



Atlas Training Services

ATLAS TRAINING SERVICES

Student Handbook

Student Handbook

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1. Introduction:

Atlas training services (ATS) is an Omani company founded in 2022 with the vision to provide a reliable competency development solution and a useful learning experience and to become the most reliable name for competency assurance and training services provision in Oman.

ATS is a training services provider with focus in HSE, risk management and oil and gas industry, providing training courses in all aspects of industry, including drilling, well servicing, completion and well control, Emergency management risk mitigation, firefighting and crisis management.

A list of the courses we deliver can be found on our website <https://atlastraining.co>

You can also pick up a brochure from our office at Aziaba South Area Next to AL MAHA Petro Station, Tely Building, 5th Floor, Muscat, Sultanate of Oman.

2. Nomination / registration:

Prior to registration, learners will be provided with a copy of this booklet. On registration, you will be required to confirm that you have read this student handbook and understood and agreed to the terms and conditions.

Learners will be asked to complete and sign a nomination/ registration Form. The nomination / registration Form must be completed prior to start date of chosen course. Blank nomination forms can be collected at our training center or emailed to you upon request.

3. Identification

During registration stage and prior international examinations your instructor or the admin staff will need to see an approved form of identification for you at the start of your course or the examinations.

You must bring with you at least one form of photographic identification,

Without your ID you might not be allowed to register for the course or undertake the end of course assessment to gain your certificate/qualification.

Proof of ID accepted are:

- Valid Oman citizen or Oman resident Photo identity card
- Signed passport (any nationality)

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4. Pre-course orientation:

Atlas training Services is committed to providing learning support to the learners in all learning stages and understands learners might have queries and require clarifications before registering in the course.

The admin Staff- training coordinator- will respond to any potential queries by emailing the relevant course information relative to pricing, outlines, venue details and other detailed requirements to the learners.

Learners who have further queries that could not be answered by the admin staff will be referred to a course facilitator who is usually a head of department or an approved instructor of the course in question.

The facilitator might answer the queries by phone, email or schedule an online or a face-to-face meeting with the learner to answer queries to the learners' satisfaction if required.

Learner might be also directed to access the accreditation body website, exp; IWCF, IOSH, NEBOSH for further details and supporting material.

Example;

<https://www.nebosh.org.uk/home/>

<https://www.nebosh.org.uk/policies-and-procedures/>

5. Learner Agreement

The purpose of Learner Agreement is to facilitate the learners' better understanding of their right and duties during all stages of learning process. The learner agreement sets out the commitment learners can expect from ATS as their course provider, as well as learners' responsibilities and expected behaviors during the course programme.

Prior to the start date of chosen course Learners will be asked to read, sign and return the Learner Agreement. The Learner Agreement form for your respective course can be collected in our training center or emailed to you upon request.

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6. Malpractice and Maladministration

Malpractice is defined as any activity or practice which deliberately compromises the integrity of the assessment process and/or the validity of the qualifications. Examples of malpractice include but are not limited to:

- Failure to adhere to registration and identification procedures
- Failure to comply with examination requirements and rules.
- Fraudulent claim of certificates.
- Intentional withholding of essential information
- Plagiarism of any nature by learners.
- Submission of false information to gain a qualification

Maladministration is defined as any activity or practice, which results in non-compliance with regulations.

ATS management is obliged to investigate all cases of maladministration. If an investigation results in evidence of maladministration ATS need to impose the appropriate sanction and take the necessary steps to set out in the malpractice and maladministration policy.

A copy of malpractice and maladministration procedure can be collected from our office or emailed upon request.

7. Initial Assessment:

For some specific courses, learners might be required to undertake an initial assessment prior to or at admission stage to evaluate their suitability to attend the course, increasing the chance for passing the final assessment/examination of the training course and to determine whether the learner meets the course's admission criteria.

Initial assessments might be in form of verbal questioning or a written paper and the outcome of the assessment will be communicated to the learner with recommendations and adjustments necessary to register in the course within five business days from the date the assessment took place.

Initial assessment screening can be also arranged at the request of the individual.

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8. Course Fees

Our course fees are structured based on the type of program and its duration.

Learners will be informed prior to registration of the total fee for the course, the amount, the fees structure and inclusions, and due date of any deposit, as well as any additional costs to be borne by the learner will be detailed in the learner agreement.

9. Cancellations / non-show

Learners can cancel their registration prior to the course commencement date as per the terms set in the learner agreement. To cancel your enrolment, you must inform Atlas training Services in writing (letter, email) according to the terms and conditions set in the refund policy detailed in your respective learner agreement.

Learners who are unable to attend or complete their course due to illness or an emergency may defer to the next available course provided they can provide a valid medical certificate for the period in question.

A Written cancellation does not automatically entitle learners to a full refund and learners might be asked to pay some additional fees to defer to next available course. Please refer to refund the refund policy detailed in your respective learner agreement.

10. Arrival time:

Please arrive around 15 minutes before the start of your course. This is to give you time to complete any paperwork before the start of your course.

If you are going to be late, please contact us immediately by phone **24200766**

If you are more than 15 minutes late, and you have not already contacted us, you might not be allowed to join the course or the assessment and you will be considered as non-show.

11. House Rules

To maintain a harmless and positive learning environment, ATS has adopted the following house rules:

Compliance: Comply with all the rules set out in your learner agreement.

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Respect: Treat instructors, staff, and fellow learners with respect and courtesy.

Safety: Maintain a safe and tidy place all the time.

Integrity: Always tell the truth and be honest

Punctuality: Always be on time.

12. Dress Code:

Normal working formal and semi-casual dress comfortable clothing (such as shirts and t-shirts, sweaters and trousers) are accepted.

The general rule to follow is that clothing needs to cover shoulders, upper arms and fall below the knees. It is also not recommended for female candidates to appear in the institute dressed in tight trousers, barebacked tops or low-cut clothing.

13. Reasonable adjustment and Support for Learners with Special Needs

We are committed to providing an inclusive learning experience for all individuals, including those with special needs.

If you believe that you need specific accommodations, adjustments or support, please inform our administration team at least 24 hours prior to your scheduled session. We will do our best efforts to ensure that your learning experience is tailored to your unique requirements.

14. Collection and use of personal information

ATS will only use your personal information for the purposes of delivering training and assessment to you and to fulfil any statutory and regulatory requirements. We may also provide your personal information to 3rd parties in the event of a medical emergency or legal requirements. For more details, please contact our staff.

Personal information which may be collected includes but not limited to: name, date of birth, address, country of birth, nationality, language or gender.

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15. Complaints and Appeals:

Atlas Training Services is committed to promoting an open and transparent communication culture, whereby constructive complaints lead to useful information for the improvement of its services, by providing an easily accessible and responsive complaints handling process for Learners.

Learners have the right to make complaints and to provide feedback about the institute's services and processes. Complaints made to the institute management are considered with courtesy, with due regard to confidentiality, and without fear of prejudicial treatment. All learners are afforded procedural fairness as set out in this policy and the Learners Complaints Procedures.

As per our complaint procedure the learners reserve the right to complaint to the accreditation body is necessary after going first through our complaint procedure.

A copy of Complaints, Appeals procedures and forms can be collected from our office or emailed upon request.

To learn more the NEBOSH EARS policy check the following link

<https://www.nebosh.org.uk/policies-and-procedures/enquiries-about-results-ears/>

Contact Us:

Phone: +968 24200766

WhatsApp: +968 92336942

Email: booking@atlastraining.co

Website: <https://atlastraining.co>

Address: Aziaba South Area, Next to AL MAHA Petro Station
Tely Building, 5th Floor, Muscat, Sultanate of Oman

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