



Guidelines for Trainees following a course with Jobsplus

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Contents

1.0 Introduction	2
Jobsplus would like to welcome you and wish you every success in your course.	2
2.0 Trainees' Eligibility	2
3.0 Benefits of Jobsplus' Training Courses	3
4.0 Scheduling of Courses	3
4.1 Hours of Training	3
5.0 Recording of Attendance and Absenteeism	3
6.0 Assessment and Certification	4
7.0 Transport Services	5
8.0 Training Premises	5
8.1 Training venue	5
8.2 Parking.....	5
8.3 Housekeeping	5
8.4 Food, Drinks and Smoking	6
8.5 Loss or Damage of property	6
8.6 Mobile Phones.....	6
9.0 Online Courses	6
9.1 Behaviour during online sessions	6
9.2 Attendance	6
9.3 Assessment	7
9.4 Hybrid Sessions.....	7
10.0 Discriminatory Practices	7
10.1 Discriminatory Harassment	7
10.2 Bullying	8
10.3 Sexual Harassment	8
11.0 Dress Code	9
12.0 General Behaviour	9
13.0 Reporting	9
14.0 Complaints	9
15.0 Other Suggestions	10
16.0 Health & Safety	10
16.1 Fire Prevention	10
16.2 Fire Protection Systems.....	10
16.3 Emergency Evacuation Plan.....	10
16.4 Medical Emergency	11

1.0 Introduction

Jobsplus would like to welcome you and wish you every success in your course.

While Jobsplus promises to make its effort to offer you a positive learning experience, your positive attitude and behaviour play an important role in achieving the maximum out of our training programmes.

For this scope Jobsplus has designed this document so as to build a good relationship between you, the other Trainees, the Trainers and all Jobsplus' staff. Trainees are reminded that the rights and obligations listed in this document are meant to prevent unsolicited situations resulting in Jobsplus asking the respective Trainee to stop attending the course.

The overall aim is to use the experience of the forthcoming days or weeks or months for the benefit of all concerned. Your co-operation will be much appreciated.

2.0 Trainees' Eligibility

Jobsplus offers courses to registering unemployed, persons who are neither in employment, education or training and employed persons alike. Trainees must be at least 16 years of age or have completed compulsory schooling. Preference is given to Trainees who are of working age population.

The entry requirements for Jobsplus' courses are kept very low. This is mainly attributed to the fact that Jobsplus, besides being a licensed Training Centre, is also Malta's public employment agency. Consequently it is within its mandate to assist jobseekers or job changers in finding employment. The entry requirements to follow a course vary. Further information about these entry requirements is available on Jobsplus' website: <https://jobsplus.gov.mt/courses/all-course-list>.

For a number of courses Jobsplus also offers pre-course assessments. The scope of these pre-assessments is to facilitate the participation in lifelong learning especially for early school leavers or persons who would like to return to the labour market (such as women returners). To acquire additional details about the course entry requirements or to validate qualifications and/or work related experience, you can contact the Quality Assurance Unit within the Training Services Department on qa.jobsplus@gov.mt.

3.0 Benefits of Jobsplus' Training Courses

Most of Jobsplus' training programmes are accredited and pegged between levels 1 to 4 of the Malta Qualifications Framework.

Jobsplus' courses are offered free of charge to all its Trainees irrespective whether one is seeking employment or is already in employment.

Persons who are already in employment (irrespective whether it is on a full-time or part-time basis) and earn less than €300 (basic) per week can apply for the Average Wage Earners Scheme. This Scheme offers a Training Allowance equivalent to €25 per week throughout the duration of the course subject to successfully completing the course and attending a minimum of four (4) hours of training per week. For further information on eligibility criteria and how to apply, kindly visit Jobsplus' website: <https://jobsplus.gov.mt/schemes-jobseekers/average-wage-earners-scheme>.

For Trainees with caring responsibilities, Jobsplus also offers a Childcare Subsidy Scheme. A subsidy of €1.50 per hour on childcare services availed of during the period of training is offered by Jobsplus. The amount of hours eligible for subsidisation include the duration of the training course as well as two extra hours (one hour allocated before and one hour after the course to cater for commuting). In all cases, the subsidy shall only apply for the days and times during which a parent/guardian is attending for a Jobsplus training course. For further information on eligibility criteria and how to apply, kindly visit Jobsplus' website: <https://jobsplus.gov.mt/schemes-jobseekers/childcare-subsidy-scheme>

4.0 Scheduling of Courses

4.1 Hours of Training

Trainees are supplied with a course schedule prior to the start of their training. However, Jobsplus reserves the right to make any necessary changes in the hours of training. Trainees will be notified of all changes accordingly.

5.0 Recording of Attendance and Absenteeism

Course Attendance shall be recorded on the official attendance sheets kept by the respective Trainer/s and Trainees must adhere to the times listed.

It is important that Trainees are punctual. This will avoid undue inconvenience to the whole class caused by late-comers. As part of Jobsplus' policy to monitor Trainees' attendance, each Trainer is requested to fill in the Late Arrival / Early Departure Form.

Whenever this Form is filled in by a Trainer, the Trainee will also be requested to sign the form confirming that s/he has either arrived late for the session or left early.

For a Trainee to be entitled for a Certificate of Achievement or Confirmation of Attendance, s/he must attend at least 80% of the total course duration (in the case of ECDL courses Trainees cannot miss more than one training session). A Trainee who exceeds the 20% allowable absenteeism will be stopped from the course. Absence which is due to sickness forms part of the 20% allowable absence. In the case of Trainees who are registering for employment with Jobsplus, dismissal from the course will lead to strike off, which means that jobseekers will be expected to present supporting documentation for their absenteeism during the justification process.

Persons tampering with the attendance sheet or its up-keeping, will be referred for disciplinary action.

6.0 Assessment and Certification

At the end of each module, Trainees will be required to sit for a formal assessment that can take the form of a written exam, a practical exam or to deliver a presentation. The type of assessment will depend on the respective course / module. For a Trainee to be eligible for the assessment, s/he must attend at least 80% of the course.

There are instances where Trainees will be required to complete several entries in a Journal, as part of their practical assessment.

During the assessment, Trainees are expected to:

- remove personal belongings and course notes or any training material from the desks;
- switch off any electronic equipment;
- do not talk or copy from other Trainees; and
- to sit at an adequate distance from other Trainees.

Copying during the assessment will lead to disciplinary action.

Those Trainees who attend more than 80% of the total course duration and successfully complete all assessments are awarded a Certificate of Achievement, while those who attend more than 80% of the total course but fail any of the assessments will be awarded a Confirmation of Attendance.

Trainees who fail an assessment may request a revision of paper. Revision of paper is to be requested within 5 days from receiving result. The request for a revision of paper is only applicable in those cases where the Trainee attains between 30% to 44% of the total marks. Additionally, Trainees may request a one-time opportunity to re-sit the relevant

module assessment by communicating their intention to the responsible Training Coordinator.

7.0 Transport Services

Transport to attend training at Hal Far is provided free of charge, to and from Floriana (Triq Sant' Anna). To check for transport updates, kindly contact the reception desk at the Training Complex on 22201610.

8.0 Training Premises

8.1 Training venue

Jobsplus' courses are mainly held at its Training Complex in Hal Far; however there will be occasions where Jobsplus uses other venues.

Training venue is communicated to Trainees prior to course commencement. However Trainees are kindly requested to confirm the training room at Jobsplus' reception desk.

The rights and obligations enlisted in this document will remain applicable irrespective where the training is taking place.

8.2 Parking

Trainees who choose to make use of their private vehicles to attend the course, can find parking space around the Training Complex.

8.3 Housekeeping

Trainees are responsible for maintaining the cleanliness and tidiness of the lecture rooms, workshops and the Training Complex in general. These places must be kept clean and orderly to ensure a safe, efficient and pleasant environment.

Trainees are expected to leave chairs and tables in an orderly manner, windows closed and training equipment, lights and air-conditioners (ACs) switched off before leaving the room or workshop.

8.4 Food, Drinks and Smoking

Consumption of food and drinks should ideally occur outside the training rooms or workshops. For Health and Safety reasons drinking is strictly prohibited in the workshops.

Smoking is banned inside the whole of the Training Complex.

8.5 Loss or Damage of property

Jobsplus does not accept responsibility for loss or damage of personal property incurred by Trainees during training programmes. It is advisable that Trainees do not bring any valuable items with them during the course.

In case where theft is suspected, Jobsplus reserves the right to call in the police to perform routine searches.

8.6 Mobile Phones

Mobile phones should be set to silent during lecturing time and should be answered outside the lecture room after requesting the Trainer's permission. Outgoing mobile calls should be made outside the lecture room during breaks or before/after training sessions.

9.0 Online Courses

Jobsplus offers a number of courses which can be delivered online. If a course is held online, each trainee must log in via the link which is sent to them by the Trainer.

9.1 Behaviour during online sessions

Ideally trainees have a working camera and can communicate through the platform via microphone. Upon starting the online session, the Trainer will take the attendance, so it is important that you, as trainees, are able to reply to show that you are present. Once the attendance is done, trainees are to switch off their microphones so that there is no background interference when the Trainer starts the delivery of the session. If you have a question, you can either type it in the chat for the Trainer to see, or else switch on the microphone and ask the Trainer your question.

9.2 Attendance

Trainees are requested to be punctual. Failure to be on time for a session will result in the Trainer filling out the Late Arrival/Early Departure Form accordingly. This also applies to those trainees who leave early from a session. When following an online session, the

trainee is required to be present at all times. If the Trainer asks a particular trainee a question, and the Trainer gets no response, then that trainee will be marked as absent for that session. This will particularly take place especially in those cases where trainees have switched off their camera as well.

The above mentioned 80% minimum attendance applies in the case of online courses as well. Failure to attend at least the 80% of the whole course will lead the trainee from not being allowed to sit for the final assessment and will not be given a Certificate of Achievement.

Attendance will be filled in online by the Trainer, thus trainees will not have to sign it.

9.3 Assessment

For online courses, Jobsplus uses an online platform called Exam.net to carry out the assessments online. Guidelines will be sent to each trainee on how to use this platform closer to the date of the assessment.

Copying during the assessment will lead to disciplinary action. All points mentioned in section 6.0 apply for online courses and assessments.

9.4 Hybrid Sessions

In some instances, a course may be held online and in class simultaneously. This means that some trainees will be following the course online while other will be present in class. The procedures mentioned above still apply, according to whether the trainee is following the course online or in class.

10.0 Discriminatory Practices

10.1 Discriminatory Harassment

Training at Jobsplus is free from Discriminatory Harassment

Direct and indirect discrimination and victimisation on the following grounds is prohibited.

- Gender
- Religion
- Marital Status
- Family Status
- Age
- Disability

- Race
- Political
- Imposition of personal views
- Learning capabilities such as illiteracy.

Trainees should avoid any references in their communication which may be considered offensive on the basis of these aspects (see also Bullying and Sexual Harassment).

10.2 Bullying

Physical and psychological bullying during training programmes is strongly disapproved of, is unacceptable and can be grounds for disciplinary action, which may lead to expulsion from the programme.

Jobsplus endeavours to provide an environment that will give all course participants the freedom to learn without having to suffer bullying, intimidation or harassment. We regard bullying to include:

- Aggressive behaviour towards another person or persons -- including Trainees, Trainers, staff or other clients/visitors at the training venue.
- Repeated verbal/ psychological harassment
- Constant personal insults and name calling
- Uncomplimentary remarks likely to cause serious offence
- Constant ridiculing of a person or persons by another person or persons
- Intimidation and threats in general.

Anyone subjected to such behaviour, should immediately consult with their Trainer in confidence, and the latter will liaise with the Training Coordinator to address the complaint.

10.3 Sexual Harassment

Jobsplus also has policies to protect its Trainees from sexual harassment. Jobsplus recognises that sexual harassment is a form of sex discrimination, which is defined as unwanted conduct of sexual nature, or other conduct based on sex, affecting the dignity of women and men. This would encompass any act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material, which is unwelcome and could be reasonably regarded as offensive, humiliating or intimidating. In the event of the above happening, the Trainee should, in confidence, approach his/her Trainer or the Training Coordinator.

Trainees who offend in this manner are liable to dismissal from the course and may be liable to legal action.

11.0 Dress Code

Dress and appearance should complement the Trainees' behaviour. Trainees are expected to dress smartly and decently.

The dress code prohibits the wearing of very short skirts or trousers, low-cut tops or dresses, sleeveless vests and flip-flops while attending the training programme. See-through clothing is likewise not acceptable.

Trainees that eventually attend trade courses are to wear the safety clothing provided by the Corporation.

It is disrespectful to Trainer, Trainees and Jobsplus staff to keep caps/hats on in the training room / workshops.

12.0 General Behaviour

Mature and disciplined behaviour is required and expected in all areas of the Training venue. Proper respect for others as well as towards Jobsplus staff is expected at all times. Procedures indicated in this document must be adhered to at all times. Foul language, horseplay, and fighting are not allowed at the Training venue and Trainees responsible for such behaviour are liable to dismissal from the training programme.

Jobsplus disassociates itself from any arguments of personal and confidential nature which may arise between Trainees. Action will be taken against the importation of such arguments and issues during lecture time.

The use of alcohol and illegal drugs is strictly prohibited during training programmes and while the person is within Jobsplus' premises. Such occurrence will be liable to criminal prosecution.

13.0 Reporting

Referrals of incidents or events for further action should always be reported in writing. Misconduct incurred by a Trainee from another Trainee during a lecturing session should be reported to the Trainer/Training Coordinator.

14.0 Complaints

Trainees having complaints or wishing to comment on any aspect may do so in writing to the Training Coordinator.

15.0 Other Suggestions

Jobsplus welcomes any suggestions coming from Trainees aimed at improving the programme itself. Kindly use the evaluation sheets disseminated at the end of the module / course or ask Jobsplus' reception desk for further assistance.

We ask you to make the best out of this learning experience and to take advantage of the facilities and opportunities offered by Jobsplus.

16.0 Health & Safety

Jobsplus endeavours to safeguard the health and safety of its staff, training staff, trainees and visitors. The sections below outline the procedures to follow should an emergency develop.

16.1 Fire Prevention

There is always the possibility that a fire could break out at the Training Complex, and the most likely cause of a fire would be electrical. Trainees and Trainers alike are encouraged to:

- Store away any combustible materials from sources of ignition;
- Turn off any electrical equipment they use during training sessions before leaving the room/workshop;
- Limit the use of electrical extension cords to the bare minimum.

16.2 Fire Protection Systems

The Jobsplus Training Complex is protected by the use of automated smoke detectors, an automated alarm system and hand-held fire extinguishers.

Fire extinguishers are placed throughout the building and positioned according to the class of fire anticipated in the area.

16.3 Emergency Evacuation Plan

In the event of a major emergency when an evacuation is required, Trainees should:

- Proceed to the nearest Emergency Exit in an orderly manner,
- Refrain from using elevators,
- Assist anyone who is having difficulty evacuating the building,

- Listen to any instructions given by the Trainer or other responsible personnel,
- Assemble at the designated Fire Assembly Point opposite the Main Reception,
- Ensure that your Trainer has accounted for you,
- Notify your Trainer of anyone who is still unaccounted for,
- Await instructions on when it is safe to return to your training room.

16.4 Medical Emergency

Life-threatening emergencies occur and in the event of such emergency, the Trainee should:

- Remove the individual from any nearby hazards,
- Inform Reception Desk immediately of the nature and location of the injured/ill individual,
- Remain with the individual until medical assistance arrives.