AL NADA TRAINING CENTRE

Policies and Procedures Manual

AL NADA TRAINING CENTRE
Manama, Kingdom of Bahrain

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Policies Review and Updates

Form #	Name of Policy	Last Update	Review Date	Updated by	Approved By
NP01	Registration and admission Policy	26/04/2021	1/1/2024		
NP02	Attendance and Punctuality Policy	26/04/2021	1/1/2024		
NP03	Classroom/Training Observation Policy	26/04/2021	1/1/2024		
NP04	Assessment Policy	26/04/2021	1/1/2024		
NP05	Quality Assurance and Improvement Policy	26/04/2021	1/1/2024		
NP06	Moderation and Verification Policy:	26/04/2021	1/1/2024		
NP07	Appeals Policy	26/04/2021	1/1/2024		
NP08	Complaints Policy	26/04/2021	1/1/2024		
NP09	Support and Guidance Policy	26/04/2021	1/1/2024		
NP10	Course Design Policy	26/04/2021	1/1/2024		
NP11	Learning Resources Policy	26/04/2021	1/1/2024		
NP12	Records Retention Policy	26/04/2021	1/1/2024		
NP13	Human Resource Policy	26/04/2021	1/1/2024		
NP14	Health and Safety Policy	26/04/2021	1/1/2024		
NP15	Media and Marketing Policy	26/04/2021	1/1/2024		
NP16	Plagiarism And Misconduct Policy	26/04/2021	1/1/2024		
NP17	Progression and Learning Pathways	26/04/2021	1/1/2024		
NP18	Training and Learning Policy	26/04/2021	1/1/2024		
NP19	Exceptional Circumstances Policy	26/04/2021	1/1/2024		

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List of Forms

No.	Name of Form
1.	Registration Form
2.	Withdrawal Form
3.	Refund Form
4.	Attendance Form/Sheet
5.	Absent follow up Form
6.	Session Observation form
7.	Course material review form
8.	Assessment Reschedule Form
9.	Moderation Form
10.	Change Request
11.	Policy Review Form
12.	Quality Review
13.	Pre-Moderation Form
14.	Post Moderation Form
15.	Internal Verification Form
16.	Incidence and Appeal Form
17.	Incidence /Appeal Form
18.	Standard Course Outline (Descriptor)
19.	Course Review From
20.	Learning Resource Review Schedule
21.	Damage Report Form
22.	Forms/Records/Documents Specified above
23.	Disposal Record Form
24.	Leave form
25.	Performance Appraisal Form
26.	Fire drill Form
27.	Incident Form
28.	Safety Check Form
29.	Misconduct Form

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Part 1
Al Nada Training Centre
Overview

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PART 1 – ALNADA TRAINING CENTRE OVERVIEW

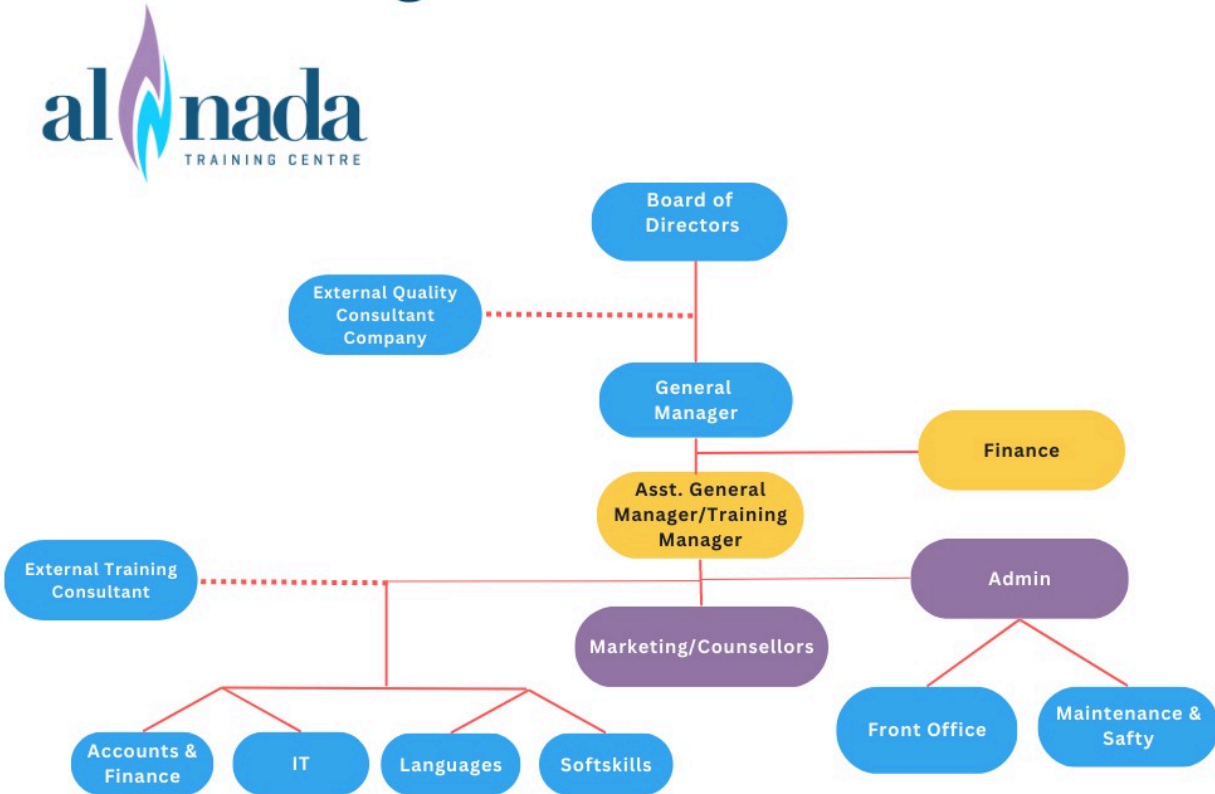## 1.1.ABOUT ALNADA TRAINING CENTRE

1.2.VISION

ANTC's vision is to prepare their students for the rapidly developing world by instilling in them critical thinking skills and providing them with result-oriented and hands-on training in core verticals of career development.

1.3.MISSION

ANTC's mission is to provide a safe educational environment where everyone is valued and respected. The team members are wholly dedicated to students' career readiness. To empower the students by providing technology-enabled next generation training programs led by professionals of global repute.

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1.4. ORGANIZATION CHART

Organization Chart

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Part 2
POLICIES

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2. POLICIES

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Learners' support

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2.1. REGISTRATION AND ADMISSION POLICY

Policy Number	AN-QMS-01
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose:
The aim of AL NADA Training Centre is to create awareness to the learner during registration to the course about 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
Registration Form which serves as a general express of interest form. This is not a final registration; thus, enrolment cannot be considered final when AL NADA Training Centre 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.

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Procedure

1. Cancelation 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 AL NADA Training Centre.

In order to cancel withdrawal or reschedule a confirmed training Learner must submit an email request to Training 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 30% of the total Guided Learning Hours will cause the cancelation of the training certificate and in such cases; certificates will not be handed out due to the violation of Attendance Policies. Al Nada Training Centre support their learners to complete the Guided Learning hours by attend makeup classes to be eligible for the certificate.

2. Cancelation by AL NADA Training Centre and Refund Policy

AL NADA 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.

AL NADA 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 AL NADA Training Centre cancels the course.
- 100% of tuition fees will be refunded if AL NADA Training Centre 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.

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4. Trainer and Schedule Changes

AL NADA 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.

Related forms and documents

Registration Form
Withdrawal Form
Refund Form

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2.2.ATTENDANCE AND PUNCTUALITY POLICY

Policy Number	AN-QMS-02
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

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.

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

As retention, achievement and learner attendance are inextricably linked, AL NADA Training Centre 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).

AL NADA Training Centre 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 AL NADA to record attendance and punctuality. AL NADA will ensure that this record is consistently marked and accurate.

Learners who fail to meet the minimum standards (70%) set by AL NADA will be notified initially orally, where AL NADA attendance requirements will be reiterated, and learners will be made aware of the next step-process if their attendance remains at the same level.

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

Procedures:

1. **Targets**
   - AL NADA 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 at the earliest.
   - 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 AL NADA 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)
- 5-10 minutes Late will use letter (L1)
- 11-25 minutes Late will use letter (L2)
- 26-35 minutes Late will use letter (L2)

Related forms and documents

- Attendance Form/Sheet Attendance Form/Sheet
- Absent follow up Form

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2.3. SUPPORT AND GUIDANCE POLICY

Policy Number	AN-QMS-03
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose

AL NADA 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 Centre 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 Centre in satisfying external requirements set by the National Qualification Framework (NQF), BQA and Ministry of Labor.

Policy

This policy is applicable to all learners registered in any course offering by AL NADA. 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**
   - 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.
   - Necessary forms should be provided and assistance on filling them up. (Refer to Registration and Admission Policy)

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- 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.
- Follow up on inquiries should be done and provide additional support if needed.

2. **After Registration**
   - 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.....
   - Identify learners who have special needs to address in a suitable and appropriate fashion to complete a course.

3. **During Training**
   - During the training, learners will receive feedback on their training progress to know their learning progress.
   - Slow learners will be provided with additional support through special/dedicated sessions to meet the requirements of the training course
   - Trainers provide consultation hours allotted to support learners who needs support or assistance on the course. Their consultation schedule is made known to learners.
   - 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**
   - After completing a course, sponsor companies and learners will be assisted on any need relates to the training course attended.

5. **Special Needs Support:**
   - Learners with special needs shall be provided easy access to training rooms, toilets and other facilities within AL NADA.
   - Trainers shall be given guidance on handling learners with special needs.
   - Administration shall ensure that facilities at AL NADA meets the needs of learners with special needs.

6. **Responsibility:**
   - Administration, Training Department, trainers and staff engage in registration and related services.

Related forms and documents
- Attendance and Punctuality Policy
- Appeals Policy

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2.4. SPECIAL LEARNERS POLICY

Policy Number	AN-QMS-04
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose

Through the implementation of the Special learners' policy, the Management of Al Nada is committed

to the following objectives:

- To ensure that differently abled learners get equal opportunity with other learners by adopting suitable methodologies and techniques that caters to the needs of special needs learners.
- To ensure that special need learners are sufficiently cared for and motivated.
- To ensure that adequate physical facilities are provided to the special need learners.
- To ensure that special need learners achieve their Intended Learning Outcome and find the experience at AL NADA an enriching and happy one.

Policy

This policy primarily states that

- AL NADA staff will ensure that all efforts are made to enroll learners with any kind of disability whether permanent or temporary, after approval from Training Manager.
- AL NADA is committed to ensure all efforts are made in providing equal opportunity for its learners irrespective of their mental or physical capabilities.
- At AL NADA, special needs learners will be identified and the training and social needs will be addressed appropriately.
- AL NADA is committed to ensuring that all its special need learners are sufficiently motivated and assisted in their learning and they shall also be entitled to enjoy the right of learning in an environment that is free from discrimination and negligence.
- A wooden plank is made available and is in custody of the office boy or administration office. In case of a prospective learners is required to come to the institute on a wheel chair, the wooden plank will be used to ensure smooth entry in to the institute. Also, classes for learners with special needs shall be done only on Ground floor.

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- All special learning needs will be kept confidential.

Related forms and documents
- Learners Admission Policy
- Application Form

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2.5. LEARNING RESOURCES POLICY

Policy Number	AN-QMS-04
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose

This policy defines how AL NADA is committed to quality and up-to-date training courses. It outlines the guidelines on the development, selection, review and use of learning resources in the learning and training process at AL NADA.

Learning resources aids training and learning by providing accessible, relevant and high-quality materials to support more effective learning. It also contributes to trainers' methodologies making training efficient and more reliable.

This policy will also help AL NADA to meet the requirements of external accreditation and other related local Authorities.

Policy

As AL NADA commitment to up-to-date training courses, the Training Coordinator along with the trainers conducts a regular review of the learning resources used during training sessions. An annual review of the resources is conducted considering points on training evaluation done by the learners,

Learning resources will be integrated in training course plans to ensure that ample learning reinforcement is in place. Electronic or Digital versions of learning resources are priorities during the selection of materials to allow accessibility to learners.

Procedure

Learning resources to be utilized by AL NADA must satisfy the following:
- Aligned with AL NADA training/learning outcomes and goals.
- Must be relevant at current demand.
- Must support the learning needs of the learner.

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- Must be available and accessible to learners.

1. **Development, Selection and Use of Learning Resources:**
   - Develop/Select Learning Resources that are appropriate to the level of learning potentials of the learners.
   - Materials prepared for the learners must enable them to expand the knowledge acquired in the classroom by challenging their abilities and focusing on the learning outcome of the course.
   - Learning resources must be develop/selected with consideration on different learning styles of the learners.
   - The use of learning resources must be specified on the course lesson plans and must be made available on the scheduled time of use.
   - Learning resources accessible online must be made known to learners during the training period by listing it down on the course outline.
   - Learning resources and related materials must respect intellectual property rights and must be properly referenced.
   - Training equipment, if applicable, must be checked for perfect functionality and safety before using it in the training.
   - Faulty equipment must be reported and repaired
   - Obsolete learning resources must be disposed properly
   1. Learning resources must be reviewed annually by the course trainer and approval of the Training Manager.

2. **Responsibilities**
   - Training Coordinator must ensure the learning resources are properly referenced, integrated in course lesson plan and are annually reviewed.
   - All users of learning resources, including the Training Department and management must observe proper use of the material and must protect them from improper use or damage.
   - Training Coordinator and the trainers, are responsible for making sure that all learning resources, materials are safe for use, ethically suitable and free of damage
   - Trainers must report immediately any misuse, malfunction or damage on learning resources
   - Training Coordinator and the trainer must ensure that proper requisition and return of learning resources are observed during the training
   - If applicable, Management must assign a place to store learning resources.
   - Management is responsible for the approval of request for relevant learning resources purchase, replacement or repair.

Related forms and documents

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- Learning Resource Review Schedule
- Damage Report Form

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2.6. COMPLAINTS POLICY

Policy Number	AN-QMS-05
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	Equal Opportunity and Access Learners with Special Needs

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

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?

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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.

Related forms and documents
- Incidence /Appeal Form

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PROGRAMMES AND RESOURCES

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2.7. TRAINING AND LEARNING POLICY

Policy Number	AN-QMS-06
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose

This policy reflects AL NADA 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

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

Procedures

1. **Before commencement**
   - The Training Manager provides the trainers with:

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- o course file (material and Assessment)
- o schedules and timetables
- o Learners' names.
- o information regarding learners' debilities and/or special needs if applicable.
- The trainers analyze the information provided and customize the course accordingly.
- The trainers develop the sessions plans using the template provided, that includes
  - o Topic/Title (subject of the session)
  - o Learning outcomes
  - o Training strategies and methodologies
  - o Training resources, instruments and equipment's
  - o Activities and Assessments tools and types
  - o Session time frame and time management
  - o Activities for learners with special needs and learning difficulties.
  - o enrichment activities for talented learners.
- The trainer sends the session plans to the Training Manager for review and give feedback to the trainer to adjusts (if necessary) the session plans accordingly and acquire final approval on the updated session plans.

2. **During the course**
- The trainer uses the approved session plan to conduct the training and employs an appropriate learning strategies and methodologies within the session timeframe.
- Trainer will effectively utilize the training resources, instruments and equipment's.
- Supportive activities are applied on slow learners and learners with special needs and learning difficulties
- Enrichment activities are given to talented learners.
- Pre-planned assessments are carried out to measure the level of knowledge and/or skills acquired on each session.
- During the program, Lesson Observation and Survey are applied to obtain learners feedback and measure their satisfaction.
- The trainers' responsibility to collect and accumulate learners' work samples and evidence throughout the course to populate the course file.

Related forms and documents

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2.8. COURSE DESIGN POLICY

Policy Number	AN-QMS-07
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose:

This policy outlines AL NADA policy on designing new training courses.

This policy intends to provide a standard procedure for developing new courses that will be offered at AL NADA. It will help the training department to ensure quality of courses that they plan to offer in the future.

It will also help AL NADA to satisfy external requirements set by the National Qualification Framework (BQA), BQA and Ministry of Labor.

Policy

Training Manager will make sure that the procedure is made known to trainers and other staff connected to the design and development of new courses.

The Business Development Department will ensure that courses developed are those that are in-demand and relevant at the work place and will add into the skills, knowledge and qualifications of the Learners.

Procedure

1. **Identifying needs and Data Collection**
It is the responsibility of the Business Development Departments to look after the process of identifying market demands and training trends.
   - Plan market survey to be conducted twice a year.
   - Effectively utilize the multimedia and other available means to reach out to the industry
   - Collect learners and stakeholder feedback at end of each course/program

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- Extract information from the annual report issued by related authorities.
- Analise the data collected to deduce useful information which can be interpreted to a rational attainable recommendation in a form of a report passed to the General Manager to review and approval to initiate the process to design the new course.

2. **Design of New Course**
   1. Assign a training coordinator who will initiate the development and design process of a new course. The coordinator and related staff members must be experienced in the course being developed and will work along with the Training Department.
   2. The course to be developed must be aligned with AL NADA training goals.
   3. Industry inputs, skills demand and requirements must be at the heart of the development process of a new course.
   4. The central focus of the course must be the development of necessary skills and knowledge needed at the workplace of the Learners.
   5. The new course must contain the following:
      - Clearly stated goals and learning outcomes
      - Clearly identify the minimum entry requirement
      - Prior skills/knowledge needed
      - Time frame
      - Assessment strategies
      - Specific training contents
      - Learning resources needed
   6. The subject matter expert will design the course outlines and content.

3. **Approval of New Course**
   1. The nominated team will verify proposed training program and raise necessary recommendations and changes if necessary and submitted to General Manager for approval
   2. Once the course has been approved for implementation, a review of its content and effectiveness must be carried out for a revised version of the course, before formally submitted to the Ministry of Labor Centre's Affairs for approval.
   3. During such time the trainer will embark on the development of complete set of required material, such as learners' handout, presentation, assessments, lesson plan, etc. and identify the necessary resources to run a successful course.

4. **Responsibility:**

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1. The Training Department, Marketing and course coordinator are responsible for development, review and evaluation of new courses.
2. Training Manager will ensure that procedures contain herein are followed and that the new course is also revised based on review results.

Related forms and documents

- Standard Course Outline (Descriptor)
- Course Review From

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2.9. PROGRESSION AND LEARNING PATHWAYS

Policy Number	AN-QMS-08
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose

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

Policy

- 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.
- AL NADA 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 Centre 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. AL NADA 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 AL NADA 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.

Related forms and documents

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TRAINING AND ASSESSMENT

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2.10. ASSESSMENT POLICY

Policy Number	AN-QMS-09
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose:

This is a guide that governance 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 assists in their progressive learning phase
- To formally record learners' performance and achievement and have records ready for external audience.

Policy

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

Assessment activities at AL NADA includes:

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.

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

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Procedure

1. Assessment Methods, Types and Tasks

There are four methods of assessment commonly used at AL NADA 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 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

AL NADA 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.

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

Markings

1. Training of the course will carry out the marking and give written constructive feedback.
2. In case of unforeseen eventualities, the Centre 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.

4. Responsibilities of Trainer (Examiners)

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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.

5. 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:

6. Marks distribution:

Pretest	Attendance	Participation	Formative assessment	Posttest
-	10%	10%	30%	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

7. 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. AL NADA may approve the request for the following acceptable grounds:

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

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8. Reassessment

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

9. 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 leaners 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.

10. 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.

Related forms and documents

- Assessment Reschedule Form
- Moderation Form

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2.11.   MODERATION AND VERIFICATION POLICY

Policy Number	AN-QMS-10
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose:

The processes of moderation and verification outlined in this policy aim to ensure that standards of learner learning and assessment of learning outcomes. Review and moderation of assessment tasks, marking and grading leads to consistency and helps ensure that criteria remain aligned to course objectives and learning outcomes. As well as promoting fair, consistent and transparent assessment practices, staff compliance with moderation strategies promotes ongoing improvement of courses offered by AL NADA.

Policy

- Staff are briefed and trained on the requirements of current internal verification procedures.
- Effective internal verification roles are defined, maintained and supported.
- Internal verification is promoted as a developmental process between staff.
- Standardized internal verification documentation is provided and used.
- All AL NADA' assessments are verified as fit for purpose.
- An appropriately structured sample of assessment from all courses are internally verified, to ensure AL NADA's courses conform to the required standard.
- Secure records of all internal verification activity are maintained.
- The outcome of internal verification is used to enhance future assessment practice.

Procedure

1. **Pre- test moderation:**
- Check the exam paper standards in terms of format
- Questions arranged of 50% passing, 30% moderate and 20% challenging. (applied to assessments for locally designed courses)
- Question is independent of the former
- Measure individual differences,
- Free from Spellings errors and simple
- Free from the words that suggest the answer

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- Length of assessment.
- Weightage and marking.
- Clarity of questions objective.
- Model answer with breakdown of marks.
- Total number of questions are appropriate.
- The time allocated adequate/appropriate for the tasks given.
- Exam elements are aligned to the learning outcomes.
- Marking scheme covering all the exam elements.
- examination appropriate for the intended level.

2. Post moderation:
- The course outline been made available for moderation.
- The examination comprehensive and appropriate, given the course content, learning outcomes and class schedule and it is similar to what has been provided.
- The exam items test the various levels of: knowledge, comprehension, analysis, synthesis, application, evaluation if applicable
- Model answer with breakdown of marks.
- Marking scheme provide adequate detail and direction for another examiner to mark the exam.
- The marks allocated proportionate with the expected responses.
- The marks are computed and correctly transferred to the cover page.
- The assessment of the trainer was fair and accurate.
- Written constructive feedback is evident on the paper.

3. Duties of the Internal Verifier
- Interpret standards and assess to the standards.
- Check evidence presented by learners is sufficient, up-to-date, appropriate and valid.
- Judge evidence against performance criteria.
- Identify gaps in evidence and offer 'top-up' training.
- constructive feedback is given to learners.
- Complete appropriate progress/assessment records.
- Sign off completed course where learners have demonstrated competence.
- Meet regularly with the trainers and external verifier.

Related forms and documents
- Pre-Moderation Form
- Post Moderation Form
- Internal Verification Form

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2.12.   CLASSROOM/TRAINING OBSERVATION POLICY

Policy Number	AN-QMS-11
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose:

As part of AL NADA commitment to quality service, training observations are conducted to ensure that training sessions are conducted and facilitated according to AL NADA 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:

1.   Effectiveness of the training practices and Learners' engagement
2.   Improvement areas to promote quality training and assessment

It will also help AL NADA in satisfying external requirements set by the National Qualification Framework (BQA), BQA and Ministry of Labor.

Policy

This policy will set out guidelines on how training observation will be conducted and results will be handled.

AL NADA 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.

Procedure

1. **Before Observation**
   - The Training Manager will send notice to trainers at least two weeks prior to conducting the observation.

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- All lesson observation must be conducted by the Training Manager or any trained observer assigned by the Training Manager with the approval of the General Manager.

2. **During Observation**
   - The observer must enter the training session without disturbing the lesson.
   - Observation findings shall be recorded on the 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.

3. **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.

4. **Responsibility**
   - The Training Manager, is responsible of development, review and evaluation of new courses to ensure that course material and related documents are properly aligned to the ILO.
   - Training Manager will ensure that procedures contain herein are followed also revised based on review results.

Related forms and documents
   - Session Observation form
   - Course material review form

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2.13.   HONESTY AND INTEGRITY IN LEARNING AND ASSESSMENTT POLICY

Policy Number	AN-QMS-12
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	Learner's Appeal AN-QMS-000

Purpose

The purpose of this policy is to outline the formal arrangements for consistency in reporting and managing cases of plagiarism and misconduct; and to articulate the proactive approach Al Nada takes in enabling learners to undertake their learning and assessment activities fairly and conscientiously.

Policy

- It is expected that learners will use genuine, sincere, and fair means for the accomplishment of the tests, tasks, or projects from which evaluations of progress shall be determined.
- Al Nada has in place processes for deterring and detecting plagiarism and misconduct these are applied fairly and consistently in a timely manner.
- There are formal and transparent arrangements for managing and reporting cases of plagiarism and misconduct.
- Penalties that are fair, consistent and proportionate are in place and are communicated to learners.

Procedures

1. **Learner awareness**
   - The trainer, at the start of a programme or course, informs learners of the unethical nature of plagiarism and the penalties that may occur. Learners are also informed about the consequences of misconduct.
   - The trainer ensures learners are well briefed on a continuing basis and have the knowledge and skills to produce their own work and reference correctly, thereby avoiding any suggestions of plagiarism.

2. **Misconduct & Plagiarism Register**

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- The Training Manager is responsible for maintaining a register of all plagiarism and misconduct cases where learners have been penalized. This record provides an internal quality assurance mechanism for the Quality Committee to manage and monitor the process in terms of consistency over time.

3. **Dealing With Misconduct**
   - Al Nada defines three levels of misconduct:
     - *Level 1*: A learner's actions may be seen as unintentional through their lack of understanding of acceptable practice in learning and assessment. Level 1 cases are not referred to the General Manager and are reviewed by the trainer, who will clarify the requirements with the learner.
     - *Level 2*: A learner's actions are seen to be intentional when it can be reasonably expected that they understand acceptable practice in learning and assessment.
     - *Level 3*: A learner's actions are seen as being intentional and of an extremely serious nature including impersonation, purchasing of an assessment, and instances of persistent misconduct.
   - Trainers, or any other staff member, report suspected inappropriate behavior at Levels 2 or 3 immediately to the General Manager. The General Manager will check that the reported activity meets the Al Nada threshold for misconduct at Level 2 or Level 3 and that there is sufficient evidence for the matter to proceed to investigation. If there is insufficient evidence or the General Manager considers there is no case, then the learner will be informed accordingly by the General Manager and the matter will not proceed any further.
   - Cases proceeding to investigation are referred by the General Manager to the Quality Committee.
   - The learner is advised in writing by the General Manager of the complaint and possible penalties. The learner is given the opportunity to discuss the matter or provide a written response to the investigating party.
   - Procedural fairness will be practiced in all investigations, with a learner presumed innocent unless and until guilt is freely admitted or is determined with appropriate certainty.
   - The Quality Committee will report back to the General Manager within five working days with a recommended decision.

4. **Application Of Misconduct Penalties**
   - Al Nada will take a primarily educative response to Level 1 misconduct. Level 2 misconduct will include an educative response with a recommendation by the investigating committee of a penalty according to the Misconduct Penalties Guide.

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- Misconduct Penalties Guide

Level 1	Failing to comply with an assessor's/ invigilator's instructions, e.g. communicating with other learners during an assessment (first offence).	Information about Honesty & Integrity in Learning & Assessment provided to the learner.
	Misrepresentation: e.g., pretending to be ill and claiming special consideration.	Information about Honesty & Integrity in Learning & Assessment provided to the learner.
Level 2	Obtaining assistance with or getting answers to assessment questions from another person without their knowledge.	Any advantage gained from misconduct removed. Work cannot be resubmitted.
	Unauthorized collaboration – Working together with another learner where an individual answer is required. (This does not include tasks where learners are specifically asked to present collaborative work results).	Each learner may submit a new assessment but the mark is reduced to not exceed 50% of the total available marks for the assessment.
Level 3	Purchasing an assessment.	A zero mark for the assessment.
	Disruptive behavior or unacceptable conduct.	Suspended from course but able to complete course at later date.
	The use of unauthorized materials or aids in an exam.	Disqualification from course.
	Impersonating another learner in an exam.	Exclusion from Al Nada permanently.

5. Plagiarism

1. The extent of the plagiarism and the similarity level will be established through the use of Turnitin software. A similarity of level of 25% is acceptable. Anything outside this is penalized as follows:

   - For a first offence, the penalty is a written warning with the opportunity to resubmit the work but be awarded only 50% of the allocated mark. The General Manager issues a warning, in writing to the learner telling them the penalty. A copy of the warning is placed on the learner's file.

   - Subsequent plagiarism violations are referred to the Quality Committee with a recommendation for further disciplinary action, which may be a fail grade for the assessment, cancellation of any pass for any other part of the course or dismissal from the course.

6. Learner notification and record keeping

1. When the investigation is completed, the investigating party will notify the learner in writing of the outcome of the investigation.
2. If a penalty is imposed the learner is advised of their right of appeal.

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3. If an adjustment to a mark is required, the General Manager amends the learner record according to the Management Team decision.

4. The learner records are noted for future reference should repeat plagiarism or misconduct occur.

Definitions

Plagiarism: Is to copy another person's work or ideas without referencing.

- The verbatim copying of another's work without proper acknowledgement.
- The deliberate and detailed presentation of another's work without proper referencing.
- Re-submission of work previously submitted for another assessment.

Learner Misconduct are actions which intentionally or unintentionally contrary to Al Nada's values and practices for honesty and integrity in learning and assessment and may includesthe following:

- Failing to comply with an assessment invigilator's instructions.
- The use of unauthorised materials or aids in an exam.
- Obtaining assistance with or getting answers to assessment questions from another person, without their knowledge.
- Impersonating another learner in an exam.
- Misrepresentation: : e.g., pretending to be ill and claiming special consideration.
- Purchasing an assessment.
- Disruptive behaviour or unacceptable conduct.
- Unauthorised collaboration – Working together with another learner where an individual answer is required. (This does not include tasks where learners are specifically asked to present collaborative work results).
- Other misconduct action that contravenes the values and practices accepted by Al Nada in association with learning and assessment.

Related forms and documents

- Misconduct or Plagiarism Form
- Misconduct & Plagiarism Register

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2.14.   APPEALS POLICY

Policy Number	AN-QMS-013
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

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

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

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 Manager.
- the learner may attend the meeting and be accompanied by another person of his/her choice

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Related forms and documents

- Incidence and Appeal Form

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MANAGEMENT AND QUALITY

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2.15.   RECORDS RETENTION POLICY

Policy Number	AN-QMS-14
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	Equal Opportunity and Access Learners with Special Needs

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 AL NADA Training Centre 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

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

AL NADA 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 Manager will conduct audit reviews to ensure that efficient record management is in place.

AL NADA 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.

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Procedure

1. **Creation of Records**
   - Each responsible personnel must ensure that records and forms to be filled up are readily available for use.
   - Double check each record/form/document for correct information and that all required information had been provided.
   - Deadlines for submission of records/documents must be posted and strictly followed.
   - It is the responsibility of respective departments to create file system according to AL NADA procedure, and store them in properly assigned location.

2. **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.

3. **Storage**
   - 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.
   - Semi-active records must have designated storage location far from the department to free space for active records.

4. **Control**
   - Access to records must be only granted to authorized person assigned by the AL NADA management.
   - Records that do not bear authorized signatures are deemed invalid and therefore must not be considered official for any transaction.
   - 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 Centre must remain private and only be disclosed to authorized personnel.

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5. 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

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6. **Disposal**
   - 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.
   - The Disposal Request Form must be duly filled up and signed by General Manager before disposal shall be made.
   - Records that contain confidential and legal information must be properly shredded before disposal to garbage.
   - Non-confidential records/documents can be recycled as part of our commitment to environment protection but must be marked cancelled before recycling.

Definition:

Retention Period – indicates the length of time the record, form or document shall be maintained by AL NADA 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 AL NADA Training Centre. They must have legal, administrative, training and historical purpose.

Forms - supporting documents for policies, activities and procedures of AL NADA Training Centre

Files – the filling system by means of filling 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

Related forms and documents

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

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2.16.   HUMAN RESOURCE POLICY

Policy Number	AN-QMS-15
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose:

AL NADA Training Centre Human Resource Policy sets out guidelines for staffs and administration to assists everyone in undertaking their responsibilities efficiently.   This policy also reflects the commitment of AL NADA to quality service provided to their staffs through professional, ethical and fair working practices within the organization.

This policy is developed following the standards set by The Kingdom of Bahrain Labor Laws and business ethics.

Policy

This policy is applicable to employees of AL NADA, administrators and staffs must comply with the procedures stated herein to ensure a professional working environment.

The Administration must ensure that all employees are inducted and understand all information relating to the performance of their jobs. This policy also encourages professional development of staffs to improve their credentials and become more effective and efficient in performing their duties.

Procedure

1. **Human Resource Planning**
   - An annual human resource planning is done by the Administration with the approval of the General Manager to identify positions that needs employment requisitions, contract renewals and end of service notifications.
   - A vacancy announcement will be made available upon identification of available posts and a selection of applicants will be made.

2. **Recruitment**

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- The Finance and Administration Department will shortlist applicants and set schedule for interview and assessment of the candidates.
- The candidate must be selected based on qualifications and performance during the assessment and interview process.
- Selection of the successful applicant must be approved by the General Manager.
- Upon selection, the chosen applicant will be sent an offer letter and will be requested to sign the offer letter. At the same time, the applicant must submit all necessary legal document to process employment papers.
- The Finance and administration department shall maintain record of applications received for future reference in the event that similar posts will become available.

3. **Employment**
   - Upon submission of the signed offer letter and all legal documents, the new employee will be given a contract/appointment letter, stating the terms and conditions of employment duly signed by the General Manager.
   - In the contract, job description, starting date, salary, benefits and conditions of employment shall be clearly stated. The contract shall be signed by the employee and the General Manager.
   - The new employee will be given an induction on AL NADA operational policies and procedure and will be introduced to the organization.

4. **Employment Status:**
   - **Probationary Period**- the new employee will be given three (3) months probationary period and based on satisfactory performance during the probationary period, a permanent status can be given to him/her.
   - Permanent **Status**- subject to the recommendation and approval of satisfactory performance during the probationary period a permanent status will be awarded to the employee and therefore will enjoy benefits of a permanent employee.
   - **Contractual**- employment status given to expatriates for the period of two (2) years and renewable based performance evaluation results and human resource requirement of AL NADA Centre.
   - **Part-Time –** employment usually given to trainer/s, who will render service upon an agreed schedule or number of hours to be rendered to AL NADA Centre.

5. **Terms and Conditions of work:**
   - **Staffs Hours of Work**- The official working days and hours are as follows:

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- Days: Saturday - Thursday
- Hours: 8:00 am– 5:00 pm
- Lunch Break:- 1:00pm to 2:00 pm
- Holiday working hours, AL NADA follows the Bahrain Official Holidays in observing holiday working hours.

- **Job Description**
  Each employee will be given an appointment letter or contract stating specific position and job description. It also contains the department where he/she will be directly reporting, expected work outcome, performance assessment and all related task on the position assigned.
- **Punctuality and Attendance**
  It is the responsibility of the employee to come on time during the stated working day and hours. In the event that an employee may not be able to come on time due to unavoidable occurrence, the employee must notify his/her line Manager/Supervisor.

  A corresponding amount based on the salary will be deducted from employee monthly salary equivalent to the time of tardiness.

  Three (3) tardiness within the same month without valid reason will be given a letter of tardiness.

- **Attendance**
  As expected, employees are required to report during their working days. In the event that illness, emergency or acceptable personal reason occur, an employee can utilize a leave of absence or related leaves suitable to the situation.

  A corresponding amount based on the salary will be deducted from employee salary due to absences incurred without corresponding leave.
- **Promotion -** promotion of an employee is based on excellent execution of job and results of the performance evaluation. Any promotion will undergo thorough assessment and will be finalized and approved by the General Manager.
- **Renewal of contract-** contract renewal will be based on the human resource needs and an excellent performance evaluation result.

  Any contractual employee who intends to renew the contract must express their intentions through a letter submitted to the Administration duly signed by immediate Manager, with the final approval of the General Manager. The letter of intent must be submitted at least one (1) month prior to the end date of the contract.

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For employees who wish to serve the contract period, a letter of NOT renewing the contract must be submitted to the Finance and Administration duly signed by immediate Manager, with the final approval of the General Manager. The letter of NOT renewing the contract must be submitted at least one (1) month prior to the end date of the contract.

- **Resignation** any employee who will tender a resignation must submit an official resignation letter to Financial and Administration duly signed by immediate Manager, with the final approval of the General Manager.
  Resignation letter be submitted at least one (1) month prior to resignation date.

  A Clearance Form must be duly accomplished by the employee. Only upon submission of the clearance, job handover and surrender of company properties issued to employee (if there are any), will the employee receive all compensation duly deserve by the services rendered.
- **Compensation and Salary.** All employees will be compensated rightfully according to the position, experience and credentials upon hiring. The compensation package is clearly stated on the appointment letter/contract.
- **Payment of Salary.** Salary is paid monthly, every end of the month through, Bank account on banks recognized by AL NADA Training Centre. An official pay slip will also be given to employees via email.
- **Salary Deduction.** Corresponding amount will be deducted from employee's salary, these are from tardiness, absences and government contributions.
- **Salary Discrepancies.** Any error or inconsistencies with the salary should be immediately reported to Finance and Administration Office.

6. **Business ethics and code of conduct**
   AL NADA employees are expected to follow and observe the following ethics and conduct to develop good working relationship within the organization:

- Respect for colleagues within the workplace, making sure that everyone is being treated fairly and with no bias.
- Employees shall adhere to honesty, integrity and ethical conduct.
- Proper dress code must be observed; a business casual dress code must be observed to reflect a professional image of AL NADA Training Centre.
- Proper grooming of employees is required to reflect an image of professionalism and integrity.
- Culture and religious respect and tolerance must be observed to expand a positive working environment within AL NADA Training Centre.

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- Conflict of Interest, no fulltime employee must be engaging in other jobs outside AL NADA Training Centre.
- Employees cannot represent AL NADA outside, other than those appointed by AL NADA Training Centre.

7. **Training and Development**
- AL NADA is committed to improving the skills of all employees. The AL NADA encourage all employees to undergo training related to their fields.
- Any training to be taken by employees should be submitted prior to the training date and MUST be approved by the General Manager.
- AL NADA will provide employees with needed annual training, skills training and team development activities to foster and build good working relationships.

8. **Performance Evaluation**
- All employees will be subjected to performance evaluations. Evaluation will be carried out by the immediate Manager/Supervisor and results will be discussed with the concerned employee.
- PROBATIONARY EMPLOYEE. Employees under the probationary employment status will undergo a monthly performance appraisal. The results of the performance appraisals will be basis for giving a permanent employment status.
- REGULAR/PERMANENT/FULLTIME EMPLOYEE. To be able to provide quality service, staffs are regularly evaluated, this is to continuously promote professional development and professional improvement.
- Employees and staffs who are given a full time/ regular position will be evaluated quarterly. The performance appraisal will be done by the immediate Manager/Supervisor and schedules and results will be discussed with the concerned employee.
- Trainers, will have an additional training observation as part of their performance evaluation. This will be done by the Training Manager and the results will be discussed with trainers.
- Performance evaluation results will be used as basis promotion, renewal of contract and of service recognition of employees.

Additionally, during the performance appraisal or observation, if the result reflects that there is a need for work performance alignment, employee is called for a corrective discussion by the immediate Manager/Supervisor. An on-the-spot corrective action will be discussed and implemented to ensure that all employees are performing at their best at their appropriate job positions.

Related forms and documents
- Leave form
- Performance Appraisal Form

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- Employee File
- Employee Contract

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2.17. HEALTH AND SAFETY POLICY

Policy Number	AN-QMS-16
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose

AL NADA 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 AL NADA stated goal to promote the Centre in training to provide adequate control of the health and safety risks arising from day-to-day activities.

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

Policy

In particular, AL NADA 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.

Procedure:

1. **Safety at the workplace/training rooms**
   - Ensure that offices and training rooms are equipped with adequate facilities such as lightings, lockable doors, ventilation and cupboards.
   - All offices and related locations are adequately maintained and cleaned on a regular basis
   - Ensure that office equipment is safe, suitable, setup properly and use as intended only.

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- Health and safety signs, information and instructions are posted at appropriate locations.
- Ensure that incidents affecting health and safety like injuries and diseases are reported and managed immediately.
- Properly set-up emergency procedures.
- Ensure that equipment used during training are well maintained, returned and monitored.
- NO equipment, facility or appliance are used more than specifically authorized usage.
- Hallways and doorways must be kept free from obstructions and properly lit.
- Emergency exits must be properly identified and labelled.
- Defective equipment, furniture, structure or appliance must be reported without delay.
- Ensure proper disposal of waste.

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

3. **Fire Safety**
- 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.
  - AL NADA will arrange for Fire Drills and Fire Prevention Checks to be carried out at least once a year for awareness and training

- 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.

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    o   If any fire occurs, however minor, the Fire Brigade must be called immediately by dialing 999.

4. **No Smoking Policy**
   - AL NADA follows the government imposed no smoking policy on public places.

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

6. **Hygiene**
   - AL NADA promote proper hygiene to prevent infectious diseases from happening or spreading.
   - All employees, learners and other stakeholders must observe hand washing and proper hygiene.

Related forms and documents
   - Fire drill Form
   - Incident Form
   - Safety Check Form

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2.18.   QUALITY ASSURANCE AND IMPROVEMENT POLICY

Policy Number	AN-QMS-17
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose:

This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organization. AL NADA Training Centre will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners achieve the highest possible standards.

Responsibility for Implementation

- All staff (managers, trainers, support staff) are responsible for the implementation of the Quality Assurance Policy.
- It is the Training Manager's responsibility to ensure there is a review every three years of the policy.
- It is the responsibility of all to engage positively in that review and ensure implementation.

Policy

1. **Curriculum**
   - To encourage continuous improvement in the quality of all training programs, thereby making learning an enjoyable activity and through this, increasing learner retention and the achievement of individual learning aims.
   - To develop and sustain a diverse range of programs which provide opportunities for progression, and which provide learners with experiences and wherever appropriate, qualifications suited to their learning aims.
   - To ensure rigorous, standardized and consistent assessment procedures, which meet the standards of internal authorities and external awarding bodies.
   - To provide information which supports strategic planning for Centre's business development.
   - To monitor and evaluate the procedure for advising, interviewing and counselling learners at entry and throughout their time at AL NADA.
   - To establish standards and monitoring procedures for providing a supportive and accessible range of services to all learners.

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2. **Staff**
   - To review regularly the performance, training and developmental needs of all employees through the operation of AL NADA one to one system at all levels and with all staff.
   - To encourage continual professional development and to offer training and development to individuals from induction and throughout their employment.
   - To monitor and evaluate performance and developmental needs through at least two internal observations a year to monitor and evaluate the effectiveness of the training and development against Centre's strategic goals.

3. **Learners**
   These are applied to all the registered leaners
   - will be made aware of the quality standards at the Centre.
   - performance in will be monitored and evaluated.
   - files will be continuously and rigorously assessed for quality.
   - will go through rigorous assessment to identify their prior knowledge and their progress during the course to plan the type of support required on the individual level.

4. **Employers**
   These are applied to staff, fulltime and parttime trainers
   - will be made aware of the quality standards of AL NADA.
   - will be monitored and evaluated.

Procedure

The process of quality control requires all staff to meet on a regular basis to review their work, set standards and monitor learners' perceptions and achievements.

- Quality control will be carried out against agreed criteria which will incorporate performance indicators.
- Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators.
- Review will be supported by analysis of learner, employees and stakeholder views and perception, gathered via questionnaires, surveys and review meetings.

1. **The outcome of these processes will provide information:**
   - To action plan for improvement at the Centre.
   - To highlight issues that need consideration by the AL NADA.
   - To supports Centre's business and strategic planning cycle.
   - To inform the process of AL NADA self-assessment and development planning.

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Feedback on actions resulting from this quality review process will be communicated to employees via regular team and/or individual meetings.

The outcomes and action plans which result from the process will form the basis of the AL NADA development plans and Self-Assessment Report.

Related forms and documents

- Change Request
- Policy Review Form
- Quality Review

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2.19.   EXCEPTIONAL CIRCUMSTANCES POLICY

Policy Number	AN-QMS-18
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

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.

Procedures

- **Measures at AL NADA Training Centre**
    - 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 by MOH, he/she must be requested to stay out of the center until it is confirmed that the person has not contracted Coronavirus.

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- 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**
  - AL NADA Centre must implement online/virtual trainings to avoid any contacts among the learners and the staff.

  - All leaners 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.

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2.20.   DATA PROTECTION POLICY

Policy Number	AN-QMS-19
Applicability	All members of the Al Nada Team, Admin Staff, Trainers, Learners
Date of Approval	20/01/2020
Date Last Amended	13/04/2020
Date Last Reviewed	26/04/2021
Date of Next Review	01/01/2024
Related Policies	

Purpose

All staff and students who process personal data must comply with the Data Protection Policy that it shall be the duty of the data controller to comply with the protection principles in relation to all personal data with respect to which s/he is the data controller. The purpose also of this policy is to clarify the internal allocation of responsibilities and duties in respect of the Data Protection Policy and to set out the structure within which they will be discharged.

Procedures

- Data shall be obtain and process information fairly and lawfully.
  - ➢ Nobody should be deceived or misled about the purpose for which their data is to be processed.
- Data shall be kept only for one or more specified, explicit, lawful purposes and not processed in a manner incompatible with those purposes.
  - ➢ Data can only be obtained for specified and lawful purposes with permission from the data subject for each purpose.
- Ensure that it is adequate, relevant and not excessive in relation to the purpose for which it is held.
  - ➢ The data must be sufficient to meet their purpose but not provide more information than the purpose requires or provide information outside the scope of the purpose.
- Keep it accurate, complete and where necessary, up to date.
  - ➢ The data must be accurate when recorded and accuracy must be maintained throughout the life cycle of the data.
- Data are retained for no longer than is necessary for the purpose or purposes.

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- ➢ Data must not be retained for any longer than is necessary for the purpose for which it was obtained. If data are kept for too long, the accuracy and relevance may be compromised.
- Data are kept safe, secure and kept only as long as necessary.
  - ➢ All necessary measures must be taken to prevent unauthorized or unlawful processing of personal data and to protect personal data against loss, damage or destruction.
- Processed in line with the rights of the subject of the data.
  - ➢ Individuals have the right to access their personal data and can request any processing that causes them distress be ended. They can assist that their data is not used for marketing and other purposes and can request inaccurate data is amended.
- Not transferred to countries without adequate protection
  - ➢ Data must not be transferred outside of the country.

Security of Data

Alnada's premises ensured that any personal data are kept securely and not disclosed to any unauthorized person. All data are accessible only to those who may need to use it by the authorized staff.

Alnada always consider keeping personal data:
- In a lockable room with controlled access
  - ➢ All data are stored in a lockable room, and no one is allowed to enter except the authorized staff. only.
- In a locked drawer or filling cabinet
  - ➢ If the documents has been kept inside the drawer or filling cabinet, it should be lockable, and the keys are properly secured.
- If computerized, password protected
  - ➢ All staff PC's and terminals are not visible except to authorize staff and all computer passwords are kept confidential. Staff computer screen should not be left unattended without password protected screensavers.
- Kept on disks which are themselves kept securely.
  - ➢ All hard document records should not be left where can be accessed by unauthorized personnel.

- If personal data is to be disposed, it must be disposed securely and confidentially.
  - ➢ In disposing confidential or sensitive data the authorize staff make sure that it is appropriate secure disposed by use of shredding machine or disposed of as "confidential waste". While in soft copies of document alnada ensured of redundant PC's should totally wiped clean before disposal.

Data Access

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Alnada's staff have the right to access any personal data, which are held by the institute in electronic format and manual records, which form part of a relevant filing system. This includes the right to inspect confidential personal references received by the institute about that person. In order to access the data, the person who would like to request must be:

- Apply a request in writing
- Give any details which might be needed to help identity him/her and locate all the information you may keep about him/her.

Data Subject Rights

Data Subjects have the following rights regarding data processing, and the data that are recorded about them:

- To make subject access requests regarding the nature of information held and to whom it has been disclosed.
- To prevent processing likely to cause damage or distress.
- To prevent processing for purposes of direct marketing.
- Not to have significant decisions that will affect them taken solely by automated process.
- To sue for compensation if they suffer damage by any contravention of the Policy.
- To take action to rectify, block, erase or destroy inaccurate data.
- To request the Commissioner to assess whether any provision of the Act has been contravened.

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