



DMC IT Department

Policies and Procedures

*Prepared by IT Department
April 2019*



1. INTRODUCTION

This is your employee handbook. It was prepared for you to help you better understand what you can generally expect from IT Department.

The information in this handbook is important to all of our employees. Read the manual now and keep it in a convenient place. You will want to refer to your handbook when you have questions about College policies and procedures.

Naturally, you won't find answers to all your questions in the handbook. It is neither a law book nor a catalog of personnel policies. In preparing this handbook, we have attempted to present a summary of some of the more important policies. Even if this handbook is available to you, communicating your needs with your manager on certain issues is the best thing to do.

Throughout your handbook you will be urged to check with your managers for complete information on employee policies and benefits. If your manager doesn't have an immediate response to your question, he or she will get the information you seek and pass it along to you promptly.

Circumstances will obviously require that the policies, practices and benefits described in the handbook changes from time to time. The College reserves the right to amend, modify, cancel, delete, supplement, or add to the provisions of this handbook as deemed appropriate from time to time in its sole and absolute discretion. The College will attempt to provide you with notification of any other changes as they occur.

2. FOREWORD

Our employee handbook is a tool to help promote a cooperative and healthy working environment, to spell out policies relative to working hours, conditions of employment and to provide for the administration of these policies in the interests of all concerned, in keeping with conditions in our area and industry.

We are presenting this employee handbook because we feel that if you understand basically

what is expected of you, and what you may expect of the College, we shall have an organization which better meets the needs of our customers.

The statements as set forth in this book have not been randomly established. Each of them has a sound background of common sense based on the experiences of this College. Employees have suggested many and we will further welcome suggestions from you that will aid in maintaining a constructive and harmonious relationship.

Our single most common goal must be to work together to meet the needs of our customers, remembering our customers are mutually our most important asset.



3. TERMS OF EMPLOYMENT

Regardless of any disciplinary procedures or College rules or regulations, your employment is “at will” which means “the relationship between employer and employee may be terminated by either party ‘unilaterally’ at any time, with or without notice, for any reason, or for no reason at all”, or as stated in your labor contract. This handbook contains the entire agreement between you and the College as to the duration of employment and the circumstances under which employment may be terminated.

Further, the College can demote, transfer, suspend or otherwise discipline an employee in its sole and absolute judgment. Nothing in this handbook creates or is intended to create a promise or representation of continued employment, or for continued or indefinite employment at a specific position or rate of pay.

4. RECRUITMENT, SELECTION AND PLACEMENT

IT Department uses a number of methods to encourage qualified persons to apply for jobs. Depending on the type of position open and the labor market that qualifies, recruiting efforts may be local or expanded.

For regular positions, the prospective employee should at least meet the minimum position qualification requirements set by the College. Qualification standards are a set of competencies needed to perform satisfactorily the responsibilities of a certain position. This includes but is not limited to education, experience, training, and personality traits.

As far as practicable, hiring preference is given first to employees working for IT Department. This is to provide opportunities for employees for their career growth. They will, however, still have to meet the minimum qualifications set for their applied positions.

5. EMPLOYMENT STATUS

The classifications of employment in IT Department are defined as follows:

Full Time employees are those who have successfully completed the probationary period and have met the standards required for a regular position, or those who, upon hiring, are given regular appointment upon the recommendation of the Operations or General Manager.

Probationary employees are those hired to fill in regular positions and undergo a probationary period of three to six months to determine their capability and fitness to hold the position on a regular basis.

Contractual employees are those hired for a definite or fixed period of time for a specific task and whose engagement is coterminous with the completion of the task.



6. EMPLOYMENT REQUIREMENTS

New employees of IT Department are required to submit the following requirements to the Human Resources Department:

- Original Passport
- Photos
- Visit Visa Copy (if applicable)
- No Objection Certificate from previous employer (if applicable)

The above requirements, along with a signed copy of the Offer Letter for employment, are necessary for the Human Resources department to begin processing of the employment visa for the employee. Failure to complete the requirements within a given time may cause delays and further problems for the visa processing, of which the employee may be held accountable.

7. PERSONNEL FILE

The HR Department acts as the custodian of all employees' personnel records. The IT Department office administrator collects, maintains and uses employee personal information in such a manner as to ensure its accuracy and relevancy, while preserving privacy of the information, satisfy business and conform to applicable legal requirements. To preserve privacy, only those who have a legitimate "need to know" may have access to employee information. The disclosure of such data is governed by the privacy policy adhered to by IT Department.

To keep the records up to date, the following information should be reported immediately to the Office Administrator whenever necessary:

- Change in name or surname
- Change in civil status
- Any change in address
- Change in telephone number
- Change of beneficiaries
- Death in the family
- Change in the name of person to be contacted in case of an emergency
- Report on any special course or seminar completed, and any degree completed
- Any other information which the employee wants to be included in his/her files.

Personnel files should be reviewed to ensure that only important and necessary data is kept. The files should contain only documentation which pertains to and are officially used to record or affect qualification for employment, promotion, compensation increase, termination or disciplinary action.



8. WORKING HOURS

Employees are required to work eight (8) hours a day, as scheduled, on a six-day week basis:

- inclusive of a 3-hour afternoon break (1.00pm to 4.00pm) for functional staff reporting to work at 8.00am and leaving at 7.00pm;
- inclusive of a 1-hour lunch break (1.00pm to 2.00pm) for members of the Sales Department reporting to work at 9.00am and leaving at 6.00pm.

Any changes in work timings will be communicated to the staff the earliest time possible.

Members of the staff may have to render additional hours of work as may be necessary to effectively fulfill the scope of the position whenever it is required by the College.

The Operations Manager is responsible for determining and providing an actual work schedule for the staff. He should notify the General Manager in advance the of arrangements other than the regular working hours, all of which are subject to the Chief Executive Officer and General Manager's joint approval.

All employees are required to log in and out their time using the Weekly Attendance Sheet log at the reception to mark their attendance. Failure to do so may be treated as absence. This must be done every time the employees:

- Report for work;
- Leave the College's premises during office hours;
- Return to the College's premises during office hours; and
- Leave the College's premises for the day.

9. ABSENTEEISM/TARDINESS/UNDERTIME

Punctuality and regular attendance are important conditions of employment. To ensure that the College and our clients are serviced in a productive and professional manner, all employees have to be at their workstations with the tools required to perform their job responsibilities according to their established work schedules.

If an employee is going to be absent or tardy, he/she must inform his/her manager as soon as possible. Failure to do so could lead to disciplinary actions including termination. If the employee fails to inform his/her supervisor, such absence may be considered as Absence Without Leave (AWOL) or any other infraction penalized under the College's rules.

Absence is defined as failure to report for work, whether excused or unexcused. To instill discipline among the employees in the College, habitual unexcused absences of employees are to be strictly monitored. Considering the availability of leave credits provided by the College as part of employee's benefits, incurring numerous unexcused absences are to be considered as inefficient, ineffective, and unproductive work performance and a



sign of lack of commitment to the job.

Tardiness is defined as reporting for work by the employee past the official start of work hours. Undertime is defined as leaving the post before the official dismissal time. Tardiness and undertime adversely affect the operations of the College as well as the individual performance of the employees. Therefore, the following guidelines are published to instill discipline and promote appreciation for the value of punctuality.

Employees who are considered tardy and/or have rendered undertime work shall be given a corresponding deduction from his/her pay rounded off to the nearest amount equivalent to his/her pay per minute.

Exemption from this provision is granted upon the recommendation of the Operations Manager and shall be approved by the General Manager during the following situation/s:

- Heavy rains and/or floods;
- Fire;
- Severe sandstorms;
- Other calamities.

An employee who has established a good record of reporting on time shall not be penalized for occasional tardiness due to genuine emergencies or factors beyond his/her control. However, habitual or excessive tardiness and undertime are to be strictly monitored. Determination of what is excessive tardiness or undertime may be either in number of times (frequency) or in number of minutes (quantity), whichever comes higher.

Any previous records shall be used as basis for performance evaluations. A history of previous infractions of a similar nature shall be considered habitual behavior and shall be made a basis for imposing disciplinary actions.

10. PERFORMANCE REVIEW

Managers are encouraged to discuss job performance, goals, objectives and personal development informally on a continued basis.

It is employee's responsibility to ask and discuss with their immediate manager about his/her performance.

Formal performance reviews are conducted two times a year. During the assessment, the employee and his/her manager will discuss employee performance versus agreed goals and objectives. The employee will likewise discuss and identify his/her strengths and weaknesses as well as areas of improvement. Discussion on personal development and career aspirations will also take place during the assessment. A positive review does not guarantee salary increases or promotions nor does it imply continued employment.



11. PROMOTIONS

IT Department has the philosophy of encouraging promotions from within to fill vacant positions. The College believes in providing generous opportunities for growth for employees at all levels, in conformity with their performance and aptitude. The emphasis will always be on performance and potential for contribution at a higher level.

12. RESIGNATION

IT Department tries its best to help an employee achieve his/her goals with the organization. The employee is however free to resign from the College as long as certain legal requirements are met.

An employee may terminate his service with the College by submitting a written notice to his supervisor at least 30 days before the effectivity date of the resignation.

The Operations Manager shall acknowledge the notice of resignation in writing and will forward both

documents to the Human Resources department.

During the 30-day period, the resigning employee's presence is highly valued so it will enable the expedient turnover of work duties and responsibilities and will make him accessible to the employee who will take over his assignment. Any unauthorized absence within the 30-day period shall constitute adequate grounds for termination.

There may be occasions where the College will voluntarily reduce or waive the notice period. This shall be made in writing and will be documented on the acceptance of resignation letter.

Employees who abide by the 30-day notice are entitled to:

- Cash value of earned but unused sick and vacation leaves, at the employee's current daily basic rate
- Scheduled vacation leaves set before the date of resignation and not taken because of non-work-related reason shall not be converted into cash

Employees who abide by the reduced notice period and those whose notice period is waived shall likewise be entitled to such.

13. TERMINATION

IT Department upholds security of employment tenure. It exerts its best effort to provide continuous employment to its employees. However, should the situation necessitating the termination of the service of an employee arise, the College may choose to exercise its legal options.

An employee's service may be terminated for the following instances:

- Violation of the College code on employee discipline the penalty for which is



dismissal

- Serious misconduct or willful disobedience to the lawful orders of his/her College or its representatives
- Gross and habitual neglect of his/her duties
- Fraud or willful breach of trust placed in an employee by his/her employer or its representatives.
- Commission of a crime or offense against the person of his/her employer or any immediate member of his/her employer's family or representative.

Other analogous cases:

- The installation of labor-saving devices, redundancy, or retrenchment to prevent loss.
- An employee has been found to be suffering from any disease and whose continued employment is prohibited by law or is prejudicial to his co-employee's health
- The closing or cessation of operation of the College, or where the College has to reduce its work force by more than one-half due to serious business reverses
- End of contractual or temporary employment as specified in a contract
- For probationary employees, failure to qualify as a regular employee in accordance with the College standards made known to the employee at the time, he was hired
- Failure to complete pre-employment requirements within the prescribed period
- Poor performance based on regular performance evaluation schedules

14. LEAVE ENTITLEMENTS

Employees are encouraged to take some time off from work to rest and recharge their energies, as well as devote time to pursuits essential to their development as total persons.

Employees should submit requests for leaves of absence in accordance with the specific requirements set forth in the respective leave policies.

Managers are delegated to approve or reject leave applications within two working days after receipt. Managers shall be accountable for non-payment of leave days due to late approvals.

For purposes of this policy, the following Authorized Leaves of Absence are provided with Implementing Guidelines.

ANNUAL LEAVE

IT Department recognizes the importance of granting every employee some respite from work in order to bring renewed vigor and enthusiasm to the job.

Annual Leave guidelines are as follows:

- All employees are eligible to avail of annual leave and a round trip economy class ticket to their home country as authorized after completion of one year



- of continuous service as per UAE Labor Law.
- When an employee resigns with due prior notice of 30 days, all his/her earned and unused annual leave days shall be paid as part of his/her separation benefit. This benefit shall be forfeited for resignations without the mandatory 30-day notice requirements. Exceptions will be made on occasions where College voluntarily reduces or waives the 30-day notice period.
 - An employee's annual leave, whether paid or not, must be scheduled beforehand and are subject to approval by the employee's immediate manager. However, leave applications can be deferred if these will adversely affect business requirements and operational efficiencies.
 - Leaves of 1-2 days shall require one week' notice. Vacation leaves of 3 days or more shall require two to three weeks' notice.
 - Calamity, Personal/ Family Emergency and Bereavement Leaves shall be deducted from the available vacation leave credits. Following the nature of these leaves, an advance notification may not be necessary but the call-in procedure shall remain a strict requirement.

The following shall be subjected to disciplinary action:

- An employee who goes on vacation leave which is not due to an emergency and who has no prior permission from the College's authorities;
- An employee who extends the period of approved vacation leave without first securing authority from their respective immediate supervisor.
- An employee who refuses to be recalled from an approved vacation leave, shall be considered absent without leave (AWOL) for the duration of the unapproved leave.

Annual Leave Procedure

Employees who will avail of their annual leave needs to accomplish a Leave Application form for approval of the General Manager and the Chief Executive Officer. Upon approval, the duly signed Leave Application Form should be forwarded to the HR Department. A copy of the Leave Application Form should remain with the employee for his/her file.

SICK LEAVE

IT Department recognizes that employees may get sick or injured, and that a reasonable period of time away from work may be required. Paid sick leave is a benefit provided by the College to enable employees to continue on paid status during an illness or injury.

Sick Leave guidelines are as follows:

- All employees are entitled to 15 days paid sick leave as per UAE Labor Law.
- Call-in procedure is required for each and every instance of unplanned sick leaves.
- Absences due to sickness in excess of the sick leave credits earned may be



charged to any balance of the annual leave credits.

Sick Leave procedure:

If absence due to health reason is foreseen, a sick leave form shall be accomplished for approval of the General Manager and Chief Executive Officer. Upon approval, the duly signed leave form should be forwarded to the HR Department. A copy of the sick leave form should remain with the employee for his/her file.

For employees who get sick prior to application of leave, a sick leave form should be completed in upon return. The form must be approved by the General Manager and Chief Executive Officer. A copy of the completed sick leave form should remain with the employee for his/her file. Should the employee get sick for two (2) consecutive days and more, he/she must submit a medical certificate or obtain a fit-to-work clearance from his/her attending physician.

MATERNITY LEAVE

In accordance with the UAE Labor Law, the College allows female employees to take a leave of absence to prepare for childbirth, and to rest/recover after childbirth or the unfortunate event of a miscarriage.

Maternity leave guidelines are as follows:

Any pregnant employee is entitled to 45 days Maternity Leave with full pay, which includes the period before and after the delivery provided she has served continuously for not less than one year.

The Maternity Leave is granted with half pay if the woman has not completed one year of service.

At the end of the maternity leave, a working woman has the right to extend her maternity leave for a maximum period of 10 days without pay. This unpaid leave can be continuous or interrupted, if the interruption is caused by illness which prevents her from coming to work. The illness must be confirmed by a certified government physician licensed by the competent health authority.

Maternity leave in either of the above cases is not deducted from any other leave that a female employee is entitled to.

During the 18 months following delivery, a female employee who nurses her child has the right to have two daily intervals which do not exceed half an hour each for the purpose of nursing her child. These additional intervals are considered part of her working hours and no deduction in wages can be made.

Maternity Leaves must be scheduled once pregnancies are medically confirmed.

Maternity Leaves must be approved in advance by the General Manager and Chief Executive Officer.



Maternity Leaves taken without prior approval is considered absence without official leave and shall be treated as leave without pay. Appropriate disciplinary action shall be taken for unapproved leaves.

If there will be any changes on the Maternity Leave schedule, an approval by General Manager and Chief Executive Officer and HR Department are required.

Paternity Leave is not provided for under UAE Law. Those who wish to assist their wives before and after childbirth are to apply for Annual Leave.

EMERGENCY LEAVE

Emergency Leave is given to a regular employee if any emergency concerning family or problems in their home country arise.

Emergency Leave guidelines are as follows:

The employee is entitled to a maximum of 7 days for emergency leave without pay.

Emergency Leave procedure:

The employee should complete a Leave Application form indicating the purpose of emergency leave for approval of the General Manager and the Chief Executive Officer. Upon approval, the duly signed Leave Application Form should be forwarded to the HR Department. A copy of the Leave Application Form should remain with the employee for his/her file.

OFFICIAL HOLIDAYS

Employees are entitled to an official holiday with full wage on the following occasions:

Occasion	Time Off
1. Hijri New Year's Day	one day
2. Gregorian New Year's Day	one day
3. Eid Al Fitr (end of Ramadan)	two days
4. Eid Al Adha and Waqf	three days
5. Prophet Mohammed's Birthday	one day
6. Isra and Al Miraj	one day
7. National Day	one day

The date(s) on which the above official holidays fall depend on the Ministry's announcements, which are published in the local newspapers shortly before they occur.



15. EQUAL EMPLOYMENT OPPORTUNITY

IT Department is an equal opportunity employer and makes employment decisions based on merit, competence, and qualifications. This means that the College will ensure available that all prohibited discriminatory conditions in employment are eliminated and does not operate to the disadvantage of any person on the grounds of race, color, religion, sex, national origin, age, and/or physical disability. IT Department will also ensure that the practices of those responsible in matters of employment and supervision are nondiscriminatory. Furthermore, IT Department will take affirmative action to recruit, employ and promote qualified members.

16. ANTI- HARASSMENT POLICY

IT Department seeks to maintain a workplace free of ethnic, racial, religious, or other discriminatory harassment. The physical or verbal harassment of another based on that person's race, color, national origin, religion, sex, age, marital status, pregnancy, sexual orientation, or handicap is prohibited and will not be tolerated. The use of racial or ethnic slurs, or other derogatory comments based on the categories – even in jest – is inappropriate and prohibited by the College.

IT Department will not also tolerate conduct by any person which harasses, disrupts or interferes with an employee's work performance or which creates an intimidating, offensive, or hostile work environment. This principle applies to all employees, as well as to vendors, contractors, and visitors. Any employee who violates this Anti-Harassment Policy will be subject to disciplinary action up to and including termination from employment.

17. SEXUAL HARASSMENT POLICY

IT Department is committed to creating and maintaining a working environment free of all forms of discrimination, including sexual harassment. Sexual harassment, like other forms of discrimination is unlawful. IT Department will not tolerate sexual or gender-based conduct by any person, which harasses, disrupts or interferes with any employee's work performance or which creates a sexually intimidating, offensive or hostile work environment. This principle applies to all employees of the College.

Sexual harassment includes unsolicited and unwelcome contact or behavior of a sexual or gender-specific nature. Examples of sexual harassment include unwelcome touching of another employee in an offensive manner or implicit or explicit requests for sexual acts or favors. Sexual harassment may also include continuing to express sexual or social interest in another employee after being told that the interest is unwelcome. In addition, graphic or suggestive comments about individual's dress or body, verbal comments of a sexual nature, sexually degrading words to describe an individual, the display of sexually suggestive objects or pictures, suggestive or insulting noises, obscene gestures and sexual innuendoes or jokes of a sexual or gender-specific nature may contribute to a sexually hostile work environment and must be avoided. Any employee who engages in sexual harassment is subject to disciplinary action, up to and including termination of employment.



IT Department will not tolerate any employee who intentionally makes a false complaint of discrimination and/or harassment against another employee and shall be answerable for and bear the consequences of his/her malicious accusation. Consequences of such misdeed include but are not limited to dismissal.

18. POLICY AGAINST RETALIATION

IT Department will not retaliate, discipline or discriminate against any employee for reporting a claim of discrimination, sexual harassment, or other discriminatory harassment or for assisting in an investigation of a discrimination or harassment complaint. Complaints of retaliation will be promptly investigated and anyone found to have retaliated would be subject to appropriate disciplinary action, which may include immediate termination of employment. Please note that, while these Equal Employment and Anti-Harassment policies set forth the goal of promoting a workplace that is free of discrimination, sexual harassment, and other discriminatory harassment, these policies are not designed or intended to limit the authority of IT Department to discipline employees or take remedial action for conduct deemed inappropriate or otherwise unacceptable by the College, regardless of whether that conduct rises to the level of unlawful discrimination or harassment.

19. CONFLICT OF INTEREST

Employees are required to avoid any conflict of interest during their employment in IT Department. Any involvement that conflicts with an employee's duties or responsibilities or affects the employee's judgment in making a decision affecting IT Department will be considered a conflict of interest. This includes any direct or indirect business, management or financial interest or activity, whether or not for compensation, in any business or entity that is a competitor, customer, supplier, or vendor of IT Department.

College employees are enjoined to devote their full professional time and expertise to work to IT Department.

Personal or romantic involvement with a competitor, customer, vendor or supplier may impair an employee's ability to exercise good judgment on behalf of IT Department. No employee of the College shall engage in or maintain an intimate personal relationship with any other employee where one is in a position to control or influence the supervision, evaluation and compensation of the other.

20. CONFIDENTIAL INFORMATION

Employees have an ethical duty not to disclose confidential information gathered from business transactions, and to protect confidential relationships between IT Department and its business associates.

Employees shall not use confidential information obtained in the course of their employment for the purpose of advancing any private interest or otherwise for



personal gain.

During the employee's employment with IT Department and after termination (whether resigned or terminated) of the employee's employment, the employee shall keep secret and obtain in strictest confidence such confidential information.

All notes, lists, records, and other documents (and all copies thereof) made or compiled by the employee or made available to the employee concerning the business of IT Department shall be the College's property and shall be turned-over promptly upon the termination of the employee's employment or at any other time on request.

Violation of this policy shall result to corrective action up to termination of employment.

21. EXTERNAL COMMUNICATION

All external communications must be consistent with IT Department core values and reputation. Also, external communications must support IT Department' mission, vision, code of conduct, and strategies.

When the communications are delivered through the news media, IT Department' approach will be one of cooperation to the extent possible. The College will communicate with honesty, integrity, and in a timely manner. If, however, the communication is not in the best interest of IT Department, it will be courteous in declining to provide information and/or the opportunity.

No employee of IT Department shall be allowed to make public statements to the media unless given a written authorization by the General Manager and Chief Executive Officer. Depending on the severity of any violation of this policy, actions taken could be disciplinary action, employment termination, legal prosecution or any combination of the above.

22. COMPUTER, INTERNET AND E-MAIL USAGE

Computer resources as used in this policy include, but not limited to, desktop computers, laptop computers, computer software, personal data assistant (PDA) hand held organizers, computer hardware, computer network, servers, Internet access, electronic mail, electronic data storage, voice mail, and printers.

Computer resources shall not be used to do the following or under the following circumstances:

Installation or downloading of computer resources, which are not purchased through or approved by the

Technical Department. This includes, but is not limited to downloading and installing, software, screensavers, instant messaging programs such as Yahoo Messenger, AOL Instant Messenger, or any other instant message type programs; desktop backgrounds, icons, games, joysticks, game pads, personal PCs, personal printers, e-mail attachments or internet downloads with the file



extensions .exe, .vbs, .com, and .bat.

Personal use that interferes with the time the employee is required to devote to their job-related duties. Personal use at times when the employee is expected to be performing his/her job-related duties. Personal use which results in a direct cost to IT Department.

Access to or downloading pornography or lewd or sexually offensive material. This is including, but not limited to, pictures, videos, and text.

Uses in a manner that discriminates or advocates discrimination against persons based on race, religion, gender, age, physical or mental disability.

Uses in a manner that contains sexual content and constitutes sexual harassment or creates a hostile work environment.

Uses in a manner that assists, facilitates or advocates the practice of religion.

Installation and/or playing of computer games on the computers.

Commercial purposes designed to generate personal income or benefit to the employee.

Duplication of copyrighted software, except for back-up or archival purposes which are allowed by

applicable licenses, notices, contract, or agreement, and which do not violate Anti-Piracy Laws.

23. DRUG-FREE WORKPLACE

IT Department is committed to a drug-free workplace for the safety of its employees and the public. It is the College's intent to provide a drug-free, healthy, safe, and secure workplace environment. Any illegal use of controlled substances or alcohol is inconsistent with the level of

performance expected of employees, and subjects to unacceptable risks to workplace accidents or other failures that would undermine employee's ability to operate effectively and efficiently.

IT Department will take action against an employee who is involved in the unlawful manufacture, distribution, dispensing, possession, or use of any illegal or controlled substances or alcohol while on the job, or while conducting business off College's premises. A violation in this policy may result in disciplinary action up to and including termination, and may also have legal consequences.

24. EMPLOYEE SAFETY

IT Department strives to provide safe working conditions for all employees. The physical premises where the College operates shall be secured by appropriate and reasonable means.

Points of access for employees and visitors shall be monitored and restricted through the use of employee identification cards, closed circuit surveillance television and security personnel. To support Employee Safety, all employees will abide by the following:

- College ID Card must be worn at all times.



- No unauthorized pins, stickers or other items may be attached to the ID Card.

IT Department strictly prohibits possession of weapons of any type by employees during working time or any at College-sponsored event or on the College property, including parking lots. While this list is not all encompassing, weapons are further defined to include firearms, knives, explosives or any other deadly weapons or objects.

All job-related injuries, no matter how slight, should be reported immediately to Operations Manager.

25. WORK PLACE VIOLENCE

IT Department is committed to ensuring the safety and personal welfare of its employees and visitors. The College will not tolerate any workplace violence of any nature or degree, or threats of physical violence (either immediately or in the future), intimidation, reprisals, or any other type of conduct that could be reasonably perceived and interpreted as a violation of this policy. Any employee found to have engaged in the foregoing will be subject to discipline up to and including termination.

An employee who observes the types of behavior described above should immediately report the incident immediately the Operations Manager and General Manager, the Human Resources, or any member of the Management.

26. OFFICE DECORUM

IT Department Management desires to create an office environment that is dignified, pleasant, and conducive to serious professional work. Such an environment calls for the adoption and observance of certain standards of propriety, refinement, and formality that, along with competence and moral integrity, mark a true professional.

Employees are encouraged to foster a work atmosphere conducive to productivity. They should perform whatever tasks they have in hand with order, intensity, and constancy and upon

the completion of one task, should take up the next.

Whereabouts - employees should inform their superiors of their whereabouts or itineraries daily to insure continuity of communications.

Use of Computers – IT Department' personal computers are to be used exclusively for business purposes unless authorized otherwise. Permission will be given for the use of personal computer during non-business.

Use of Telephone - in order to keep telephone lines open for business calls, employees are discouraged to make personal calls. Personal unavoidable calls when taken or made should be for the shortest possible time only. The use of



the telephone by outsiders in employees' respective areas is likewise discouraged, unless it is in connection with IT Department' business.

All telephone calls should be answered promptly and all inquiries handled courteously. Greet the caller pleasantly, courteously and be always at their service. Determine what the caller wants. If you cannot supply the needed info, transfer the call to the proper person, or jot down the number and the message. Close with a happy ending. "Thank you for calling" is always in good taste.

Use of Office Equipment - non-employees should be refused politely if they request use of office equipment except in the use of the telephone. They shall allow the use of office equipment only in cases where the use is to generate documents in relation with their business with us.

Dress Code - the external appearance of an employee is a reflection of his/her professionalism. Employees must report for work in neat, presentable and proper attire. They are expected to office attire at all times, with the exception of Thursdays where they can come to work in their casual attire.

27. DISCIPLINARY ACTION

Employees who fail to adhere to the policies and procedures of IT Department are subject to disciplinary action. The purpose of disciplinary action is to point out unacceptable behavior or performance so that it may be corrected.

Disciplinary action is not intended as, nor should it be taken as, a personal attack. Each employee has a responsibility to make every effort to improve in that aspect of their behavior or performance when it is addressed.

The **Table of Corrective Action** shall be used as a general guide in determining sanctions. However, each performance/behavioral problem is unique and therefore should be treated accordingly. IT Department Management therefore reserves the right to increase or decrease severity of corrective action based on circumstances (i.e., willfulness of the offense, business impact, pattern of misconduct, history of previous offenses)

All corrective actions, especially termination, shall be carried out in accordance to the strictest standards of the Labor Law. Under no circumstance will an employee will be suspended or terminated without due process, both procedural and substantive.



DEFINITION OF DISCIPLINARY TERMS

Verbal Warning - a verbal advice calling the attention of the employee. This is done if the rule violated is a minor offense and there was no inconvenience caused by such simple infraction.

Written Warning - a formal letter or notice is given to the employee concerning his/her violation. Before serving of the written memo, a formal discussion is made among the Operations Manager and/or General Manager and his/her immediate superior concerning the offense.

Suspension – this is a forced and temporary absence from duty without pay, which may be imposed as a penalty for severe misconduct or repeated infractions.

Dismissal – this is the ultimate sanction that may be imposed upon the employee where employment is terminated by IT Department, in accordance with its rules and regulations, for acts which are considered as detrimental to the interests of the College.



TABLE OF CORRECTIVE ACTION

PRODUCTIVITY				
OFFENSE	1ST INSTANCE	2ND INSTANCE	3RD INSTANCE	4TH INSTANCE
Loafing, loitering, or leaving work area temporarily during work hours without permission	Verbal Warning	Written Warning	3 days suspension	Dismissal
Engaging in lengthy non work related conversations during work hours	Verbal Warning	Written Warning	3 days suspension	Dismissal
Sleeping during work hours	Written Warning	3 days suspension	Dismissal	
Malingering – claiming to be sick but found to be fit to work	Written Warning	3 days suspension	Dismissal	
Using College time, material, equipment or other resources to do unauthorized or personal work	Written Warning	3 days suspension	Dismissal	
Insubordination or willful disobedience in carrying out reasonable instructions of a superior <ul style="list-style-type: none"> a. where the College suffers <u>no</u> material or financial injury as a consequence b. where the College suffers material or financial injury as a consequence 	Written Warning 3 days suspension	3 days suspension Dismissal	Dismissal	
Commission of negligent or careless acts during work time or within College property which result in personal injury to a co-employee or destruction of College or employee property, material or equipment	Suspension to Dismissal			
Below average rating in Performance Evaluation <ul style="list-style-type: none"> a. 2nd consecutive time b. 3rd consecutive time 	Written Warning Dismissal			



PREJUDICIAL ACTS AGAINST COLLEGE INTERESTS		
OFFENSE	1ST INSTANCE	2ND INSTANCE
Unauthorized disclosure of classified information, or permitting or assisting unauthorized persons to have access to such classified information, articles, or proprietary materials or removing records from file without official permission	Suspension to Dismissal	
Deliberate furnishing of false and misleading information about the College, products and services and/or oneself	Dismissal	
Participation or involvement in any business transaction involving any person or business enterprise with which IT Department has a business relationship with	Suspension	Dismissal
Unauthorized copying of licensed software application packages and all such acts that violate intellectual property rights	Dismissal	
Acts of gross negligence or carelessness committed on the job that will prejudice the reputation of IT Department and its clients	Suspension	Dismissal
Engaging in any outside work or professional practice which directly affects the College's image	Suspension	Dismissal
Engaging in business or work with a competitor	Dismissal	
Computer hacking	Dismissal	



OFFICE PROTOCOL AND DECORUM

OFFENSE	1 ST INSTANCE	2 ND INSTANCE	3 RD INSTANCE	4 TH INSTANCE
Failure to maintain cleanliness in work areas	Verbal Warning	Written Warning	Suspension	Dismissal
Non-adherence to Dress Code Policy	Verbal Warning	Written Warning	Suspension	Dismissal
Unruly conduct as to cause disorder, disrupt work or create scandal	Written Warning	Suspension	Dismissal	
Assaulting any College official or employee inside or outside the College premises Threatening, intimidating, coercing clients customers, visitors or other employees Uttering obscene, insulting or offensive words, or making discriminatory remarks against any employee, client, customer or visitor within the College premises	Written Warning	Suspension	Dismissal	
Commission of any act involving moral turpitude which constitutes a crime	Dismissal			
Failure to report any information or incident that needs administrative attention (eg. Infraction of rules and regulations)	Suspension	Dismissal		
Engaging in gambling or any game of chance, betting and collecting bets for any type of game on College premises	Suspension	Dismissal		
Acts of sexual harassment	Suspension	Dismissal		

INTEGRITY

OFFENSE	1 ST INSTANCE	2 ND INSTANCE	3 RD INSTANCE	4 TH INSTANCE
Falsification of College records or documents	Dismissal			
Misappropriation of College funds/with holding funds due for the College	Dismissal			
Fraud; especially any attempt to circumvent or violate productivity measurement of other systems	Dismissal			
Requesting or performing any action that would result in time fraud	Suspension	Dismissal		
Offering, soliciting or accepting favors or anything of value in exchange for a job, work location or favorable condition	Dismissal			
Give false testimony during an official investigation	Dismissal			



SECURITY AND SAFETY				
OFFENSE	1ST INSTANCE	2ND INSTANCE	3RD INSTANCE	4TH INSTANCE
Failure to display or present official identification card	Written Warning	Suspension	Dismissal	
Entrance without permission into restricted areas	Verbal Warning	Written Warning	Suspension	Dismissal
Theft of property of other employees, clients, visitors within College premises	Dismissal			
Any act of vandalism causing damage to property of other employees, clients, customers and visitors within College premises	Dismissal			
Possession of firearms, explosives or other deadly weapons within College premises	Dismissal			

COLLEGE ASSETS AND PROPERTIES				
OFFENSE	1ST INSTANCE	2ND INSTANCE	3RD INSTANCE	4TH INSTANCE
Unauthorized use, operation, possession or lending of College property	Written Warning	Suspension	Dismissal	
Unauthorized use of computers; accessing unauthorized files or sites; downloading non-work related files	Verbal Warning	Written Warning	Suspension	Dismissal
Failure to report the destruction of or a known defect in College property or equipment	Verbal Warning	Written Warning	Suspension	Dismissal
Any act of vandalism causing damage to College property	Dismissal			
Removal of any College property without proper authorization	Suspension to Dismissal			
Theft of College property	Dismissal			

COMPUTER, INTERNET AND EMAIL USAGE				
OFFENSE	1ST INSTANCE	2ND INSTANCE	3RD INSTANCE	4TH INSTANCE
Exploring the internet during working hours for non-business related purposes	Verbal Warning	Written Warning	Suspension	Dismissal
Downloading non work related files (including but not limited to mp3s and videos)	Verbal Warning	Written Warning	Suspension	Dismissal
Accessing unauthorized and offensive sites	Written Warning	Suspension	Dismissal	
Computer Hacking; unauthorized use or attempts to circumvent or bypass security mechanisms of information system/network	Suspension	Dismissal		
Changing Computer settings to access the internet	Suspension	Dismissal		



ILLEGAL DRUGS, ALCOHOL AND TOBACCO				
OFFENSE	1ST INSTANCE	2ND INSTANCE	3RD INSTANCE	4TH INSTANCE
Entering College premises or working while under the influence of alcohol	Suspension	Dismissal		
Smoking in non-smoking areas	Written Warning	Suspension	Dismissal	
Possession of illegal drugs or drug paraphernalia	Dismissal			
Sale or distribution of illegal drugs	Dismissal			
Buying or accepting illegal drugs	Dismissal			
Reporting for duty while under the influence of illegal drugs	Dismissal			
Proven drug dependency	Dismissal			
Conviction of a crime involving illegal drugs	Dismissal			

ATTENDANCE AND TIMEKEEPING				
OFFENSE	1ST INSTANCE	2ND INSTANCE	3RD INSTANCE	4TH INSTANCE
Failure to return to work promptly upon expiration of approved leave of absence	Written Warning	Dismissal		
Tardiness a. 3 instances of tardiness <= 1 hour b. Accumulation of 2 written warnings which has not lead to salary deduction ** The counting of the offenses shall reset in case an employee has not committed a single infraction of tardiness within 3 months from the last occurrence.	Verbal Warning Salary Deduction	Written Warning Dismissal	Salary Deduction --	Dismissal --
Leaving the office during official working hours without previous permission from immediate manager	Verbal Warning	Written Warning	Suspension	Dismissal
Absences without official leave (AWOL) a. 1 day of unauthorized absence b. 2 consecutive days of unauthorized absences c. 3 consecutive days of unauthorized absences	Verbal Warning Suspension Dismissal	Written Warning Dismissal --	Suspension -- --	Dismissal -- --
Unauthorized change in time schedule	Verbal Warning	Written Warning	Suspension	Dismissal
Deliberately logging in or logging out for another employee or requesting an employee to log in or log out on his/her behalf	Written Warning	Suspension	Dismissal	



MANAGERIAL RESPONSIBILITY				
OFFENSE	1ST INSTANCE	2ND INSTANCE	3RD INSTANCE	4TH INSTANCE
Failure of manager to disseminate and/or implement policies, work rules, procedures and the like	Written Warning	Suspension	Dismissal	
Failure of the manager who has knowledge of any violation of College work rules to take steps to prevent and/or report the same	Manager shall be meted at least the same corrective action as that of the offender.			

PREVENTIVE SUSPENSION

Preventive suspension will be enforced in situations where there is a threat to the welfare and safety of employees or where there is a threat to the security of IT Department, specifically cases involving sabotage of College property or production processes.

No preventive suspension shall last longer than thirty (30) days. IT Department shall thereafter reinstate the employee in his/her former position, or it may extend the period of suspension, provided that during the period of extension, and the College pays the wages and other benefits due the employee.

If the investigation yields result which prove the employee/s guilty of the charge, then the employee/s shall be sanctioned from preventive suspension to termination through a written notice coming from IT Department.

If, however, the investigation determines that the concerned employee is not at fault of the charge, the employee shall be duly notified and remunerated for the days spent on preventative suspension through Notice of Clearance coming from the management of the College.



APPENDIX

Standard Forms



Name : _____ Date: _____

Period of Leave: _____
(dd/mm/yyyy)

From:

To:

This represents: _____ calendar days

Applicants signature: _____ Date: _____

APPROVAL:

Approved Not Approved

Supervisor _____ Date: _____

IT Manager _____ Date: _____

**PERSON IN CHARGE OF TASKS AND RESPONSIBILITIES
THROUGHOUT THE DURATION OF LEAVE PERIOD:**

ADMINISTRATION

Start of Leave Year: _____ Annual Entitlement: _____ calendar/working days

Balance from last year: _____

Leave accumulated this year to
start of leave applied for: _____

Total leave accumulated: _____

Balance after applied for leave: _____

CANCELLATION OF LEAVE APPLICATION

Employee Signature: _____ Date: _____

Manager/Director Approval: _____ Date: _____

Copy to Employee - Original to File



Leave Salary Encashment Form

Employee Information

Employee Name:

Last

First

M.I.

Department:

Date:

Details

Leave period: _____

No. of Days: _____

Leave Salary Entitlement: _____

Encashment Requested by: _____

Signatures

Employee
Signature: _____

Date
: _____

Reviewed by:

IT Manager

Date
: _____

Approved by:

Date
: _____



New Employee Checklist

New Employee's Name:		Position:	
Employee's Start Date:		Dept.:	

Please complete the following checklist. Contact the appropriate departments for assistance. ***The goal is to complete the list of items before the first week of the new employee at IT DEPARTMENT ends.***

<input type="checkbox"/>	Announce to department and other employees the new employee's name, arrival date, title and overview of responsibilities. Encourage them to be welcoming.
<input type="checkbox"/>	Consider choosing an individual from your department to give the new employee a department tour, answer questions, etc.,
<input type="checkbox"/>	Office / Seating Location
<input type="checkbox"/>	Office Furniture
<input type="checkbox"/>	Telephone Extension (Ext. #: _____)
<input type="checkbox"/>	Cell phone with SIM (If applicable only)
<input type="checkbox"/>	Computer: <ul style="list-style-type: none"> <input type="checkbox"/> Email <input type="checkbox"/> Internet (If applicable)
<input type="checkbox"/>	Office Supplies
<input type="checkbox"/>	Business Cards (If applicable)
<input type="checkbox"/>	Hard Copy of the list of Extension and Mobile Numbers

Complete checklist & sign below to indicate that checklist has been completed in full.

Supervisor Signature

Date



PRE-INTERVIEW ASSESSMENT FORM

CV Shortlisted / Referred By: _____

Pre-interview Data Sourced By: _____

Date: _____

1	Name of the Candidate:	
2	Position applied / interviewed for:	
3	Current place of work:	
4	Current Position:	
5	Is the candidate willing to relocate to/within the UAE?	
6	What is the notice period candidate is supposed to give?	
7	Seeking long term or short term opportunity:	
8	Present Salary:	
9	Candidate's Expectations: (Salary & any other benefits sought)	
10	Negotiable / Non-negotiable?	
11	Convenient Time for a Telephonic/Personal Interview?	
12	Is the candidate related to any employee in MIS? If so, the name of the relative & type of relationship.	
13	Any other remarks?	

Date: _____



PROPERTY LEASE AGREEMENT FORM

Ref: _____

Employee
Name: _____

Designation: _____ Department: _____

Item (s) to be
leased to
employee: _____

I hereby agree that the abovementioned item(s) is owned by IT Department and will be leased to me throughout my employment to be used for business purposes. I understand that if my employment with the College is to be terminated by the management or myself, I must return the abovementioned item(s) for utilization by another employee in my place.

Employee Signature: _____

Date: _____

General Manager
Signature: _____

Date: _____



PURCHASE REQUEST FORM

Ref: _____

Name of the Requestor:	_____	Department:	_____
------------------------	-------	-------------	-------

Details of Item(s) to be purchased: [Attach copies of the item(s) if available]

No.	Item Description	Item Price	Quantity	Total
TOTAL				

State reason(s) for the purchase of item(s):

Signature of Requestor: _____ Date: _____

REVIEW & APPROVAL:

Reviewed by: _____

Date: _____

Approved by: _____

Approved _____

Date: _____

Ref: _____



SALARY ADVANCE FORM

Name: _____	
Department: _____	Contact #: _____
Reason for Salary Advance: _____ _____	
Amount of Salary Advance requested: AED: _____	Present dues if any: _____
Previous advance taken (month & yr) _____	Amount _____
If approved, I understand that the amount advanced will be deducted from my salary beginning next pay- cheque, in _____ installments. _____	
Employee of Signature: _____	
Date: _____	

REVIEW & APPROVAL:

Reviewed by: _____
Date: _____

Approved by: _____

Approved _____

Date: _____



EMPLOYEE SKILLS ASSESSMENT EVALUATION

Employee Information

Name Of Employee: _____

Department: _____

Date: _____

Evaluate your ability to act effectively and on time by responding to the following statements by marking the option closest to your experience. Be as honest as you can.

1 = *Never*
 2 = *Occasionally*
 3 = *Frequently*
 4 = *Always*
 NA = *Not Applicable*

Complete this skills assessment, using the following scale:

	(1) = Never	(2) = Occasionally	(3) = Frequently	(4) = Always	(NA) = Not Applicable
I go home from work confident that my job is under control.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know exactly what my objectives are.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I deal with tasks immediately when that is the appropriate action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I review how I do things in order to improve my methods.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I carry a notebook to write down ideas wherever I am.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I keep my work environment tidy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I respond to all communications immediately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I tell people if I have decided not to take action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I allocate an up-to-date status to all the actions on my to-do list.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I deal with matters that are important before they become urgent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what actions need to be done first.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I under-promise and over-deliver.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I make plans that take account of my weaknesses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	(1) = Never	(2) = Occasionally	(3) = Frequently	(4) = Always	(NA) = Not Applicable
I use appropriate styles of leadership.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I make decisions at the right time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I obtain other people's agreement to my decisions on an individual basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I look for all the causes of problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I list my decision-making criteria before I make a decision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think creatively as well as rationally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I make use of a checking procedure to make sure I have made the right decision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I follow up decisions by adding the actions to my to-do list.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I take time to prepare before I communicate with other people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find the information I need on a regular basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I keep the structure of my filing system up-to-date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I file things as I go along.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use technology when it is appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I find the information I need by searching sites on the internet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I try to think about communication from the other person's point of view.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I make sure that I learn from my mistakes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I document my routines so I can make use of them in the future.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I share useful experiences with my colleagues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I keep a good balance between work and leisure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments:



TRAVEL BOOKING FORM

Ref: _____

Employee Information	
Employee name	_____
Position	_____
Department	_____
Travel Information	
Travel Booking	_____
Destination	_____
Departure date	_____
Departure time	_____
Return date	_____
Return time	_____
Ticket Price	_____

REVIEW & APPROVAL:

Reviewed by: _____
Date: _____

Approved by: _____
Approved _____
Date: _____

Date: _____



TRAINING AGREEMENT FORM

Ref: _____

Employee
Name: _____

Designation: _____ Department: _____

Course Name: _____ Date(s): _____

Course Fee: _____ Venue: _____

I, _____, in accordance with the Policy of IT Department (IT DEPARTMENT), hereby agree to continue employment with IT DEPARTMENT for one year from the date of the above training. I understand that if I must leave the College, I agree to reimburse IT DEPARTMENT the course fee of _____.

However, should my services with IT DEPARTMENT discontinue due to IT DEPARTMENT restructuring, fees will be covered by IT DEPARTMENT.

If a certification needs to be taken and consequently, I fail the exam, IT DEPARTMENT would give a grace period of two (2) months to reset the examination or pay the full fee of the examination.

Employee Signature: _____

Date: _____

General Manager
Signature: _____

Date: _____



Training Course Evaluation

<Course Name>: Event Evaluation

Please fill in this form to provide the training team with feedback about the course:

<Course Name>

Location: **<Course Location>**

Date: **<Course Dates>**

Please note that all data is collected anonymously and there is no link to your identity, organization or location.

Rating	Poor	Fair	Average	Good	Very Good	Excellent	Comments
Goal 1: <Description of Goal1>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100%; height: 20px;" type="text"/>
Presentation 1: <Description of presentation 1>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100%; height: 20px;" type="text"/>
Overall Evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100%; height: 20px;" type="text"/>
Event Materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100%; height: 20px;" type="text"/>
Lab Exercises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100%; height: 20px;" type="text"/>
Advertising & Registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100%; height: 20px;" type="text"/>
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 100%; height: 20px;" type="text"/>
What did you most like about this event?							<input style="width: 100%; height: 20px;" type="text"/>
What did you least like about this event?							<input style="width: 100%; height: 20px;" type="text"/>
Is there anything else you would like the event to have covered?							<input style="width: 100%; height: 20px;" type="text"/>
Further Comments							<input style="width: 100%; height: 20px;" type="text"/>



TRAINING REQUEST FORM

Ref:

Name of Requestor:		Department:	
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Course Details: (Attach copies of the course details if available)

Type of Training:		Training Date(s) & Time	
Training Provider:		Training Location:	

List of Participant(s):

Name	Designation	Department

Total Training Fee:	
---------------------	--

State reason(s) training is essential for participant(s):

REVIEW & APPROVAL:

Reviewed by:

Date:

Approved by:

Approved
