PSEB DEPLOY: AI Powered Bootcamps

Trainer Conduct & Service Delivery Policy

1. Purpose of the Policy

The purpose of this Trainer Policy is to ensure that all trainers delivering courses under the PSEB Bootcamp Training Program uphold the highest standards of professionalism, instructional quality, and ethical behavior. Trainers play a critical role in shaping the learning environment, and this policy outlines the expected conduct, responsibilities, and values required to maintain a safe, inclusive, and effective training environment.

2. Commitment to Quality Training Delivery

All trainers must ensure:

2.1 High-Quality Instruction

- Deliver training sessions with excellent preparation, updated knowledge, and strong technical expertise.
- Follow the approved curriculum, session plans, and training guidelines without deviation unless approved by the Training Manager.
- Ensure training content is aligned with industry standards, up-to-date software practices, and Bootcamp learning outcomes.
- Deliver both theory and practical components effectively, ensuring that students achieve competency.

2.2 Engagement & Support for Trainees

- Encourage student participation through hands-on practice, discussions, and problem-solving.
- Provide timely assistance to students facing difficulties with tools, assignments, or concepts.
- Maintain patience, professionalism, and empathy in all interactions.
- Ensure equal support is provided to all trainees without favoritism or bias.

3. Professional Conduct Requirements

Trainers must exhibit professional behavior at all times, ensuring a respectful, safe, and inclusive learning environment.

3.1 Punctuality & Time Discipline

- Be present at least 10 minutes before class time.
- Start and end sessions on schedule in accordance with the Bootcamp timetable.
- Notify the Training Manager in advance in case of emergencies or delays.
- Avoid canceling or rescheduling classes without prior approval.

3.2 Respectful & Inclusive Behavior

- Treat all trainees with dignity and respect.
- Foster a learning environment where everyone feels safe to express ideas.
- Ensure that no student is discriminated against based on gender, age, ethnicity, religion, socioeconomic status, or physical ability.

3.3 Prohibited Conduct

The following behaviors are strictly prohibited and will lead to disciplinary action:

a. Religious Discussions

- No preaching, persuasion, or discussions promoting any religious belief, sect, or ideology.
- No criticism of any religion, sect, or religious practice.

b. Political Discussions

- No political debates, opinions, or references to political parties, leaders, or government decisions.
- No political persuasion of any kind.

c. Racist or Sexist Behavior

- No racist, sexist, or discriminatory remarks.
- No harassment or micro-aggressive comments about gender, appearance, nationality, language, or ethnicity.

d. Offensive, Abusive, or Unethical Behavior

- No insulting language, shouting, or humiliation of trainees.
- No inappropriate jokes or cultural insensitivity.
- Zero tolerance for harassment of any kind.

4. Training Delivery Responsibilities

4.1 Adherence to Curriculum

- Teach the curriculum exactly as approved by Bootcamp Team.
- Ensure that each module's learning outcomes are achieved.
- Use approved tools, platforms, and instructional material.
- Avoid introducing unapproved or controversial content.

4.2 Classroom & Lab Management

- Maintain discipline while promoting active, respectful participation.
- Ensure all trainees are engaged in learning activities.
- Keep lab equipment safe, functional, and properly used.
- Report any hardware or software issues immediately to the Lab Manager.

4.3 Assignment & Assessment Responsibilities

- Give assignments as scheduled and ensure fair grading.

- Provide constructive feedback that helps trainees improve.
- Submit assessment reports on time as per the reporting mechanism.

5. Communication Protocol

5.1 With Students

- Communicate politely, professionally, and clearly.
- Maintain a mentor-like approach without crossing professional boundaries.
- Avoid personal, emotional, or inappropriate conversations.

5.2 With Training Management

- Report daily attendance and class progress.
- Share performance issues or red flags regarding trainees.
- Participate in weekly and monthly trainer review meetings.
- Follow all reporting formats (daily, weekly, monthly).

6. Ethical & Compliance Requirements

All trainers must:

- Ensure honesty and transparency in all training activities.
- Avoid plagiarism in any teaching material or demonstrations.
- Maintain confidentiality of trainee data and project files.
- Avoid conflicts of interest or favoritism.
- Uphold values of integrity, respect, diversity, and professionalism.

7. Performance Monitoring

Trainer performance will be monitored through:

- Class observations by Training Managers or M&E teams
- Trainee feedback forms
- Assignment quality and timely submission
- Professional behavior with all stakeholders
- Attendance and punctuality score
- Adherence to curriculum and delivery guidelines

Trainers who consistently perform well will be recommended for additional modules, special sessions, and long-term engagement.

8. Disciplinary Actions

Any violation of this policy may lead to:

- Warning notice

- Temporary suspension
- Removal from the batch
- Termination of engagement
- Blacklisting from future Bootcamp training batches.

Serious violations (harassment, discriminatory behavior, political/religious offense) will result in immediate termination from the project.

9. Continuous Improvement

We encourages trainers to:

- Participate in refresher training sessions
- Learn the latest industry tools and technologies
- Attend Bootcamp-organized workshops and masterclasses.
- Contribute to curriculum improvements
- Share innovative teaching practices

10. Trainer Acknowledgment

All trainers must sign a Trainer Code of Conduct & Policy Acknowledgment Form before starting their sessions, confirming that they understand and agree to follow all rules outlined in this policy.

Trainer		Bootcamp Consortium Partner	
Name:	_____	Name:	_____
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____