1. **Purpose**

The purpose of this procedure is to is to provide a set of instructions for the registration, administration and filing activities required for the effective delivery of all training programs or courses and training activities and to ensure the provision of high-quality training.

This allows for consistent and accurate record keeping and ensures that all Learners are recorded and certified in accordance with the assessment process that is in place.

1. **Scope**

The scope of this procedure includes all administration aspects in relation to training courses provided by Atlas Training Services.

1. **Responsibilities**
   1. **Training Administrator**

* Upon receipt of all relevant documents from the student, the Training Administrator is responsible for the registering of all students’ information into the records management systems as well as the filing of all registration documents in the relevant folders.
* Upon receipt of all relevant documents from the instructor following the completion of the courses, the Training Administrator is responsible of collecting the completed courses documents and registering of all Learners’ information into the records management systems as well as the filing of all documents in the relevant folders.
* The Training Administrator is responsible for preparing, printing and administering the learner’s agreement and the learner’s handbook to learners.
* The Training Administrator is responsible for preparing, printing and administering the relevant training certifications.
* The Training Administrator is responsible for compiling an attendance record sheet and providing the instructor with the course’s documents and the feedback form before the start of each class.
  1. **Instructors and Assessors**
* All Instructing Personnel are responsible for ensuring that the registration form, the feedback form and the exam sheets are completed by the Learners. They must ensure that all marks and scores of attendees are recorded in the proper course file.
* All instructing personnel and assessors must verify and sign the assessment report and attendance sheets before passing all the documents to the Training Administrator.

1. **Registration of Learners**

Upon confirmation of the learner’ enrollment in a course or qualification, the Training Administrator shall arrange for the learner’s handbook and the learner agreement -when applicable- to be made available upon the arrival of the learner on the first day of training.

For learners nominated by corporate clients, the details of registration, joining instructions and the learner’s handbook shall be submitted by the coordinator to the corporate client representative or focal point.

All Learners should be registered upon arrival at Atlas training Services facility or other premises selected or agreed with the client. The instructor must verify that each Learner is the same person who enrolled and booked for the course. In case of public courses (registrations made by the Learner privately and not through the corporate clients) it is to be ensured that they have filled out the registration form which includes the following minimum information:

* Learner personal details
* Company name (if applicable)
* Job position
* Years of experience
* Contact details (Phone numbers and email address).

1. **Attendance and Feedback Records**

The nominations list will be used as a basis to create an attendance sheet with all course participants’ names. This will be handed to the instructor before the first session commences.

Instructing Personnel shall ensure that at the beginning of each morning and afternoon session an attendance check is carried out. Learners who attend shall sign the attendance sheet and those who fail to attend shall be recorded with a letter (A) as an abbreviation for Absent. Instructing personnel are required to sign each sheet at the end of the course to maintain document integrity.

Instructors are required to ensure their Learners fill out the course Feedback Form that will be used to help improve the course for the future.

1. **Examinations/ Knowledge Assessments**
   1. **Managing Assessments**

At the end of the non- internationally accredited courses, all Instructing personnel are to conduct exams or knowledge assessments to determine whether the Learners pass the course or not. Passing grade is 70%, a retest will be given for participants who got 30% - 69% and participants who got 29% and below will retake the course.

The knowledge assessments should then be marked by the Instructing staff. The instructor should hand over the course reports to the Training Administrator within 1 working day after course completion or within 1 upon the return of the instructor from a location where training was conducted.

All assessments for accredited courses/qualifications shall be in accordance with the accreditation body criteria and relevant assessment processes. The quality assurance of this aspect shall be monitored by the employee holding the accreditation/license for the specific course.

* 1. **Maintaining Data for Incomplete Qualifications**

For all courses that contains various elements that need separate assessments to complete a certain qualification/certification requirement, the following must be implemented:

* The Training Administrator will keep record for all Learners who failed the whole or part of the qualification assessment. The record shall contain the following:
* Details of the candidate (Name, contact details).
* The course title.
* The course dates.
* The assessment dates.
* A section for the elements that are yet to be passed (where the Learner fails).
* The assessment elements will then be used to track, follow up and register the Learner in future assessments to complete the qualification requirement.
* The Training Administrator should keep note of the maximum validity period between assessments to complete a qualification as set by each accreditation body that certifies the course as well as other criteria set by the accreditation body for the completion and awarding of the qualification.

1. **Certification**

Based on the assessment report, the Learners who pass the exam will be issued a certificate. The certificate for internal courses must be generated within 2 working days of receiving the paperwork from the instructor.

It is the duty of the Training Administrator to ensure that the content of the certificate is accurate by verifying the information before printing. This is further checked by the instructor when signing the certificate.

The certificate number should conform to the following referencing:

ATS Serial number / Exp: **ATS3225**

1. **Uploading Data & Document Filing**

Upon receipt of all course documents, the Training Administrator is responsible for ensuring that these records are filed in the appropriate folder. The course record file shall include the following at a minimum:

* Attendance Sheets
* Registration Forms/Nomination Forms
* Learner Assessments Report
* Copies of Certificates and/or Passports (originals are sent to the Learner) signed by the client representative
* Feedback Forms.
* Assessment sheets where applicable. The assessment papers for accredited courses shall be maintained according to the requirements of the accreditation body.
* The training Administrator shall also upload all data onto the Records Management System.