



5. Trainee Information and Admission to Programs

5.1. TRAINEE INFORMATION

5.1.1 Trainee- centric Information

5.1.1.1 Trainee/ Candidate Malpractice/ Center Malpractice Policy

Scope

All trainees/ candidates and third party employees enrolled in SESP programs or SESP certification courses are covered by this policy with regard to malpractice instigated by the trainee/ candidate.

This policy also includes malpractice by center staff that may affect trainee/ candidate rights and outcomes.

Center malpractice in terms of the scope of this policy is defined as:

Any act, default or practice (whether deliberate or resulting from neglect or default) which is a breach of SQA/ SESP/ Other accreditation bodies e.g. ACCET, NCTVAA or SAQF assessment requirements including any act, default or practice which:

- compromises, attempts to compromise or may compromise the process of assessment, the integrity of any SQA/SESP qualification, the validity of a result or certificate; **and/ or**
- damages the authority, reputation or credibility of SESP or third party accreditation/ certification bodies such as SQA, ACCET, /NCTVAA/ SAQF, or any officer, employee or agent of SESP or the above bodies.

Purpose

This policy is aimed at ensuring the integrity of trainee assessment across SESP through a rigorous approach to support of academic integrity and a process for dealing with academic dishonesty/ center or staff malpractices that affect the assessment/ certification of SESP programs.

Related Policies

- Academic Regulations
- SESP Assessment Policy
- Candidate Complaints Policy
- Trainee Disciplinary policy

Dissemination of the Policy

This policy will be disseminated via the Trainee Induction program, Trainee Administration Office and/or Notice boards, digital screens or SESP website.



The Policy

All malpractices in assessment (by candidates or center staff) will be investigated, reported to external accreditation/ certification bodies where appropriate, and acted on.

1. Trainee/ Candidate Malpractice

Examples of trainee/ candidate malpractice

- **Breaching the security** of assessment materials in a way which threatens the integrity of any exam or assessment — including the early and unauthorized removal of a question paper or answer booklet from the examination room
- **Collusion** with others when an assessment must be completed by individual candidates
- **Copying** from another candidate (including using ICT to do so) and/or working collaboratively with other candidates on an individual task. Examples include:
 - Using other people’s work and calling it their own without proper referencing;
 - Copying directly from the internet, a book, or other source without sourcing;
 - Having someone else complete their assessment work for them;
 - Copying from or talking to another trainee about the assessment in an exam situation;
 - Using a mobile device or passing notes or signalling assessment information in an exam situation;
 - Any scheme that is an attempt to cheat; and
 - Helping someone else to cheat.
- **Misconduct** — inappropriate behaviour in an assessment room that is disruptive and/or disrespectful to others. This includes talking, shouting and/or aggressive behaviour or language, and having a prohibited electronic device that emits any kind of sound in the assessment room
- **Frivolous content** — producing content that is unrelated to the assessment
- **Offensive content** — content in assessment materials that include vulgarity and swearing that is not within the context of the assessment, or any material that is discriminatory in nature (including discrimination in relation to the protected characteristics identified in the Equality Act 2010). This should not be read as inhibiting candidates’ rights to freedom of expression
- **Personation** — assuming the identity of another candidate or a candidate having someone assume their identity during an assessment
- **Plagiarism** — failure to acknowledge sources properly and/or the submission of another person’s work as if it were the candidate’s own
- **Prohibited items** — items that candidates must not have with them at their allocated seat in the exam room because they can give an unfair advantage, including: mobile phones;



electronic devices such as an MP3 players, iPods, tablets, smartwatches or any other device that is web-enabled or stores information; books, notes, sketches or paper; pencil cases; calculator cases; calculator or dictionary (except in specified subjects) — unless any of these things have been approved by SQA as part of an assessment arrangement.

2. Center malpractice

Malpractice can arise for a variety of reasons:

- Some incidents are intentional and aim to give an unfair advantage or disadvantage in an examination or assessment (deliberate non-compliance).
- Some incidents arise due to ignorance of requirements as stipulated by external bodies, carelessness or neglect in applying the requirements (maladministration).

Malpractice can include both maladministration in the assessment and delivery of SQA/SESP qualifications and deliberate non-compliance with SQA/SESP requirements or those of other accreditation/ certification bodies e.g. ACCET, NCTVAA or SAQF.

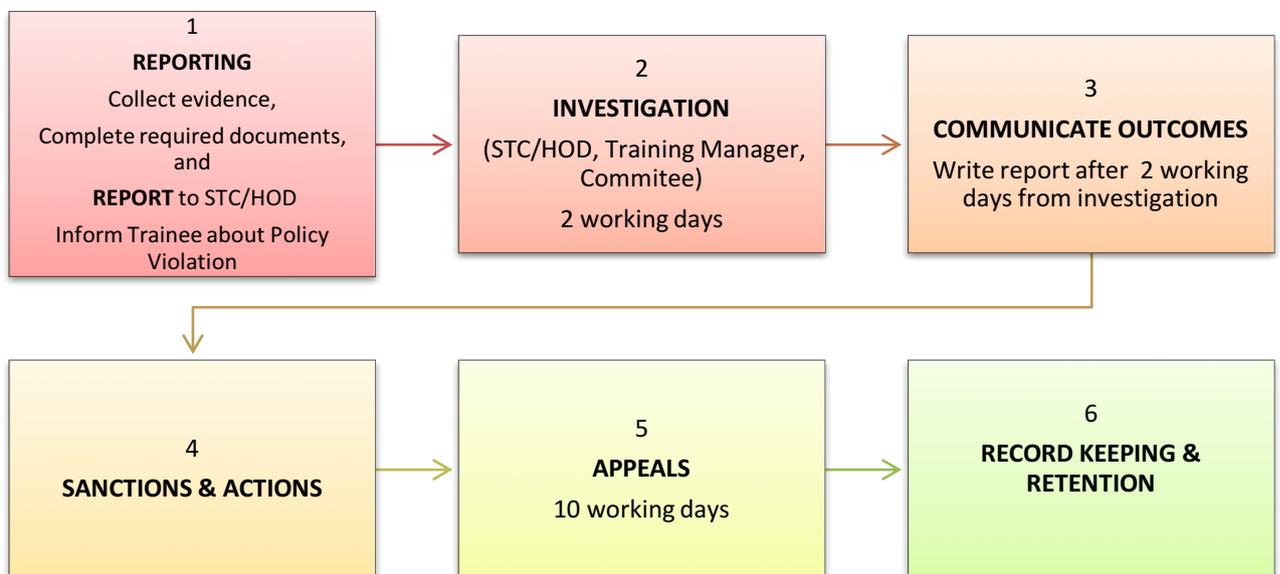
The examples include:

- Managers or others exerting undue pressure on staff to pass candidates who have not met the requirements for an award
- Deliberate falsification of records in order to claim certificates.
- Excessive direction from assessors to candidates on how to meet national Standards.
- Failure to assess internally assessed unit or course assessment work fairly, consistently and in line with national standards.
- Failure to apply specified SQA assessment conditions in assessments, such as limits on resources or time available to candidates to complete their assessments.
- Misuse of assessments, including repeated re-assessment contrary to requirements, or inappropriate adjustments to assessment decisions.
- Failure to apply appropriate processes to ensure fairness in the provision of assessment arrangements.
- Insecure storage, transmission or use of assessment instruments, materials and marking instructions, resulting in a breach of assessment security.
- Failure to comply with requirements for accurate and safe retention of candidate evidence, assessment and internal verification records.



- Failure to comply with SQA’s procedures for managing and transferring accurate candidate data.
- Failing to register candidates within a qualification’s accreditation period.
- Making late registrations to the awarding body for qualifications in their lapsing period.
- Requesting late certification of learners after the certification end date.
- For all SQA qualifications, failure by a center to notify, investigate and report allegations of suspected center malpractice to SQA.
- Deliberately withholding information about circumstances which may compromise the integrity of any SQA/ SESP qualification and/or credibility of SQA.
- Failure to take action as required by SQA and/ or other external bodies, or failure to co-operate with a required investigation in relation to concerns of malpractice.
- For qualifications subject to regulation by SQA Accreditation, of Ofqual or Qualifications Wales, failure by a center to notify, investigate and report to SQA allegations of suspected candidate malpractice.

3. The Process



Stage 1: Reporting suspected malpractice

Who can report suspected malpractices?

- candidates
- members of staff



How to report suspected malpractices

- Complete relevant forms available at Student Services or STC/ HOD.
- Malpractice Investigation Report
- Exam Disciplinary Report (SESP Assessment Procedure Document)

To whom should suspected malpractice be communicated to?

- All communication should follow the appropriate channels.
- Candidates communicate to Student Services, STC, HOD or Academic Leader, Training Manager.
- Staff communicate to Line Manger e.g. STC, HOD, Academic Leader and Training Manager

How Reporting will be conducted

If a teacher or invigilator suspects a trainee of any malpractice e.g. cheating in an assessment event, they will:

- Collect evidence;
- Write a report as soon as possible afterwards;
- Give the report to the relevant Head of Department; and
- Notify the trainee/staff member of the observed incident and inform the trainee/ candidate of the policy violation.

Reporting malpractice to other parties

To Certification Bodies

The ACCET process may be followed if appropriate with escalation to ACCET offices and in accordance with ACCET guidelines.

Any suspected cases of center malpractice must be reported to certification bodies. In the case of SQA -SQA expects centers to bring candidate malpractice concerns for internal assessments to our attention only if:

- the **concern** came to the center's attention after submission of internal assessment marks.
- the concern relates to candidate malpractice for a qualification regulated by SQA Accreditation, Ofqual or Qualifications Wales.
- any candidate affected by a center's candidate malpractice decision, who — having exhausted their right of appeal within the center — wishes to exercise their right of appeal to SQA; or.



- there are other exceptional circumstances, e.g. the center believes that the malpractice case involves a criminal act.

To the Police

- The matter must also be reported to the police if the malpractice involves a criminal act.

Stage 2 & 3: Investigating suspected malpractice and communicate outcomes

Whether intentional or not, all cases of malpractice will be investigated and acted upon, to protect the integrity of the qualification and to identify any wider lessons to be learned.

This will be done by:

- Head of relevant department, independent manager, quality manager as required.

How Investigating will be conducted

The Head of Department will:

- Collect any additional evidence in relation to the Trainee/Staff member;
- Give this evidence and the report to the training manager; and
- Meet with trainee and inform the trainee of the outcome of the investigation and possible consequences.

The Training Manager will:

- Discuss the case with the managing director;
- Appoint a "Malpractice Investigation Committee" comprising:
 - ✓ Head of Department – from another faculty/branch;
 - ✓ Programme Coordinator from another faculty/branch; and
 - ✓ Trainee Advisor.

The Committee will:

- Consider the evidence;
- Interview the Trainee and the teacher or Staff member;
- Write a report with recommendations within 2 days of the investigation;
- Submit the report to training manager, who will advise trainee administration of any action to be taken. The report and any action taken will be placed on the trainee's/ Staff member's file.

Stage 4: Actions and sanctions if malpractice is proven

The candidate or staff disciplinary procedures will be followed if malpractices are proven.



All actions to be taken as a result of malpractice being proven through investigation will be specified clearly in the written feedback on the outcome of the investigation [Malpractice Investigation Report]. All trainees/ candidates will be informed of the outcome, including possible sanctions, of any investigation in writing.

Potential sanctions

➤ Candidate:

Any trainee/ candidate who is found in violation of the Academic Honesty/ Malpractice Policy may be subject to termination from SESP. Helping someone else to cheat is dishonest and may lead to dismissal.

Candidates involved in an investigation of malpractice (whether candidate or center malpractice) must not be given a final, published result for the assessments in question until the investigation is completed, the outcome decided and any appeal concluded.

Related measures for disciplinary actions is covered in the Trainee Disciplinary Policy. These are proposed sanctions subject to approval from the sponsor company and SESP Managing Director.

Malpractice	Sanction/Action
Breaching security	Termination
Collusion	Subject to investigation - Temporary suspension
Copying	Subject to investigation - Temporary suspension or Termination
Misconduct	Subject to investigation - Temporary suspension
Frivolous content	Subject to investigation - Temporary suspension
Offensive content	Subject to investigation - Temporary suspension
Personation	Subject to investigation - Assessment declared void
Plagiarism	Penalty - Assessment declared void
Prohibited items	Subject to investigation - Assessment declared void

➤ Center

Any Trainer/Staff member who is found in violation of the “Academic Honesty/Malpractice Policy” may be subject to termination in accordance with SESP disciplinary policy, e.g. Verbal warning, Written Warning and Dismissal.

Stage 5: Appeals against malpractice decisions

Who can appeal?



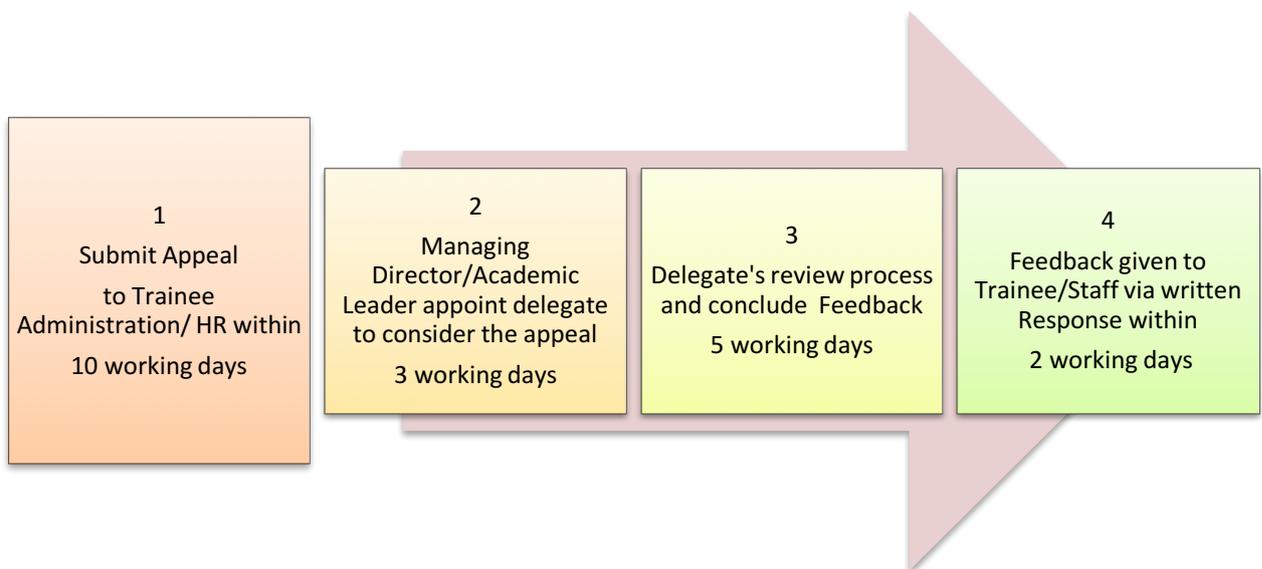
- Candidates and staff have the right to appeal any malpractice decision against them.

How to go about it

- Trainees/ candidates can appeal the decision using the process under:
 - The Trainee/ Candidate Complaints Policy.
- Center staff can appeal a malpractice decision by following the indications included in:
 - The Appeals Policy – Staff.

Appeal Timeline

Trainee Appeals Policy Timeline



Appeals against SQA Decisions

In addition, where malpractice is investigated by SQA, decisions can be appealed.

Centers have the right to appeal a decision where a case of reported malpractice by the center has been confirmed through investigation by SQA.

Centers also have the right to appeal a decision in the case of suspected malpractice by a candidate reported by the center to SQA.

Candidates have the right to appeal to SQA where:

- the center has conducted an investigation, the candidate disagrees with the outcome and has exhausted the center's appeals process.
- SQA has conducted an investigation and the candidate disagrees with the decision.

Stage 6: Record Keeping

- Records of malpractice will be kept on trainee personal file



- Electronic Records are maintained by the Trainee Registration Department on the learner management system permanently. Sponsor companies may request the hard copy academic records, including those for malpractice, after third party audits are completed.

Associated Forms and Documents

- Malpractice Investigation Report
- Exam Disciplinary Report (SESP Assessment Procedure Document)

Accountabilities

Implementation: Training Manager

Compliance: Managing Director

Consequences of Non-Compliance

Non-compliance risks SESP jeopardising its reputation for academic integrity. Academic Honesty is a fundamental principal of the integrity of the trainee.

5.1.1.2 Grading Policy

Now incorporated in the Assessment Procedure - see 9.1.1.3

5.1.1.3 Progression Policy

Scope

This policy provides the framework by which trainee progression can be administered through the academic processes of the Institution's programs, including On the Job Training (OJT).

Purpose

This policy is set out to provide information that will allow trainees to advance through their program in the most effective manner and to know what steps are available to them should they require additional support during the learning process.

The Policy

All trainees will be supported with fair and flexible progression pathways to assist them to achieve satisfactory course progression. Trainees must demonstrate sufficient academic progress to advance from Trimester to Trimester, Year 1 to Year 2, and then Year 2 to OJT. To progress, trainees must demonstrate sufficient academic progress to ensure their safety in, and readiness for, the workplace. SESP shall have fair and transparent procedures to monitor and support trainee progression, process involuntary withdrawals, and provide for graduation of trainees once they have successfully completed all components of the program.

Procedures & Support



Trainees' progress will be monitored on an ongoing basis by instructors, Heads of Department, the Trainee Advisor, and Academic Review Committee through:

- Trainee participation;
- Attendance;
- Summative Assessments; and
- Formative Assessments.

Trainees with a Passing Grade:

- Trainees with a passing grade (A, B, C, D, Ex, TC, CC, or CO) will be automatically progressed to the next level.

Trainees at Risk of Receiving Less Than a Passing Grade:

Teachers will use the Early Alert System to keep Trainee Advisor informed of academically challenged Trainees. HOD, teacher, and Trainee Advisor to agree on an intervention strategy.

- Trainee Advisor meets with academically challenged Trainees to develop remedial plans.
- Teachers, Heads of Department, Trainee Advisor, monitor progress of remedial plans and take appropriate action as may be necessary.

Trainees That Receive One Failure Grade (F) In a Trimester:

A Trainee that receives less than a passing grade in any course for a trimester shall receive an Academic Warning by the Registrar signed by the HOD and considered to be an At Risk Trainee:

- Trainee Advisor prepares a Learning Contract;
- HOD reviews/approves Learning Contract;
- At Risk Trainee signs Learning Contract as a condition of progression;
- Teachers, Heads of Department, and Trainee Advisor, monitor progress of Learning Contract and take appropriate action as may be necessary; and
- Academic Review Committee is presented with the outcome of the Learning Contracts at the conclusion of each contract.

Trainees Who Receive More Than One Failure Grade (F) In a Trimester:

Trainees can progress to the next Trimester with a maximum of two course failure grades as long as Learning Contracts are in place and all remedial learning activities designed have a high margin of success. This Trainee will be placed on Academic Probation by the Registrar and considered an Extreme Risk Trainee.

- Extreme Risk Trainees must obtain prior approval from the SESP Academic Leader and sign an Academic Learning Contract before proceeding with Re-enrolment.
 - Trainees denied enrolment may appeal to the SESP Managing Director



Progression from Trimester Three to Trimester Four

A trainee must complete all Trimester One to Trimester Three courses successfully to progress to Trimester Four.

- On appeal to the Academic Committee one course may be carried over as long as its skills and knowledge are subsumed within another course in a subsequent Trimester.
- Trainees whose appeals have been denied by the Academic Committee may appeal to the SESP Managing Director.

Progression from Trimester 6 to On the Job Training

A Trainee must complete all courses successfully to enable movement onto the OJT component of his program. A Trainee who does not successfully complete all courses from Trimester One to Trimester Six inclusive automatically fails the program and is dismissed from the Institute. Trainees dismissed may appeal to the SESP Managing Director.

Accountabilities

Implementation: Academic Leader
Compliance: Managing Director

Consequences of Non-Compliance

Non-compliance may result in Trainees being progressed without appropriate skills with the consequence of being a high safety and potentially life threatening risk to self and others in the work place.

5.1.1.4 Trainee Activities Policy

Scope

The scope of the policy includes all trainee activities held on training center grounds as well as outings outside of the grounds.

Purpose

This policy outlines the requirements for trainee activities that are not part of a course learning activity and to ensure all activities are conducted in a way that minimises risk to people and property.

Related Policies

- None

The Policy

- Trainee activities that are classified as extra curricula activities must not interfere with the curriculum;



- Participation is voluntary;
- Trainees must attend classes and any other associated activities in preference to extra curricula activities;
- All activities that are to be held on training center grounds must have a trainee Activity form filed with trainee administration;
- Activities must be approved by trainee administration;
- A risk assessment of the planned event is to be signed off by a delegated officer before the event can proceed;
- Where guests are invited to SESP, the guest must meet the proposed objective; provide the context of their engagement prior to the day of the activity;
- A staff member must be present for all activities; and
- Staff must ensure adherence to the visitors on site policy.

Accountabilities

- **Implementation:** Trainee Administration
- **Compliance:** Trainee Administration Registrar

Associated Forms and Documents

- None

Consequences of Non-Compliance

Failure to comply with this policy may result in the cancellation of all extra curricula activities

5.1.1.5 Trainee Assessment Result Appeals Policy

Scope

The Assessment Results Appeals Policy applies to all trainees who undertake a training program at SESP training centers.

Purpose

The purpose of this policy is to ensure a fair appeal process for all trainees regarding matters which relate to assessment results.

Related Policies

Assessment Policy

Dissemination of Policy

This policy will be disseminated via the Trainee Induction program, Trainee Administration Office and/or Notice boards, digital screens, or the SESP website.



The Policy

1. Appeals against assessment results involving such tools as Practicals, Logbook Write-ups, and Quizzes can be done within 1 week from the date of receiving the assessment result.

Stage 1 Assessor – Informal (Give feedback within 2 days)

- The trainee first point of contact is the assessor. Trainee ask assessor to review result, and if still not resolved the candidate can approach the Internal Verifier.

Stage 2 Internal Verifier – Informal (Give feedback within 2 days)

- The trainee second point of contact is the internal verifier. Trainee ask Internal Verifier to review result, and if still not resolved the candidate can approach the STC/HOD.

Stage 3 STC/HOD – Informal (Give feedback within 2 days)

- The trainee third point of contact is the STC/HOD. Trainee ask STC/HOD to review result, and if still not resolved the candidate can request a review by an independent third party.

Stage 4 STC/HOD from different center (Independent third party) – Formal (Give feedback within 2 days)

- The trainee's fourth and independent third party point of contact is the STC/HOD from a different SESP center. Trainee ask in writing (in consultation with student services and center HOD) a different center STC/HOD to review result. The process ends with SESP.

Record keeping and logging of outcome

Changes are made on the Assessment Document and amended in the Grade Book.

2. Appeals against Assessments (Exams) can be lodged within 2 weeks from the date of receiving the assessment result.

Stage 1 Submission of an Exam Appeal (Exam Paper Review Request)

- A Trainee may appeal about a lack of integrity in the process - an appeal cannot be made against the outcome alone.
- The appeal must be submitted in writing to the Trainee Administration within two (2) weeks of the announcement of the decision or report, and should include evidence to support the appeal.

Stage 2 Review Committee

- Delegates will be appointed by the Managing Director/Academic Leader to consider the appeal/Exam Paper Review Request. The Academic Leader will chair the committee.
- Members of Review Committee: Assessor, Internal Verifier, STC/HOD.
- The delegates will review the results and provide a response within two (2) days of receipt of the appeal; and
- The delegate will either:



1. Confirm the original decision or
2. Amend the results

- The academic leader will approve the amendment, if any.

Stage 3 Independent third party, (part of organisation, or another center- process ends with SESP)

- Same as Stage 2, but third party members from a different SESP center review the assessment results
- The decision of the committee is final.

Record keeping and logging of outcome

When a result changes as an outcome of appeal the Academic Registrar will be advised by the Academic Leader and, if applicable, will have the student record on the learner management system amended.

- Changes are made on the Assessment Document, the Exam Paper Review Request, and are amended in the Grade Book.
- A copy is put in the trainee file.

An appeal can be made only once for an individual grade result and all decisions of the delegates involved are final.

Record Retention

- Records of change are recorded in the grade book [electronic], and kept on student file. A permanent record of the grade book is maintained by SESP.

Definitions

Word/Term	Definition
SESP	Saudi Electric Services Polytechnic (the educational institute).
Program	An academic or skills based program of study offered by SESP.
Appeals Committee	An ad hoc committee set up to hear individual grade appeals established for the purpose by the Academic Leader.
Academic Leader	Ultimately responsible for the ratification of the grade appeal.

Accountabilities

- Consultation:** HODs; STCs
- Approval:** Ad hoc Appeals Committee
- Implementation:** HOD; STC;
- Compliance:** Academic Leader/ Managing Director

Associated Forms, Systems and Documents

Prospectus



Exam paper Review Request (SESP Assessment Procedure Document)

Consequences of Non-Compliance

Failure to apply this policy may result in damage to and a loss of academic reputation and integrity at SESP.

5.1.1.6 Trainee Attendance Policy

Scope

This policy relates to all attendance requirements as agreed between SESP and the trainee's sponsoring company.

Purpose

The purpose of this policy is to ensure all trainees and staff at SESP understand a trainee's responsibilities in relation to attendance and punctuality and the consequences of not complying with attendance requirements.

Related Policies

- None

The Policy

When a trainee enrolls at a SESP campus they assume both rights and responsibilities. One of their responsibilities is to attend timetabled classes on a consistent basis, to arrive on time and to remain for the entire duration of the class. Poor attendance patterns affect not only a trainee's ability to attain their own goals, but also impact negatively on other trainees learning, as well as creating stress for teachers.

Trimester Duration: Attendance is considered as active from the first day of a trainee's registration.

Period Absence

Trainees will be marked absent if they:

- Do not attend a class
- Arrive more than 5 minutes late for a class
- A trainee arriving after the initial start time of class will be marked late. For every two times that a trainee is late he will acquire one absence.
- Return to class late after a scheduled break – the above will apply.

Review of Unsatisfactory Attendance

The Trainee Administration and the Training Manager will review trainee attendance records, and in consultation with the relevant HOD issue warnings and initiate the dismissal process by forwarding cases to the Academic Leader as detailed in this policy. The Academic Leader in consultation with



Trainee Administration, the relevant Head of Department, and Training Manager has the ability to approve exemptions from the policy in extenuating circumstances. In granting any exemption from the policy the Manager will take into account the trainee's behavior, academic progress and any evidence explaining absence that the trainee has provided.

Sanctions

Trainee attendance will be recorded and poor attendance will be addressed in the following manner:

- If a trainee reaches 5% absences (nearest whole period) in any one trimester they will be issued a 1st Verbal Warning, by email, SMS and a hard-copy to be signed by the trainee as a receipt of the warning (process by the Trainee Affairs Counsellor - TAC)
- If a trainee reaches 10% Absences (nearest whole period) in any one trimester they will be issued a 2nd final written warning, by email, SMS and a hard-copy to be signed by the trainee as a receipt of the warning (process by the Trainee Affairs Counsellor- TAC).
- Trainees will automatically be put in the dismissal process following any further absence.
- The Attendance Sub-committee (ATC) will investigate the trainee's attendance record further on the trainee reaching 15% absences via the Trainee Report (TDR) and in consultation with the Training Manager, and, should the trainee reach more than 30 absences (18%) a decision based on available evidence, will be made by the sub- committee in consultation with the Managing Director as to whether the trainee can continue or will be dismissed from SESP.
- Trainees who reach 30 absences will be recommended for dismissal from SESP.
- The final decision on dismissal rests with the sponsor (SEC; or local company).
- Trainees that are dismissed during a trimester will receive a "Fail" grade for all units.
- Where appropriate the trainee's parent or guardian will be contacted.

Acceptable Evidence Explaining Absence

Trainees must provide evidence explaining genuine reasons why they were absent from class. This must be an official document such as a medical certificate or a death certificate of a family member:

- Medical certificates must be stamped by the health authority and are subject to approval by the health and safety advisors at SESP
- Evidence explaining absences will be taken into consideration in relation to the issuing of warnings and dismissal from SESP.

Absences or lateness for travelling will not be accepted, and travel for an extended period will require a trainee to withdraw from SESP unless prior approval from the Managing Director.

Extended (Special) Leave of Absences

Occasionally circumstances arise in trainee's lives that require them to have an extended time away from their classes. Special Leave does not count towards the total number of trainee absences. Special Leave consists of:

- ✓ 3 days for marriage



- ✓ 1 day for the birth of a child
- ✓ 3 days for the death of a wife, parent, grandparent or brother/sister
- ✓ 5 days for Hajj (once only)
- ✓ Hospitalization

In these circumstances the trainee should discuss the matter with the Head of Department and Trainee Advisor. The following points apply to special leave of absence:

- The length and frequency of leaves of absence must not impede trainee progress and must be reasonable within the context of the program curriculum.
- A trainee must submit a signed and dated Trainee Application for Leave of Absence form for a leave of absence in advance where possible, together with a reason for the absence. If a trainee does not request a leave of absence as per the above, he will be reported to the company sponsor who will have the right to withdraw the trainee from the program.
- The Head of Department will discuss the impact of the absence on the trainee’s academic progress with the trainee, his teachers, and the Trainee Advisor.
- The trainee record will show an NC grade on the trimester report if assessments are not completed during the trimester. The trainee will attest to understanding the procedures and implications as explained to him regarding his return or failure to return to his course of study.
- The reason for the absence must be identified and evidence to that effect provided on the trainee’s return.
- The maximum extended leave of absence within a twelve-month period is 180 days or one half the published program length, whichever is shorter.
- Leave of absence must be in compliance with any applicable requirements laid down by the sponsor company. If stricter, the sponsor company’s requirements take precedence.

Definitions

Word/Term	Definition
Extended Absence	More than 5 consecutive days in a trimester

Accountabilities

Implementation: Trainee Administration, Trainee Advisor
Compliance: Academic Leader

Information Associated Forms, Systems and Documents

Trainee Application for Leave of Absence form



Consequences of Non-Compliance

Detailed within the Policy

5.1.1.7 Trainee Code of Conduct

Scope

The trainee code of conduct is to be followed by all trainees at all training centers.

Purpose

Respect for the rights of others is a fundamental cornerstone in providing a safe and secure learning environment. Trainees need to know clearly what the standards and expectations for appropriate behaviour are within the academic environment and beyond. The Trainee Code of Conduct provides such guidance.

Trainee Code of Conduct

SESP trainees are expected to conduct themselves honestly, responsibly, and to respect the rights of others. Conduct that unreasonably interferes with the learning environment or that violates the rights of others is prohibited by the standards and guidelines collectively described as the Trainee Code of Conduct.

Violations

Violations of the Code, which occur on property, owned or controlled by SESP or at authorized SESP activities, are subject to SESP disciplinary action. Trainee behaviour may be subject to disciplinary action where SESP determines that the behaviour would likely have an adverse impact on the health or safety of SESP trainees, staff, or guests, regardless of where the behaviour occurs as laid out in the Disciplinary Policy.

A trainee who has been charged with a violation of the Code and refuses to participate in the judicial process, or fails to complete disciplinary sanctions assigned by SESP may be prohibited from courses until the charges or sanctions are resolved to the satisfaction of SESP.

Disciplinary action may be initiated by SESP and disciplinary sanctions imposed against any trainee found responsible for committing:

- Conduct which disrupts the educational activities, services or events provided by SESP for trainees, staff, or guests of SESP; and/or
- All forms of academic dishonesty such as plagiarism, cheating, furnishing false information to the SESP, forgery, and misuse of SESP documents.

Trainees who violate the Trainee Code of Conduct may be subject to progressive disciplinary action or sanctions as follows:



- **Warning:** Trainee is allowed to maintain enrolment at SESP, but will receive written notification outlining the nature of the misconduct and the implication(s) of further misconduct;
- **Reprimand:** Trainee is permitted to maintain enrolment at SESP, but will receive a written reprimand outlining the nature of the misconduct and notification that any future violations may result in probation or dismissal. A reprimand may also include sanctions/ conditions the trainee must meet in order to continue his enrolment;
- **Probation:** Trainee will be permitted to maintain enrolment only under specific conditions. The period of probation will continue until the end of the current Trimester. Trainees who meet the specific conditions imposed will have the probation lifted. Failure to meet the conditions imposed shall result in the trainee's dismissal from SESP;
- **Dismissal:** A trainee who is dismissed from SESP shall be withdrawn from the College and not permitted to the institutional grounds or buildings any materials loaned from the Institution will be returned immediately.

Disciplinary Procedures

Violations of the Trainee Code of Conduct shall be reported using the Trainee Disciplinary Report (TDR form) in writing to the Head of Department or his designee. The Head of Department or designee has the authority to reprimand and/or authority to place a trainee on probation. Only the Managing Director or designee has the authority to suspend or dismiss a trainee.

Types of Violations of the code of conduct may be but not limited to:

Safety:

- Does not wear safety attire
- Does not wear Identification badge
- Does not follow safety rules and instructions

Behavioural:

- Frequent tardiness
- Often over – tired
- Bad conduct in class
- Not cooperative in class
- No books / leaving books behind
- No study equipment

Study Habits:

- Does not complete homework
- Does not complete quizzes and tests in given time
- Over – dependent on Instructor
- Poor practical skills

Trainees that receive TDRs will be subject to the following:

- If a trainee receives two TDRs in any one trimester, Trainee Administration will issue a 1st Verbal Warning, by email, SMS and a hard-copy to be signed by the trainee as a receipt of the warning.



- If a trainee receives three TDRs in any one trimester, the relevant Head of Department will issue a 1st written warning and reprimand, by email, SMS and a hard-copy to be signed by the trainee as a receipt of the warning.
- If a trainee receives Four TDRs in any one trimester, the Academic Leader will issue a 2nd written warning putting the Trainee on probation, by email, SMS and a hard-copy to be signed by the Trainee as a receipt of the warning.
- If a Trainee receives six TDRs in any one trimester, they will automatically be processed for dismissal.

Review of TDRs

During the processing of TDRs at each step, the issuer of the trainee communication must check and audit the validity of the TDR taking into account all issues and events involved and in consultation with the Trainee Advisor.

5.1.1.8 Trainee Discipline Policy

Scope

All trainees enrolled in SESP programs or certification courses are subject to the trainee discipline policy.

Purpose

The purpose of this policy is to maintain and preserve an environment that is conducive to learning for all trainees and conducive to working for all staff of SESP.

The policy applies only to serious breaches of discipline, that sit outside routine class management practices. It is expected that most matters would be effectively managed by the teacher in conjunction with the trainee administration, Trainee Advisor and relevant Head of Department covered in the Trainee Code of Conduct.

Disciplinary action may be initiated by SESP and disciplinary sanctions imposed against any trainee found responsible for committing, attempting to commit, or intentionally assisting in the commission of any of the following categories of conduct prohibited by the Code.

- Behaviour which causes or threatens harm or injury to others. This includes assault of any nature, and/or discrimination or harassment;
- Behaviour which causes or threatens to cause damage to SESP property or the property of others including, theft, vandalism;
- Any illegal activities.

It does not apply to academic dishonesty, which is covered by a separate policy.



Related Policies

Academic Regulations
Academic Honesty Policy

The Policy

A suspected breach of discipline must be reported, by trainees or staff, as soon as is practicable to the Head of Department and/or trainee administration.

- This report will be considered by the Head of Department / Trainee Advisor and appropriate inquiries conducted to determine if a breach of discipline has occurred;
- If a breach of discipline has not occurred no further action will be taken;
- If a breach of discipline takes place a written notice (1st Warning) will be served on the trainee detailing the breach. This notice will also advise the trainee that only two (2) formal warnings will be issued and that a third breach will lead to dismissal from SESP;
- Should a second breach of discipline occur the trainee will be advised that he is suspended from SESP and cannot attend class until he attends the training center with his guardian to be interviewed by the Head of Department / Academic Leader. At this interview, the trainee and guardian will be advised that this is the second breach of discipline and that a third occurrence will lead to dismissal. At this meeting the trainee and guardian will be given a written notice (2nd Warning) explaining the circumstances of the breach;
- If a third breach of discipline occurs the trainee is dismissed from SESP; and
- A dismissed trainee (and his guardian) has the right to an interview with the Managing Director of SESP, who was not involved in the decision to dismiss, as an appeal process.

Definitions

Word/Term	Definition
Breach of Discipline	Conduct that interferes with the reasonable freedom of any person at SESP to study, work or participate in activities. Conduct that is prejudicial to the management of SESP.
Dismissal	Expulsion from SESP until such time that the decision may be reviewed by senior management.

Accountabilities

Implementation: Head of Department / Trainee Counsellor
Compliance: Managing Director

References and Related Information

- None

Associated Forms, Systems and Documents

Prospectus
1st Warning Letter



2nd Warning Letter
Dismissal Letter

5.1.1.9 Trainee/ Candidate Complaints Policy

Scope

The complaints policy applies to all trainees who undertake a training program at SESP training centers.

Purpose

The purpose of this policy is to ensure that all candidates have a right to complain to SESP or seek redress from appropriate accreditation/ certification bodies about assessment-related matters (but not assessment judgements), once they have exhausted the center's complaints procedure.

Related Policies

Trainee/ Candidate Malpractice/ Center Malpractice Policy
Assessment Policy
Trainee Appeals Policy
Surveys

Dissemination of the Policy

This policy will be disseminated via the Trainee Induction program, Trainee Administration Office and/or electronic signage, Notice boards, or the SESP website. .

The Policy

Candidates can complain about to the following matters e.g. lack of student support, trainers or assessors, or facilities. Exceptions are complaints against admissions decisions, bursary and other financial awards.

This policy cannot be use to challenge assessment decisions – the center's "Trainee Appeal Policy" should be used for this.

Complaints can be informal or formal.

➤ Informal Complaints Procedure

1. Informal complaints can be made at student services, with trainers, line managers such as STC or HOD, candidates have 1 week to complain about an issue, once the issue has arisen.
2. Deal with complaint, take preventive or remedial measures, e.g. convey the message to the relevant parties. Give feedback to the complainant within 2 days.
3. If the case is resolved, close the case, if not a formal complaint can be launched by the complainant.



➤ Formal Complaints Procedure

1. Put complaint in writing, within 1 week from the date the issue arose. Complainant can proceed directly with a formal complaint if they feel the informal complaint did not resolved the issue.
2. Formal complaint can be handed in at Student Services/ STC or HOD. The email addresses are available at student services for the different campuses.
3. The complaint can take the form of a letter, email or the "SESP Complainant Form" can be used. The form is available at Student Services.
4. All complaints are considered and acknowledged.
5. All complaints will be investigated and feedback will be given via a written response within 1 week from the date the issue arose.
6. Formal complaints will be investigated by a complaints committee consisting of senior management i.e. STC/HOD and Academic Leader.
7. If the issue is not resolved it will be referred to the Academic Leader and Quality Assurance Manager for a final decision. During the appeal process the all documents and prior meetings will be reviewed. The feedback will be given in 5 working days in writing.
8. Should there be no resolution to the satisfaction of the trainee/ candidate, the candidate may raise his complaint to the appropriate accreditation/ certification body,

➤ Recording of complaints

1. All training centers should keep a record of formal complaints, complaints should be analysed and documented in the PAEC report. [Complaints made through survey tools should also be addressed in the report].
2. A survey can follow if the investigation committee agrees there is a need for more information related to the issue.

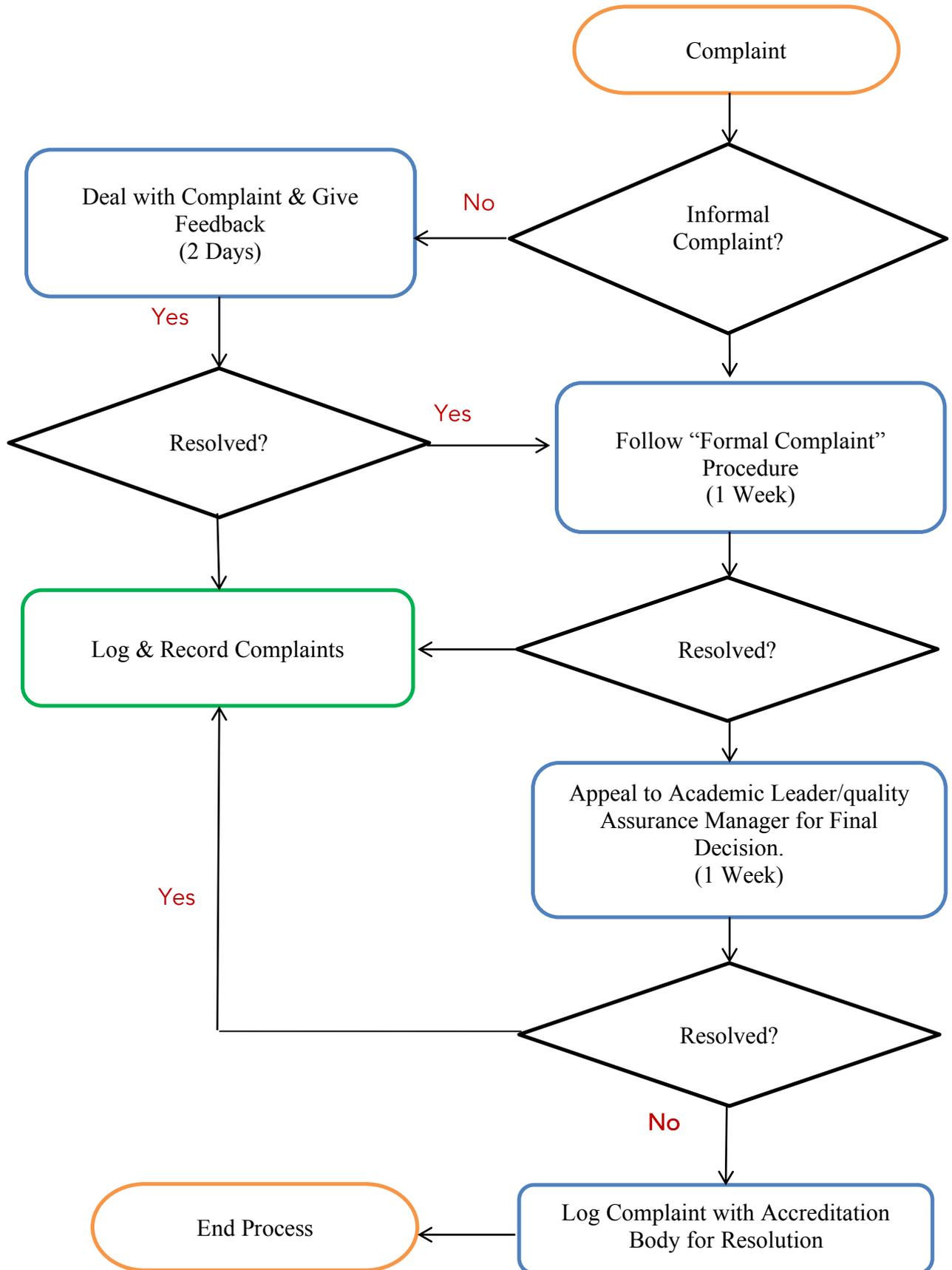
➤ Escalation of complaints

1. Formal complaints can be escalated to SQA, once the SESP procedures are exhausted.

Intentionally Blank



Flow diagram of Complaint Process





Definitions

Word/Term	Definition
Complainant	A person who makes a complaint

Accountabilities

Implementation: Trainee Administration

Compliance: Academic Leader

Associated Forms, Systems and Documents

Candidates Complaints Form

Complaints Register

5.1.2 Trainee Data

5.1.2.1 Privacy Policy

Scope

This policy covers SESP staff and trainees, clients and prospective trainees.

Purpose

This purpose of this policy is to describe the rights and obligations with respect to personal information that is collected, used and stored at and by SESP. The policy also describes similar rights and obligations in relation to third parties who process a SESP candidate's personal data.

Related Policies

Code of Conduct and Ethics

The Policy

- An individual's personal information will only be collected when necessary for functions or activities relevant to SESP business
- Individuals will be informed of the purposes for which SESP collects personal information
- Personal information will only be used for the purposes for which it is collected
- Information collected, the method of collection, by whom it is to be collected will be clearly explained
- For any personal information stored at and by SESP, individuals will be informed of the information being kept, reasons for storage, for how long and by whom that information will be stored
- Employees may request access to their personal information and correct any information pertaining to them



- SESP will take reasonable steps to protect personal information it holds about individuals from unauthorized access, modification or disclosure
- SESP will implement procedures to ensure information that is collected, used or disclosed is accurate and up to date
- Given that SESP conducts academic business with European bodies, SESP endeavours to ensure that its practice is GDPR- compliant according to the above points
- SESP also indicates to its trainees/ candidates in their induction that third party agencies, for example SQA, operating in Europe, must comply with the GDPR with regard to privacy-related issues and set out privacy statements. The trainee/ candidate is informed that the SQA privacy statement details
 - the personal information processed by this agency
 - what they do with this information, the legal basis for processing the information
 - who they share this information with
 - the rights of the data subject
 - how long they keep the information
 - SQA also indicates that it protects information it processes for international centers and candidates by using appropriate measures.

Definitions

Word/Term	Definition
Personal Information	Information or an opinion that is recorded in any form, whether true or not, about an individual whose identity is apparent, or can be reasonably ascertained, from the information or opinion.
GDPR	General Data Protection Regulation [European regulation for the protection of personal data]

Accountabilities

Implementation: Human Resources, Trainee Administration
Compliance: Manager, Human Resources

Associated Forms, Systems and Documents

Trainee Release of Information Policy

Consequences of Non-Compliance

Failure to apply this policy may be considered a breach with regard to the treatment of personal data. Disciplinary action will be managed according to Disciplinary procedures.



5.1.2.2 Records Management Policy

Scope

This policy applies to any record format created received or maintained, electronic or hard copy, by SESP staff or anyone performing work on behalf of SESP including contractors and consultants in the course of carrying out an SESP function or activity.

All staff, consultants and contractors performing work on behalf of SESP must comply with the procedures issued in accordance with this policy.

Purpose

The purpose of this policy is to ensure that records management and information systems support business operations, cater for future expansion and needs, enable accountability requirements to be met and facilitate access to records based information. The policy will ensure that records are created, protected, stored, circulated and disposed of appropriately.

Related Policies

Trainee Information Release
Privacy
ICT

The Policy

Records Management Program

- Responsibility for records management will be assigned to a position;
- Departments are responsible for making arrangements for managing the records relating to their functions;
- Head of Department is accountable for the effective management of the unit's records; and
- Each staff member is accountable to manage records in accordance with authorized protocols.
-

Creation of Records

- All staff are obliged to create and maintain records which adequately document the activities in which they take part;
- Professional judgement is required to ensure records are created that will maintain critical decisions and corporate knowledge;



- Records must be created which document decisions and commitments including oral decisions, telephone conversations, emails and decisions made at meetings and other events; and
- All records must be contained in an official file.

Protection of records

- Staff must not relinquish control over, damage, alter or destroy records of SESP without authorization from the Academic Leader or Managing Director;
- Records must be appropriately maintained, stored and preserved; and
- All records, electronic and hard copy must be accessible and retrievable with appropriate security access.

Disposal and destruction of records

- All critical records must be retained;
- Staff may not destroy or dispose of records;
- Staff wishing to initiate the disposal of records are required to contact their line manager;
- Confidentiality of records must be maintained when transporting or destroying material; and
- Records created by SESP staff in the course of their duties may be destroyed by the two following methods:
 - Shredding
 - Chemical destruction.

Definitions

Word/Term	Definition
HOD	Head of Department
Record	Information created (electronic or hard copy), received and maintained as evidence and information in pursuance of legal obligations or in the transaction of business.
Disposal	The final outcome concerning records that includes either destruction, further retention or transfer to company archives.
Destruction	Refers to both the physical destruction of records on paper or microform and the permanent deletion of data from analogue and digital media.

Accountabilities

Implementation: All staff
Compliance: All managers

Associated Forms and Documents

- None

Consequences of Non-Compliance



Non-compliance to this policy could result in SESP being in breach of legislation. Accreditation and registration would be at risk.

5.1.2.3 Release of Trainee Information Policy

Scope

The scope of the policy includes the gathering and release of trainee information to the trainee, staff and third parties.

Purpose

This purpose of this policy is to ensure that the confidentiality of trainee information is maintained and that the release of information or data exchange is carried out in such a way as to be compliant with European guidelines contained in the GDPR.

Related Policies

- Code of Conduct and Ethics
- Privacy

Policy

- All information relating to trainees in SESP must be stored securely and only accessed by authorized staff
- A trainee should be allowed access to their own personal information in order to update or amend that information. Proof of identity must be obtained before release of the information is given
- Information relating to trainee data may be released to an approved agency
- Trainees/ candidates are made aware in their induction that some approved agencies, in this case SQA, collect personal data on candidates in order to identify and certificate diploma candidates. SQA also stores information on qualifications taken by SESP candidates. This information comprises the candidate's name, program to be certified and the polytechnic's address
- Information relating to trainees must not be released to non-approved third parties without a trainee's written consent. The only exception to this rule is in case of a legal or police matter where the request is put in writing and approved by the Managing Director
- Personal information must only be collected for the purposes of supporting the functionality, goals and objectives of SESP.

Definitions

Word/Term	Definition
Trainee Information	Any information whether personal or academic gathered and held by SESP
Personal Information	Name, contact phone numbers, passport number, date of birth, employer information, disabilities
Academic Information	Attendance and assessment grades



Third Party	An individual or organization requesting information other than the trainee
GDPR	General Data Protection Regulation, as applied in European member states [followed by SQA].

Accountabilities

Implementation: Registrar
Compliance: Academic Leader

Associated Forms and Documents

None at the time of publication

Consequences of Non-Compliance

Failure to apply this policy may result in the release of personal and academic information without consent. Unauthorised release of trainee information may lead to disciplinary action.

5.1.2.4 Completion and Graduate Tracking Policy

Scope

The scope of the policy includes completion and placement tracking data collection for all graduated cohorts.

Purpose

This policy seeks to ensure the completion rates are able to be produced and documented. The Placement rates will be calculated but not reported, given that all SESP graduates are placed with their company sponsors.

Related Policies

- None

Policy

SESP as an institution will document completion rates for its programs. Additionally, SESP hereby states that all SESP graduates are placed with their company sponsors.

To complete, trainees must undergo a campus based training (program) before completing On the Job Training requirements with their companies (OJT can vary in length between 3 months and six months). At this point the trainees will graduate and receive their certificate and transcript and will be included in completion data.



With regard to placement, those students who have completed program requirements are still contracted to their company sponsors and bound to continue their training with that company until such a time that they enjoy full rights pertaining to being a company employee. On this premise, SESP will not monitor placed trainees beyond the six months of OJT.

SESP documents the results in order to demonstrate clear and positive outcomes from the training. Completion and placement records will be maintained in an orderly, comprehensive, verifiable and accurate manner for all trainees. The completion and placement data will include sufficient information for regularly calculating the percentage for completion and training-related job placements in a prescribed format and time frame.

While SESP understands that completion rates might be useful to company sponsors and by association, the trainees sourced by these companies, the nature of the trainee and specifically, the condition of already being employed by the sponsor company leads SESP to conclude that the collection of placement data will serve no useful purpose.

Definitions

Word/Term	Definition
Completion	The number of participants who successfully complete the program/ course/session for which they enrol and for which a transcript and certificate has been issued.
Completion/ Job Placement Benchmarks	The completion benchmark for graduate cohorts completing a program and moving into employment is 67% and 70% respectively.

Procedures:

1. Data for vocational programs will be collected, documented, and analysed by SESP.
2. The graduate tracking employment verification form is the data collection instrument to be used for all vocational programs covered by the policy.
3. Data collection for the documentation of completion data in relation to professional development programs/ certifications data should be appropriate to the length of the program, terms of obligation, and graduation dates.
4. Should benchmark data fall below permitted levels then SESP will participate in the following reporting requirements:
 - A. A report will be written with a detailed analysis and explanation of the reasons for the below-benchmark rates. This report will provide any mitigating circumstances that are pertinent to the program(s) offered which do not meet the benchmarks.
 - B. The report (A) will also include an operational plan for improving these rates within a designated time frame
 - C. The report will be made available to any accreditation body that so requires such reporting.

Forms: Graduate Tracking Employment Verification form

Accountabilities:

Implementation: Registration; Academic Leader



Compliance: Managing Director

5.2. ADMISSION TO PROGRAMS

5.2.1 General

5.2.1.1 Transfer of Credit Policy

Scope

This policy applies to potential trainees wishing to transfer to a SESP training facility, and trainees wishing to transfer to a non- SESP training facility or between programs

Purpose

This policy seeks to ensure the fair and equitable treatment of students relative to transfer of credit. The following underlying principles guide to the application of SESP's policy on transfer of credit:

1. The best interests of students are served by facilitating the transfer of prior credit earned.
2. The provision of timely, accurate and unambiguous information relative to the transfer of credit policy serves the public interest.
3. The evaluation of transfer credits by receiving institutions must be implemented in a fair, reasonable, and consistent basis.
4. SESP seeks to ensure an appropriate balance between the benefits of credit transfer for trainees and the integrity of the credentials awarded by the institution.
5. The autonomy of the receiving institution's decision to award or reject.

The purpose of this policy is to ensure clear guidelines to the implementation of a fair and equitable transfer of credit policy.

Related Policies

- None

The Policy

Transfer of Credit to SESP

Any request for transfer of credit must be addressed in the first instance to the Academic Leader of SESP. Transfer of credit will only be considered where the corresponding course grade obtained and considered for transfer is at or over a GPA of 2.00.

- A. SESP considers transfer of a trainee between SESP training centers, between programs and with compliance regarding either of the following requirements:



1. The trainee's company authorizes such a transfer of credit for a trainee applying for a transfer between SESP centers (the trainee complies with the sponsor company's established guidelines/ requirements).
- B. For a transfer between programs, the trainee's transcript to date identifies successfully completed courses that are eligible to be taken into account for prior credit.

A trainee may also request transfer between programs if:

1. The trainee demonstrates some incompatibility with the program that was not previously known.
- C. A trainee may also request transfer from other institutions* if he complies with the following:
1. The institution from which the transfer is made must be accredited by an agency acceptable to SESP and to SESP's accrediting partners.
 2. The trainee is required to submit his original official transcripts of all previous trimester/semesters of study to SESP authorities for verification.

In order to guarantee the quality of the credit, the trainee's prior credit to be considered is for courses where the medium of instruction has been in English and in a similar program or in an institution where similar programs are conducted. Such an institution must demonstrate that its programs align and are consistent with established recognized industry training standards.

3. To this end the following documentation is required:
 - a. The transfer applicant must have obtained a GPA of 2.0 for such a course credit (transcript with evidence of course credit).
 - b. Syllabus of course to be considered.
 - c. Program outline (evidence of comparability of program).
 - d. Institutional Catalogue (evidence of meeting recognized industrial training standards).

*Please note: SESP has no legal or articulation agreement with any institution in Saudi Arabia with regards to the transfer of trainees into its programs. The training manager first considers the accredited status of the original institution, and then compares the syllabi of all courses studied to those of the program and then decides the courses the student can be exempted from. The evaluation of transfer credits by SESP is implemented in a fair, reasonable, and consistent basis.

Trainees have the right to appeal a first credit decision by providing new documentation that might lead to the overturn of the decision made. The final decision taken by SESP regarding the transfer of credit is final in all of the categories A-C.

No administrative fees are assessed for testing, evaluation, or granting transfer of credit in either category A, B or C.

Transfer of Credit to another Institution



1. SESP undertakes to assist any trainee who requests transfer of credit to another institution, providing guidance or counselling and providing an official transcript, syllabi, or course outlines as per the request of the trainee.
2. It will take steps to ensure that any statements made by SESP relative to the acceptance of any coursework accepted by the other institution have documented evidence to that effect.

Accountabilities:

Implementation: Registrar; Academic Leader

Compliance: Managing Director

5.2.1.2 Admission to Programs Policy

Scope

This policy applies to all prospective trainees wishing to take up a place on a SESP program at Diploma and Associate Diploma SAQF level.

Purpose

This policy seeks to clarify entry procedures relating to the two entry pathways: through Saudi Electricity Company and through other non-SEC companies. SESP does not accept individuals to the Associate Diploma and Diploma programs without company sponsorship.

Related Policies

Transfer of Credit Policy

The Policy

As per the Quality Management System Manual, the policy determines that:

1. All programs will accept trainees for entry when identified by their sponsor company as able to complete their program of study.
2. Any changes to entry regulations will follow the Institution's approval requirements for Program changes.
3. When the criteria for entry (previous academic record / demonstrated competency) exists, the reason for the inclusion of such criteria must be documented and approved by the relevant Committee.

This policy also states that:

- Admission may only be offered to Saudi nationals who are post-high school graduates over the age of 18



- Admission is granted to programs that lead to the occupational level of technician or skilled helper unless otherwise stated
- Prospective trainees with special needs requirements must obtain a certification from their sponsor as to the suitability of the candidate for the proposed program of study and training
- Admission to a program, where granted, is granted on condition that the trainee adheres to all rules and regulations made known to the trainee on entry. The trainee is required to actively engage in the induction process, understand this undertaking in full and sign to this effect.
- No type of financial aid/ financial assistance/ tuition scholarship is provided by SESP.
- ATB (Ability to Benefit) is not applicable to company placed trainees at SESP (no financial aid is available from either the company sponsor or SESP) and no ATB test is administered.
- SESP undertakes to provide timely and accurate information to the applicant regarding the program and courses of interest to him.
- No unreasonable barriers have been created which could prevent the prospective trainee from gaining access to his education and training.

Admission regulations

➤ Saudi Electricity Company Trainees

To be eligible for admission to Saudi Electric Company (SEC) - sponsored programs at SESP, trainees must:

1. Currently be employed by their sponsor.
2. Comply with their sponsor's training requirements.
3. Meet the minimum age requirement of 18 years old.
4. Be proposed by SEC for a SESP program.

The above applicants for training at SESP must complete the admissions process in its entirety with the Saudi Electricity Company.

➤ Companies Other than SEC

Admission requirements include a SESP screening process that identifies those potential applicants who are deemed capable of successfully completing the training and only these trainees will be offered a place.

SESP admission requirements for non-SEC trainees include:

1. Inclusion in the company list of candidates to potential training at SESP
2. In possession of a Saudi National Identity Card
3. Grade 12 High School Certificate
4. Successful interview (Demonstrating basic knowledge of math and English language)
5. No prior dismissal or withdrawal from a SESP program



6. Physical fitness capabilities associated with certain job characteristics
7. Compliance with the minimum age requirement of 18 years old

On the successful completion of the interview stage, the applicant must successfully complete a medical check.

Successful trainees who comply with all requirements including the medical check will be eligible for admission and informed regarding the date of commencement of the program.

Accountabilities:

Implementation: Registrar; Academic Leader

Compliance: Managing Director

Intentionally Blank



6. Trainee Guidance and Support

6.1 TRAINEE GUIDANCE

6.1.1 General

6.1.1.1 Trainee Guidance Policy

Scope

This Guidance Procedure applies to all trainees and students enrolled in programs, courses and subjects offered, across all SESP campuses.

Purpose

The purpose of this policy is to provide a framework for the provision of trainee guidance. SESP is committed to improving institutional effectiveness by the provision of appropriate guidance services to trainees and staff. SESP seeks to enhance learning by ensuring that the Institution's policies and practices seek achievable learning outcomes for all trainees. This can be brought about in part by providing appropriate support services to ensure equitable outcomes. The policy will provide information on the goals of the guidance processes in place, and the role of the counsellor.

Related Policies

Trainee Support Policy

The Policy

Overview

SESP implements a guidance procedure for its trainees to ensure that information is available to allow students to make informed choices with regards to their respective programs of study. Trainees should be able to gain access to this information through both orientation sessions and through leaflets/ booklets/ manuals. Information will be delivered, in the first instance, in form of the Trainee Manual, to be distributed to trainees upon enrolment at SESP and during the orientation session. During this orientation session, all trainees are made aware of the guidance and support services available and how to access them. These are listed in the Trainee Manual. Advice and guidance is available ensure trainees have the best possible opportunity to succeed in their program, with additional guidance for further training/study programs after and how to best use their newly-learnt skills in the world of work. SESP also offers pastoral guidance for trainees, offering help and advice with any personal issues that may arise during their time as a student of the institution. SESP is committed to the wellbeing of all students.

The goals of SESP's guidance process are:

- Facilitate the transition into the college and course/program of study.
- Support the development of a good study environment.
- Reduce drop-out rates and ensure students complete courses.



- Assist the students with the planning of their studies and helping them make qualified and reflected choices during the program.
- To offer this support, SESP has a trained guidance counsellor available at each campus, who is on hand to offer these services to students. The roles of the trainee guidance counsellor are:
 - Be visible, accessible and proactive.
 - Provide guidance on studies and employment-related issues.
 - Provide guidance on questions concerning well-being, teaching and exams.
 - Handle career guidance with regard to SESP program options if available.
 - Support and prepare trainees for the transition from SESP to the labour market.
 - Collect and disseminate knowledge about potential and current students as well as to provide contacts to previous students (when necessary).

Policy Outline

SESP's trainee guidance procedure seeks to deal comprehensively with any issues:

- A trainee may be recommended for guidance by a teacher or member of support staff.
- A trainee may seek the services of the counsellor of his own volition at any time.
- Each trainee is dealt with on a case by case basis with guidance being delivered specifically to help resolve the individual issues of the trainee.
- Counselling sessions are confidential to the student. Unless they have the student's prior consent, the counsellor will not pass on to a third party any information regarding a student's attendance, their presenting issues or their ongoing issues.
- In exceptional circumstances the counsellor may take the decision to break confidentiality, with or without the student's consent, if necessary where in his professional judgement: there is a risk of the student seriously harming themselves or being harmed or there is a risk of another person being harmed or, finally, there is a risk of a serious crime being committed.

The ultimate goal of the counsellor is to resolve any issues of students in a timely and appropriate manner. SESP is committed to effective policies and procedures, which are accessible, appropriate and fair, for resolving trainee complaints.

Accountabilities:

Implementation: Trainee Counsellor
Compliance: Academic Leader

6.2 TRAINEE SUPPORT

6.2.1 General

6.2.1.1 Trainee Support Policy

Scope



This support policy applies to all trainees and students enrolled in programs, courses and subjects offered, across all SESP campuses.

Purpose

The purpose of this policy is to provide information to trainees on where to find support when faced with varying needs.

Related Policies

Trainee Guidance Policy

The Policy

Support Procedure Overview

This trainee support procedure aims to provide clarification on the level of support SESP provides to trainees enrolled on programs and courses at the institution. The core policy student support systems of SESP aim to create a safe and supportive environment for trainees. An overview of the various core support systems is given below.

Remedial support will be made available to all trainees through the HUB. Trainee Counselling will be located in the HUB (central building on all SESP campuses), the counsellor's role being to offer pastoral support and guidance for students by closely monitoring reports, registers and feedback supplied to him through student services, teachers, registers and directly from the students themselves.

Student Services monitor the progress, attendance and grades of all trainees enrolled on SESP programs. They liaise with trainees directly providing support and referrals to the Trainee Counsellor where necessary. Student Services consist of the Training Manager, registrars, advisors and office administrators. These services are to be made available to students as and when appropriate.

SESP will seek to encourage leadership qualities and team work with the trainees themselves to play a fundamental role in the support services at the training centers. SESP seeks to empower its trainees by allowing them to play an active role in supporting other students with the hope of fostering strong links between the student body and the training center. Trainee Hosts, ambassadors, and class captains are some of the various roles available to exceptional students. Typically, students selected for these roles are handpicked and appointed by teachers, guidance counsellors and the Training Manager after demonstrating their capability during their time in the college. They will be supported throughout their time in these roles and given further opportunities for leadership.

This information is clearly outlined to trainees at the beginning of their programs at the college during the orientation. It is also given to trainees in the form of a 'Trainee Manual' which is supplied to each individual trainee during the aforementioned orientation process.

Core Policy Risk Management



Additionally, the SESP support procedure aims to identify courses with potential physical and/or emotional risk during the program approval process and provide a robust support system to deal with any potential issues that could arise.

For the trainees that are enrolled in an 'identified risk' course, it is paramount that safety procedures are explained to students clearly and cover all workplace and work experience activities. This safety information is delivered to students during an orientation session that takes place prior to the beginning of the course, ensuring all students clearly understand the safety information before heading into the workshops or work place.

In addition, workshop safety orientations are conducted by the department offering the program of study and if possible, by the instructor himself, to ensure absolute clarity with regards to safety procedure.

Scheduled and unscheduled, regular fire evacuation drills will be required to take place as delegated by the relevant Head of Department or the campus Health & Safety Officer. Standard fire evacuation procedure should be strictly enforced at SESP and all trainees must be made aware of the importance of the evacuation procedure and exhibit knowledge of the escape routes/correct conduct during the evacuation. This information along with campus map and the planned escape routes are displayed clearly in the trainee manual, and explained in the pre-course orientation session.

Counselling and health services are available to all students enrolled on courses and programs at SESP – the details of which are outlined in the Trainee Guidance Procedure. This information, along with the Health and Safety policy are explained to trainees during the pre-course orientation and available to trainees in their Trainee Manual – supplied to each trainee in the aforementioned orientation session.

The SESP Health and Safety policy operates to ensure the safety of all students and staff.

Accountabilities:

Implementation:	Trainee Services Registrar
Compliance:	Managing Director

Intentionally Blank