



SIU CISCE CORPORATE TRAINING – GUIDANCE NOTES FOR TRAINERS

SIU CISCE engages corporate trainers under service contracts. The following terms and conditions are contractually binding upon trainers and must be followed without exception at all times.

1. Trainers **must** commit themselves to delivering an entire training programme and should not take one of the latter on unless they are 100% sure they can complete it.
2. Trainers must at all times dress professionally, modestly, conservatively and in suitable business attire. Male trainers must wear properly fastened shirts and ties. Jeans, teeshirts and short trousers are not appropriate forms of clothing.
3. All trainers are expected to conduct themselves in a professional and decorous manner in all activities relating to their placement with SIU CISCE's corporate clients.
4. All trainers' working hours must be spent diligently and sincerely engaged in pursuit of SIU CISCE's business.
5. SIU CISCE's clients and their staff must be treated respectfully, courteously and professionally by trainers at all times.
6. SIU CISCE expects all trainers to maintain an appropriate degree of professional distance and objectivity in all their relationships *qua* trainers so that they can discharge their professional duties fully and without fear or favour. Trainers must not under any circumstances enter into inappropriate personal relations with SIU CISCE's clients or their staff.
7. Trainers must not consume alcohol, smoke or chew gum at any time during their working hours.
8. Trainers must be punctual in their working hours and up-to-date with their allocated tasks and duties at all times. Working hours are as agreed with SIU CISCE.
9. No extra remuneration is paid in the event that a trainer works outside normal working hours unless this has been agreed in advance in writing by SIU CISCE.
10. Training duties include preparing and delivering training, correcting trainees' work, writing reports, dealing with administrative matters and other related activities.
11. Trainers should liaise on a day-to-day basis with the client's local managers about any routine administrative matters arising from the training. They must, however, report any significant issues to SIU

CISCE too and keep SIU CISCE informed over any matters likely or liable to affect the client's perceptions of / satisfaction with the training or with SIU CISCE etc.

12. Trainers are only paid for work delivered. If unavoidable absence occurs, trainers must arrange with SIU CISCE for missed training hours to be made up (alternatively, and subject to the client's preferences, SIU CISCE reserves the right to replace a trainer who cannot deliver the entirety of a training programme with a different trainer: in such circumstances, trainers will only receive remuneration actual hours worked and not for missed hours).

13. Trainers may not make or receive personal telephone calls during training hours; their mobile telephones should normally be switched off during training sessions.

14. All matters concerning finance, remuneration, reimbursement, travelling expenses etc must be raised and dealt with between the trainer and SIU CISCE (and not the client).

15. SIU CISCE will only reimburse trainers for business expenses it has agreed beforehand to pay.

16. It is understood and agreed by SIU CISCE and the trainer that under no circumstances will the trainer enter into any direct employment or other association with any client, subsidiary, branch or related organisation or subdivision of any client within one year of the completion of their most recent SIU CISCE training programme.

17. Trainers are expected to give due attention to task completion.

18. Trainers may make requests, representations, suggestions and comments about SIU CISCE's activities and their individual responsibilities to SIU CISCE whenever they so desire. All such requests, representations, suggestions and comments will be seriously considered by SIU CISCE.

19. Trainers are asked and expected to be mindful of the security and operational effectiveness of the client's premises, equipment and other property at all times and to ensure locks are duly used and applied to maintain maximum security at all times.

20. Trainers may not invite personal or private visitors (such as friends, relatives etc) onto a client's premises without obtaining the permission of the local client management in advance.

21. Trainers must not under any circumstances directly or indirectly request, solicit, encourage or accept any financial donation, emolument, gift, present, contribution or other form of payment from any client or trainee without the prior written consent of SIU CISCE.

22. Trainers are not allowed to engage directly or indirectly in private business, commercial or money-making activities at or inside a client's premises or through a client.