be treated seriously, impartially, and sensitively. Harassment and discrimination, including victimization and bullying, is unwelcome, uninvited, and unacceptable behavior that will not be tolerated
- ❖ The right to inform management of any harassment and management has the responsibility to take immediate and appropriate action to address it

Individual Responsibilities and participation:

Learners have the responsibility to:

- ❖ Allow others to learn
- ❖ Make The9TC a safe place to learn by not threatening, bullying, or hurting others in any way
- ❖ Make the classroom safe by obeying instructions
- ❖ Make The9TC premises safe by not bringing illegal substances or weapons onto our premises: and
- ❖ Not steal, damage, or destroy the belongings of others

It is expected that all staff will:

- ❖ When acting in the course of their employment, comply with all applicable Bahrain's laws
- ❖ Maintain appropriate confidentiality
- ❖ Disclose, and take reasonable steps to avoid any conflict of interest in connection with their employment
- ❖ Not use status, power, or authority, in order to gain, or seek to gain a benefit or advantage for the employee or for any other person.

Discrimination:

The center commit to preserving and respecting Hunan dignity, therefore we ensure that no individual is discriminated according to.

- ❖ Race and/or color
- ❖ Sex
- ❖ Age
- ❖ Physical or mental disability
- ❖ Marital status
- ❖ Family or career's responsibilities
- ❖ Pregnancy
- ❖ Religion
- ❖ Political opinion

Discrimination is strongly discouraged, anyone who was complained on discrimination, the center will take it seriously and an investigation will be initiated, and equivalent sanctions will be given if the offense is proved to be true.

POLICY NAME:	<u>Language, and Numeracy Literacy Policy</u>	2.14
POLICY NUMBER:	T9TC-POL-14	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy reflects The9TC's commitment to address trainees needs during the delivery of training. This policy will help identify trainee's skills level in language and numeracy to be able to provide additional support such as translation of materials to aid in learning.

DEFINITIONS

Language Literacy- skill and knowledge of a foreign language such as English, which is mostly used as the medium of language during training.

Numeracy Literacy – the ability to reason and apply simple numerical concepts, it may consist of fundamental arithmetic such as addition, subtraction, multiplication, and division.

APPLICATION AND SCOPE

This is only applicable to trainees who are registered under training that needs a certain level of English or numerical skills.

It is not to be used to discriminate trainees but to be able to identify lacking skills for provision of support necessary to complete the training.

PRINCIPLES

- ❖ Most courses at The9TCare are delivered in Arabic & English language. It is essential that the learner have language literacy and numeracy skills sufficient to get through training and pass assessments as required by stated learning outcomes.
- ❖ Language literacy and numeracy skills cannot be evaluated through observation or as “demonstrated,” not because the learner participates in work or completes an application form can he be categorized if a certain level. Language literacy and numeracy skills may underpin many tasks but will not necessarily reflect a learner's ability.
- ❖ This does not mean that all learners must be tested or pre-assessed for language literacy or numeracy. They will be task to complete a pre-questionnaire and based on the results level of literacy can be estimated.

- ❖ In case the course is delivered in language different from the trainee's mother language, and where the trainee find difficulties with the language, necessary measures will be taken by The9TC such as assigning additional trainee to help in translation or provide translated training materials.
- ❖ The9TC sends analysis of the pre-questionnaire results to the trainer prior to the training in order to take these data into consideration and be able to develop strategies to assist learners in successfully completing the course.
- ❖ The9TC endeavors to ensure its training design supports learners, by allowing flexibility within delivery and assessment, employing strategies such as:
 - Use of demonstration of tasks in a simulated environment
 - Verbal explanations – Questions and answers
 - Use of diagrams/charts and multimedia presentations
 - Decreasing reliance on written forms and text
 - Incorporating actual workplace materials, or modeling tasks on familiar workplace activities

POLICY NAME:	Recognition of Prior Learning Policy	2.15
POLICY NUMBER:	T9TC-POL-15	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy describes the process used to evaluate skills and knowledge acquired by the trainee outside a formal education and training setting. It is recognizing achievements alongside The9TC training requirements and learning outcomes of candidates prior to registration at the center.

DEFINITIONS

Recognition of Prior Learning (RPL). The process by which prior learning is given value. It covers learning from outside education/training system, through the workplace and experience.

APPLICATION AND SCOPE

This policy is applicable to all current and future trainees of The9TC and to all staff who are responsible for performing task related to RPL.

PRINCIPLES

- ❖ The9TC will ensure that all current and potential trainees are offered and given full recognition of their current skills and knowledge no matter how, why, where and when they were gained, as long as they provide required document or proof of achievements and are relevant to the training program that will be taken.
- ❖ The9TC will ensure that Recognition of Prior Learning (RPL) is offered to all applicants upon enrolment and that the process will be structured to facilitate easy processing of the application.
- ❖ This RPL applies to kerning experiences that may or may not have been previously recognized, assessed or measured such as experience in the workplace and relevant experiences that are related to the training to be provided
- ❖ This policy works along with Credit and Transfer Policy

PROCESS AND PROCEDURES

1. Applicants who consider that they have completed appropriate training or have skills gained through prior learning and experience stipulated for the unit of the course may apply for RPL
2. Applicants for RPL must complete the RPL application form and must substantiate the claim with evidence such as portfolio and work-related documentation.
3. The application for RPL can be made at any time prior to the commencement of a course or during the first term of the actual course.
4. The RPL application process identifies, measures, and validates these experiences against the learning outcomes of the intended training course and makes recommendation on approval of the application
5. The assessment and validation of prior experience will be professionally conducted and will be valid, reliable, flexible and fair.
6. Applicants can submit proof of experience such as:

<ul style="list-style-type: none"> ▪ Performance, demonstration, or skill test ▪ Portfolio, logbook, task book, projects, or assignments. ▪ Written presentation ▪ Interview Results ▪ Case studies ▪ In house training courses 	<ul style="list-style-type: none"> ▪ Employment Certificate ▪ Trades and Vocational qualifications ▪ Academic achievement ▪ Voluntary Work ▪ Business ownership ▪ Internship
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7. If there is sufficient evidence and supporting documentation, no further assessment may be necessary, otherwise The9TC may negotiate an assessment the applicant and may consist of interview, written assignment, exam, or other forms to validate the experience.
8. Assessment conducted by a qualified assessor. No fees are charged for the RPL assessment. Successful students are notified promptly of the RPL outcome. The assessor advises unsuccessful students of the reason for non-recognition and steps they can take to have a successful RPL claim, including appeal mechanism.
9. The maximum number of recognitions should not be more than 50% of any program at any time.

RELATED POLICIES

- Admission and Registration Policy
- Recognition of Prior Learning
- Learning Pathways Policy

POLICY NAME:	<u>Compassionate or Compelling Circumstances Policy</u>	2.16
POLICY NUMBER:	T9TC-POL-16	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy defines what compassionate and compelling circumstances are and the guidelines to accept such circumstances. This also outlines the support provided by The9TC in cases trainees my experience such situation.

DEFINITIONS

Compassionate and compelling circumstances. Any involuntary family, medical, personal, legal, and other sympathetic circumstance. These may have impact on the trainee's completion of the training course.

APPLICATION AND SCOPE

This policy applies to all trainees at The9TC who are currently taking up an ongoing training course and all staffs affected by the process.

PRINCIPLES

- ❖ The9TC will determine whether a compassionate or compelling circumstance exists based on documentary evidence to support the claim.
- ❖ The9TC will provide necessary support to the trainee such as extended deadlines, extra session hours, assistance during exams or any other appropriate support based on the claim.

PROCESS AND PROCEDURES

1. In cases where a compassionate or compelling circumstance occur, trainee need to notify the center through phone call, message or any means that is convenient for the trainee, and later on make a formal report to the center when able.
2. When trainee cannot personally make the notification, guardian or any representative may do the notification as soon as possible so that the center can provide immediate support to the trainee.

3. **Compassionate or compelling circumstances could include, but not limited to:**
 - ❖ **Illness or injury, where a medical certificate states that the learner was unable to attend session**
 - ❖ **Bereavement of close family members such as parents, siblings, or grandparents**
 - ❖ **Pregnancy for female trainees**
 - ❖ **A traumatic experience which could include:**
 - **Involvement in or witnessing a serious accident**
 - **A serious crime was committed against the learner**
 - **The learner has been witnessing to a serious crime**
 - ❖ **And other sympathetic circumstance acceptable to the center**
4. **Trainees need to produce and submit documentary evidence of the compassionate and compelling circumstances, such as medical certificates or reports.**
5. **The9TC understands such cases, and willing to provide support for the trainees found to be in a difficult situation.**
6. **Support to be provided to trainees will depend on the training activities that were affected by the circumstances such as attendance or assessment activities. The trainee will be given additional sessions for the missed ones, extended deadline for submission of assignment of projects, reschedule of exams or any other support that can be provided by the center to help the trainee comply with the training requirements that may have been affected by the circumstance.**

POLICY NAME:	<u>Assessment Policy</u>	2.17
POLICY NUMBER:	T9TC-POL-17	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

The purpose of this policy is to outline the strategies and approaches used by The9TC to ensure the delivery of quality training. This policy is aimed at ensuring that trainees acquire the required learning outcomes set for every course.

APPLICATION AND SCOPE

This policy applies to all trainees and training courses being offered by The9TC. Trainers and other staffs must abide to this policy to ensure quality of assessment process.

PRINCIPLES

- ❖ Assessment activities are conducted by The9TC ensuring that no students are disadvantaged by the process and The9TC will be providing support in cases where there is a claim for compassionate and compelling circumstance.
- ❖ The assessments activities at the center are:
 - ❖ **Valid.** All assessment methods utilized by The9TC will be valid and they will measure the intended learning outcomes of the course. The9TC will utilize some of the following assessment methods:
 - ❖ **Reliable.** All assessment procedures utilized by The9TC will be reliable, free from error and consistent markings are utilized.
 - ❖ **Fair.** All assessment procedures utilized by The9TC will be fair and they no trainees will be disadvantage in the process. The9TC's assessment procedures will:
 - Be equitable and culturally appropriate to the needs of the individual trainees or client group.
 - Involve processes in which the criteria for judging performance are made clear to the participants.
 - Employ a participatory approach; and
 - Provide appropriate exam venues with a timetable suitable to trainees.
- ❖ **Flexible:** that is assessment procedures utilized by The9TC will be flexible and they will involve a variety of methods that can be tailored to the circumstances surrounding the assessment situation.

- ❖ All The9TC assessment procedures will recognize equality and cultural issues without compromising the integrity of the assessment.
- ❖ All assessments are marked as either “Pass” or “Fail.” In a situation of an assessment being marked as “Fail” trainees will be provided with an opportunity to re-submit the assessment at a mutually arranged time.
- ❖ If any participant in a program is dissatisfied with the results of their assessment, they have the right to appeal the results.

PROCESS AND PROCEDURES

Assessment Methods:

The9TC conducts three types of assessment:

- 1. Diagnostic Assessment (Pre-Test).** The purpose of the Diagnostic Assessment is to measure the previous knowledge and skills of the candidates. The grade will be used only to show the progress in the Learners’ Progress Report.
 - The Diagnostic Assessment is out of 50, and/or if less, it will be calculated out of 50.
 - The Diagnostic Assessment will be called Pre-Test in all of the assessment documents of the Center.
 - This pre-test will be similar to the Post-Test also known as Summative Assessment.
- 2. Summative Assessment (Post Test).** The purpose of the Summative Assessment or the Post-Test is to measure the knowledge and skills that are gained by the learners after the completion of the training. The grade will be out of 50 and will be used in the certification policy and the grading system as explained in the next chapter.
 - The Summative Assessment or the Post-Test is out of 50, and/or if less, it will be calculated out of 50.
- 3. Formative Assessment.** The formative assessment consists of:
 - Quizzes
 - Presentation
 - Role Plays
 - Checklists
 - Other suggestions by trainers
 - The grade of the formative assessment is out of 20.

Assessment Design

- Professional Development sessions will be given to staff to develop their knowledge with all policies and procedures.
- All assessment should:
 - Be designed by the Part-Time or full-time trainers prior to the course and then sent for moderation.
 - Be designed according to the Learning Outcomes LO's of each of the course.
 - include the equivalent scores for each item on the tests.
 - include the overall results at the top of the page.
 - include the timing if applicable.
 - consider different weighing according to the level of the question e.g., MCQ should have less grades than written questions as much as possible.
- Any changes of assessment should be first checked with the center to validate its measure to the Learning Outcomes and approved
- Assessments usually are paper based, but can be online in some circumstances, with the approval of the Head of Training and Quality.
- Name of the candidate should be at the top of the page and other important information if necessary, such as ID/CPR and the date
- Assessment is advised to be assorted with many forms.
- Assessment page should include any materials allowed to be used during the test, such as dictionary or any hardware/software.
- Trainees with special needs must be provided with special arrangements as required
- Assessment are advised to include challenging questions to measure problem solving skills.
- Model Answers should be provided by the assessment designer.

Assessment Invigilation

- The Head of Center will ensure that suitable qualified and experienced adults, who have received appropriate training, carry out invigilation. Any relative, friend or peer of a candidate in the examination room is not eligible to serve as the sole Invigilator.
- Invigilators are responsible for overseeing the conduct of a particular examination session.
- Invigilators must give their whole attention to the proper conduct of the examination.
- Invigilators are not to perform any additional task (e.g., marking) in the examination room.
- Invigilators must be fully aware of their roles and responsibilities.

- Center will keep signed records of the seating plan and invigilation arrangements for each examination up to six months after the examination has been taken for the purpose of enquiries about results, appeals, investigations, etc.
- When more than one examination is taking place in the same room, the tests will be scheduled with the same start time to cause the least disruption to candidates.
- A sufficient number of Invigilators must be appointed to ensure that the examination is conducted in accordance with the following requirements:
 - At least one Invigilator must be present for each group of 30 candidates or fewer sitting in a written examination. Invigilators may be changed, provided that the number present in the examination room does not fall below the number prescribed
 - At least one Invigilator must be present for every 20 candidates or fewer sitting in a Practical examination (Computerized bookkeeping / accounting, Text Production, and Practical ICT). Invigilators may be changed, provided that the number present in the examination room does not fall below the number prescribed
 - In an L or T shaped room at least two invigilators must be present for the whole examination
- When only one Invigilator is present this Invigilator must be able to summon immediate assistance easily, without leaving the examination room and without disturbing the candidates
- The trainer cannot be assigned as an invigilator of his/her own exam
- Arrangements must be such that an Invigilator can observe every candidate in the examination room at all times
- Before the examination begins, invigilators must check the Invigilator Declaration and Attendance Report is available and correct. This document must be completed and returned with the completed scripts following the examination.
- Check that candidates have not brought into the examination any material they are not allowed such as revision notes, mobile phones (including smartwatches) or electronic dictionaries. These items should be placed outside the exam room or out of reach of the candidates during the exam (i.e., not under their desks). If candidates have to retain their bags, due to the lack of security outside of the examination room, then these must be closed at all times and the Invigilator must ensure that they are not accessed during the examination at any point.
- During Assessment, learners must pay attention to all instructions given by trainers and/or invigilators
- Assessment timing is 30 minutes minimum and 1 hour maximum.
- If Assessment is taking longer than one hour, the learners are allowed to leave after 10 minutes from the starting time.
- Later learners are allowed to enter up to 10 minutes of the starting time.
- Exceptions should be described before the course.

Markings

- Marking is done by the trainer of the course
- In case of any circumstances, the marking will be conducting by The9TC

- In all cases the model answers are the basis of marking
- All corrected examination must be submitted 3 days after the receipt of the answered paper.

Assessment Moderation:

- All assessment activities at the center undergoes a pre-moderation validation where the quality coordinator checks across certain standards to ensure that the test meets the requirements. A pre and post moderation form need to be submitted to ensure that the process is done. Please see Appendix.
- **Pre-Moderation.** The9TC has a pre-moderation form that need to be filled to validate the assessment by the Quality coordinator/Admin, and if necessary, it will go to the Head of Quality / Quality Advisor.
- Pre-moderation will ensure:
 - The time allocated is adequate for the tasks given to the trainees.
 - The questions are linked to the learning outcomes listed in the course outline.
 - The exam tests the various levels of knowledge, comprehension, analysis, synthesis, application, evaluation, etc.
 - The marking allocations or weightings are appropriate for the questions set.
 - The question statements are clear and provide adequate guidance to the examinee.
 - The questions have no typing errors.
- **Post Moderation** The internal moderator will select a sample of post-assessment to moderate. The internal moderator is the Quality coordinator / Admin and if necessary, the Head of Quality / Quality Advisor.
- The post moderation will ensure:
 - The trainer's correction is based on evidence and scoring is according to the specified markings
 - The trainer is fair and consistent with the marking assessments for all trainees.
 - The exam tests the various levels of knowledge, comprehension, analysis, synthesis, application, evaluation, etc.
 - The feedback provided by the trainer is appropriate for the assessment.
 - The total mark is counted correctly.
- **External Moderation.** The9TC will collaborate with an external body to moderate the courses' assessment.
 - The external moderator will check other samples and check over the internal moderators and keep their records
 - External moderators will provide a report and document their findings to the Admin Manager and if necessary to the Head of Quality and MD.
 - External moderators will have access to training files upon coordination with the9TC.
- All assessments are recorded and interpreted by the trainers to give feedbacks to trainees on each assessment result.
-

Feedback to trainees

The The9TC provides regular feedback to learners through its trainers and other concerned members. Feedback are in forms of:

Direct Feedback:

- Verbal
- Written
- Online
- One-to-one meetings

Indirect Feedback:

- Verbal
- Written
- Online
- Meetings
- Through their companies and/or sponsors

POLICY NAME:	<u>Plagiarism and Misconduct Policy</u>	2.18
POLICY NUMBER:	T9TC-POL-18	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy sets out The9TC commitment to academic integrity which upholds ethical standards in recognizing academic works, writing and creative products. The center strictly enforces honesty in using materials and resources in the performance of its services.

It also outlines responses to misconduct of trainees wherein offenses are handled in a fair, consistent, transparent and timely manner.

DEFINITIONS

Plagiarism. It is the act of presenting another person's work, idea, word, images, opinions, discoveries, electronic publications, and any other creative work published or unpublished without duly acknowledging the original source.

Misconduct. Any unacceptable or improper behavior of any trainee within the premises of the center, which may have a negative impact on the operations of The9TC.

APPLICATION AND SCOPE

This policy applies to all trainees and their submitted work as part of completion requirements of a training program. Trainers must also adhere to the policy and strictly implements it to all submitted assessments of trainees.

PRINCIPLES

- ❖ The9TC is committed to academic integrity and honesty and strongly prohibits any act of plagiarism.
- ❖ Training activities that requires written projects and assignment must all follow academic integrity and ensure that plagiarism is avoided.
- ❖ The9TC will do its best to provide an environment that promotes academic honesty, professionalism, respect, and good behavior to avoid misconduct.
- ❖ Cases of plagiarism and misconduct will be handled fairly, professionally and with respect.

- ❖ The9TC's policy for cases of misconduct varies according to the severity of the offense. Sanctions will depend on the result of an investigation and maybe subject for appeal.
- ❖ As The9TC is a Center of learning and a place to gain knowledge, skills and behavior, trainees are expected to show professional conduct that focuses on (a) pleasant experience for all trainees; (b) the health and safety of trainees; (c) trainees adherence to center policies, and (d) compliance with local and international requirements such as Ministry of Labor legalities, and awarding bodies requirements.
- ❖ All trainees will be informed of the policy on plagiarism and misconduct to make them aware of the things that are prohibited at the center.

PROCESS AND PROCEDURES

Documenting sources:

- ❖ Trainees have to document their sources for two major reasons:
 - to give credit to those who spent time to create the findings.
 - to help the reader find references if they would like to seek further information.
 - Neither common knowledge nor personal opinions are considered as plagiarism, in other words the information that everybody knows or the information that can be found easily in many sources, or personal opinions or comments, can be mentioned normally.
- ❖ Trainees should use quotations as much as possible and conduct ethical writing such as paraphrasing and summarizing using an accredited referencing system.
- ❖ Referencing should be used according to the program, for assignments and written projects. If the referencing system is absent in the outline, then Harvard Referencing shall be used.
- ❖ For Assignments, and written assessment other than the examination, a declaration form should be submitted with the work.
- ❖ The trainee should sign the declaration form and should mention that it is solely his work.
- ❖ The work of trainees will be put into a plagiarism checker and the unique percentage should be more than 70% in order for this work to be considered for assessment, in other words, plagiarism must only reflect 30% or less.
- ❖ If cases where plagiarism is more than 30%, the trainee will be notified and will be given the work to re-submit within 10 calendar days.
- ❖ If the students failed to submit the required assignment with the given percentage, or failed to meet the 10 days deadline, then he/she will have

30 days to re-write a given assessment and will only be entitled to the maximum grade of passing.

- ❖ If the trainee repeated the offence, after receiving the warning, then he will be forwarded to the Disciplinary committee for instigation and appropriate sanctions may be given.

Misconduct

- ❖ In cases there was a complain of misconduct, a committee will be formed from each section of the Center to discuss and investigate the offense. After collecting all necessary information, they may recommend actions to be undertaken.
- ❖ The decision will be written and kept in the course file
- ❖ If the decision is not satisfactory to the offender, they may apply for an appeal.
- ❖ If trainees didn't appeal within 10 calendar days upon receipt of a final decision, the action effect will be valid and implemented.
- ❖ Sponsors shall be informed of the decision if the trainee is under a sponsor.
- ❖ Misconduct will be categorized into two elements, minor and major misconduct:
 - ❖ **Minor Misconduct**
 - Usage of Electronic devices such as smart phones without permission during classes
 - Littering in classrooms
 - Sleeping during classes
 - Inappropriate dresses
 - Shouting and creating noise
 - First attempt to cheat
 - Minor misuse of facilities
 - Other behavior that will reflect abuse, disrespect
 - Failure to follow center Policies and legislations
 - ❖ **Major Misconduct**
 - Cursing
 - Racist remarks
 - Immoral and unethical remarks or gestures to anyone
 - Attacking and fighting
 - Smoking inside premises
 - Coming to the Center under the influence of alcohol
 - Tampering with fire extinguishers and smoke detectors
 - Using the Wi-Fi facility in illegal and inappropriate downloads
 - Causing damage to equipment, hardware, or software.

- Hacking or copying viruses
- Disruptive or harmful usage of social media
- Unauthorized entrance to some parts of the center
- Moving and/or copying and/or tampering with confidential files and/or grades

Sanctions

	Minor	Major
First Time	Verbal Warning	Final Warning
Second Time	Written Warning	Expulsion
Third Time	Final Warning	
Fourth Time	Expulsion	

POLICY NAME:	<u>Issuing of Certifications Policy</u>	2.19
POLICY NUMBER:	T9TC-POL-19	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy establishes conditions and procedure on issuing certificates to trainees. It ensures that an effective mechanism is in place to ensure that processing and issuing of certificates maintains integrity and efficiency

APPLICATION AND SCOPE

This policy is applicable to all training courses that issue certificates and staffs who are assigned to perform the task.

PRINCIPLES

- ❖ The9TC maintains its integrity and professional standards in issuing any form of certificate to all its training courses.
- ❖ Security measures are strictly observed by The9TC to prevent fraud and illegal use of our issued certificates.
- ❖ Certificates issue by the center contains accurate and complete information, such as course duration, completion dates and the authorized signatories.
- ❖ All issued certificate are recorded and monitored to ensure authorized trainee received the certificate.
- ❖ The9TC issues Certificate of completion or attendance as approved by the Ministry of labor (MOL)

PROCESS AND PROCEDURES

1. For The9TC's nationally accredited training courses, certificates will be submitted upon completion of the course, and once the results are confirmed by the trainer, within a maximum period of 7 days trainees will receive their certificate.
2. For internationally accredited training courses, the trainees' results and/or examination paper will be sent to the accrediting body upon completion. The length of time for the approval and issuance of certificates will depend on the accrediting body. Once The9TC receive the certificates, trainees will receive notifications to claim the certificate. The9Tc will do its best to provide the certificates in the quickest time.
3. In some cases, when the trainee is registered to receive a series of training programs; all program certificates will be submitted at the end of the training program.

4. Certificates will only be issued to trainees who will successfully complete attendance requirements and pass the assessment activities as required by the training program.

Grades and Attendance requirements:

The9TC has the following grading system:

Post-test (50%)
Participation (10%)
Attendance (10%)
Classwork (10%)
Quiz (20%)
<hr/>
Total-100%

- ❖ For the local achievement programs, the candidate will be awarded a certificate of completion only if he/she:
 - Scored 50%, and
 - Attended 70% of the program training hours
- ❖ For the local programs that requires only attendance, trainee will be awarded with a certificate if he/she attended 80% of the required training hours.
- ❖ For the international programs, the candidate will be considered completed the training program only if he/she pass and completed the awarding body requirements in terms of attendance and passing requirements.

Validating and Approving Results

- ❖ One main element of validating results is the post moderation in which the moderator will check results for any discrepancies and report back to trainers, trainees and all stakeholders involved.
- ❖ The9TC, specifically for local programs, the center has provided a filing system in which 2 moderators will check the files and run across the requirements.
- ❖ Once all evidence is present and all requirements of attendance and grading are valid and accurate, results will be automatically approved, and a certificate is issued to the trainee.
- ❖ For international certification as mentioned in issuing certification section, the awarding body is responsible for approving the result once all requirements have been verified by trainers and the quality coordinator and

the head, the requirements and submitted to the appropriate accrediting body.

- ❖ Validation and moderation of files are internal and can be done by:
 - The Quality Coordinator
 - The Admin Manager
 - The Training, Learning and Quality Advisor
- ❖ Once all requirements were validating, they are automatically approved, and some random samples may be checked by the Managing Director and/or the Head of Training and Quality for final verification.

POLICY NAME:	<u>Records & Documents Management Policy</u>	2.20
POLICY NUMBER:	T9TC-POL-20	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2020	

PURPOSE

The purpose of this policy is to provide guidelines and ensure that process and transactions at The9TC are documented and recorded. This also ensures that records kept are accurate, complete, secure and in accordance with standards.

DEFINITIONS

Records are defined as information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business.

Records can include, but are not limited to, paper-based documents and files, electronic content such as email, word processed documents, spreadsheets, presentations, databases, photographs in either electronic or hard copy format.

Documents are defined as Information used to support an effective and efficient organizational operation, such as: policies, procedures, process maps.

APPLICATION AND SCOPE

This policy is applicable to all process and transactions that occur within and outside The9TC that has an impact to its major activities and operations. It encompasses all necessary transactions that require a printed/computerized record as evidence that transaction indeed happened.

PRINCIPLES

- ❖ The9TC recognizes that efficient and effective management of its records and documents is necessary to support its core functions and activities, to comply with its legal and regulatory obligations and to contribute to the effective overall management of the institution.

Qualities inherent in The9TC records

- ❖ **Authenticity.** An authentic record is one that can be proven to be what it intends to be, to have been created or sent by the person intended to have created or sent them and to have been created or sent at the time needed.
- ❖ **Reliability.** The contents of a record should be trusted as full and accurate representation of the activities or transactions to which they relate. Records must be sufficient in content, context, and structure to reconstruct the relevant activities and transactions that produced it.
- ❖ **Integrity.** The integrity refers to it being complete and unaltered. A record should be protected against unauthorized alteration. Any authorized annotation, addition or deletion to a record should be explicitly indicated and traceable.
- ❖ **Usability.** A useable record is one that can be located, retrieved, presented, and interpreted.
- ❖ **Secure.** Records must be securely maintained to prevent unauthorized access, alteration, damage, or removal. They must be stored in a secure environment where sufficient security is strongly in-place. When records are migrated across changes in technology, the The9TC must ensure that the evidence preserved remains authentic and accurate. (Please refer to privacy policy)

PROCESS AND PROCEDURES

Control of Records & Documents Procedure

Capture and control of records

- ❖ All records created or received by staffs during the course of The9TC business activities are to be captured into appropriate recordkeeping systems. Records should be captured as the business activity takes place and stored properly in appropriate file, so that they are readily available to support the The9TC's business activities.

Storage and handling of records & documents

- ❖ Records should be stored on media that ensures the above qualities set out for The9TC records (Please refer to Records & Documents Management Policy) for as long as they are required.
- ❖ Appropriate procedures and processes should be put in place to ensure the physical and intellectual security of The9TC records.
- ❖ Records require storage conditions and handling processes that take into account their specific physical properties and importance.
- ❖ Storage conditions and handling processes should be designed to protect records from unauthorized access, loss, or destruction and from theft and disaster.

Access to records& documents

- ❖ Access to records is governed by the nature of the content, the statutory and regulatory framework within which the The9TC operates and the business needs and requirements of the The9TC. The The9TC must take into account these three elements and develop an appropriate framework that will protect records from unauthorized access, disclosure, deletion, alteration and destruction.
- ❖ Documents should be accessible by authorized personnel, staff, learners, clients, and any other concerned party upon request.

Tracking of records

- ❖ Tracking is required to ensure retrieval, prevent the loss of records, monitor use, maintain security, and audit transactions. Systems should be set up and in place to ensure such an audit trail.

Disposal of records and documents

- ❖ Training records retention period is 3 years from the date of collection. Not all data is required to be disposed after completion of the retention period.
- ❖ When documents or records are for disposal, a scanned softcopy is kept for retrieval purposes.
- ❖ In revising a document, the previous version will be suspended, but a record of previous versions has to be kept.

Backup

- ❖ The institute is committed to maintain backup of records for all its important records, especially those that have major impact on The9TC business activities.
- ❖ The Head of Admin is responsible for maintaining and performing backups of such records and the frequency is every month.
- ❖ A network of shared drive amongst all employees to share and maintain electronic data is being planned to be able to implement efficient management of records at the center.
- ❖ Printed records, have a retention period of least 3 years.
- ❖ Printed records are kept safe in a store and filed according to the filing system of The9TC.

POLICY NAME:	<u>Privacy Policy</u>	2.21
POLICY NUMBER:	T9TC-POL-21	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy was designed to provide The9TC clear guidelines on how to protect the information gathered from our stakeholder for the purpose of completing a business activity or service to be provided to them. This policy also clarifies access, maintenance, and storage of personal information.

DEFINITIONS

Personal Information. Information about identifiable individual, it includes person's name, address, mobile or contact information, age, health, identifiable numbers, and other related information that can identify an individual.

Information Privacy. The right to control access to one's personal information

Right to privacy- Individuals get to decide what and how much information to give up, to whom it is given and for what purpose and use.

APPLICATION AND SCOPE

This policy is applicable to all personal information and centers' information that are vital in performing business activities at the center.

PRINCIPLES

- ❖ The9TC will ensure the protection of personal information of its staffs, trainees, clients, and other stakeholders.
- ❖ The9TC respect the right to privacy of all our stakeholders and therefore ensure that all their personal information is kept secure and private.
- ❖ The center will only collect information directly to our stakeholder and only needed information for a transaction to be completed.
- ❖ The center will only use the collected information for the purpose of which it was collected and to complete a business process relevant to every stakeholder.
- ❖ The center will only disclose or allow access of personal information to authorized personnel, authorities and as required by law, with the consent of the owner of personal information.

- ❖ **Aside from the information owners, disclosure of information will be based on the following:**
 - **Clients authorized representatives or legal advisors**
 - **Trainers/assessors with limited access to their profile**
 - **Government and Statutory Authorities, where required by law**
 - **Authorized staff of The9TC, such as General Manager, Head of Training & Quality, Accountant and Admin.**

POLICY NAME:	<u>Learner Support and Guidance Policy</u>	2.22
POLICY NUMBER:	T9TC-POL-22	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy reflects The9TC commitment to providing quality services to trainees and other stakeholders. It ensures that all trainees and client companies are provided with support services to aid in the development and progress of every training service given to them.

APPLICATION AND SCOPE

This encompasses all trainees and relevant stakeholders who are engaged in any training services of The9TC.

All staffs must ensure that learner's support is accessible and readily given to any trainee or company client that needs or demands them.

PRINCIPLES

- ❖ The9TC staffs and management ensures that trainees and other stakeholders are informed of any support that the center can provide them.
- ❖ The center will provide support services to aid trainees in successfully completing a training program.
- ❖ The center values trainees and stakeholders and this policy will ensure that they receive learning support and services as needed and their demand.
- ❖ It is the center's goal to provide learners with comfortable environment ensuring satisfaction and successfully achieving learning outcomes.
- ❖ Staffs and trainers are willing to provide support services.

PROCESS AND PROCEDURES

The9TC will provide learners with:

- ❖ Guidance on programs that fits to their level and their practical skills to enhance their knowledge and skills as needed in their workplace.
- ❖ Opportunity to have practical training at site location, coordinating with any cooperative companies or authorities to enhance their practical efficiency.
- ❖ Awareness about the program's schedules at The9TC, to encourage them to attend it and to confirm their eligibility to be registered for these programs.
- ❖ The9TC website (www.The9tc.com) that provides more information about our scheduled programs, our partners' websites, international accreditations and all the activities and news.

- ❖ Consultation or advising sessions with trainers in cases that they have learning difficulty or any circumstance that makes it difficult to comply with training requirements.
- ❖ For any special needs The9TC management can be contacted through the following E-mails:
 - Mrs. Gopika Beri, Managing Director (Gopika@the9tc.com), and we will respond within a maximum period of 3 days.
- ❖ The9TC has sufficient trained staff personnel to meet the needs of the learners enrolled in the training programs. Any request of service can be addressed to:
 - Managing Director
 - Head of Training & Quality
 - Marketing Executives
 - Admin
 - Coordinator

PURPOSE

The purpose of this policy is to outline The9TC approach to managing dissatisfaction, formal complaints and appeals of trainees and relevant stakeholders. It provides a transparent approach and ensures that the complaints are handled in a fair, efficient and confidential manner.

DEFINITIONS

Complaint. Expression of dissatisfaction with any service delivered by The9TC.

Appeal. Request to reconsider and change decisions made by The9TC regarding any service provided.

APPLICATION AND SCOPE

This policy applies to all staffs particularly those involved in managing complaints and appeals and those making decisions regarding trainee's status during training.

PRINCIPLES

- ❖ The9TC ensures that immediate response is given to any complaints or appeal that has been filed at the center.
- ❖ Complaints or appeal can be applied regarding decisions made by the center on:
 - Admission and registration procedure
 - Marketing information
 - Quality of training and assessment provided
 - Training and assessment matters such as trainees' progress, learners support, assessment requirements
 - The manner in which an individual was treated
 - Action of staffs
- ❖ Appeals can be applied for review on decisions regarding:
 - Training admissions
 - Responds to complaints
 - Academic decisions
 - Credit transfer and Recognition of Prior Learning decisions

PROCESS AND PROCEDURES

The Appeal Process

- ❖ In cases where the stated grounds for complaints and appeal is not satisfactory to the trainee or other stakeholders they may apply for an appeal or file a complaint.
- ❖ After receiving a decision, the trainee should submit an official request by filling up the appeal form.

- ❖ No additional fees required from the trainee for the appeal request.
- ❖ A coordinator will assess the appeal initially and gather further information from the trainee/candidate and other parties, and then a committee will be formed to review the appeal and to reply with a decision within a maximum period of 10 days.

- ❖ An official form of correspondence will be sent to the trainee with the results of the appeal, and if the appeal showed to be valid, the outcome will be corrected automatically within a maximum period of 3 days.

- ❖ The committee may form an official interview with the candidate/trainee where necessary and in his absence, the decision shall be final.

POLICY NAME:	<u>Progression and Learning Pathways</u>	2.23
POLICY NUMBER:	T9TC-POL-23	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy is designed to provide trainees and client companies information of how The9TC can assist them in aligning their training and career pathways. It gives the trainees a clear information on how the center engages in activities to widen their opportunities in the industry.

APPLICATION AND SCOPE

This is applicable to all trainee and relevant stakeholders who are undergoing training at The9TC.

PRINCIPLES

- ❖ The9TC strives to support its trainees and learners to get assistance on further education and/or career pathway.
- ❖ The procedure starts from the registration and admission when trainees express their interest in completing a course and their objectives of further study.
- ❖ The9TC for this purpose, partners with its sister company Medpoint to organize and attend annual Training and Education *Pre-Employment* Exhibition, where universities, institutes, and employers meet under one roof to offer candidates assistance and support.
- ❖ The9TC also participates in several expos organized by the Ministry of Labour and other stakeholders.
- ❖ Internally, The9TC's team is dedicated and willing to provide counselling for employment and information for further education, with an open-door policy and open house workshops.
- ❖ Nationally, The9TC partners with Tamkeen and the Ministry of Labour and private organizations to provide employment for jobseekers who join the courses of the center.

POLICY NAME:	<u>Health and Safety Policy</u>	2.24
POLICY NUMBER:	T9TC-POL-24	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2022	

PURPOSE

This policy reflects the commitment of The Nine Training Center’s management and workers to health and safety within the workplace. It is aimed at removing or reducing the risks to health, safety and welfare of all workers, trainees, clients, and anyone whom in one way or another is connected to our center. It also guarantees that all work activities are done safely at The9TC.

APPLICATION AND SCOPE

This policy is strictly implemented on the entire workforce, activities, and all stakeholders on The9TC.

OBLIGATIONS AND RESPONSIBILITIES

Obligations

- ❖ Management is firmly committed in enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to health, safety and welfare of workers, trainees and clients, and anyone else who may be affected the center operations.
- ❖ We are committed to ensuring we comply with the Health and Safety Regulations and applicable Codes of Practice and International Standards as and best practice in implementing health and safety.

Responsibilities

- ❖ **Management:** Will provide and maintain as far as possible:
 - A safe working environment and systems of work
 - Safe location for substances and materials
 - Facilities for the welfare of workers
 - Information campaigns, instruction and trainings on health and safety for staffs, trainees, and other stakeholders.
 - A commitment to consult and co-operate with workers in matters relating to health and safety in the workplace
 - commitment to continuously evaluate and improve our health and safety management.
- ❖ **Workers:** Each worker has an obligation to:
 - Comply with safe work practices, with the intent of avoiding injury among themselves and others, damage to the institute and training equipment
 - Take reasonable care of the health and safety of themselves and others at the workplace.
 - Wear personal protective equipment and clothing where necessary
 - Comply with any direction given by management for health and safety
 - Not misuse or interfere with anything provided for health and safety
 - Report all accidents and incidents on the job immediately, no matter how trivial
 - Report all known or observed hazards to their supervisor or manager.
 - Inform The9TC representative in case of any hazard, risks and miss – incident.
- ❖ **Learners and clients to:** Follow The9TC Health & Safety policy and ground rules as they informed byThe9TC representative.

PROCESS AND PROCEDURES

ELECTRICAL EQUIPMENT

- All staffs are responsible for the safe and proper use of electrical equipment. The management are responsible for ensuring that the equipment is safe by organizing periodic inspections by competent persons
- All employees and management must always:
 1. Follow manufacturers' instructions when using electrical equipment.

2. Position sockets, leads, and plugs in such a manner as to protect them from damage from pedestrians etc.
 3. Ensure that new appliances are fitted with an undamaged plug with a fuse of the correct amperage.
 4. Replace blown fuses with new fuses of the correct amperage.
 5. If a fault of any type is suspected on any piece of electrical equipment it should be switched off, unplugged and isolated in order that it cannot be used, and the appointed person informed.
- Carry out any repairs beyond replacement of bulb or fuse. N.B. always switch off and unplug when replacing the above.
 - Put electrician's tape etc. on a damage cable (see 5 above).
 - **Routine for inspecting plugs and cables for loose connections and faults:**
 1. Switch off and unplug the equipment
 2. Run your hand along the length of the cable, can you feel a fault?
 3. Is the cable gripped correctly? Examine closely.
 4. Is the plug intact or is it damaged in any way?
 - If a fault of any type is suspected on any piece of electrical equipment it should be switched off, unplugged and isolated to prevent it from being used.
 - **Rules for use of extension leads and portable equipment:**
 1. Ensure that extension lead has a current in date inspection sticker in place
 2. Ensure that the amperage of the extension lead is equal to or greater than that of the appliance or, in the case of more than one appliance being plugged into the same extension, the total of those appliances.
 3. Follow the manufacturer's instructions
 4. If not otherwise stated in the manufacturer's instructions, fully unwind the extension cable.
 5. Ensure that tripping hazards etc. are not created by your positioning of the cable.
 6. Carry out checks outlined in "A" above.
 - If a fault of any type is suspected on any piece of electrical equipment it should be switched off, unplugged and isolated in order that it cannot be used.
 - Arrangements with electrical contractors for periodic checks of the installation and equipment.
 - All portable electrical equipment, including extension leads, shall be inspected by a suitably competent person annually.

MACHINERY/EQUIPMENT

- **Laminator Rules for use.** The laminator must be used in accordance with the manufacturer's instructions, copies of which will be maintained with this document and suitably located as to be reasonably accessible to any person using it.
 - Admin Departments responsible for:
 - a) checking that these copies of the instructions are available and suitably located.
 - b) that the laminator is used in accordance with the instructions.
 - c) that staff are suitably trained where appropriate.
 - A suitable electrical test should be carried out on the laminator every 2 years and the result recorded
- **Trolley Rules for use.** The Trolley must be used in accordance with the manufacturer's instructions, copies of which will be maintained with this document and suitably located as to be reasonably accessible to any person using it.
 - All persons using the trolley should have regard to the sections within this document with regards to manual handling, working on site etc.
 - Admin Department is responsible for:
 - a) checking that these copies of the instructions are available and suitably located.
 - b) that the trolley is used in accordance with the instructions.
 - c) that staff are suitably trained where appropriate.
- **Up and Over Door Rules for use.** The Up and Over door must be used in accordance with the manufacturer's instructions, copies of which will be maintained with this document and suitably located as to be reasonably accessible to any person using it.
 - Admin Department is responsible for:
 - a) checking that these copies of the instructions are available and suitably located.
 - b) that the door is used in accordance with the instructions.
 - c) that staff are suitably trained where appropriate.
- **Knives.** Whilst opening packaging or cutting open cardboard boxes, only the safety knives provided shall be used. Craft knives or penknives should not be used.
 - If a safety knife is damaged or lost etc. it is the employee's responsibility to report this matter to a member of management in order to arrange its replacement. A minimum of two knives should be maintained, so far as is reasonably practicable.
- **Shredders Rules for use** The Shredders must be used in accordance with the manufacturer's instructions, copies of which will be maintained with this document and suitably located as to be reasonably accessible to any person using it.
 - Admin Department) responsible for:
 - a) checking that these copies of the instructions are available and suitably located.
 - b) that the shredders are used in accordance with the instructions.
 - c) that staff are suitably trained where appropriate.

- A suitable electrical test should be carried out on the shredders every 2 years and the result recorded
- ***Drinks Machine.*** For hot water drinks machine:
 - Only use suitable drinking utensils i.e., that are heat tolerant
 - When pushing the red lever, ensure that water does not flow onto hands.
 - Manual handling techniques must be followed when changing bottles.

TRAVELLING FROM SITE TO SITE

- To drive any vehicle in connection with work: All employees must have taken a driving test and hold a full driving license.

EMERGENCY EVACUATION PROCEDURE

- **FIRE EVACUATION. IF YOU FIND A FIRE OR ONE IS REPORTED TO YOU:**
 - Staff discovering a fire or other emergency that requires the buildings to be evacuated should notify Management, Staff & All learners –if any available at the time of fire about the exact location of the incident.
- **Fire Fighting.** The safe evacuation of persons is an absolute priority. Staff may only attempt to deal with small fires, if it is safe to do so without putting themselves at risk, using portable firefighting equipment.
 - Ensure everyone is notified **BEFORE** attempting to tackle a fire.
 - Staff should be made aware of the type and location of portable firefighting equipment and receive basic instruction in its correct use.
- **ON HEARING THE FIRE ALARM**
 - All staff, learners, occupants of building must respond to alarm activations
 - The fire alarm is a [continuous ringing bell]
 - The Admin Department will check the fire panel and, if safe to do so, go to the zone where the alarm has been activated to investigate if there is a fire or false alarm.
 - Health & Safety Coordinator will summon the emergency services (DIAL 999) as necessary.
 - Staff will supervise the evacuation of trainees/visitors to the designated assembly point(s)
 - Staff not with learners, visitors and contractors must leave the building by the nearest exit and report directly to management at the assembly point.
 - Learners should leave in single file when instructed by the trainer in charge of the class. Learners should then leave by the nearest available escape route. The last person to leave the classroom must close the door. Learners should walk in their subject / form groups and remain with their trainer at the assembly point.
 - If a learner is not in a classroom when the alarm sounds, he/she must walk to the assembly point leaving the building by the nearest marked escape route.

A Calm orderly exit is essential
Walk quickly – DO NOT RUN or stop to collect belongings

- ❖ On arrival at the assembly area learners must stand in their subject/form groups while staff check their registers. Registers, visitors, book etc. will be taken out to the assembly point by Admin Department. The result of this check must be reported to the GM as soon as it is completed.
 - ❖ The GM or the Head of Training & Quality will liaise with the Civil Defense on their arrival.
 - ❖ The building must not be re-entered until staff are notified it is safe to do so by the Civil Defense, The GM, or the Head of Training & Quality.
- **GENERAL EVACUATION FOR PEOPLE WITH SPECIAL NEEDS**
- **Mobility Impairment.** Those people who require only limited assistance should evacuate the building using the nearest exit. If they have to move at a slower pace, they should allow other persons to exit the building before them and then continue their evacuation to a place of safety. A responsible member of staff will be nominated to escort those who need assistance from the building.
 - **Visual disability.** People with a visual disability will usually require the assistance of one person, on level surfaces they should take the helpers arm and follow them.
 - **Hearing disability.** People with a hearing disability should be escorted out of the building by staff.
 - In the event of staff with a hearing impairment joining then they may require additional means of being warned in the event of an alarm.

POLICY NAME:	<u>Training Observation Policy</u>		2.25
POLICY NUMBER:	T9TC-POL-25		
VERSION:	1	Effectivity Date:	2022
REVIEW DATE:			

PURPOSE:

As part of The9TC commitment to quality service, training observations are conducted to ensure that training sessions are conducted and facilitated according to The9TC procedure and standards.

The primary concern of the observation is to assess the impact of the training methodologies and strategies on Learners' engagement and learning process. The observation will aid in assessing the following:

- ❖ Competency of trainer
- ❖ Effectiveness of the training practices and Learners' engagement
- ❖ Improvement areas to promote quality training and assessment

It will also help The9TC in satisfying external requirements set by the National Qualification Framework (BQA) and Directorate of Institutes Affairs, Bahrain, Ministry of Labor.

PRINCIPLES

- ❖ This policy will set out guidelines on how training observation will be conducted, and how results will be handled.
- ❖ The9TC Training Manager will ensure that training observation is discussed with the trainers.
- ❖ All trainers must be observed until they reach to a good level, and the results of these observation will be part of their annual performance appraisal.

PROCESS AND PROCEDURE

- ❖ **Before Observation**
 - All lesson observation must be conducted by the Quality Head, or any trained observer assigned by the Training Manager with the approval of the Managing Director.
- ❖ **During Observation**
 - The observer must enter the training session without disturbing the lesson.
 - Observation findings shall be recorded on official observation form with feedback on how training and learning can be improved.

- The observer must ensure that all aspects are covered in each session.
- ❖ **After Observation**
 - Discussion and feedback on the observation results will be provided to the trainer on an agreed time between the observer and the trainer.
 - The trainer will be given the printed results of the observation and an office copy must be stored in designated file.
- ❖ **Responsibility:**
 - The Quality Head are responsible of development, review, and evaluation of new courses to ensure that course material and related documents are properly aligned to the ILO.
 - Quality Head will ensure that procedures contain herein are followed also revised based on review results.

POLICY NAME:	Special Needs Policy	2.26
POLICY NUMBER:	T9TC-POL-26	
VERSION:	1	Effectivity Date: 2022
REVIEW DATE:		

PURPOSE:

The purpose of this policy is to act as a guideline for the The9TC manpower on how to accommodate learners with special needs and provide welcoming supportive training environment. The9TC aims to ensure that trainees with special needs are capable of finishing their program without fear of discrimination or disadvantaged.

APPLICATION AND SCOPE

This is applicable to all trainee identified with special needs and relevant stakeholders who are involved in training activities at The9TC. However, it does not claim to be able to address every potential situation.

PRINCIPLES

- ❖ The9TC takes responsibility to appropriate support to meet individual's needs while training.
- ❖ On admitting special needs trainee to a program, The9TC accepts the responsibility to accommodate appropriate and equal treatment to all learners during training.
- ❖ The9TC is committed to prevent, reduce, and remove any obstacles to individuals with special needs in training activities.
- ❖ Trainer will consider diversity of learners enrolled in a program when planning training activities and coordinate special arrangement for assessment and facilities if required to enable the assessment of learners with special needs, while ensuring that any modifications to the conduct of assessments preserve the integrity of the essential learning outcomes and standards of the program.

PROCESS AND PROCEDURE

- ❖ Learner completes Registration form and attach necessary documents as required by the program. Learner responsibility to inform registration staff of any special needs on application.
- ❖ Information provided by learner or observed by registration staff is given to trainer to considers mode of delivery and any special requirements when planning for training.

- ❖ **The9TC provides learners with induction to guide staff and learners on how to support and communicate with special needs learners and how they can place an appeal if they think that they have been disadvantaged as learners.**
- ❖ **The9TC management will strive to accommodate any identified special learning needs with differentiation of materials, activities, and assessments, such as assignments and examinations, using a range of assistive technologies which may differ per course. Depending on the availability, these academic accommodations may include:**
 - **Visual impairment**
 - **Hearing Impairment (partially deaf)**
 - **Learning Difficulties (including Dyslexia)**
 - **Visual Impairment or Low Vision**
 - **Physical Impairment or mobility difficulties**
 - **Speech Impairment or language difficulties**

POLICY NAME:	Human Resources Policy	2.26
POLICY NUMBER:	T9TC-POL-0	
VERSION:	1	Effectivity Date: 2018
REVIEW DATE:	2020	

PURPOSE

This is policy is designed to provide all employees with HR process and procedures.

APPLICATION AND SCOPE

This is applicable to all employees and relevant stakeholders who are working at The9TC.

PRINCIPLES

The HR Manager is fully responsible for the Human Resources function and for the standards of performance and the professionalism expected by the 9tc employees and for the fair enforcement of the following standards:

- ❖ It is the policy of the 9tc to recruit the best qualified staff and to retain the maximum number of employees with the required skills, expertise, competence, and to control the cost of manpower requirements of the 9tc.

PROCESS AND PROCEDURES

❖ **Recruitment Process**

- Where replacement or additional employee(s) is required, the Head of Department should submit a Recruitment Request Form to HR Department. The department manager should specify clearly the job requirements of the vacant position.
- HR Manager gets the recruitment request approved by top management taking in consideration and budget restrictions.
- Once the approval is received, HR Manager will decide to use best recruitment strategy. HR Manager will open a vacancy at the Ministry of Labor (if applicable) and will update Job Role application at Tamkeen portal (if needed).
- HR Manager will check the job description & personnel specification and put together an appropriate job package for candidates.
- Candidates applying for specific positions must complete the Job Application Form and submit it with their CVs.

- HR department will respond to all shortlisted candidates and will record all completed applications.

❖ **Selection Process**

- HR Manager will ensure that the short listing of candidates takes place using the following criteria:
 1. Academic, professional, and technical qualifications.
 2. Working experience and references if applicable
 3. Job knowledge and technical know-how; and management experience for and training for managerial positions.
- HR Manager is responsible for collecting Interview Evaluation Form. These forms will be maintained in the database for a period of 1 year. The Evaluation Form of the chosen candidates will be placed in their files.
- If the successful candidate requires a work visa, HR department will liaise with the respective public relations officer/agent to ensure all visa requirements are fulfilled and visa is available for the new employee.

❖ **Probation Period Procedures**

- The purpose of the probationary period is to allow time for new employees and the 9tc to ensure their expectations on employment and job performance are met.
- Unless otherwise stated in the contract of employment, all employees are required to undergo a probationary period of three months.
- Prior to the end of the probation period, a Probation Period Performance Appraisal form will be sent by HR Manager to new employee's line manager for official performance evaluation. Based on the evaluation of the performance of the probation period a decision will be taken to continue or discontinue with employment contract.
- Subject to satisfactory performance, employees will be confirmed after the probationary period as permanent employees of the 9tc eligible for employee benefits as stated in his provisional contract.

❖ **Termination Process**

- Resignation
 1. A contract of employment may be terminated by either party giving notice in writing as specified in the contract of employment.
 2. Resignation form must be filled out and clearance must be approved/disapproved by the employee department, Finance and HR department.
 3. If not specified in the contract of employment, the notice to be given by either party for termination of employment is one month for non-senior positions and three (3) months for senior positions (may be waived by Top Management approval).

4. Employees who fail to fulfill the required notice period will have their final payment deducted in proportion to the period of short notice.
5. All employees must submit a resignation letter, fill out the termination form and return all property to their manager. The9tc reserves the right to deduct from the resigned employee's final settlements an amount equivalent to the value of any property which is not returned or is damaged and any amount due to The9tc.
6. The final payment including basic salary, job related payments or reimbursements, payment in lieu of annual leave and money due to the employee, if any, will be paid to the resigned employee by cheque on the last working day.
7. HR Manager will administer all the communication with all departments to ensure no liabilities are due to the by the employee prior to administering his/her final settlement.

○ Dismissal

1. If a manager decides to terminate the employment of an employee, he/she should consult the HR Manager and Legal advisor about the approach to be adopted and complete the termination form clearly stating the reasons for termination.
2. Any dismissed employees are entitled to compensation which prevents disputes between the worker and employer as per the Bahrain's labour law.
3. If an employee's performance is unsatisfactory; or his/her working attitude is poor; or he/she is found to be unsuitable for the job, The9tc may lawfully terminate his/her contract of employment with notice in writing in lieu as specified in the contract of employment and in accordance with Bahrain Labour Law and as per the approved internal policies and procedures.

❖ **Job Description and Duties Procedures**

○ Job Description

HR department maintains a master record of the job descriptions which provide a basis for job related selection process and performance standards. These job descriptions are used to outline:

1. Scope of responsibility and accountability
2. Specific job functions and tasks
3. Educational prerequisites
4. Skills, knowledge, and abilities required to perform the job successfully Certifications or licenses required

5. Physical requirements of the position
 6. Special conditions of employment
 7. Special skills, qualification or experience required
- Job Description Usage and Control
 1. HR Manager will share the job description with the employee during his or her first days on the job.
 2. The job descriptions will be reviewed by HR Managers for necessary updating once a year at the time of annual performance review.

❖ **Attendance and Absenteeism Procedures**

- All employees must be punctual to work. Employees who arrive to work late without justifiable reasons or have a poor attendance record will be subject to disciplinary action or salary deduction as per internally disciplinary approved procedures.
- Employees are required to check-out whenever they leave for lunch or any personal reasons.
- Employees must strictly observe their working hours and should not be absent from work, even for a short while, without the prior approval of their manager.
- Absence not approved or without justifiable reasons will be considered unauthorized absence for which salary may be withheld or employees may be subjected to disciplinary action in accordance with approved disciplinary actions.

❖ **Time Records & Controls Process**

- Clock-in clock-out machine
 1. Employee electronic attendance and productivity is the official record of the time he/she has worked and the main source of information for Payroll.
 2. All employees must clock-in and clock-out at the biometric unit.
 3. In cases of dysfunctionality of the clock-in clock-out device, HR manager will utilize manual time sheets for record.
- Overtime
 1. No overtime is allowed without prior management approval
- Holidays
 1. Public Holidays
 - Public holidays offered to the employees are as follows:

Occasion	Holiday
Eid Al-Fitr	1st, 2nd, and 3rd Shawal
Arafa day	9th of Dhal-Hajj
Eid Al-Adha	10th, 11th, and 12th Dhal-Hajj

Al-Hijra Calendar year	1st Muharram
Ashoora	9th and 10th Muharram
The Prophet's birthday	12th Rabie Al-Awal
National Days	16th and 17th December
Gregorian New Year	1st January
Labour Day	1st May

2. Annual Leave

A Leave Application Form must be submitted to HR manager to obtain leave approval.

- Annual leave is calculated on the Gregorian working Days basis. Annual leave for the first year of service will be due after the completion of that year of service and is taken during the off-peak season.
- The date of annual leave shall be agreed between the Manager in charge and each employee in accordance with work conditions.
- It is not encouraged to carry forward the annual leave entitlement from one year to another. Maximum leave day's entitlement that an employee can carry forward shall be 10 days. Accumulated leaves should not be more than 60 days.
- Before proceeding on annual leave, it is the duty of each employee to meet with his/her stand- in and brief him/her as to all pending matters that require action; each professional employee must also leave his/her superior a set of "Hand over Notes" showing the status of his work, any action required in the employee's absence and completed timesheets.
- Annual vacation entitlements are credited on 1st January each year and are as follows: 30working days.
- When an employee goes on leave, he/she must return all equipment and must sign a clearance and handover document

3. Sick Leave

- Sick leave is absence with pay, given when an employee is unable to perform his duties because of illness.
- An employee who has satisfactorily completed the probationary period shall have the right, in case of sickness certified by a doctor nominated by the or by a responsible doctor at any Government

Medical Institution, to be granted the following sick leave during every year:

- Fifteen (15) days on full pay.
- Twenty (20) days on half pay; and
- Twenty (20) days without pay.
- The Employee must inform HR at the very earliest about his Sick Leave.
- Sick leave note must be sent by email, if possible, at the very same date of its start or at the very first time of duty resume.
- Temporary absence from work, for example to attend a dental appointment, must be with the prior approval from the Manager.

4. Maternity Leave

- A female staff member is entitled to maternity paid leave of sixty days in addition to her annual leave and shall be entitled to another 15 days off without pay if additional time was needed provided, she produces a medical certificate from the Ministry of Health stating the expected date of her confinement. Such maternity leave shall include the period before and after confinement. Further, the staff member may be granted additional leave without pay for fifteen days. If staff does not return post completion of eligibility maternity leave period, The 9tc may terminate the employee by giving 7 days' notice.
- During the two years' following the delivery date a female employee, upon returning to her job after maternity leave, shall be entitled to a period or periods of rest of one hour per day (including during Ramadan) for nursing her child.

5. Hajj Leave

- All Muslim employees shall be entitled to a leave of absence for a period of 14 calendar days with full pay after 5 years of continuous employment once during his period of employment to perform Hajj obligation.

6. Marriage Leave

- Employees who marry while in service of The9tc shall be granted three consecutive working days leave on full pay starting from the date of the marriage or official engagement.

7. Unpaid Leave

- Leave without pay is absence from work permitted by the HR Manager on the condition that all leave entitlements of the staff member have been utilized during that period and is allowed only in emergency circumstances. At no time should it exceed 25% of the total annual leave.

8. Other Leaves

- In accordance with Bahrain Labor Law, an employee is entitled to three days paid leave for the death of father, mother, spouse, child, grandchild, grandfather, grandmother, brother, or sister.
- A male member of staff is entitled to one day's leave with pay upon the birth of his child.

9. Leave Request

- Employee should fill out the leave application form with the required information.
 - Obtain approval from Line Manager.
 - Submit application with HR Manager for approval and processing.
 - In case of senior management leave application will also require approval from Top Management.
- ❖ HR Manager provides recruitment advice and services to all Departments and is responsible for the entire process leading to employment.
 - ❖ HR Manager is also responsible for creating and maintaining of HR records with support of admin staff.
 - ❖ HR Manager should keep and regularly update when required complete records of former and current employees including copies of CPR & Passport, CVs, health records, performance appraisals, training records and any other documents or information required, and this should be treated as strictly confidential and not disclosed to anyone except if required by law or top management.