



Department of Occupational Standards
Ministry of Labour and Human Resources
Thimphu

General Code of Conduct and Practice for Registered Training Providers

Effective from 1st Dec.2012

The purpose of this code is to regulate the practice and conduct of training providers to ensure effective implementation of quality assurance systems. Training providers are mandated to adhere to the following code of conduct and practice and ensure that they meet the standards required of them. The Department of Occupational Standards (DOS) shall regulate the enforcement of this Code of Conduct.

1. Provision of Training Services

- Training providers shall adopt quality management system which will maintain high professional standards in the delivery of training services, which safeguard the interest and welfare of trainees, in accordance with the standards set by the Ministry (MoLHR).
- Training providers shall maintain effective learning environment that is conducive to learning and training
- Training providers shall have the capacity to deliver courses for which it has been registered, provide adequate facilities and use methods and training materials appropriate to the leaning needs of trainees.
- Training providers shall ensure that trainers are registered with the Department or have the required qualification at least one level higher than the course being delivered.
- Training providers shall comply with the **“Quality Standards set by the Department”** and statutory guidelines in regard to the delivery and assessment of courses.
- Training providers shall ensure that trainers possess the necessary current expertise to train and are fully competent in the appropriate techniques of instruction.
- Training providers shall ensure that facilities such as classroom, workshop, tools and equipment and other facilities are adequate for the courses being delivered.
- Training providers shall provide training based on the needs of the labour market demand.

2. Publicity of Training Services

- Training providers shall market its training services, with integrity and accuracy, avoiding vague and ambiguous statements/clauses.
- NO false and misleading comparisons shall be drawn with any other training providers or courses.
- Training providers shall NOT intentionally publish misleading advertisements.
- Training providers shall demonstrate honesty and integrity and uphold public trust and confidence.

3. Information Requirements

- Training providers shall provide accurate, reliable and up-to-date information to any organizations, trainees, parents and employers.
- Training providers shall provide trainees with accurate information on fees, courses and qualification awarded, employment opportunities, facilities and other support services provided to trainees.
- Training providers shall strive to establish productive partnership with employers, parents and local community

4. Equality and Support Services

- Training providers shall provide access and opportunity to training for all youth and does not discriminate regardless of race, cultural background, gender and disability.
- Training providers shall provide protection for health, safety and welfare of trainees, and shall include adequate and appropriate support services in terms of training and personal counseling.
- Training providers shall treat trainees, trainers, parents, employers and general public fairly and in an unprejudiced manner.
- Training providers shall demonstrate for diversity and promote equality.

5. Compliant and Grievance Mechanism

- Training providers shall ensure that trainees have access to a fair and equitable process for dealing with grievance and provide an avenue for trainees to appeal against decisions that affect their progress.
- Every effort shall be made by Training providers to resolve trainee's grievance.
- Where grievance cannot be resolved internally, Training providers shall advise trainees of the appropriate body where they can seek further assistance.

6. Record Keeping and Privacy

- Training providers shall keep complete and accurate records such as admission record, attendance, logbooks and progress records of its trainees.

- Training providers shall ensure that all the records are maintained in a secure facility to ensure the privacy of the trainees.
- Training providers shall maintain both electronic and hard copies of all records as required by MoLHR and other statutory bodies.
- Training providers shall ensure that access to trainees and trainer records shall be restricted to authorized personnel only.

7. Quality Management

- Training providers shall adopt and maintain a quality management system that will include clearly documented procedure for managing and monitoring all training operations and for reviewing trainees/employer satisfaction.
- Training providers shall take responsibility for promoting and maintaining the highest quality of training.

8. Others

- Training providers shall renew their registration within the specified period.
- Training providers who fail to comply with the quality assurance systems or commits any act of gross misconduct as determined by the Department shall be deregistered.
- Training providers shall communicate officially on any relevant changes undertaken within thirty (30) days to the Department.

DIRECTOR

Department of Occupational Standards, MoLHR

Thimphu:

1st Dec.2012