



Institute of IT Training

CODE OF PRACTICE FOR TRAINING DEPARTMENTS

A guidance document for Training Departments





Code of Practice for IT Training Departments

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Code of practice for internal training departments

IT users in the UK benefit from one of the most advanced IT training environments anywhere in the world. In general, in-house training departments provide a value-for-money range of quality training products and services to their parent organisations. However, in a business environment which is ever-increasingly competitive, it is important for training departments to align to best-practice and be able to demonstrate that they provide the organisation with top quality and cost effective training products and services.

It is an Institute objective to assist in the raising of standards in IT training across the board, and the Internal Training Department Accreditation Programme (ITDAP) is a key component of this. Note that the ITDAP accredits the department: it does NOT accredit individual courses.

This Code of Practice provides the basis for the Institute of IT Training's Internal Training Department Accreditation Programme through which the Institute will maintain and monitor a register of approved in-house training departments carrying out IT 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:

- 'Client' means any person or organisation that enters into a contract with the internal training department for training in IT, whether formal or informal;
- 'Contract' means any arrangement made with the training department by a client for the provision of services and /or products, whether formally or informally entered into;
- 'Course' means any programme of training in IT, however conducted, which purports to be complete in itself;
- 'Student' means any person taking a course;
- 'Training department' means any section, department, organisation or body accredited by the IITT as an approved internal training department carrying out IT training.

Internal publicity & promotion

- Training departments will conduct their dealings with clients in a professional manner, hence actively promoting and contributing to the effective use of IT in their parent organisation.

■ In internal literature and correspondence, training departments shall express themselves clearly and without ambiguity so that clients may know exactly what is being offered and what they are entitled to expect from the services being provided.

■ Training departments shall not give false or misleading indications, whether by words, illustrations or other means, in relation to their products and services or to the products and services of any other training organisations.

Technical prospectus

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

- the title of the course or group of courses;
- the training performance objectives to be achieved;
- the Training Needs Analysis services available from the training department;
- the award, if any, for which the course is designed to prepare students, and the name of the awarding body;
- the method of evaluation and the conditions for the awarding or withholding of final certification;
- the syllabus of the course indicating the emphasis placed on each section, including practical work;
- the duration of the course and its starting and finishing times;
- the training methods used and indication of class size;
- a profile of the student for whom the course is designed, including prerequisite and/or desirable experience;
- 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 training department will issue every student with a similar statement at the time of enrolment;
- the practical work that students carry out including a statement of the available equipment;
- what post-course support is provided to students after they have attended the course.

Commercial prospectus

If the corporate methodology is to cross-charge the services provided by the training department, the training department shall state in writing prior to contract:

- specifically what products and services are included in the proposal for training;
- the basis for charging and the quoted or anticipated total cross-charge cost;
- any reserved rights to change the content, timetable, location, date and cross-charge fee in respect of any course;
- the rights of the client and training department if for any reason the course is not completed or if the course is cancelled by either client or training department;
- the refund policy, if any;
- whether the course documentation is subject to copyright law;
- that the training department subscribes to and abides by the Institute of IT Training's Code of Practice, a copy of which is available on request.

Course controls

Training departments shall:

- ensure that tutors possess the necessary technical expertise to present a course;
- ensure that tutors are fully competent in the appropriate techniques of instruction, verifiable by either holding the IITT's Certificate in Training Delivery Skills, or another certificate in training practice as recognised by the IITT, or by demonstrably working towards the attainment of same;
- ensure that tutors keep abreast of current developments appropriate to their training responsibilities and can describe how this is achieved;
- ensure that all course materials and documentation are reasonably accurate and up-to-date;
- ensure that the training facilities provided are appropriate to the course and offer an environment conducive to the students learning.

Further Information

For further information, please contact the Standards Secretary on 0845 006 8858 or email standards@iitt.org.uk