

Cooperation Bases with IBS Trainers for the Training Activities

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In light of the Institute of Banking Studies (IBS) keenness to assign the best local available high caliber trainers who have the targeted academic and professional certificates, practical experiences, and tremendous training and facilitating abilities, we would like to inform you about the main pillars that IBS will depend on when dealing with its Class-Based and Interactive Distance Learning (IDL) training activities' trainers; in order to achieve a continuous improvement of its training activities and deepen the benefits that the trainees will gain through attending those activities. The pillars are:

First: Trainees and supervisors' feedback and evaluation:

IBS management will rely mainly in measuring the success of its training activities on the feedback received from the trainees through the evaluation form they used to fill out at the end of their training activity (*attachment 1 Evaluation form Items of the training activities*), in addition to the supervisor's report regarding the training sessions he/she monitored in coordination with you in advance. A copy of the evaluation report(s) will be sent to you after/during the training activity in order to enable you to recognize the strength areas to be built up, and the weakness areas to be overcome.

Second: Adherence to IBS administrative requirements for implementing the training activities:

- Commitment to adhere to IBS Trainers' Code of Ethics (*attachment 2*).
- IBS trainers have to comply with the administrative requirements for training the class-based activities in order to assist in supporting a positive and effective training process and environment. The requirements include:
 - To register in the IBS digital platform (Learners Lead) as a trainer when being assigned to deliver a training activity for the first time through the following link:

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<https://learnerslead.ibs.edu.jo/local/registration/trainers.php> .

- If the trainer was previously registered in the platform, please update your information on the platform to the latest version if needed.
- After registration on the platform using your own user name and password; a page of required fields have to be filled by the trainer includes required data and documents and then to press (Save changes) that is required to calculate training fees which will be in the range between (25 – 35 JDs) per training hour.
- To inform us in advance regarding any equipment you may need to implement the training activity.
- To commit to the agreed upon training dates without any cancellation or postpone requests once the training activity was circulated.
- To commit to the agreed upon training duration, sessions' start and end timings.
- To register the trainees' attendance/absence status no later than twenty (20) minutes after the beginning of each training session using the received Attendance/Absent Form which contain trainees' names and sessions' timings. Any tardiness cases after twenty (20) minutes of the session's beginning or any early leave cases needed to be reported/documentated using the "Remarks" field.
- To conduct a pre and post assessments for the trainees at the beginning and end of the training activity to measure the progress the trainees achieved throughout the training, and to incorporate/reflect the results using the Trainees Evaluation Form that you will receive during the training. Some of the International Professional Certification Programs could be exempted, refer to your assignment letter.
- To comply with the daily break timings and duration and not to exceed twenty (20) minutes. Accordingly, the break timing and duration will be set in coordination with the related division's staff in advance.
- To fill out the received Trainees Evaluation Form with all objectivity and impartiality, and to hand it to the related division staff within maximum two

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working days. At any point during the training, you can contact the division staff to pass any comments/complaints related to your trainees.

- To assist in monitoring trainees' compliance with the IBS Class-Based Training Activities Trainees' Administrative Instructions (*attachment 3*) that each of the trainees received previously on their emails.
- To call IBS supervisor in case you needed any assistance regarding the technical equipment and/or if you need to photocopy any document or handouts.
- To forward any comments and/or suggestions related to any new/updated training activity that you suggest IBS can conduct in the near future to the related division at any time.

Third: Training Activity's Material & Content/ILOs/Handouts:

IBS trainers have to consider the following guidance when preparing or utilizing the training activity's training material:

- To provide us by the main content, ILOs, targeted audience of the short training course previously agreed, to be reviewed by the related committee and provide you by any modifications - if available - to be finally confirmed before circulation.
- To adhere to the previously agreed upon main contents of any Short Training Courses while you prepare/update your training material/handouts whether it was in MS PowerPoint Presentations (PPP) and/or MS Word text format. You have to deliver the training material to the related division staff fifteen (15) days prior to the commencement date of the activity in order to be reviewed and approved or requested to be modified and reverted back. You have to commit to use PPP slides in delivering the short training courses whether the material was an edited article or any other form.
- To adhere to the main contents of the training units of any exam-based training activities while you prepare/update/utilize the related training material/handouts whether it was in MS PowerPoint Presentations (PPP) and/or MS Word text format. You have to deliver the training material to the

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related division staff fifteen (15) days prior to the commencement date of the activity in order to be reviewed by the related committee and approved or requested to be modified and reverted back. You have to commit to use PPP slides in delivering the training courses whether the material was an edited article or any other form.

- To include the references that have been used while preparing the training material at the end of that material whether it was from a practical experience, other training materials, scientific research, books, websites, etc..... Also, you can benefit from IBS subscription in (EMERALD) database network for electronic references, research and journals.
- To adhere to cover the whole main contents and/or the reference material for the International Professional Certification Programs as agreed upon in the received assignment letter.
- To update the training material structure and appendices based on best practices and updates and according to IBS Benchmarking and Referencing Model (*attachment 4*).
- To provide the related division by the training material using the received IBS template form (*attachment 5*), and to keep and utilize the first nine PPP slides included in the MS PPP template form.
- To develop and send the detailed training sessions plan/schedule utilizing the received draft template (*attachment 6*) five (5) days prior to the commencement date of the activity in order to be reviewed and approved.
- To pay attention to enrich and link the delivered theoretical issues with their reflection in the real-life and their practical applications through examples, practical cases study, role playing, visual/audio aids, etc., and assure to stimulate each trainee to interact and participate during the training sessions.

Fourth: Training Activity's Language:

- To commit when preparing the training material and delivering the training sessions by the agreed upon language, with reference to terms in Arabic

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language to the main terminologies synonymous in English language during the training sessions if the course was in Arabic language.

Fifth: Technical requirements:

- IBS accredit the interactive distance learning methodology (IDL) using digital platform (Learners lead) and joining the online training session through use name and password or through the link that will be sent to you (as clarified in the guiding manual of delivering training activities through IBS platform (*attachment 7*)).
- If you agreed with the division staff to deliver your training activity utilizing the training halls at IBS premises; then the division will provide you with the available technical and administrative facilities/aids you've requested in advance.
- If you decided to deliver your training activity using the interactive distance learning (IDL) methodology through IBS digital platform outside IBS premises, the minimum technical requirements needed will be:
 - Personal Computer (PC) or Laptop.
 - The latest version of browsers (Google Chrome, Mozilla Firefox) to be downloaded on the PC/laptop.
 - Log in to IBS digital platform website <https://learnerslead.ibs.edu.jo> through the browser on the PC/ Laptop/ Smart Phone) and to register as a trainer through the following link : <https://learnerslead.ibs.edu.jo/local/registration/trainers.php> and to fill all the fields before your first training activity on the platform and to update your personal file periodically.
 - High Speed Internet connection.
 - HD camera/webcam.
 - High quality microphone and clear speakers, or alternatively a Headset.
- To log in at least (15) minutes prior to the start timing of the training sessions.
- To assure uploading the training material on the digital platform after being turned into PDF format. If the training material was presented as PPP format,

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it can be presented by sharing the screen by press “share screen button” option in the (Big Blue Button) session of the training activity.

- To assure uploading the PPP training material, session plan, practical cases, pre and post assessment on IBS digital platform - the page of the training activity (as clarified in the guiding manual of delivering training activities through IBS digital platform) (attachment 7) after being confirmed by IBS.
- For any technical assistance or guidance after reviewing the guiding manual you are welcomed to contact the IT Division staff via the mobile number (+962798502006, +962782455074, +962796364973) or through sending an email to: **t-support@ibs.edu.jo**.

Sixth : The Training Unit’s Exam
(For Trainers of Professional Diploma Programs only):

- IBS assigned trainer must coordinate with the training division staff regarding the exam questions (Multiple choice/ case study), date and timing, exam procedures, and marks structure and to be out of 100% according to IBS Training Programs’ Exam Instructions and Guidelines (Attachment 8).
- To send the exam questions and answers to the training division staff on the first day of the training unit.
- To test the exam in advance at least a day before the exam date to double check the accuracy of the entry process of the exam questions and answers on the IBS platform.

Based on the foregoing, IBS management will refer to all of the above points in deciding continuity of cooperation with any of IBS trainers. In the meanwhile, IBS will not spare any effort to provide any needed success requirements available for its trainers and also to assist in their capabilities development process by coordinating with the related division staff to attend any of IBS Short Courses and get its certificate free of charge.

Appreciating your cooperation and efforts.

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