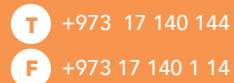


LEARNER GUIDANCE



Version 6.0
June 2026

Contact Us



+973 17 140 144

+973 17 140 1 14



info@almashreqbh.com

www.almashreqbh.com

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1 Welcome Message From CEO



I would like to welcome you to Al Mashreq Training Institute.

Al Mashreq training Vision is to be the first choice for training in the Gulf. To support this vision, we carefully select highly specialized trainers and competent staff so that the training is delivered to exceed the learners expectation.

We have internationally accredited courses that bring value added to clients and learners. Al Mashreq Training will continuously monitor the performance of trainers and learners and will provide the necessary support to enable learners to achieve their qualifications. We will provide all relevant information to learners and clients and answer their queries in a timely manner.

I welcome you once again to Al Mashreq Training and wish you an enjoyable journey throughout your program and successful achievement in your training.

Hasan Ahmed
CEO, Al Mashreq Training

2 About Al Mashreq Training



Al Mashreq Training is one of the leading training provider in Bahrain and has over 21 years of growth and excellence. Since it's establishment in year 2000, Al-Mashreq Training has trained over 40,000 learners in Bahrain and GCC.

Al Mashreq Training vision is to be best choice for training in the Gulf. To meet this vision, the Centre continuously review and improve its training delivery and services and align them with the best international practices so that the learning can be enjoyable and of added value for learners.

Al Mashreq Training is an accredited centre by several international awarding bodies such as NEBOSH, IOSH, NSC, Highfield, CIPS, City and Guilds, and ICDL reseller.

Al Mashreq Training is also listed in the **National Qualification Framework** of the National Qualification Authority in the Kingdom of Bahrain .

The centre can tailor made training courses to suit customer requirements. We invite you to join our alumni network and get support from our professional team.

3 Introduction

Al Mashreq Training learner's guidance outlines the standards of commitment expected from learners & Al Mashreq Training to assist the learners to achieve their qualifications. It presents clear guidance on what to expect from learners, staff, trainers and outlines procedures for learner enquiries

General Enquiries

Al Mashreq Training take care of the Learners enquiries, and consider it as one of the top priorities. Most queries can be dealt with by the Trainers directly. However, other enquires can be addressed to the Training coordination team on: **training@almashreqbh.com**. Enquires are normally dealt with within three working days.

If the learner needs any further information, he may call Al Mashreq Training directly on: +97317140144 between 08:00 am and 17:00 pm, Sunday to Thursday.

4 Commitments

Al Mashreq Commitments

1. Provide all course information such as course objectives, Duration, Time table, Exams & other related course details whether through AlMashreq website or other means of communication.
2. Train the learners to the enrolled course as per the training agreement.
3. Supervise the learner attendance, performance and punctuality, and provide guidance and support to enable the learner to achieve his/her qualification.
4. Provide the necessary learning resources related to the enrolled course.
5. Respond to learner inquiries within three working days.
6. Communicate with learners regarding the course administration such as course fee, Cancellation and transfer policy, Time table, Exam enrolments and exam results
7. Provide equal opportunities to all learners and support learners with a special needs.
8. Keep learner data confidential as per data protection policy.
9. Provide advice on the best suitable qualification for the learners/ Client.

Learner Commitments

1. Attend at least of 80% of the training classes and attempt all homeworks, assignments & examinations
2. Comply with Al Mashreq minimum dress code smart casual. (Slippers and Shorts are not allowed at Al Mashreq Training, PPE for practical courses).
3. To pay the required course fee for the non-sponsored learners and to provide sponsorship evidence for sponsors learners and complete the required processes.
4. To comply with Al Mahreq Training Terms & Conditions.
5. Not to engage in any political, Religious or Racism matters.

***Qualified staff to offer
you guidance***

5 Cancellation & Transfer Policy

i. Cancellation by the client/Learner

The Penalties for Cancellations before the course start date are:

- 2-4 Weeks = 25% of the Course fee
- 1-2 Weeks = 50% of the Course fee
- Less than 1 weeks = 100% of the Course fee

If a candidate does not attend, the full fee will be retained by Al Mashreq.

ii. Cancellation by Al Mashreq Training

Al Mashreq Training may cancel the training contract due to unforeseen circumstances and in such case a refund of fees will be granted within two weeks of the cancellation date, if the fees already paid by the Client in connection with the course.

While Al Mashreq Training's course cancellation policy applies to the course itself, it's important to note that each awarding body has its own specific policies regarding assessment booking, cancellation, and refunds. **Please refer to the policies of the relevant awarding**

body for detailed information. You can typically find these policies on the awarding body's official website.

iii. Al Mashreq Training may cancel the Contract at any time if:

- The Client fails to pay the agreed Course fee within fourteen (14) days after the due date for payment;
- The Learner commits a serious breach of Terms and Conditions

Al Mashreq Training may suspend or terminate training contract due to sanctions or restrictions under Bahrain Laws.

iv. Client/ Learner Transfer

The Client may transfer the Learner from the Course start date to another scheduled date provided the client notify Al Mashreq two (2) weeks before the start date.

6 Learner's Support

Part of Al Mashreq strategic objective is to provide maximum support to all learners to enable them to successfully achieve their qualification at Al Mashreq.

Extra Revision Sessions

Learners will be evaluated during the program and extra revision sessions will be provided to learners with difficulties.

Tutorial Sessions/Mentoring

Tutorial Sessions/Mentoring are planned for learners who need to consult the trainers or have some queries. Learners can contact their trainers during working hours for further support.

Mock exams

Learners are required to undertake mock exams for level 3 and above. If the learners fail the mock exam the learner will not be registered in the actual exam. A feedback will be given to the learner by the assessor for the next step which could be tutorial sessions, Revision sessions, Or reset the mock exams.

Tutor Feedback

Al Mashreq is committed to provide a feedback to each learner at the end

of mid/long course through the tutor feedback form. The form is copied and shared with learners after getting it signed by both the tutor and each learner.

Counselling Sessions

Learners who have difficulties with attendance, punctuality or low performance will be assigned to a counsellor who will give advice and support for improvement.

Virtual Training Support

This Learning support applies also to Virtual Training in addition to a recorded session for Virtual Training that learner can access after the training.

Monitoring and Review

Al Mashreq Training follow up with learners who completed their program within six months period by means of calling them or sending them a survey called "Learner Follow Up Form" to find out their career progress and how they benefited from the program.

7 Equal Opportunity Policy

Al Mashreq Training is committed to providing equal opportunities for all trainees regardless of gender, nationality, religion, age, disability, or background, in accordance with SOP 18, which may be requested from Al Mashreq Training.

All trainees shall be treated fairly and respectfully during registration, training, assessment, and certification. Discrimination, harassment, bullying, or unfair treatment will not be tolerated.

Al Mashreq Training will provide equal access to training and make reasonable adjustments, where practical, for trainees with special requirements. All trainees, trainers, and staff are expected to maintain a professional and respectful learning environment at all times.

Complaints

Any trainee with concerns related to equality or unfair treatment may contact:

Email: info@almashreqbh.com

Tel: (+973) 17140144

June 4, 2026

8 Examinations & Certifications

Candidates certificate/Licenses

Local

On successful completion of the training course, Al Mashreq Training will award the learner with an achievement certificate/license within a maximum of seven working days.

External

For accredited courses, the learner is expected to receive his result and or certificates as soon as we received them from the awarding body. However if you don't received them on time please contact the training coordinator on: **training@almashreqbh.com**. or call us at: +973 17140144.

Replacement

If a learner needs a replacement certificate/license, A request may be submitted to Al Mashreq Training or to the Awarding Body directly. Please note that there is a cost for replacement of certificates/licenses.

Reasonable adjustments

If you believe that you will require reasonable adjustments, you must give Al Mashreq Training as much notice as possible in order that it can make any necessary arrangements.

Special consideration for unforeseen circumstances If you or your entire course group experience an unforeseen circumstance during an examination or assessment, for example a fire alarm sounds or a candidate falls ill, Al Mashreq Training will submit a special consideration request to the related awarding body.

Appealing against your results

If you are dissatisfied with your results, you have the right to appeal and request a re-mark and you should follow Al Mashreq Training appeals procedure which will be provided to you on request. If the exam is external, The candidate should follow the awarding bodies appeal procedures. There is a fee for re-marking, but this is fully refunded if your appeal is upheld. You should be aware that the outcome of any re-marking could result in a lower mark being awarded.

9 Examinations & Certifications

Making a Suggestions & Complaint

Al Mashreq Training is committed to ensuring that candidates are provided with the best possible information, services and training, from the Al Mashreq Training. However, it is recognized that there may be occasions when service levels do not meet expectations and you may wish to make a suggestion/complaint. You should follow Al Mashreq Training complaint procedure which will be provided to you on request.

If you have any suggestion or complaint, you may write your complaint to the following email: **info@almashreqbh.com**

The following must be included:

- Full details of the person submitting the complaint
- Assessment name and date if the appeal relates to an exam marking
- Any supporting evidence (if available)

The suggested may also be written in course feedback or registered in the customers online feedback using the tablet located at the main entrance.

Al Mashreq Training will at all times strive to protect the anonymity of the complainant.

***We guarantee
delivering
certificates for
the successful
learners on a
timely manner***

10 Policy Statement of Health, Safety and Environment

The Management of Al Mashreq Training recognizes and accepts its responsibility in providing a safe and healthy workplace and working environments for all its employees and trainees by providing the essential resources and tools to meet this commitment.

The primary responsibility for ensuring safe, healthy, and environmentally sound working conditions lies with the senior management. The senior management will appoint a committee that will provide technical advice on safety, health, and environmental matters as necessary to assist management in satisfying this obligation.

Senior management may, at their discretion, delegate to managers the implementation of its safety, health, and environment policies and procedures. Every person at Al Mashreq Training, including staff and trainees, has responsibility for the health and safety of themselves and others who may be affected by their acts or omissions.

The policy will be revised annually and otherwise as needed. Al Mashreq Training will provide sufficient and proper information and training to employees and trainees to enable them to satisfy their responsibilities regarding safety, health, and the environment. It is the intention of Al Mashreq Training to ensure that employees as well as trainees enjoy safe, environmentally sound, and healthy working conditions and practices while enhancing diversity, inclusion, and equality among our staff.

June 4, 2026

11 Progression and Learning Recommended Pathway

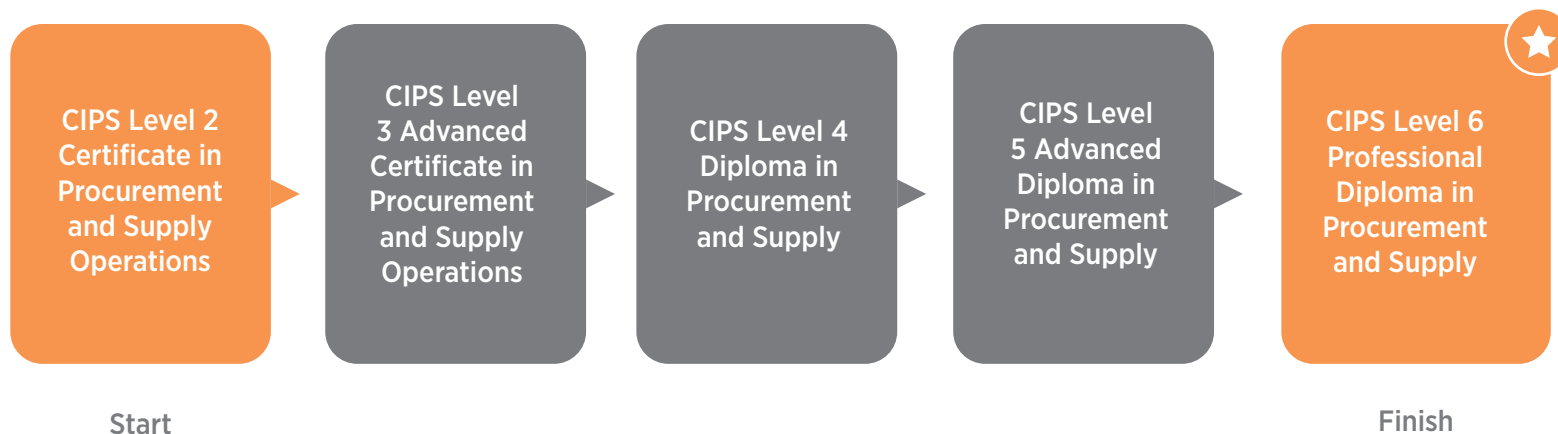
Safety & Health



* Candidates who finished NEBOSH Diploma successfully can apply for Master Level qualification in University of Hull in partnership with NEBOSH

12 Progression and Learning Recommended Pathway

● Procurement & Supply Chain



13 Progression and Learning Recommended Pathway

● Fire Safety



14 Progression and Learning Recommended Pathways

● Environment

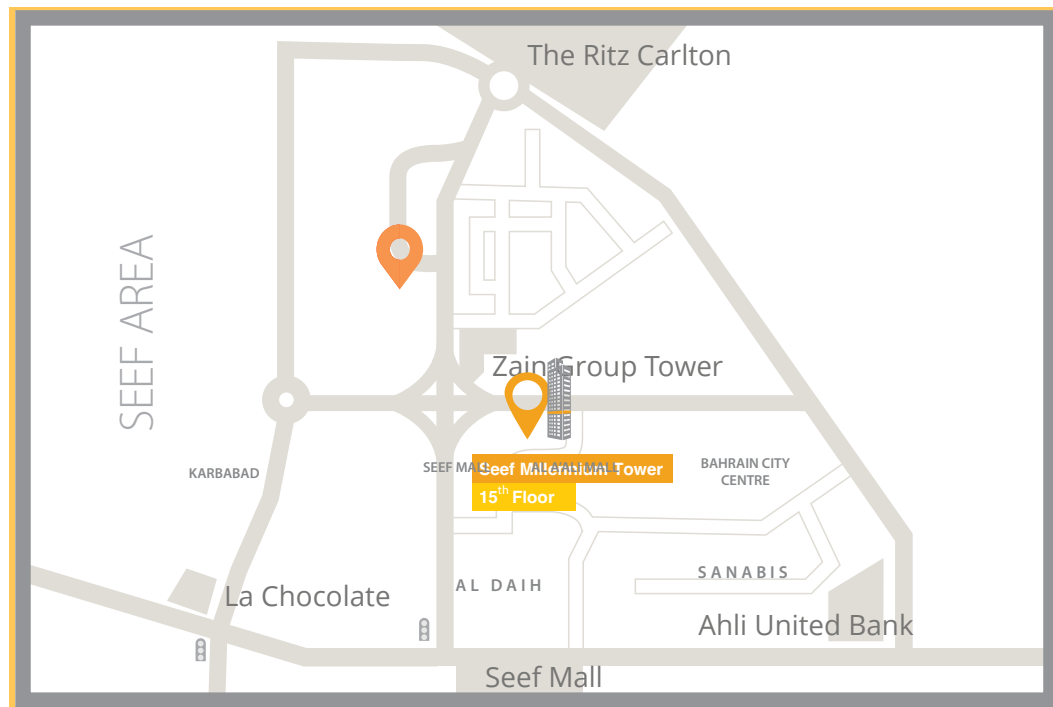


15 Progression and Learning Recommended Pathways

● Insurance



16 Location Map



Al Mashreq Training

Block 428 - Road 2803
Building 205 Millennium Seef Tower
Floor 15 -Office 201

Seef Area - Kingdom of Bahrain

www.almashreqbh.com
info@almashreqbh.com

Disclaimer



I acknowledge that I was given an induction session regarding the learner guidance & I understand AI Mashreq Training terms & conditions:

Course Name:

.....

Induction given by:

.....

Learner Name:

.....

Learner Signature:

.....

Date:

.....



AI Mashreq Training
Terms & Conditions



NEBOSH Learner
Guidance

YOUR FUTURE, OUR GOAL



AlMashreqBH