



# Institute of IT Training

## Code of Practice for Training Providers

### Introduction

This Code of Practice provides the basis for the Institute of Information Technology Training's ("IITT") Training Provider Accreditation Programme through which the IITT will maintain and monitor a register of approved providers of information technology training. Organisations which undertake voluntarily to abide by the terms of this code of practice and can demonstrate that they do so are eligible to be accredited by the Institute.

### Definitions

In this code of practice :

- (1)"client" means any person or organisation that enters into a contract with a provider for training in information technology;
- (2)"course" means any programme of training in information technology, however conducted, which purports to be complete in itself;
- (3)"student" means any person taking a course;
- (4)"provider" means any enterprise, institution or organisation accredited by the IITT as an approved provider of information technology training.

### Publicity and promotion

- (1)In promotional literature, advertisements and other forms of promotion, providers shall express themselves clearly and without ambiguity so that the reader may know exactly what is being offered and to what he /she is committing to by responding.
- (2)Providers shall not give false or misleading indications, whether by words, illustrations or other means, in relation to either their products and services or to the products and services of any other training organisations.

- (3)Providers shall not make any statements which cannot readily be substantiated.
- (4)Providers shall not publish any advertisement which may be confused with that of any other training organisation.
- (5)Fictitious testimonials shall not be used, and testimonial; from the provider's own staff, relatives or agents shall not be used unless their interest is explicitly declared. No testimonial shall be used more than three years after the date on which it was written.
- (6)Publicity and promotional material may make reference to this Code of Practice only in such form as the IITT may approve.

### Technical prospectus

Prior to a client contracting for training services, the provider shall make information available on:

- (1) the title of the course or group of courses;
- (2) the training performance objectives to be achieved;
- (3) the Training Needs Analysis services available from the provider;
- (4) the award, if any, for which the course is designed to prepare students, and the name of the awarding body;
- (5) the method of evaluation and the conditions for the awarding or with holding of completion certification;
- (6) the syllabus of the course indicating the emphasis placed on each section, including practical work;
- (7) the duration of the course and its starting and finishing times;
- (8) the training methods used and indication of class size;
- (9) a profile of the student for whom the course is designed, including prerequisite and/or desirable experience;
- (10) any required dress code for students and any rules governing student conduct whilst attending the course, together with the consequences

of lapses from the standards and rules - the provider will issue every student with a similar statement at the time of enrolment;

- (11) the practical work that students carry out including a statement of the available equipment;
- (12) what post-course support is provided to students after they have attended the course; other information available by request, including details of the qualifications and experience of tutors. Prospective clients shall, at their own expense, be given the opportunity to inspect the training facilities if so required.

### Commercial prospectus

In pre-contract quotations the provider shall state:

- (1)specifically what products and services are included in the proposal and quotation;
- (2)the total cost and payment schedule if payment is by instalments;
- (3)any reserved rights to change the content, timetable, location, date and fee in respect of any course;
- (4)the rights of the client and provider if for any reason the course is not completed or if the course is cancelled by either client or provider;
- (5)the refund policy, if any,
- (6)the responsibility for payment of fees and the associated liabilities of the client;
- (7)whether the course documentation is subject to copyright law;
- (8) that the provider subscribes to and abides by the Institute of IT Training's Code of Practice.



# Institute of IT Training

## Course controls

Providers shall:

- (1) ensure that tutors possess the necessary technical expertise to present a course;
- (2) ensure that tutors are fully competent in the appropriate techniques of instruction, verifiable by either holding the IITT's Certificate in IT Training Skills, or another certificate in training practice as recognised by the IITT, or by demonstrably working towards the attainment of same;
- (3) ensure that tutors keep abreast of current developments appropriate to their training responsibilities and can describe how this is achieved;
- (4) ensure that all course materials and documentation are reasonably accurate and up-to-date;
- (5) ensure that the training facilities provided are appropriate to the course and offer an environment conducive to the students' learning;
- (6) assume ultimate and complete responsibility for any training contracted with their organisation whether conducted by full-time employees or not;
- (7) at course conclusion, offer students the opportunity of giving a written evaluation of the course to the provider, information about which shall be made available to the client.

## Job placement

Where providers offer placement assistance, details of this assistance should be made clear prior to a contract for training being entered into. The provider shall include in this information the number of students from recent courses who used the service and the number placed in suitable employment. A disclaimer of guarantee for securing job placement for students on completion of their training shall be made by the provider.

## External controls

- (1) Providers shall make available to the IITT such statistical, documentary and other information at the IITT may reasonably require to be assured that the code of practice is being observed.
- (2) Providers shall co-operate with scheduled IITT monitoring visits and facilitate access to training courses by accreditation verifiers.

## Complaints procedure

A statement of the procedures for making and responding to complaints shall routinely be made available by providers to clients with whom they have contracted.

Providers shall respond to client complaints in a prompt and courteous manner.

Should the provider not satisfy the complaint to the satisfaction of the client, the provider will advise the client of the right to notify the IITT of the outstanding complaint. A form, together with a Complaints Procedure form, available from the IITT, shall be supplied by the provider.

Complaints by clients shall then be made direct to the IITT and must generally be made within 30 days of the provider having given an initial response to the complaint.

If the IITT is satisfied that a complaint against a provider is justified, the provider shall be bound by the IITT's decision on the matter.

## The IITT complaints procedure

This procedure is administered in conjunction with the IITT code of practice for training providers. It provides a mechanism for making, receiving and examining complaints by clients against providers in respect of any matter covered by the code of practice.

## Complaints committee

- (1) The executive of the IITT shall establish a three-person committee which will manage the detailed operation of this procedure.

- (2) The CPD director of the IITT shall be the Chairman of the Committee and the Membership Secretary of the IITT shall be its Secretary. The third member will be a current member of the council.

## Notification of complaints

- (1) The secretary shall take such steps as are necessary to clarify and define the complaint, at the same time ensuring that the complainant has fully taken up the matter with the training provider before invoking the IITT Complaints Procedure.
- (2) The secretary shall refer the complaint to the provider who shall be required to make written response within fourteen working days setting out a detailed explanation.
- (3) The secretary shall refer the response made by the provider to the client. If the client is not satisfied with the provider's response, the secretary will refer the matter to the Complaints Committee.
- (4) The Complaints Committee shall consider the complaint within fourteen working days, requesting further information if required, and shall notify the client and the provider of its findings.
- (5) Either party may, within 30 days of being notified of the findings of the Complaints Committee, appeal to the Board of Directors of the IITT.
- (6) The secretary shall keep the Chief Executive of the IITT informed of all complaints received and actions taken on such complaints and shall also keep the parties involved in a complaint informed at all stages.

## Appeals procedure

- (1) The secretary shall submit to the Chief Executive of the IITT all appeals together with all relevant material considered by the Complaints Committee.
- (2) The Board of Directors of the IITT will consider the appeal and will advise the parties of its decision within fourteen working days. The decision of the Board will be final.