

Administrative Instructions for trainees of IBS Training Activities held using Interactive Distance Learning (IDL) Methodology

Trainees are expected to comply with the procedures and administrative instructions for attending the training activities conducted by IBS using the Interactive Distance Learning (IDL) methodology through its digital platform (Learners Lead) or the provided link, which includes the following:

First: Attendance / Absence Instructions:

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

Second: Training Activity's Certificate:

- 1- A soft copy of the attendance certificate will be granted to trainees through the IBS digital platform if they do not exceed the maximum allowable absence limit, which is (20%) of the total training hours.
- 2- Attendance certificate will not be granted for trainees whom absenteeism exceeded (20%) out of total activity training hours. Only "To Whom It May Concern" letter will be issued upon request with the actual attended training hours.

Last reviewed: Jan. 2024

- 3- If the trainee is attending exam based training activities; trainee must refer to the related program Administrative and Exams instructions (***as attached with each program***) or the examination requirements for professional certifications from the issuing body.

Third: Training Material and Handouts (if applicable):

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

Fourth: Evaluation of a Training Activity:

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

Fifth: Technical Requirements and Attending the Training Sessions Instructions:

- 1- Minimum technical requirements that the trainee must have before the training session are as follows:
 - Personal Computer (PC) and/or Smart Phone and/or Laptop.
 - High speed internet connection.
 - HD Camera/Webcam.
 - High quality microphone and speakers, or alternatively a Headset.

Last reviewed: Jan. 2024

- 2- Log in to the platform website <https://learnerslead.ibs.edu.jo> via the browser or through the dedicated LearnersLead digital platform application. Register as a trainee using the following link: <https://learnerslead.ibs.edu.jo/local/registration/trainee.php> and fill in all the fields before the start date of the training activity, as outlined in the trainee guide for account creation on the IBS digital platform (attached).
- 3- If trainee wish to register for international professional certification programs, please log in to the "Profile" page and select "Edit Profile." Then, fill in all the required fields. Once completed, click on "Update Profile."
- 4- Please keep the username and password for accessing the IBS platform every time you log in.
- 5- To login to the IBS digital platform before (15) minutes from the start timing of the training activity
- 6- Trainees must keep their cameras opened during the whole training activity's sessions to guarantee more interaction between trainers and trainees.
- 7- Trainees must put their microphones on mute mode during the training activity's sessions, and to be unmuted whenever requested by the activity's trainer.
- 8- Answer the Pre/Post Assessment on the relevant training activity page, according to the nature of the activity, to measure the level of comprehension and the achieved benefits.
- 9- To ensure order and efficient progress during the training sessions, please use the "Raise Hands" feature in case of any inquiries or questions, or send a message through the "Chat".

Taking into consideration that all these instructions in addition to extra details are available in trainee's user manual on the IBS digital platform (attached).

Sixth:

Training activities will be recorded to be available offline for only (30) days from the end date of the recorded activity, with exception of International Certification Programs' sessions which are not permitted to be recorded in harmony with certifications issuing bodies' requirements. Any trainees violating these instructions will be subject to strict disciplinary action.

Seventh:

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

Last reviewed: Jan. 2024

Eighth: Trainees's Services:

Institute of Banking Studies (IBS) provides trainees of IDL training activities by the following services:

1- Administrative services: For any kind of assistance before and/or throughout the training activity related to:

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

2- Technical Assistance: For any technical difficulties/ obstacles/ assistance; please instantly contact IT division staff on phones numbers +962798502006, +962782455074, +962796364973 and/or send an email to the address: t-support@ibs.edu.jo.

Ninth:

For any suggestions and/or complaints, please send an email to the following email address: complaints@ibs.edu.jo .

Last reviewed: Jan. 2024