

Al Mashreq Training

Trainer Guidance



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1. Introduction

Al Mashreq Training is a professional private training provider that offers top-notch quality training and consultancy services in diversified areas. The centre concentrates on providing high quality training on the areas of Health & Safety, Business Management, English Language, Information & Communication Technology and Insurance.

The purpose of the “Trainer Guidance” is to enable trainers to deliver the courses successfully and to meet the quality standard at Al Mashreq Training. The trainers have also responsibility to maintain and develop their own CPD. Below are important points to be considered by the trainer in any training conducted by Al Mashreq:

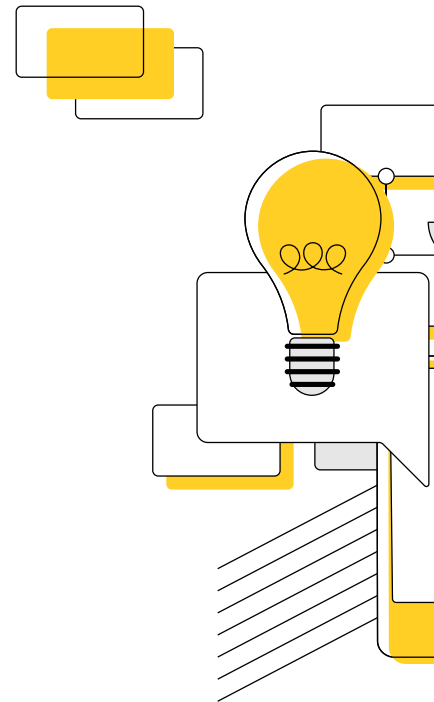
2. Communication

Al Mashreq Training is committed to provide the trainer with an adequate pre-course information such as course name, number of students, special arrangements (if any) & venue. The communication about the course can be obtained from the Administration Staff. The trainers can contact the administration and place their queries by email, below are the main administration contacts:

- Ms. Zahra Hasan (Administration Manager) zahra.hasan@almashreqbh.com
- Mr. Mohammed Shaaban Office Manager) m.shaban@almashreqbh.com
- Mr. Ali Maki (Training Coordinator) - ali.maki@almashreqbh.com
- Rabeeq (Training Coordinator) rabeek.a@almashreqbh.com

3. Course Preparation

The trainer will be responsible to prepare the below mentioned requirements and provide the following documents at least 2 days prior to starting of the training:



3.1 Course Outline

The course outline addresses the objectives, needs, strategy, and curriculum to be maintained in the given training course.

3.2 Lesson Plan (Timetable)

Lesson Plan is aligned directly with the Learning Outcomes; it addresses the road map which is followed throughout the session. Lesson plan should be given to candidates at the first day of the training, so they are aware of all arrangements including the breaks and practical training timing (if applicable). Lesson plan can be also updated through the course based on trainees' performance.

3.3 Resource Requirements

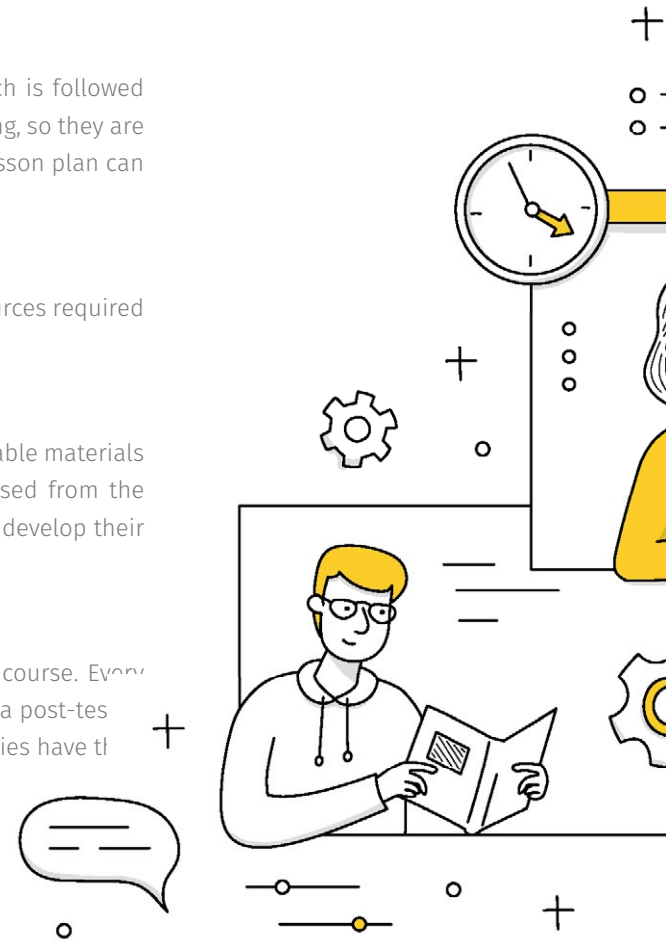
Al Mashreq provides adequate support to its trainers to fulfill their training duties. All the resources required for the activities need to be communicated to the administration team before the course.

3.4 Course Materials

Al Mashreq has his own materials in different training categories; teachers can access the available materials through Al Mashreq Content Management System. In some cases; the materials are purchased from the awarding buddy or online book stores by the Purchasing Officer. Trainers might be required to develop their own material to fulfill certain course objectives.

3.5 Assessments

The assessments are designed to assess the Learning Objectives before, during & after the course. Every training should have a pre-test to evaluate the background and understanding of the student, a post-test to evaluate the achieved goals of the learning objectives. Courses from accredited awarding buddies have their own exams, they are usually arranged prior starting of the course by the admin team.



3.6 Activities

The trainer is obliged to inform the administration department about any printed activities required to support the learning flow during the course.

3.7 Material Receiving Form

Some courses require the trainer to have the trainer pack or practical equipment, therefore a receive form will be given to the trainer by administration team to confirm the receipt of any training materials.

4. During the Course

Al Mashreq Training is committed to provide high quality courses to his clients. Below are points need to be followed to successful execution of the training programs:

4.1. Emergency Procedure

An emergency procedure is a plan of actions conducted in response to the emergency situations. The trainer should explain the emergency procedure to the candidates including all the emergency exits.

4.2. Performance evaluation and lesson plan

Trainers are required to spend at least 30 minutes with students at the beginning of the course, to analysis the students' knowledge & needs and reflect that on the lesson plan accordingly.

4.3. Forms for Training

The trainer will receive a set of forms from the administration team to be filled and handed over back to the course training coordinator upon the completion of the training program. Below are the required forms to be filled:

4.3.1 Attendance



The trainer is required to review and fill the attendance sheet form on hourly basis and by using ERP online system, any lateness, absence or replacement should be reported in the attendance sheet and to the course training coordinator.

(Appendix 3). These data will be used to generate attendance and punctuality rate.

4.3.2 Student Data Sheet

Student Data Sheet is a record to obtain details of students for further correspondence. The trainer must ensure that all the trainees fill the student data sheet with their CPR, contact number, email and date of birth. (Appendix 4)

4.3.3 Tutor's Feedback Form

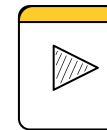
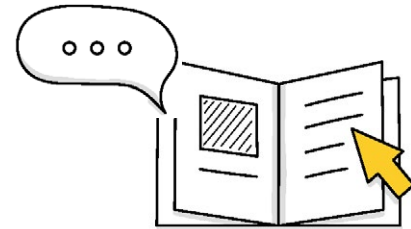
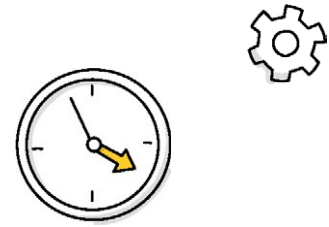
Tutor Feedback form is to evaluate the abilities of candidates individually. The trainer should give feedback about performance and areas for each candidate in which they need to develop. (Appendix 5)

4.3.4 Feedback Receipt form

- A copy of the evaluation assessment should be given to the candidate with feedback of his/her strengths and areas of improvement. (Appendix 6)
- The Feedback Receipt form should be filled with the marks of students and signed by each individual student as an evidence of receipt.

4.3.5 Feedback Form

Feedback form is given to each student to evaluate the course in terms of material, trainer and facilities provided by Al Mashreq Training. The trainer must ensure that all the candidates have filled the feedback form. An Arabic version of the feedback form can be requested from the administration team for student's convenience.



4.3.6 Copies of Certificates

At the end of each course, the attendance certificates are distributed. It is the responsibility of the trainer to take a signed copy of the certificate from the trainees as an evidence of receiving the certificates.

4.4. Company Visit

For long courses, course training coordinator will plan a “company visit” with one of the companies in coordination with the trainer. The trainer should then discuss the visit plan with students and communicate the feedback to the training coordinator to confirm the visit with the company.

4.5. Revision and examination Practice

Trainer must allocate specific time for all medium/long courses to conduct revision for students, the revision could also include practices to answer past exam papers, which will support students achieving the qualification at the end.

4.6. Tutorial Sessions

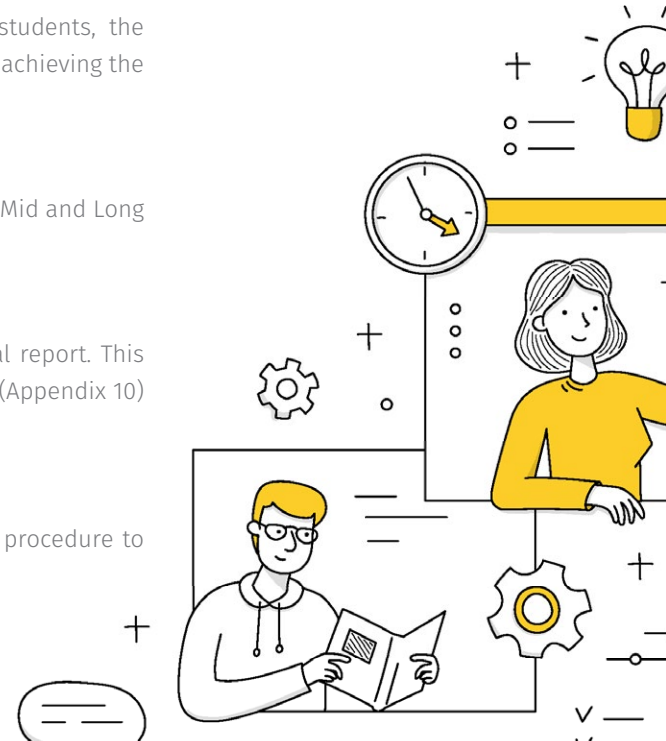
Trainer will report some of the low performance candidates to the training Coordinator for the Mid and Long courses. The training Coordinator will coordinate with the trainer Tutorial sessions.

4.7. Learners Personal Development Journal report

Trainer will distribute and encourage the trainees to complete Personal Development Journal report. This report will help the candidates to focus on learning objectives and to evaluate their learning. (Appendix 10)

5. Post Course Information

After the successful completion of the course, the trainer should complete the post training procedure to enable him to claim his payment, below are documents required to be submitted:



5.1. End of Course documents Submission

At the end of the course, all materials & forms mentioned in the previous sections should be submitted to the course Training Coordinator/Administration team. The submission should not be delayed more than Two working days after the completion of the course.

5.2. Marks and Assessments

It is the responsibility of the trainer to add the marks of the Pre/Post Test in Al Mashreq ERP System. It enables the management to assess the performance of the trainers with respect to the pass rate of the trainees.

5.3. Material Receiving Form

After the completion of the training; if the trainer has received a trainer pack or practical equipment from Al Mashreq, then the material taken should be returned to the administration team, the training coordinator will sign the receipt of the material in the receiving form. (Appendix 1)

5.4. Trainers Report

It is important to get a post training report from the trainer to over view of the course in general. Upon the completion of the training course, a template of the trainer report will be sent to the trainer by administration team. The Report should be submitted back with no longer than two working days after end course date. (appendix 8)

5.5 Part time Claim Form (For Part Time Trainers only)

The trainer must fill the claim form after submitting all the mentioned documents above. Eventually, claim form should be handed to the accountant/ Ms. Hawra Hasan. (Appendix 9)



6. Continuing Professional Development (CPD)

Trainers are required to maintain minimum of 35 hours of Continuing Professional Development (CPD) annually. They are also required to have valid membership with professional bodies at their own subject. Examples of CPD for trainers include:

- Training courses and workshops
- Participating in Professional Conferences
- Publishing articles
- Mentoring new colleagues
- Peer review and observation
- personal reading or research

Trainers are required to submit a CPD report every 6 months to Al Mashreq Training. The reports will be stored in Al Mashreq SharePoint trainers' portal.

6.1 Trainers Requirements:

- To have the required qualifications and at least 5 years of experience in industry
- To pass the interview and the Demo session
- To have a train the trainer certificate
- To be approved by both the ministry of labour and the related awarding bodies



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