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## GUIDELINES TO TRAINING DELIVERY

### STEP 1: Responsibility – Trainers

1. Trainers must conduct routine checks at the workshops to ensure that they are safe and suitable for training young people.
2. Learners must be supported by two a minimum of trainers at any point in time.
3. A detailed explanation of the rules and regulations must form part of the introduction of new learners
4. Learners **must reinforce** the rules and regulations through **icebreaker exercises** during the 1<sup>st</sup> week of training. Learners must also be taken through the rationale for adhering to rules and regulations as part of the training process.
5. Trainers must clearly spell out the **corrective measures** for indulging in anti-social behaviour

### STEP 2: Responsibility – Trainers

1. Trainers are responsible for exploring [any] issues with young learners and seek solutions to problems at this stage.
2. Trainers must explore with learners about the reason[s] for any inappropriate behaviours
3. Learners must be taken through the likely implications of their actions
4. The time scale for points 2 and 3 is one (1) week
5. Trainers must explore internal corrective mechanisms including internal suspensions
6. Internal suspensions at this stage are at trainers' recommendation. However, it is recommended that this action must be taken as a last resort (i.e, on condition that points 2.2 and 2.3 have been addressed), **except** in cases where the action[s] of the trainee[s] may either endanger himself/herself or others (e.g trainees and staff)
7. Trainers must communicate all decisions taken with respect to correcting anti-social behaviour to the senior trainer before the end of the days training session. In the absence of the senior trainer, the information must be given to the administrator.
8. The trainer might request the issue of a first written warning to a trainee subject to a recommendation by a trainer
9. If a learner fails to attend three (3) consecutive training sessions without justifiable reason[s], a first written warning would be issued. The written warning will be issued after the administrator has contacted (either verbally or in writing) the young person.



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10. Trainers must not refer trainees to the attention of the senior trainer, or administrator at this stage, if the matter relates to discipline.
11. The senior trainer will provide updates on final warnings at team meetings.

### **STEP 3: Responsibility – Senior Trainer**

1. A trainee who receives a first written warning must be monitored for **2 weeks by trainers** after which a **written report** must be submitted to the senior trainer. **If the behaviour in question improves**, the issues will be deemed as addressed. If the **unacceptable behaviour in question persists**, the matter must be referred to the senior trainer together with the written report
2. The senior trainer will explore the reasons for the learner's persistence in unacceptable behaviour
3. The senior trainer will further discuss the implications of the learner's behaviour with him/her. The time scale for this **3.2 is two (2) weeks**. Prompt action would be taken by the senior trainer **only in exceptional cases** where the behaviour in question might endanger the trainee (himself/herself) or others (e.g staff or other trainees)
4. Corrective measures available to the senior trainer at this stage include verbal warnings, internal and external suspensions
5. An **indefinite suspension** option will be applied as a last resort (i.e on condition that points **3.2 and 3.3** have been duly addressed), **except** in cases where the presence of the trainee may endanger himself/herself or others (e.g learners and staff)
6. A **second and final written warning** will be issued on the recommendation of the senior trainer, after all options (**refer to 3.5 above**) to address the behaviour of the learner in question have been explored
7. The senior trainer **must immediately** inform the project manager after a second written warning has been recommended
8. The senior trainer may also recommend to the project manager for a young person to be permanently excluded provided all options to address the situation are addressed. The recommendation **must be accompanied with a detailed written report on the behaviour of the concerned trainee as well as steps taken to address the matter.**

### **STEP 4: Responsibility – Project Manager**

1. The project manager is **the only person** that can permanently exclude a learner from the project



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2. The project manager, on receipt of a written report detailing a recommendation for permanent exclusion of a trainee from the senior trainer, would immediately conduct a review of the placement of the concerned learner
3. A written report of the outcome of the review would be kept on the learner's record/file. Also, the project manager will duly inform the appropriate members of staff (verbally) on decisions taken during the review
4. The project manager is the only person that can apply an **automatic indefinite** suspension. This action may be taken with respect to issues that might adversely affect or endanger the existence of other learners and members of staff in the project. Issues that warrant this action include theft, physical and verbal harassment, sexual harassment, intimidation, violent conducts and any other matter that the manager considers appropriate for such action
5. The final decision after a thorough consideration of issues surrounding the issuance of an automatic indefinite suspension will then be communicated to the young people in writing
6. The final decision on the placement of the trainee will be verbally communicated back to the appropriate members of staff

#### **STEP 5: Right of Appeal**

1. A learner, once excluded, reserves the right to appeal against a decision in writing within five (5) working days
2. A review of the matter will then be arranged with the project manager
3. The project manager may reverse the decision on permanent exclusion, if it is established that the learner has been unjustly treated. However, in cases where the exclusion of the young person was conditional, a reversal of the decision may be possible only when the conditions for the termination of placement have been addressed. In any case, the final decision will be verbally communicated to the appropriate staff concerned with a copy of the letter detailing the reversal of exclusion kept on the learner's record.

**Date Reviewed: July 2023**