Way of working for (external) facilitator – Learning & Development

Dear facilitator,

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

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.

Session information

1. All session and course information can be found in the Learning Hub.

2. For online sessions, that are held using MS Teams the trainer will send a Teams invitation with a link to the participants or add it to the session information so people can see that information in the meeting request (email addresses are included on the list of participants).

Participants

1. Lists of participants can be found in your course management in the TU/e Learning Hub. 24 hours prior to a session, you will also receive an email with this list and a link to the session with all necessary information.

2. The trainer tracks attendance during the training course. This is also done in the Learning Hub. By going to the session management, you can mark participants absent and present.

3. If a participant cancels directly with the trainer, you should inform them that cancellation of participation must always take place by informing Training Support (hrm.ld-support@tue.nl). If a participant is absent without informing anyone, mark them absent in the Learning Hub.

4. 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. If such an exception is made, please inform Training Support to ensure the participant can still receive the certificate.

5. 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

1. We work with digital evaluation forms. These are sent to the participants after completing the course. 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 wish. You can see the evaluation results in the Learning Hub at all times. Trainers are not permitted to send their own evaluation to the participants.

Acquisitions

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:

In case of emergency TU/e: 040-2472222

ICT issues LIS Helpdesk 040-2472000

Canvas Helpdesk 040-2473826

Training Support (not for technical issues)

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.

Thank you for your cooperation!

Department Learning & Development TU/e