
STUDENT PACK

Policies and Procedures

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1.1. REGISTRATION AND ADMISSION POLICY

Authorizing body:	Managing Director	Policy Reference:	LP01
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Scheduled Review:	

PURPOSE:

It's LEADERS for Training and Development intention to raise the learner register in our courses to be fully aware of the commitment after registration, what are the cancellation procedures, rescheduling options, refund and Assessment policy. Equality is considered of high importance to accommodate learners with special needs. Policy commits us to ensuring that there is no unjustified discrimination in the admission, retention, training and development of learners on the basis of age, disability, gender, color or religion.

POLICY STATEMENT

Registration Form which serves as a general express of interest form. This is not a final registration; thus, enrolment cannot be considered final when LEADERS for Training and Development receive the enrolment confirmation from sponsor (i.e., Tamkeen or others) via e-mail or other means of accepted communication.

Ensure all applicants are provided with fair and consistent registration process.

Inhibiting discrimination and prejudice practices against any person because of gender, race, religion, age, or disability as long as the general admission requirements and/or any special requirements are fulfilled.

Committed to offer suitable support and consideration to all learners to improve their capability to complete the objectives and outcomes of training programs successfully.

Any learner officially shows an interest in withdrawal from a training program after predefined date may be subject to financial penalty

Prior learning is recognized during registration to promote achievement of training certificates in the most manageable time.

PROCEDURE

1. Cancellation or Withdrawal by Learner and Refund Policy

Training course registrations will not be confirmed until final Registration is complete and the sponsor acceptance letter or any other means of accepted communication is received by LEADERS for Training and Development.

In order to cancel withdrawal or reschedule a confirmed training Learner must submit an email request to Training and QA Manager 15 days prior to the scheduled course date in order to receive a full refund of paid registration fees.

No show and cancellations not made within the specified cancellation period the participant will pay the cost of administration, awarding body registration fees and/or other related costs. Additionally, if learner withdraw during the training, he/she training history will reflect as "Incomplete".

Course withdrawals or skipped training days without the reasonable justification (health issues or any personal issues) that reached to more than 25% of the total Guided Learning Hours will cause the cancellation of the training certificate and in such cases; certificates will not be handed out due to the violation of Attendance Policies. Institute for Training and Development support their learners to complete the Guided Learning hours by attend makeup classes to be eligible for the certificate.

2. Cancellation by LEADERS for Training and Development and Refund Policy

LEADERS reserves the right to cancel any training course due to insufficient enrolment at least 5 working days in advance of the scheduled course date. Notice will be provided via email, SMS or phone call with the option to reschedule for a future course date or to receive a full refund of registration fees.

LEADERS is not responsible for any expenses incurred by the learner if a training course is cancelled and the learner received notification by email within the period specified above.

If a training session is cancelled due to any unforeseen circumstances such as weather or natural disaster, the learner is entitled to reschedule for a future training course.

3. Refunds

- 100% of tuition fees will be refunded if LEADERS for Training and Development cancels the course.
- 100% of tuition fees will be refunded if LEADERS for Training and Development receives written notification 15 working days prior to the start of the course.
- For Tamkeen Subsidized courses, there will be no refund of the course amount.
- In all other cases, fees are not refundable.

4. Trainer and Schedule Changes

LEADERS reserves the right to make changes to trainers without notification of learner. Learners are notified about schedule and room changes by email, WhatsApp or phone calls; changes are also posted on the window outside class room.

5. Certificates

Learner who attends 70% of a course for which they have registered will receive a certificate attesting to their participation in that course. In all other cases, certificates will not be issued.

6. Mailing List

All individuals who register for a training course will be placed on our electronic mailing list and will receive promotional material and course schedules. If learner wish to be removed from the mailing list, he/she must notify the registration staff.

FORMS

Related Forms

Form Name
Registration Form
Withdrawal Form
Refund Form

1.2. ATTENDANCE AND PUNCTUALITY POLICY

Authorizing body:	Managing Director	Policy Reference:	LP02
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Scheduled Review:	

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.

LEADERS promotes a learning environment where it adheres to assist learners in achieving to their maximum potential. LEADERS believes that if learners are to benefit from their training and achieve their potential, good attendance and punctuality are crucial. LEADERS for Training and Development 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.

POLICY STATEMENT

As retention, achievement and learner attendance are inextricably linked, LEADERS for Training and Development 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).

LEADERS for Training and Development 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 LEADERS to record attendance and punctuality. LEADERS will ensure that this record is consistently marked and accurate.

Learners who fail to meet the minimum standards (75%) set by LEADERS will be notified initially orally, where LEADERS attendance requirements will be reiterated, and learners will be made aware of the next step-process if their attendance remains at the same level.

Learners who fail to respond positively to these processes will be deemed to have breached the Institute's policy and will be subject to Institute's Disciplinary Procedure.

PROCEDURES:

1. Targets

LEADERS 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 LEADERS 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

- Present will use letter (P)
- Absent will use letter (A)
- 10 minutes Late will use letter (L1)
- 20 minutes Late will use letter (L2)
- 30 minutes Late will use letter (L3)

FORMS

Related Forms

Form Name
Attendance Form/Sheet
Absent follow up Form

1.3. ASSESSMENT POLICY

Authorizing body:	Managing Director	Policy Reference:	LP04
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Review:	

PURPOSE:

This is a guide that governs the process of assessment implementation to evaluate learners' knowledge and skills attained.

The aims of assessment include:

- To measure prior skills and knowledge in order to provide training approach appropriate to learners' level.
- To improve the quality and the effectiveness of the curriculum (courses and programs) through continuous analysis of assessments results.
- To provide timely feedback to learners to assist in their progressive learning phase
- To formally record learners' performance and achievement and have records ready for external audience.

POLICY STATEMENT

LEADERS believes that assessment is a core learning activity and an essential part of learning and training.

Assessment activities at LEADERS include:

1. Designing assessment task and course work activities to support learning
2. Provision of feedback to learners as guidance to their learning progress
3. Moderation of assessment activities
4. Awarding of appropriate and unbiased marking to learners and their sponsor.

LEADERS assessments must be designed to contribute to the quality of learners' achievement and support the development and delivery of quality training. LEADERS ensures that assessment should help learner learn and measure evidence of their learning achievement.

PROCEDURE

1. Assessment Methods, Types and Tasks

There are four methods of assessment commonly used at LEADERS and four broad assessment types:

1. Examinations: summative assessment conducted to measure learning achievements; it is the posttest given to learners;
2. Course Works: Assignments, presentations and discussions
3. Short formative assessments, such as quizzes, assignments, etc.
4. Pretest assessments given to measure the learner's entry level.

2. Assessment Design

1. Trainers will receive training on how to design an assessment, being Part-Time or full-time trainers.
2. Ensure assessments are properly aligned to Intended Learning Outcome of each of the course.
3. Allocate marks to each question taking into consideration the difficulty and size of each question.
4. Enter overall results in the allocated space at the top of cover page.
5. Indicate allocated time and any materials allowed to be used during the test/task.
6. MCQ should have less grades than written questions.
7. Any amendments or changes of assessment should be first checked training and QA Manager to ensure it's aligned to ILO approved.
8. The cover page should include Name of the candidate, CPR number, number of pages and date.
9. Trainees with special needs must be provided with special arrangements as required
10. Before submitting the assessment for moderation and verification the assessment designer must include, sample of the assessment script, Model Answers and other material required to answer the question, such as graph paper, etc.

3. Moderation Process

LEADERS uses moderation to ensure the quality of assessments given to learners. Assessments are checked for errors and ensure that they measure the intended learning outcome of each training course.

LEADERS has an assessment Moderation Policy that is followed for this process.

4. Markings

1. Training of the course will carry out the marking and give written constructive feedback.
2. In case of unforeseen eventualities, the institute will assign a qualified training to mark the assessment.
3. The Model answers is the only reference used to allocate marks.
4. Marked assessment script should be submitted after 2 days from the assessment date to the Training coordinator.

5. Responsibilities of Trainer (Examiners)

Course trainers are responsible for informing learners about the aims and objectives of the course, assessment requirements, assessment methods, learning outcomes and schedule assessment activities.

Trainers are required to provide feedback to learners on their performance on assessment tasks conducted during the training period. Trainers should give guidance to learners and comment on work presented for assessment during the training period by written comments or other suitable means.

6. Award of Overall Grades

A mark is an indicator of the standard of the learners' training achievement in an individual assessment task.

A grade is the calculation of all marks given to a learner's assessment tasks and are recorded permanently. The following are the breakdown of grade distribution:

7. Marks distribution:

The size of the course determines the approach of marks distribution; therefore, we have 4 types these are:

1. 8 to 12 hours courses
2. 24 hours courses
3. 60 hours courses
4. Online (city and guilds) courses

1. 6 to 10 hours course

These types of courses have posttest only.

Attendance	Participation	Posttest
10%	10%	80%

2. 12 to 24 hours courses

Attendance	Participation	Quiz	Posttest
10%	10%	30%	50%

3. 60 hours English Courses

Pretest	Attendance	Participation	Quiz	Assignment	Posttest
	10%	10%	20%	10%	50%

For the local programs, the candidate will be awarded a certificate of completion only if he/she:

- Scored 50%
- Attended 70% of the program training hours

8. Special Consideration and Deferred Assessment

Learners may apply for a deferred assessment if they were not able to take an assessment activity such as an examination, test, presentation, or other assessment activity scheduled for a particular date.

The learners may write an explanation letter and fill in “Assessment Reschedule Form” for failing to attend a scheduled assessment task signed by the learner’s sponsor. LEADERS may approve the request for the following acceptable grounds:

- Sickness;
- accident;
- temporary disability;
- bereavement;
- or other compassionate circumstances

9. Reassessment

The opportunity to re-attempt/ retake assessment will be determined by the Course Trainer in consultation with the Training and QA Manager. Learners have only one opportunity to resubmit the assessment task or re-attempt assessment upon approval of the Training and QA Manager.

10. Notification of Marks and Grades

Trainers are responsible for recording the marks of all learners registered in a course for each assessment task. They are also responsible for providing the learners their marks for individual course works and feedback on the learners performance on a given task.

Learners are to have access only to their individual marks and not to the marks of other learners, other than for group assignments.

11. Review and Appeal of Final Grade

Learners are encouraged to discuss with trainers their performance in assessment tasks during a course.

Where a Learner believes that an error had been made in respect of the calculation of the grade awarded for a course, the learner may request a review of the grade. The learner may apply for an appeal following the appeals policy.

FORMS

Form Name

Assessment Reschedule Form

Moderation Form

1.4. APPEALS POLICY

Authorizing body:	Managing Director	Policy Reference:	LP07
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Review:	

PURPOSE:

The learner Appeals Policy provides a framework for fair and equitable processes which enable learners' training and administrative concerns to be addressed as quickly as possible and at a level as close to the source of the decision-making.

POLICY STATEMENT

Appeals are concerned with the processes and outcomes of assessment. They will only be considered where:

a) the individual learner making the appeal is a registered learner and learner has been notified by the Trainer or Administration that they are not yet competent in the course, or the trainer has failed to carry out the assessment within the terms and conditions agreed on in the assessment policy.

Grounds for appeal are:

- the conduct of the personnel providing assessment and the assessment decision
- the duration of assessment
- the adequacy of the assessment environment as a suitable environment for fair assessment

PROCEDURE

The Procedure for Appeals is that where a learner disagrees with an assessment decision, he /she should:

- First discuss the matter with the trainer. If the disagreement cannot be resolved within 5 working days, then
- The Internal Verifier will be asked to help resolve the disagreement.
- If this is unsuccessful, the learner may make a formal approach in writing to the Appeals Panel.
- The learner will then receive written acknowledgement of the receipt of the application and notification of the date, time and place of the Appeals Panel meeting will be sent out within 10 days. The Appeal Panel consists of Subject Matter expert, Internal Verifier, and the Training and QA Manager.
- the learner may attend the meeting and be accompanied by another person of his/her choice

FORMS

Form Name

Incidence and Appeal Form

1.5. COMPLAINTS POLICY

Authorizing body:	Managing Director	Policy Reference:	LP08
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Review:	

PURPOSE

we are committed to delivering a high-quality experience for all those we work with, from individuals using our services to funding organizations and business partners.

We encourage anyone with comments or complaints about our products or services to contact us.

POLICY STATEMENT

Taking all comments and complaints seriously and investigating them proportionately and appropriately

Ensuring that staff are aware of the complaints policy and are clear about their responsibilities when handling, resolving and reporting on complaints.

Admit when a mistake has been made, explaining what has happened and what will be done next and taking action to mitigate/resolve situations wherever practical.

Acting on stakeholder complaints and feedback to identify how we can improve our services.

PROCEDURE

1. How to make a Complaint?

If you feel you need to make a complaint it is important that you contact us and fill in Complaint form to explain the following:

- What the complaint is?
- When the incident happened?
- Who has been involved?
- How you would like it to be resolved?

You can make a complaint in writing, by telephone or in person. We would encourage you to let us know your complaint as soon as possible, but would ask that you complain within one month of the issue first arising.

There are 4 possible stages to our complaint's procedure:

- The reception will process the form to reach the concern person and/or the management.
- An investigation will be carried out to find the root of the problem (The investigation should not take more than 5 working days)
- The decision will be conveyed to the complainer in writing.

- The complainer must be informed of his/her right for an appeal.

2. Timescales

We understand it is important for you to have your complaint resolved quickly. At each stage we will provide a response within five working days, sooner if possible. In our reply, we will provide you with details of what to do next and a named person to contact if you feel the issue has not been resolved.

FORMS

Form Name

Incidence /Appeal Form

1.6. SUPPORT AND GUIDANCE POLICY

Authorizing body:	Managing Director	Policy Reference:	LP09
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Review:	

PURPOSE:

LEADERS believes that support and guidance to Learners is very important in providing a positive and motivated learning environment to Learners.

This policy defines the roles of the staff and learners to ensure that suitable assistance and support is provided to the Learners. It also helps identify learners with special needs in order to address the support they need. In all this the Institute support and guidance policy aims to maximize and utilize all opportunities for learners to achieve their full learning potentials.

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

POLICY STATEMENT

This policy is applicable to all learners registered in any course offering by LEADERS. It ensures that learners are assisted before the commencement of the course and after the completion of the course.

The staff ensures that they can be approached by learners for guidance and support and refer them to proper personnel for their needs. Staff shall be given guidelines on how to handle inquiries and provide support.

PROCEDURE

1. Pre-registration Assistance

1. Potential learners or their respective companies shall be given complete information on the training being inquired through the website, print, other media or phone calls.
2. Necessary forms should be provided and assistance on filling them up. (Refer to Registration and Admission Policy)
3. Evaluation and crediting of prior knowledge, experience or courses will be considered and evaluated in the means of Pretest, in the case of the English Language course placement test is applied.
4. Follow up on inquiries should be done and provide additional support if needed.

2. After Registration

1. Learners will receive an induction session on policies related to training and how to successfully complete a course. Such as, attendance and Punctuality Policy, Appeals Policy, Guidance and Support Policy, etc.....
2. Identify learners who have special needs to address in a suitable and appropriate fashion to complete a course.

3. During Training

1. During the training, learners will receive feedback on their training progress to know their learning progress.
2. Slow learners will be provided with additional support through special/dedicated sessions to meet the requirements of the training course
3. Trainers provide consultation hours allotted to support learners who needs support or assistance on the course. Their consultation schedule is made known to learners.
4. Monitoring of the attendance and tardiness of the learners is conducted to ensure learners complete the minimum required guided learning hours of the course. (Refer to Attendance and Punctuality Policy)

4. After Training

1. After completing a course, sponsor companies and learners will be assisted on any need relates to the training course attended.

5. Special Needs Support:

1. Learners with special needs shall be provided easy access to training rooms, toilets and other facilities within LEADERS.
2. Trainers shall be given guidance on handling learners with special needs.
3. Administration shall ensure that facilities at LEADERS meets the needs of learners with special needs.

6. Responsibility:

1. Administration, Training Department, trainers and staff engage in registration and related services.

RELATED POLICIES:

1. Attendance and Punctuality Policy
2. Appeals Policy

1.7. RECORDS RETENTION POLICY

Authorizing body:	Managing Director	Policy Reference:	LP12
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Review:	

PURPOSE:

This policy ensures that the creation, storage, management, control and disposal of complete and usable records, forms, files and documents relevant to supporting the operations of LEADERS for Training and Development is efficiently in place.

The policy will also be able to support organizations compliance with accrediting bodies, legislation and other activities that requires records and documents as evidence of quality management. It also ensures security of access, availability of records, archiving of historical permanent records and proper disposal of expired records.

POLICY STATEMENT

The record retention policy involves the systematic creation, storage, management, control and disposal of records, forms, files and documents.

LEADERS will ensure each office strictly follows and implements the retention period stated in this policy and will regularly monitor to further enhance the policy and procedures.

Training and QA Manager will conduct audit reviews to ensure that efficient record management is in place.

LEADERS will commit to protection of information contained on records and documents and ensure that only authorized access is permitted.

This policy applies to both the printed and digital copies of the records.

All staffs will be briefed on the records retention policy.

PROCEDURE

Creation of Records

1. Each responsible personnel must ensure that records and forms to be filled up are readily available for use.
2. Double check each record/form/document for correct information and that all required information had been provided.
3. Deadlines for submission of records/documents must be posted and strictly followed.

4. It is the responsibility of respective departments to create file system according to LEADERS procedure, and store them in properly assigned location.

Filing system

- Each record, form, or document must be classified and organized according to their code, purpose and date.
- Each file folder must contain the record name/form name/document name with their code, month year as labels.
- Storage of file must be located in the office where records/forms/documents, act as major support in their function.
- File must follow the retention period stated for each file, after which proper disposal must be executed to the file.

Storage

1. Active records/documents must be maintained in the respective departments where they currently support activities carried by the departments. Example: Examination records in the Training department.
2. Semi-active records must have designated storage location far from the department to free space for active records.

Control

1. Access to records must be only granted to authorized person assigned by the LEADERS management.
2. Records that do not bear authorized signatures are deemed invalid and therefore must not be considered official for any transaction.
3. Any record that contains confidential information such as, Learners and staff personal information, assessments results, administrative information and any related information that has a legal and business implication to the institute must remain private and only be disclosed to authorized personnel.

Retention

The following are the records and their retention period. After the retention period proper disposal procedure must be observed on the records.

Administrative records/documents	Responsibility	Retention Period in years
1. Strategic plan	Administration	Permanent
2. Policies and Procedures manual		Permanent
3. Memorandums and Letters		Permanent
4. Government Records/Report		Permanent
5. Minutes of Meetings		Permanent
6. Accounting and Finance Records		5 years
Training Records/Documents	Training Department	
7. Learner registration form		3 years
8. Cancellation/Withdrawal record		3 years
9. Learners Records		Permanent
10. Training course plan		3 years
11. Training materials and resources register		3 years
12. Training schedule/plan		3 years
13. Training Assessments Results		Permanent
14. Hard Copies of Examinations and other assessments		5 years
15. Mitigation Record		3 years
16. Training Attendance report		3 years
17. Trainers Performance record		3 years
18. Trainers Observation record		3 years

19. Appeals		3 years
Staff		
20. Staff Records	Administration	3 years
21. Staff employment Contract		Permanent
22. Staff manual		Permanent

Disposal

1. Upon reaching the retention year of the records/documents, a request for disposal must be prepared by the respective person responsible for the affected document.
2. The Disposal Request Form must be duly filled up and signed by Managing Director before disposal shall be made.
3. Records that contain confidential and legal information must be properly shredded before disposal to garbage.
4. Non-confidential records/documents can be recycled as part of our commitment to environment protection, but must be marked cancelled before recycling.

FORMS

Form Name
Forms/Records/Documents Specified above
Disposal Record Form

DEFINITION:

Retention Period – indicates the length of time the record, form or document shall be maintained by LEADERS before disposal.

Disposal- the act of destroying records by means of secured shredding, recycling obsolete non-confidential records

Records – original documents with continuing importance to LEADERS Institute. They must have legal, administrative, training and historical purpose.

Forms- supporting documents for policies, activities and procedures of LEADERS Institute

Files – the filing system by means of filing folders

Active Record- records that are constantly referred to and currently used

Semi-active records- these are records which are less frequently referred to and are not required currently

1.8. HEALTH AND SAFETY POLICY

Authorizing body:	Managing Director	Policy Reference:	LP14
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Review:	

PURPOSE

LEADERS considers the health, safety and welfare of staff and learners to be of utmost importance, and that a safe and healthy working environment is a prerequisite to achieving LEADERS stated goal to promote the Institute in training to provide adequate control of the health and safety risks arising from day-to-day activities.

This policy articulates LEADERS commitment to provide a safe, healthy working and learning environment to all its stakeholders.

POLICY STATEMENT

In particular, LEADERS will use their best endeavors to:

- Provide and maintain a welcoming, safe and healthy working and leaning environment.
- Ensure that equipment and machinery are safe and without risks to health
- Ensure all means of access to and exit from the premises are provided and kept safe and no compromise for emergency situations
- Provide related information, instructions and trainings necessary to ensure the health and safety at work of all our employees and learners.
- Comply in full with all the legal obligations that relate to the health, safety and welfare at work of all our employees and learners.
- The risk assessment for health and safety of the workplace will be carried out every 6 months.

APPLICATION

This policy is applicable to all employees, learners, visitors and other stakeholders of LEADERS. It must be observed across LEADERS workplace.

All employees of LEADERS have the responsibility to be aware of the health and safety condition at LEADERS and therefore must be alert and observant to any incident affecting health and safety of everyone in the workplace.

Management must ensure provision of adequate resources to promote health and safety inside the LEADERS Institute.

PROCEDURE:

Safety at the workplace/training rooms

1. Ensure that offices and training rooms are equipped with adequate facilities such as lightings, lockable doors, ventilation and cupboards.
2. All offices and related locations are adequately maintained and cleaned on a regular basis
3. Ensure that office equipment is safe, suitable, setup properly and use as intended only.
4. Health and safety signs, information and instructions are posted at appropriate locations.
5. Ensure that incidents affecting health and safety like injuries and diseases are reported and managed immediately.
6. Properly set-up emergency procedures.
7. Ensure that equipment used during training are well maintained, returned and monitored.
8. NO equipment, facility or appliance are used more than specifically authorized usage.
9. Hallways and doorways must be kept free from obstructions and properly lit.
10. Emergency exits must be properly identified and labelled.
11. Defective equipment, furniture, structure or appliance must be reported without delay.
12. Ensure proper disposal of waste.

First Aid

1. Management ensures that an assigned and authorized first aid practitioner is identified and made known to everybody.
2. First aid boxes must be available at all times and accessible during emergency situation.
3. In the event of an injury or sickness contact first aid personnel. ONLY the authorized first aid personnel must intervene.
4. All injuries or accidents that happens within the premises of LEADERS must be immediately reported to the management or authorized person.

Fire Safety

1. Fire Drills
 - All employees and learners must know the fire procedures, position of fire appliances and escape routes.
 - The fire alarm points, fire exits and emergency lighting system must be known and labelled properly.
 - Ensure that fire equipment is regularly checked by authorized company.
 - Fire alarm and related facilities must be regularly inspected by fire authorities.
 - LEADERS will arrange for Fire Drills and Fire Prevention Checks to be carried out at least once a year for awareness and training
2. In the event of Fire
 - Persons discovering a fire should sound the nearest alarm possible.

- The first duty of all employees and trainers is to evacuate all people and learners from the building by the nearest exit immediately as soon as the fire is discovered.
- Everybody must evacuate the building and where possible without personal risk, leave all doors and windows closed.
- The assembly point for the building is located at the front of the building.
- No-one should leave the assembly point without the permission of a member of staff.
- If any fire occurs, however minor, the Fire Brigade must be called immediately by dialing 999.

No Smoking Policy

1. LEADERS follows the government imposed no smoking policy on public places .

Lost and Found

1. In the event that a personal belonging is left at the training room or within LEADERS it will be surrendered to Registration desk and be declared in the Lost and Found item.
2. Anyone who finds a lost item is required to report and surrender it to registration desk.
3. The owner of the lost item must present any proof of ownership upon claiming of the lost item.

Hygiene

4. LEADERS promote proper hygiene to prevent infectious diseases from happening or spreading.
5. All employees, learners and other stakeholders must observe hand washing and proper hygiene.

FORMS

Form Name
Fire drill Form
Incident Form
Safety Check Form

1.9. PLAGIARISM AND MISCONDUCT POLICY

Authorizing body:	Managing Director	Policy Reference:	LP16
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Review:	

PURPOSE

LEADERS institute commitment to preserve academic integrity and upholding ethical standards in recognizing academic works, writing and creative products.

This policy outlines responses to misconduct of learners wherein offenses are handled in a fair, consistent, transparent and timely manner.

POLICY STATEMENT

Preserving academic integrity and honesty and strongly prohibits any act of plagiarism.

Providing an environment that promotes academic honesty, professionalism, respect and good behavior to avoid misconduct.

Plagiarism and misconduct cases are handled fairly, professionally and with respect.

Sanctions of misconduct varies according to the severity of the offense and learner may appeal.

Learners are expected to show professional conduct that focuses on

- Sustaining the health and safety conducts.
- Adherence to institute policies.
- Compliance with local and international requirements.

All learners will be informed of the policy on plagiarism and misconduct to make them aware of the things that are prohibited at the institute.

PROCEDURES

1. With complain of misconduct, the Training and QA Manager will investigate the offense.
2. After collecting all necessary information, recommend actions are to be undertaken.
3. The decision must be in a written form and kept in the course file.
4. If the decision is not satisfactory to the offender, they may apply for an appeal using the appeal form.
5. The appeal must be submitted within 10 business days upon receipt of a final decision, otherwise the action effect will be valid and implemented.
6. Sponsors shall be informed of the decision, if the learner is under a sponsorship.
7. Misconduct is classified under two categorizes:

- **Minor Misconduct:**

- Sleeping during classes
- Littering in classrooms
- Usage of Electronic devices such as smart phones without permission during classes
- Inappropriate dresses
- Shouting and creating noise
- Minor misuse of facilities
- First attempt to cheat
- Other behavior that will reflect abuse, disrespect
- Failure to follow institute Policies and legislations

- **Major Misconduct:**

- Immoral and unethical remarks or gestures to anyone
- Attacking and fighting
- Cursing
- Racist remarks
- Smoking inside premises
- Coming to the institute under the influence of drugs or alcohol
- Tampering with fire extinguishers and smoke detectors
- Causing damage to equipment, hardware or software.
- Using the WIFI facility in illegal and inappropriate downloads
- Hacking or copying viruses
- Disruptive or harmful usage of social media
- Unauthorized entrance to some parts of the institute
- 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

-

FORMS

Misconduct Form

1.10. PROGRESSION AND LEARNING PATHWAYS

Authorizing body:	Managing Director	Policy Reference:	LP17
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Review:	

PURPOSE

This policy provides the learners a clear information on how the institute engages in activities to widen their knowledge and skills; and offer support of how LEADERS can assist them in their learning pathways.

POLICY STATEMENT

supporting learners to get assistance on pursuing their education.

The process starts from the registration when learners' demonstration interest in joining a course and their objectives on pursuing their study.

LEADERS is committed to enable learners to progress and transfer between courses and programs to acquire qualifications they are aiming for without wasting prior credited hours.

The institute promotes learning accessibility and progress from admission until the completion of the course.

All procedures under this policy must be transparent and no learner will be disadvantaged in the process.

PROCEDURES

1. LEADERS provides a lateral and vertical pathway to learners. This shall be considered during the review of existing courses and in the development of new courses.
2. Recognition of prior learning shall be applied to credit hours of previous relevant qualifications, gained from LEADERS and/or other institutions.
3. Credit transfer will be applied to relevant courses to avoid duplication of learning and assessment.
4. Learners with prior qualification may undergo evaluation/assessment during registration and admission process to identify courses/programs where credit transfer is applicable.

5. To progress across relevant courses/programs, learners' qualifications and evidence are reviewed by the registration coordinator. This is done to qualifications acquired from other learning institution.

1.11. TRAINING AND LEARNING POLICY

Authorizing body:	Managing Director	Policy Reference:	LP18
Ownership:	Training and QA Manager	Version:	V1.2
Approval Date:		Next Review:	

PURPOSE

This policy reflects LEADERS commitment to provide high level of training service in utilizing best practices in training and Learning strategies and methodologies, enabling learners to acquire intended set of knowledge, skills and attitude. It outlines the process where the trainers who possess the required set of knowledge, skills and attitude in appropriate controlled environment use range of strategies, methodologies and tools to transfer it to learners.

POLICY STATEMENT

All courses must have approved well-structured session plans.

Utilizing all training and learning strategies and methodologies to support successful transfer of intended knowledge, skills and attitude according to the Intended Learning Outcomes within the allocated time and healthy environment.

The training and learning practices should imbed the following Key aspects:

- Learner centered approach
- Recognizing and respecting learners' different needs
- Applying variety of training strategies and methodologies
- Learner learning engagement
- Creating supportive learning environment
- Training and learning practice review and improvement

APPLICATION

Applies to all the Institute staff, trainers and learning activities, which include all tasks needed to ensure the success of achieving the required learning in the Institute course.

PROCEDURES

- **Before commencement**
1. The Training and QA Manager provides the trainers with:
 - course file (material and Assessment)
 - schedules and timetables
 - Learners' names.
 - information regarding learners' debilities and/or special needs if applicable.

2. The trainers analyze the information provided and customize the course accordingly.
3. The trainers develop the sessions plans using the template provided, that includes
 - Topic/Title (subject of the session)
 - Learning outcomes
 - Training strategies and methodologies
 - Training resources, instruments and equipment's
 - Activities and Assessments tools and types
 - Session time frame and time management
 - Activities for learners with special needs and learning difficulties.
 - enrichment activities for talented learners.
4. The trainer sends the session plans to the Training and QA Manager for review and give feedback to the trainer to adjust (if necessary) the session plans accordingly and acquire final approval on the updated session plans.
 - **During the course**
 1. The trainer uses the approved session plan to conduct the training and employs an appropriate learning strategies and methodologies within the session timeframe.
 2. Trainer will effectively utilize the training resources, instruments and equipment's.
 3. Supportive activities are applied on slow learners and learners with special needs and learning difficulties
 4. Enrichment activities are given to talented learners.
 5. Pre-planned assessments are carried out to measure the level of knowledge and/or skills acquired on each session.
 6. During the program, Lesson Observation and Survey are applied to obtain learners feedback and measure their satisfaction.
 7. The trainers' responsibility to collect and accumulate learners' work samples and evidence throughout the course to populate the course file.

1.12. EXCEPTIONAL CIRCUMSTANCES POLICY

Authorizing body:	Managing Director	Policy Reference:	LP19
Ownership:	Training and QA Manager	Version:	V1.1
Approval Date:		Next Review:	

Purpose

This policy is established to ensure sustainability of health and safety of all learners and staff during the exceptional circumstances of the worldwide spread of the Coronavirus (COVID – 19) disease.

Application

This policy applies to all visitors, employees, learners and stakeholders. It is imperative that all individuals associated with LEADERS Institute are collectively responsible for following precautionary measures to avoid spread of the disease.

Procedures

● Measures at LEADERS Institute

- Following social distancing norms. Maintaining distance between each learner not less than 2 meters or as defined by the directives of the ministry of health.
- Sanitization of the training room and all hardware including chairs, computers, tables and other hardware.
- Number of learners including the trainer not to exceed 10.
- Wearing of mask and gloves is mandatory for all.
- Checking of temperatures and monitor and observe learners to identify anyone showing any symptoms similar to coronavirus.
- In case anyone (including trainer) reports high temperature or any other symptoms, it is mandatory to report the matter to the ministry of health covid support helpline (444) and following their instructions.
- In case of anyone showing any symptoms like cold, shortness of breath, high temperature (above 37.5 degrees C) or any other symptom as directed my MOH, he/she must be

requested to stay out of the center until it is confirmed that the person has not contracted Coronavirus.

- The premises must be well ventilated and regular sanitization must be conducted.
 - Housekeeping staff must ensure proper cleanliness of all areas.
 - No drinks or food items served to anyone including staff
 - Restrooms are to be thoroughly cleaned and sanitized after each use.
 - Disinfecting wipes and cleaning cloth should not be used for more than one surface.
- **Measures for conducting exams**
 - The number of learners in examination hall shall not exceed 5 including the trainer
 - Candidates to wear masks and gloves at all times during examination
 - Temperature to be checked before the entry into the examination hall
 - Sanitization of stations and other hardware is mandatory.
- **Measures for continued trainings virtually**
 - LEADERS Institute must implement online/virtual trainings to avoid any contacts among the learners and the staff.
 - All learners should be encouraged to attend online/virtual trainings
 - Training and QA Manager ensure that the effectiveness of the trainings in virtual platform is maintained as per the standards of the physical instructor led trainings
 - Training and QA Manager will select the best platforms for the online trainings
 - Safety of data and also comfort of the learners in terms of enhanced features to be taken into consideration.