

CODE OF PRACTICE OF TRAINING PROFESSIONALS IN LUXEMBURG

This code of practice was initiated by Interformation Asbl, Luxembourg's federation of trainers and is the fruit of a partnership between several of the country's economic players, trainers and Interformation. Its objective is to determine the ethical foundation of providers of continuous professional development training in the Grand Duchy of Luxembourg.

The training provider

The training provider will identify and reflect their understanding of the client's needs in accordance with the following ethical practices:

- respect of the training contract at each stage, and throughout the duration of the course;
- respect of the different stakeholders (the trainees, the purchaser and the company) and their values;
- no criticism of the choice or organisation of the course in front of the participants. Where necessary this should be discussed with the purchaser directly;
- to demonstrate adaptability and pro-activity throughout the partnership;
- not to sell excessive training solutions but to concentrate on developing the participants' autonomy;
- to update and develop skills regarding the methods, contents, techniques and tools used for the job.

The training provider and the client aim at establishing a partnership based on a 'win-win' model.

The procedure for setting up a training scheme

Needs analysis and training offer

The training provider undertakes to:

- help the client clarify and draft their training needs if not previously established;
- define the training objectives and establishing the framework for success of the training project;
- construct an efficient training programme which facilitates the transfer of skills and aims to address the initial reason for training;
- be innovative in adapting the training programme according to the objectives and resources;
- establish an offer which sets out the requirements, framework for the success, and the technical and financial aspects of the training project;
- identify the person/s assigned to the project, subsequent changes to be approved by the client.

The drawing up of contracts and the implementation of the training

The training provider undertakes to:

- define the training objectives and establishing the framework for success of the training project;
- the stated objectives,
- the number of participants and their profiles;
- the potential methods
- establish a contract or agreement binding the parties. This contract describes the requirements and terms and conditions of the training project, as well as clauses regarding termination, and deferment of service.
- provide the documents required by law for co-funding agreements in favour of in-service training.

- respect the principles and methods of adult training, and the theories of educational science and learning.

The evaluation of the training

The training provider undertakes to:

- regularly review the different stages of the training project with the different parties involved;
- evaluate the training and provide feedback to the client (a duty of reciprocal information between the provider and the client)

Data protection and health and safety

Data confidentiality:

The training provider ensures the confidentiality of all information and data given on a private or professional basis concerning the clients, employees or suppliers of the procuring company, as well as any expertise and/or procedures to which s/he is exposed intentionally or unintentionally during the course of the training. The training provider commits not to use them to any end other than initially meant. .

Intellectual property:

The training provider agrees to respect the intellectual property of any data provided by the client and used during the training project. The trainer also commits to referencing any third party materials used in order to ensure transparency both towards the source used and the client. Any litigation will be subjected to local legislation.

Health and safety:

The training provider agrees to respect any health and safety or data protection guidelines which the client has in place, in order to guarantee his own safety, as well as that of the employees, equipment, fixtures and fittings and all physical or electronic media.

Respect of the learner as a person

The trainer, due to his/her influential position, is responsible for the environment in which the training is taking place.

This means that it is his duty to set a standard based on trust, fairness and equality for all participants. In particular s/he will ensure that the implicit and explicit rules of group dynamics are adhered to by all. These include, but are not limited to, the following:

- the protection of personal dignity and the respect of both private and professional lives.
- the promotion of equal opportunity.
- the supply of a service devoid of discrimination towards genre, origin or belief
- a service provided without a commercial, political, philosophical or spiritual aim.

Overall, the trainer will encourage the intellectual curiosity, openness to ideas, experiences and contributions of the participants in relation to the objectives or where they might help reach those objectives.

The training provider will take appropriate measures to deal with any situation that is outside the mandate given by the client, or as soon as the trainer detects any violation to the spirit of the above code of practice.

Non respect of the code of practice

In case of dispute or non-respect of this code of practice, the parties involved should seek an amicable settlement before bringing the case to court.