

Administrative Instructions for Trainees of IBS Training Activities held using Class-Based Methodology

Trainees are expected to comply with the procedures and administrative instructions for attending the training activities held using Class-Based Methodology which include the following:

First: Attendance / Absence Instructions:

- 1- Attending training activity's sessions at the predetermined timing. Being late for a training session by more than (20) minutes will be considered as absence from the entire session. The trainer will document attendance within (20) minutes from the start time of each training session before and after the break period.
- 2- Permitted absenteeism should not exceed (20%) out of the total training hours of the class-based training activity.
- 3- Absences, tardiness, and early leave will be pursued and documented through:
 - Trainer's report regarding the attendance/absence.
 - IBS supervisor reports overseeing the session /sessions they are assigned to supervise.
- 4- Each training day will be interspersed with a short coffee break for a maximum of (20) minutes.
- 5- In special cases, some granting bodies for international certifications require IBS to abide to their attendance/absence instructions according to joint cooperation agreements, and the trainees should be notified in advance about it.

Second: Training Activity's Certificate:

- 1- A soft copy of the attendance certificate will be granted to trainees through the IBS digital platform if they do not exceed the maximum allowable absence limit, which is (20%) of the total training hours.
- 2- Attendance certificate will not be granted for trainees whom absenteeism exceeded (20%) out of total activity training hours. Only "To Whom It May Concern" letter will be issued upon request including the actual attended training hours only if his absence rate does not exceed (40%) out of total activity training hours .
- 3- If the trainee is attending exam based training activities; trainee must refer to the related program Administrative and Exams instructions (***as attached with each program***) or the examination requirements for professional certifications from the issuing body.

Third: Training Material and Handouts (if applicable):

- 1- Each trainee will receive a hard and/or soft copy of the presentation material and handouts (a soft copy of the training material will be provided by accessing the training activity on IBS digital platform and clicking on the "Training Material" link available on the relevant training activity page).
- 2- Regarding international certification programs, the material of the certificate will be available as hard copy and/or soft copy according to the certification issuing body and IBS instructions as mentioned within the program's circulation letter.
- 3- Trainees are not allowed to print and/or copy and/or photocopy any training materials (partially or in full) for any reason in a way violating the copy rights and Intellectual property rights laws and regulations.

Fourth: Evaluation of the Training Activity:

- 1- Each trainee have to fill the training activity evaluation form objectively and impartially within a maximum of (5) days from the end date of the training activity. This form covers the evaluation of the training material, trainer performance, organizational aspects, and any other matters related to the training activity. Trainees can access the "Training Activity Evaluation" link available on the relevant training activity page on the IBS digital platform.
- 2- Each trainee's performance will be assessed by the training activity's trainer(s) measuring interaction, comprehension, collaboration with the trainer, and participation in workgroups established by the trainer, based on an evaluation form approved by the Institute for this purpose. The Institute will send an evaluation report after the end of the activity, upon request, to the trainee's institution's management or directly to the trainee if their participation is at their own expense.

Fifth: Instructions for participating in training sessions

1. Log in to the platform website <https://learnerslead.ibs.edu.jo> via the browser or through the dedicated LearnersLead digital platform application. Register as a trainee using the following link: <https://learnerslead.ibs.edu.jo/local/registration/trainee.php> and fill in all the fields before the start date of the training activity, as outlined in the trainee guide for account creation on the IBS digital platform (attached).
2. If trainee wish to register for international professional certification programs, please log in to the "Profile" page and select "Edit Profile." Then, fill in all the required fields. Once completed, click on "Update Profile."
3. Please keep the username and password for accessing the IBS platform every time you log in.
4. Answer the Pre/Post Assessment on the relevant training activity page, according to the nature of the activity, to measure the level of comprehension and the achieved benefits. Taking into consideration that all these instructions in addition to extra details are available in trainee's user manual on the IBS digital platform (attached).

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Sixth: General Instructions:

- 1- Smoking is permanently forbidden inside the classrooms and buildings.
- 2- Soft drinks are allowed only within the previously specified areas.-
- 3- Please keep your mobile phone silent or switched off inside the training hall. Mobile phones are only allowed outside the training halls/buildings.
- 4- Kindly to maintain all facilities and logistics of the Institute.
- 5- The Institute's management is not responsible for any lost personal belongings of trainees left aside.

Seventh:

Compliance with exam instructions and guidelines for taking electronic exams for training activities offered by the IBS, which are based on the exams as a requirement for certification (attached), or with the instructions and policies of electronic exams provided by international certification bodys.

Eighth: Trainees' Services:

Institute of Banking Studies (IBS) provides its trainees with the following services:

- 1- **Administrative services:** For any kind of assistance before and/or throughout the training activity related to:
 - **Admission / Counseling:** Trainees will be provided ,if requested, by admission and registration/counseling and consultation via phone, emails, website, and official social media channels through the related division's staff as follows:
 - **For short training courses and professional diplomas**, please contact us via phone at (+962798008359) and (+962796364072), or send an email to training@ibs.edu.jo.
 - **For international professional certifications**, please reach out to the Institute at (+96265536395 ext. 140, 141, 143, and 144), or send an email to certificates@ibs-jordan.edu.jo.
 - **For activities related to financial technology and innovation**, please contact us at (+962798502006, +962782455074, +962796364973).
 - **Library Services:** Interested trainees through the related division's staff can have access the EMERALD database network for utilizing references and digital journals during the training activity period. Access will continue for ten days after the end date of the activity and they can visit the Library premises to get the service based on the prevailing instructions.

Ninth:

For any inquiries and/or complaints; you are welcomed to pass it through:

- a. IBS supervisor available at the evenings.
- b. The suggestions and complaints boxes distributed inside the Institute's buildings.
- c. Email to the address: complaints@ibs.edu.jo .

Appreciating your cooperation,

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