

STUDENT MANUAL

Version 2 (Amended Dec 2023)

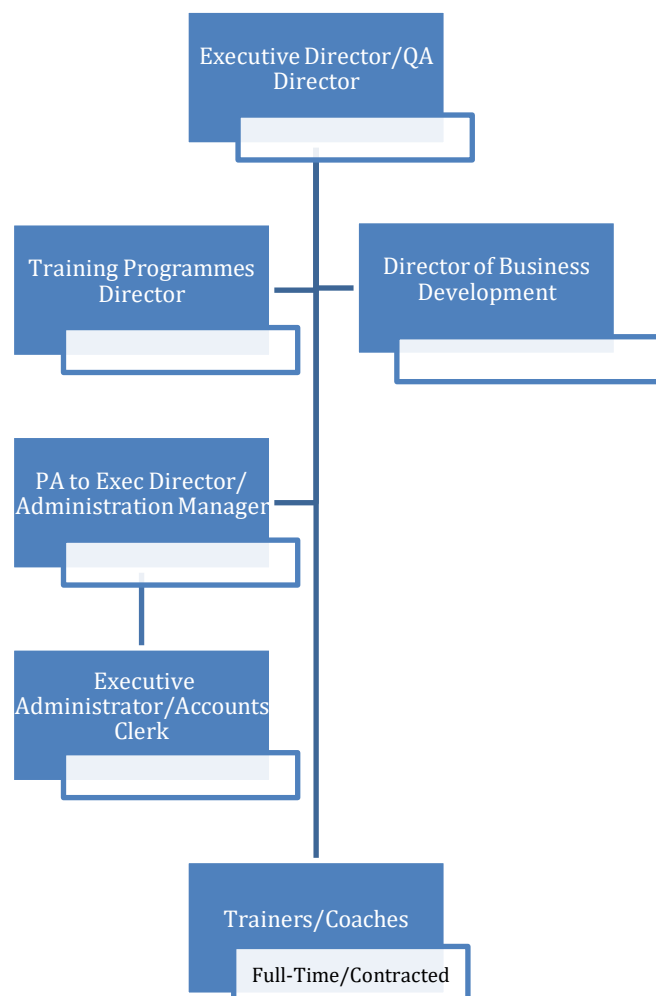
FOREWORD

This student manual provides participants of our training programmes the necessary information that will help to guide them throughout their learning journey with us. The goal of this manual is to show the student the way ThinkTalent ensures that the programme is delivered in accordance to its quality policy. For a copy of our Quality Assurance Policy please visit <https://www.thinktalent.com.mt/accredited-training-courses/documents-and-resources/>

1. ABOUT THINKTALENT

Founded in 2009, ThinkTalent is a Further and Higher Education Institution licenced by the Malta Further and Higher Education Authority (MFHEA) Licence Number: 2017/04. Founded in 2009, ThinkTalent Ltd is made up of seasoned and experienced practitioners with extensive experience in the training industry. We bring together diverse and multi-skilled specialists that combine practical experience, a student-centric approach, as well as the right credentials to back our services.

The company organogram can be seen below:



2. ADMISSION PROCEDURES

Once an application to join a training programme is received from a prospective client, the Executive Administrator requests proof of any eligibility from the prospective trainee and assesses whether the applicant satisfies the specific minimum level of requirements for the programme or not. Prospective trainees are then sent a student agreement to sign as well as the invoice for any amounts due and when these are received they are informed of their admission to the programme via email with preliminary information on the programme. All trainees are subject to the same terms and conditions that can be found at <https://www.thinktalent.com.mt/accredited-training-courses/documents-and-resources/>

3. TRAINEE DATA

All personal details of trainees attending our training programmes will be kept confidentially, in accordance with the Data Protection Act and our Privacy Policy .

Other data stored by the Executive Administrator once the programme commences, include:

- Attendance sheets and reports
- Trainee Feedback Forms
- Corrected assignment/exam papers
- Assignment/exam grading scores
- Any correspondence related to trainee complaints
- Copies of proof of eligibility for attendance (where applicable)

ThinkTalent keeps track of the profile of trainees enrolled in its accredited programmes by handling confidential records appropriately, as per our Privacy Policy which can be viewed at <https://www.thinktalent.com.mt/accredited-training-courses/documents-and-resources/>.

4. INDUCTION (Programmes 3-days or longer)

The formal induction to ThinkTalent and introduction to the programme is typically conducted during a welcome briefing on the first day of the programme or in a separate session before the start of the programme.

When the programme is one that is accredited by MFHEA, ThinkTalent also provides information regarding the specific programme's MQF level, amount of learning credit, programme content and learning outcomes gained upon course completion.

Trainees will also be made aware of any coursework/assessments/examinations that must be successfully completed, the grading methodology utilised as well

as any self study involved. The importance of regular attendance will also be outlined as well as the availability of any resources other than the training handouts provided by the trainer.

5. ATTENDANCE

Trainees must attend at least 80% of the total programme (as well as successfully complete all assignments with a minimum pass mark of 50% where applicable) in order to be qualify for receipt of the programme certificate and any related qualification. Attendance records are taken by the trainer and kept by the Executive Administrator for all courses. Where trainers note a lack of punctuality and/or attendance they are to discuss the reasons for this with the trainee in private and, where this might prejudice the award of the certificate, clarify the potential consequences with the trainee.

Trainees are asked not to leave the session before it is terminated by the trainer. Should a participant need to leave early due to an urgent matter they are to inform the Executive Administrator/Trainer accordingly.

If any part of the programme is delivered online, all participants are to keep their cameras on for the duration of the programme. Screenshots showing the faces of all online participants will be taken by the trainer to show attendance.

If a trainee is unable to attend a training session for a justifiable reason such as injury, sickness and other situations beyond the trainee's anticipation or control, he/she must inform the Executive Administrator via email before the start of the session missed. Failure to do so will mean that the trainee will be marked as absent.

6. PROCEDURE FOR SUBMISSION OF TRAINEE ASSIGNMENTS

Some training programmes might require the submission of a written assignment set by the programme trainer. The assignment details will be sent to the students by the trainer. Completed assignments need to be submitted via email as a soft-copy (PDF format) to the relevant trainer on or before the deadline due date accompanied by the relevant cover sheet duly filled in.

The trainer will acknowledge receipt of the assignment via email and keep a copy of the assignment on file.

6.1 REQUEST FOR EXTENSION

Trainees may request an extension for their assignment submission date if there is a valid reason including:

- Illness
- Personal and family issues
- Any other valid circumstances

The trainee must ask for such an extension via email to the Executive Administrator at least three days before the submission deadline. After evaluation, the Executive Administrator will communicate the length of the extension to the trainee in writing after consulting with the relevant trainer. The maximum extension period allowed is two (2) weeks. Each trainee can request a maximum of two (2) extensions during the same programme.

6.2 LATE SUBMISSION

The written assignment submission deadline will be clearly communicated to the trainees by the trainer on the cover sheet. Should a trainee submit work after the end of the deadline, the trainer is to immediately inform the Executive Administrator. Assignments submitted after the end of the deadline (or extension period) will not be corrected by the trainer and marked as "not submitted".

6.3 FEEDBACK / GRADES

After submission of any written assessments, these are corrected and verified by the relevant trainer. Written feedback and grades are emailed to the trainee within four weeks after the submission deadline date by the trainer. A copy of the trainee assignment/exam grading sheet is kept on file. Once the grades are sent to the trainee, trainees have 10 days to appeal the grades, if they so wish.

In addition to 80% attendance to the training sessions, trainees must also get a minimum of a Pass/C grade in all assignments/examinations to be eligible to receive the certificate showing successful completion of the programme. Should a trainee get less than a C grade (see below) in any of the assignments then that trainee is allowed to resubmit the assignment within 2 weeks of the date of trainer grading. Students are only allowed to resubmit graded assignments one time. No resits of examinations are allowed.

6.4 GRADING FOR ASSIGNMENTS/EXAMS

Assignments are set by the trainers who are also the persons responsible for their grading. The Training Programmes Director regularly reviews a sample of corrected assignments to ensure that the grading is fair, transparent and in line with the guidelines set below.

ThinkTalent's trainers are made aware of the guidelines regarding assessment and examination grading and their grading is reviewed regularly by the Training Programmes Director

Grade	Description	Marks (out of 100)
A	Clearly demonstrates a sophisticated understanding of the topic, with a high degree of competence and has excellent usage of relevant literature, theory, and methodology.	80 - 100
B	Has a critical understanding of the topic, a significant degree of competence and has appropriate usage of the relevant materials.	65 - 79
C	Evidence of some critical understanding of the topic, can use structured argument, and has a degree of competence when using relevant materials.	50 - 64
NI (Needs Improvement/Fail)	Considerable further work is required to meet the minimum understanding, implementation and competence of relevant literature, theory, and methodology.	0 - 49

Any examinations set are held under examination and invigilation conditions. Trainees however can make use of the programme notes provided by ThinkTalent. No access to any other digital or hard-copy material is allowed during the exam.

7. TRAINEE MISCONDUCT

Trainees attending the training programmes are expected to act appropriately. Whilst most minor misconduct is expected to be dealt with by the trainer some instances of misconduct will require formal disciplinary procedures. Examples of such misconduct include (but are not limited to):

- Plagiarism
- Cheating in assignments/examinations
- False citation
- Harassment or aggressive/obstructive behaviour of trainer/other trainees/ThinkTalent staff

The Executive Administrator shall, in writing, notify the trainee within 8 days of the trainee's misconduct and the trainee will have the opportunity to clarify and discuss such allegations in person with the Executive Director. The decision on the penalty shall be communicated to the trainee via email within three days of the meeting.

Should the Executive Director decide that the trainee's behaviour warrants dismissal from the programme, the trainee will not be entitled to a refund nor a certificate.

8. TRAINEE COMPLAINTS POLICY

Trainees who wish to make a complaint about any matter related matter that concerns the programme administration, material or delivery, will involve three possible solution areas and phases.

1. Trainees are encouraged to raise any concerns to the member of ThinkTalent most closely involved with the substance of their complaint. The staff member will advise the trainee on the different ways the issue might be tackled.
2. Trainees can opt to raise their concern as an informal complaint with any member of ThinkTalent staff. In this case the ThinkTalent staff member will take note of the complaint and the complainant is advised of any outcomes accordingly. If the complainant is not satisfied with the response the complainant can raise a formal complaint (see below).
3. Trainees can opt to raise their concern as a formal complaint with any member of ThinkTalent staff. In this case the complaint must be raised by the complainant in writing via email to the Executive Director ideally within 72 hours of the event which led to the complaint. In the formal complaint trainees need to communicate the details of their complaint, the consequences for them as a result, and the remedy they are seeking. The complaint will be acknowledged by the next working day after the complaint is received either via email or (depending on the seriousness of the complaint) an invitation to a meeting with the Executive Director (or her deputy) in person, with one other member of ThinkTalent not directly involved in the complaint present in the room for evidence of the discussion. All of the outcomes, conclusions, decisions and actions taken by ThinkTalent, will be communicated to the trainee in writing via email within 21 days of the acknowledgement of the complaint (unless agreed otherwise with the complainant).

The trainee has the right to appeal the decision within 72 hours after the decision on the complaint is sent. All appeals must be sent to the Executive Director in writing via email outlining why you think the decision on your complaint should be reviewed. Each trainee has the right for one appeal per complaint after the initial communication of the outcomes, conclusions, decisions and actions taken by ThinkTalent. After the appeal is discussed internally, ThinkTalent will conclude and communicate its decision and that decision is final.

9. TRAINEE SUPPORT

Whilst the trainer will probably be the students' first point of contact, the Executive Administrator is the point of reference for all forms of general trainee support required by individuals that are about to, or currently attending, a ThinkTalent training programme. This could include:

- Trainee registration
- Information on training programme logistics
- Help and advice on any funding schemes available
- Issuing of certificates
- Loaning of supplementary reading material

You may contact the Executive Administrator on the contact info at the end of this document.

On matters related to their learning, trainees are supported directly by their trainer/s.

9.1 SUPPLEMENTARY READING MATERIAL

ThinkTalent keeps copies of books that are identified as useful supplementary reading material for various training programmes. Trainees enrolled on an accredited programme can borrow any books related to the programme for a period of no longer than 2 weeks. If there is no other request to borrow a particular book that is out on loan, the person can extend the loan by a further period of 2 weeks but must return the book after the second loan period. All loaned books must be returned, or their replacement cost reimbursed before the issuing of any certificates.

10. CERTIFICATES

After successfully completing an accredited training programme, trainees will be sent a hard copy of the signed certificate. Trainees may also apply for a transcript of their results in the form of set learning outcomes (whenever applicable).

11. CONTACT INFO

General Enquiries: admin@thinktalent.com.mt

Telephone (workdays, office hours only): (+356) 2703 0133

Address: c/o Ceek, Centris Business Gateway,
Level 2E, Triq is-Salib tal-Imriehel Zone 3
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Birkirkara, CBD 3020, Malta

Web: <https://www.thinktalent.com.mt/>

