



TRAINING CONTRACT INSTRUCTORS

RESPONSIBILITY

It is the responsibility of the ITD Education group to prepare contract instructors to work within the company IT environment.

PURPOSE

To ensure all ITP Education Contract Instructors are provided with the necessary skills and training to function effectively in education situations.

STANDARDS FOR TRAINING

Each new contract instructor receives a New Instructor Package and Orientation Checklist that instructors will use to orient themselves on ITD's working environment.

STRATEGIES

A variety of strategies is used to provide the training and these include, but are not limited to the following:

- Orientation on courses and educational material
- Inservices
- E-mail updates
- Staff Learning Packages
- Remote Desktop
- Telephone Support
- Training Plan
- Forms and Policy Package

COORDINATION OF SCHEDULE

All training is scheduled on an as-needed basis to ensure all training requirements are met or exceeded.

EVALUATION OF TRAINING

Formal training is complete when the new instructor has submitted all required forms, read through all supplied policies, and completed their orientation checklist. Informal training is continuous and dependent on the needs of the ITD Education group.

ACCOUNTABILITY

The ITP Education group manager is responsible for training and ensuring the new contract instructor's contract obligations are met.

RELATED DOCUMENTS

- ITP 060101-2 New Instructor Package.pdf
- ITP 060101-3 Orientation Checklist.pdf



Grizzly Products

Customer Service Policy (sample)

Policy Statement:

At Grizzly Products we endeavour to provide excellent customer service by:

- Impressing our customers with the quality and timeliness of our services.
- Create a teamwork atmosphere with our clients, never intimidate.
- Always conducting our business in a pleasant and friendly manner.
- Treat everyone with dignity and respect, and then bite them.
- Be receptive to new ideas and ways of providing services by supporting and encouraging innovation, creativity, adaptability and hibernating.

Policy Requirements:

There are no other policies or procedures required to be followed to fully enact this policy.

Reason for Policy:

Grizzly Products would like clients to know we care about our relationship with them and provide them with our customer service goals so they may read what we aspire to and provide a mechanism in the event the client is not 100% satisfied with the services provided by us.

Related Policy Information:

No restrictions, waivers or sanctions apply to this policy.

Exclusions:

There are no exclusions to this policy; it applies to all services provided by Grizzly Products.

Contacts:

If there are any questions about this policy please contact Ursa Major by telephone, (800) 555-1234 or via email: head@grizz.com The mailing address is available upon request.

Definitions:

No additional terms need to be identified here.

Responsibilities:

It is Ursa Major's responsibility to ensure that delivery of services is within the agreed timeframe and that it is carried out to the set standard. For a successful outcome, all involved staff groups and levels should be aware of the project and its expected outcome. Proposals sent to potential clients after the free one hour consultation will contain details regarding pre-site information, employee involvement and access to resources such as job descriptions, organizational charts, site locations, etc. that Ms. Major may need in order to satisfactorily carry out the service assignment.

Procedures:

There are no procedures related or required enact to this policy.

Forms and Instructions:

There are no forms or instructions needed to fully enact this policy.

Appendices:

There are no appendices to this policy.