

Way of working for (external) trainers – On Campus – Learning & Development

Dear trainer,

We are delighted to welcome you to TU/e and would like to provide you with some information to help your course run smoothly:

Rescheduling Course:

Once a training has been definitely planned in our system, it is not permitted under any circumstances to reschedule dates / times of the training.

Course Materials:

It is not necessary to report to reception in any of our buildings with exception of **Carpo, Proteus en Triton**. The key card (on presentation of confirmation) for these buildings can *be collected and returned the same day at the Metaforum reception (Mon-Fri 07.30-22.00h)*. Please proceed to all other meeting rooms.

1. Before the start of the training course, name cards, markers and table flip-charts can be collected from Training Support (**Atlas 11.126**). Training Support is unable to provide flip-charts with stands if they are not available in the meeting room. Please do not leave any materials behind in the meeting room. Remove used sheets from the flip-charts before returning them, and any other remaining reusable material, to Training Support.
2. There are no laptops available in the training rooms. Trainers are required to bring them to all sessions.

Participants

1. Lists of participants will be emailed to the trainer three weeks before the training course commences. The trainer records attendance on these lists during the training course. A scan of the completed lists should be emailed to Training Support upon completion of the training course hrm.ld-support@tue.nl.
2. Cancellation of participation must always take place by informing Training Support (hrm.ld-support@tue.nl). If a participant should cancel directly with the trainer they will then inform Training Support.
3. Participants are expected to attend all sessions. In order to qualify for a digital certificate of participation, 80% presence throughout the entire training course is mandatory. If the participant is absent for a session, the trainer may choose to have the participant complete an assignment to make up for the missed session. This arrangement takes place between the trainer and participant and does not involve Training Support. The trainer must indicate on the list of attendance if the participant is to receive a certificate or not.
4. Participants who are not registered for the training course will not be allowed to participate under any circumstances. The trainer will advise the participant to contact Training Support: hrm.ld-support@tue.nl.

Meeting Rooms/Refreshments

1. Meeting rooms are available 30 minutes before the training course commences and ends. The meeting rooms are not locked. Coffee and Tea are not provided in meeting rooms. You can either pay with your bank card at the coffee machines or get tea free from one of the Quooker taps, it is also possible to get one of the participants to use their campus card to obtain free coffee. However, there are some exceptions to this rule and coffee/tea will be provided in the following buildings: the Zwarte Doos and Carpo, Proteus en Triton as there are no coffee machines available at these locations.
2. Participants and trainers must provide their own lunch.
3. In meeting rooms where the tables are connected/secured, they may not be moved around.
4. It is not permitted to move to another location on the day of the training course. This may only be done in consultation with Training Support. If the trainer should move to another location, without consulting Training Support, catering and materials will not be moved to the new location.
5. In meeting rooms where it is permitted to move the furniture around, it must be returned to the default/standard position after the course.
6. All equipment must be switched off before leaving the room.

Evaluation:

7. We work with digital evaluation forms. These are sent to the participants by email on the last day of the training. A reminder will be sent three days later. Participants are urged to complete the evaluation for potential improvement of the training. This may be done in the last 5 minutes of the training if you so wish. Maximum ten days after the training course has finished, the trainer will receive the evaluation report.
Trainers are not permitted to send their own evaluation to the participant.

Way of working for (external) trainers – Online Courses – Learning & Development

1. The list of participants including email addresses will be sent by Training Support to the trainer/training center at the latest one week before the start of the course.
2. For training courses, that are held using MS Teams the trainer will send a Teams invitation with a link to the participants (email addresses are included on the list of participants).
3. A digital evaluation will be mailed to the participants on the last day of the training course. A reminder will be sent three days later. Please request the participants to complete this questionnaire so that we can improve the quality of our training courses. This may be done in the last hour of the training if you so wish. The trainer will automatically receive the evaluation no later than 10 days after the training course has finished.
Trainers are not allowed to send their own evaluation to the participant.

4. Participants who are not registered for the training will not be allowed to participate under any circumstances. The trainer will advise the participant to contact Training Support.
5. Cancellation of participation must always take place by informing Training Support
6. (hrm.ld-support@tue.nl). If a participant should cancel directly with the trainer they will then inform Training Support.
7. Participants are expected to attend all sessions. In order to qualify for a digital certificate of participation, 80% presence throughout the entire training is mandatory. If the participant is absent for a session, the trainer may choose to have the participant complete an assignment to make up for the missed session. This arrangement takes place between the trainer and participant and does not include Training Support. The trainer must indicate on the list of attendance if the participant is to receive a certificate or not.
8. After the course has finished please mail a scan of the attendance list to hrm.ld-support@tue.nl.

It is strictly prohibited to make acquisitions (verbal or written) for your external organization.
If you have any **questions or should problems arise**, please contact:

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| ○ Training Support (not for technical issues) | |
| Agnes van Hemert | 040-2473067 |
| Miriam Smits – Maguire | 040-2472520 |

Available on working days from 8.00 until 12.00 and from 13.00 until 16.00 hours.

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| ○ In case of emergency TU/e: | 040-2472222 |
| ○ ICT issues LIS Helpdesk | 040-2472000 |
| ○ Canvas Helpdesk | 040-2473826 |

Thank you for your cooperation!
Department Learning & Development TU/e