

Company Guidelines on Client Training

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Clear Corporation



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Training Evaluation Guidelines

Introduction

Clear Corporation is committed to providing the highest quality of training and creating a learning environment where all participants feel fully supported to learn new skills and develop their competences.

These training evaluation guidelines outline how we monitor the quality and effectiveness of our external training courses to ensure that we continuously provide the highest quality of training.

Guidelines

At Clear Corporation, we provide training courses, seminars and conferences that bring businesses, market knowledge, legal and politics together, with the ultimate goal of giving our clients the best opportunity possible in realising their set objectives.

We work closely with our clients to identify and address the learning needs of their employees and organize high powered training, seminars, workshops and conferences that meet their requirements.

We handpick all our training facilitators who are leading experts in their particular field and also have great experience in transferring knowledge through stimulating learning.

All our courses are designed based on the latest developments in the particular field to address the client requirements and support their employees (training participants) to develop the new skills and competencies.

Monitoring the Training Quality & Effectiveness

To monitor the quality and effectiveness of all our external training courses, we gather feedback from all our training participants and facilitators that we review for each course (at the end of that course) as well as on an annual basis. From time to time, we may also attend one of the training classes to observe the teaching.

Any issues identified as well as other suggestions and improvement ideas are dealt promptly and appropriately. This can be through remedial action or logging the issue/ suggestion in the improvement plan (please see Appendix 4).

We also use the following training key performance indicators (KPIs) that are reviewed at the end of each course for the particular intake as well as on an annual basis.

[Please see Appendix 2: Training Facilitator Feedback Form and Appendix 3: Training Participant Feedback Form]

Per Course **Key Performance Indicators (KPIs)**

- Number of Participants
- Average Rate for meeting course objectives provided by participants
- Average Rate for meeting participants' expectations provided by participants

Annual **Key Performance Indicators**

- Total Number of Participants per annum
- Average Annual Number of Participants
- Average Annual Rate for meeting course objectives provided by participants
- Average Annual Rate for meeting participants' expectations provided by participants

Equal Opportunities Monitoring

As an Equal Opportunities employer and training provider, we also monitor and review on annual basis the composition of our training participants. For example:

- % of Female / Male Participants
- % Participants from EU/ Outside EU

Training Facilitator Recruitment Guidelines

Introduction

Clear Corporation is committed to providing high powered training, seminars, workshops and conferences aimed at addressing key issues pertinent to our clients need. We do this through our dedicated team of associate training facilitators.

We work with real experts who combine knowledge of the latest development in their particular field as well as the necessary skills and experience to create a stimulating learning environment.

Guidelines

We tend to recruit our training facilitators predominantly through word of mouth recommendations, professional networking and online forums, and job search websites.

The selection process normally includes a phone screening, face to face interview and a short presentation to assess training delivery.

For all successful candidates, we run background checks and references to ensure that they have the qualifications and experience required. **We also ask them to provide a copy of their professional liability insurance.**

We use a standard Contractor Agreement that outlines the terms and conditions of our relationship with our training facilitators. (Please see Appendix 1).

Once they join our associate team of training facilitators, we contact them as and when the opportunity arises to check their availability for delivering our courses.

From time to time, we may also offer the opportunity to our training facilitators to design a training course on behalf of Clear Corporation, in which case the company is the sole proprietor of all intellectual property and rights of use.

All personal information (incl. name, address, bank details, cpd records, etc) is held in accordance with the GDPR 2018 Act. Please refer to the Company's Data Retention Schedule that can be found in the Employee Handbok.

Course Specification Guidelines

Introduction

Our course specification template, together with its accompanying guidelines, has been developed to fulfill three main functions;

- as a source of information for training participants and prospects
- to ensure that there is clarity concerning the aims and intended learning outcomes for the course for
- to provide information for external stakeholders incl. professional, statutory and regulatory bodies and employers as to the skills and other transferable abilities developed by the course.

Guidelines for creating and completing a Course Specification

A Course Specification should include the following information:

Course Title:	
Course Start / End Dates:	
Course description:	<i>[Specific information about the course]</i>
Course objectives:	<i>[Course or learning objectives are statements of what a participant is expected to understand or be able to do after completing the process of learning.]</i>
Learning strategy:	<p>Our teaching and learning strategies are designed to enable participants to acquire subject specific knowledge, critical facility and transferable skills.</p> <p>In addition, strategies are employed which will enable participants to achieve module specific outcomes as outlined in the course description section.</p> <p>Our key focus is on learning rather than teaching, and within this we try to emphasise the role of the learner. Modules are taught primarily through a combination of lecture and seminar sessions. Lectures are important for explaining often difficult theories and concepts, and in guiding participants in the application of these models and methods. Lectures also allow participants to enhance their notation and synthesising skills.</p> <p>In the seminar sessions, emphasis is placed on individual activity, both as presenters and as participants in feedback. Seminar discussion and, in some modules, formal presentations enable participants to further develop their subject-specific knowledge and</p>

	<p>understanding, strengthen their communicative skills and pursue research projects whether independently or in teams.</p> <p>Reflection and discussion are key to learning and there will be plenty opportunities for participants to exchange, challenge and defend their views, values and beliefs through facilitated discussions working in pairs, small groups or whole group discussion.</p> <p>Other learning and teaching strategies include guided reading, individual tutorials, independent study and opportunities for reflection on practice.</p> <p>All participants are fully supported in completing their case study in advance of submission deadlines and are given detailed formative feedback.</p> <p>All participants receive feedback against all learning outcomes following the submission of their case studies. This will be most comprehensive in cases of failure, where this will support learning for re-submission.</p>
Course modules:	<i>[Main units/ topics covered during the course]</i>
Entry Requirements:	<p>Aged minimum 18</p> <p>Educated at GCSE level or higher</p> <p>Good command of English Language (IELTS)</p> <p>Relevant work experience</p>
Assessment:	Participants are expected to submit 1 case study to complete this course.

For Closed Courses

When a course is for a particular group (ie for employees of one client), the course specification is completed once we have identified, discussed and agreed the specifics with the client.

Open Courses

When a course is (also) open to the public, Clear Corporation conducts employment reference checks any may also request a copy of their academic and language qualifications.

Participants with disabilities and/ or other learning difficulties

All candidates are invited to disclose if they have a disability and / or learning difficulty during the admission stage. Clear Corporation aims to explore available support and discuss options.

Appendix 1: Independent Contractor Agreement



THIS INDEPENDENT CONTRACTOR AGREEMENT (the "Agreement") is dated [DATE] between Clear Corporation (The Client) of [Business Address OR Company Registration Number] and [NAME] (the Contractor) of [Contractor's Address].

BACKGROUND

The Client is of the opinion that the Contractor has the necessary qualifications, experience and abilities to provide services to the Client.

The Contractor is agreeable to providing such services to the Client on the terms and conditions set out in this Agreement.

IN CONSIDERATION OF the matters described above and of the mutual benefits and obligations set forth in this Agreement, the receipt and sufficiency of which consideration is hereby acknowledged, the Client and the Contractor (individually the "Party" and collectively the "Parties" to this Agreement) agree as follows:

SERVICES PROVIDED

The Client hereby agrees to engage the Contractor to provide the Client with the following services (the "Services"): [Delete as appropriate]

- Design training content (incl. presentation slides, training notes, training material, training assessment, course description, etc)
- Deliver training courses and support the participants.

The Services will also include any other tasks which the Parties may agree on. The Contractor hereby agrees to provide such Services to the Client.

TERM OF AGREEMENT

The term of this Agreement (the "Term") will begin on the date of this Agreement and will remain in full force and effect indefinitely until terminated as provided in this Agreement.

In the event that either Party wishes to terminate this Agreement, that Party will be required to provide 1 month's written notice to the other Party.

In the event that either Party breaches a material provision under this Agreement, the non-defaulting Party may terminate this Agreement immediately and require the defaulting Party to indemnify the non-defaulting Party against all reasonable damages.

This Agreement may be terminated at any time by mutual agreement of the Parties.

Except as otherwise provided in this Agreement, the obligations of the Contractor will end upon the termination of this Agreement.

PERFORMANCE

The Parties agree to do everything necessary to ensure that the terms of this Agreement take effect.

CURRENCY

Except as otherwise provided in this Agreement, all monetary amounts referred to in this Agreement are in GBP.

PAYMENT

The Contractor will charge the Client for the Services as follows (the "Payment"):

Fee for designing course content is [---]

Fee for delivering 2-week course is [---]

Invoices submitted by the Contractor to the Client are due within 30 days of receipt.

In the event that this Agreement is terminated by the Client prior to completion of the Services but where the Services have been partially performed, the Contractor will be entitled to pro rata payment of the Payment to the date of termination provided that there has been no breach of contract on the part of the Contractor.

The Contractor will be responsible for all income tax liabilities and National Insurance or similar contributions relating to the Payment and the Contractor will indemnify the Client in respect of any such payments required to be made by the Client.

REIMBURSEMENT OF EXPENSES [KEEP OR DELETE THIS PARAGRAPH AS DEEMED APPROPRIATE]

The Contractor may be reimbursed from time to time for reasonable Travel & Sustenance expenses incurred by the Contractor in connection with providing the Services. The Contractor will only be reimbursed for expenses that have been agreed in advance with the Client.

CONFIDENTIALITY

Confidential information (the "Confidential Information") refers to any data or information relating to the Client, whether business or personal, which would

reasonably be considered to be private or proprietary to the Client and that is not generally known and where the release of that Confidential Information could reasonably be expected to cause harm to the Client.

The Contractor agrees that they will not disclose, divulge, reveal, report or use, for any purpose, any Confidential Information which the Contractor has obtained, except as authorised by the Client or as required by law. The obligations of confidentiality will apply during the Term and will survive indefinitely upon termination of this Agreement.

OWNERSHIP OF INTELLECTUAL PROPERTY

All intellectual property and related material, including any trade secrets, moral rights, goodwill, relevant registrations or applications for registration, and rights in any patent, copyright, trade mark, trade dress, industrial design and trade name (the "Intellectual Property") that is developed or produced under this Agreement, will be the sole property of the Client. The use of the Intellectual Property by the Client will not be restricted in any manner.

The Contractor may not use the Intellectual Property for any purpose other than that contracted for in this Agreement except with the written consent of the Client. The Contractor will be responsible for any and all damages resulting from the unauthorised use of the Intellectual Property.

RETURN OF PROPERTY

Upon the expiry or termination of this Agreement, the Contractor will return to the Client any property, documentation, records, or Confidential Information which is the property of the Client.

CAPACITY/INDEPENDENT CONTRACTOR

In providing the Services under this Agreement it is expressly agreed that the Contractor is acting as an independent contractor and not as an employee. The Contractor and the Client acknowledge that this Agreement does not create a partnership or joint venture between them, and is exclusively a contract for service.

NOTICE

All notices, requests, demands or other communications required or permitted by the terms of this Agreement will be given in writing and delivered to the Parties at the following addresses:

or to such other address as either Party may from time to time notify the other.

INDEMNIFICATION

Except to the extent paid in settlement from any applicable insurance policies, and to the extent permitted by applicable law, each Party agrees to indemnify and hold harmless the other Party, and its respective affiliates, officers, agents, employees, and permitted successors and assigns against any and all claims, losses, damages, liabilities, penalties, punitive damages, expenses, reasonable legal fees and costs of any kind or amount whatsoever, which result from or arise out of any act or omission of the indemnifying party, its respective affiliates, officers, agents, employees, and permitted successors and assigns that occurs in connection with this Agreement. This indemnification will survive the termination of this Agreement.

MODIFICATION OF AGREEMENT

Any amendment or modification of this Agreement or additional obligation assumed by either Party in connection with this Agreement will only be binding if evidenced in writing signed by each Party or an authorised representative of each Party.

TIME OF THE ESSENCE

Time is of the essence in this Agreement. No extension or variation of this Agreement will operate as a waiver of this provision.

ASSIGNMENT

The Contractor will not voluntarily, or by operation of law, assign or otherwise transfer its obligations under this Agreement without the prior written consent of the Client.

In exceptional circumstances that the Contractor is no longer available or in position to deliver a training course that he has previously agreed with the Client, the Contractor must inform the Client in the earliest available opportunity. If the Contractor cancels 7 or less days from the start of the course, then the Contractor is liable to make alternative arrangements according to the Client's standards of quality of service.

ENTIRE AGREEMENT

It is agreed that there is no representation, warranty, collateral agreement or condition affecting this Agreement except as expressly provided in this Agreement.

GOVERNING LAW

This Agreement will be governed by and construed in accordance with the laws of England.

SEVERABILITY

In the event that any of the provisions of this Agreement are held to be invalid or unenforceable in whole or in part, all other provisions will nevertheless continue to

be valid and enforceable with the invalid or unenforceable parts severed from the remainder of this Agreement.

WAIVER

The waiver by either Party of a breach, default, delay or omission of any of the provisions of this Agreement by the other Party will not be construed as a waiver of any subsequent breach of the same or other provisions.

This agreement is signed:

By: _____
Signature of Client

By: _____
Signature of Contractor

Print Name of Client

Print Name of Contractor

On: _____

On: _____

Appendix 2: Training Facilitator Feedback Form

Course Title _____

Course Start / End Date _____

Training Facilitator _____

Date completing this form _____

Thank you for delivering this training course on behalf of Clear Corporation. Your feedback is important to us to ensure the continuous success of our external training courses and our ongoing fruitful collaboration. We kindly invite you to take a few minutes to answer the following feedback questions and return to Carlene within the next 3 days.

1. How would describe the <i>size</i> of the group?
2. How would you describe the group's <i>level of engagement</i> throughout the training course. (Any issues and/ or suggestions?)
3. How would you describe the overall group's <i>progress</i> towards the learning objectives? (Any issues and/ or suggestions?)
4. Please feel free to add any other comments, issues, suggestions or ideas for improvement

5. How would you rate the appropriateness of the training venue? Please tick the relevant box.

1 – Very Low	2 – Low	3 – OK	4 – High	5 – Very High

Thank You for Your Time Completing This!

Appendix 3: Training Participant Feedback Form

Your Name:		Date:	
Course Title:		Trainer:	
Course Start / End date:			

Thank you for completing this training course and we hope you enjoyed it! Your feedback is important to us to ensure the continuous success of all our external training courses and we kindly invite you to take a few moments to complete this form. Thank you!

1. Please rate your level of satisfaction with the following:

	1 – Very Low	2 – Low	3 – OK	4 – High	5 – Very High	Your Comments, Suggestions & Improvement Ideas
To what extent did the course meet the learning objectives?						
To what extent did the course meet your expectations?						
Quality of Trainer (in terms of knowledge, engagement, etc)						
Quality of Training Content						
Quality of Facilities						

Appendix 4: Training Quality Improvement Plan

<i>Issue Identified</i>	<i>Action</i>	<i>Responsible</i>	<i>Complete By:</i>	<i>Comments</i>