

Course Execution Procedure:

Definition:

Educational institute: the institute that executes and manages training courses; here in this guideline it equals to **IHEARI** (Isfahan Higher Education and Research Institute)

Company: one of the several companies that their personnel receive training; usually one of these companies: (1) *Water and Wastewater Company of Isfahan Province*, (2) *Rural Water and Wastewater Company of Isfahan Province*, (3) *Regional Water Company of Isfahan*;

Also, IHEARI has an office in each of the following provinces and they manage training in their own region under surveillance of IHEARI as the headquarters:

- Chaharmahal-o-Bakhtiari Province (*Office of Shahr-e-kord*)
- Yazd Province (*Office of Yazd*)
- Kerman Province (*Office of Kerman*)
- Hormozgan Province (*Office of Bandarabbas*)

Note: If the number of participants of a course for a given company is below 15 (or in some cases 10), IHEARI send a letter to other companies and declares the title. If the limitation of 15 (or 10) participants is met, the procedure of course development will commence as follows.

Procedure:

1- Demand Assessment:

One of the below methods are followed:

- a. Most companies prepare and publish an educational calendar for a whole year usually at the beginning of each Persian year (from February to May). In the calendar, courses are suggested on a season-based manner; this calendar is used by the educational institute to propose course titles according to the timeline of the company for each season of the year. It should be noted that the main resource for the titles is a long list of courses called 'Nezaam-e-jaame Amoozeshi' [*possible translation: Comprehensive System of Training*]. The list is an updated Microsoft Access file available on the webpage of 'Office of Training, Research, and Technology of Ministry of Energy' (<http://trt.moe.gov.ir/>). This file contains the syllabus of each title, too. However, in some cases a title that is proposed is not in above-mentioned list. In such cases, the topics that are agreed between the company and the instructor are covered in the course.
- b. Some special courses are demanded by a company based on their special needs. These are asked in a formal letter sent to the educational institute.

- c. Title is proposed by the educational institute and the companies decide whether it runs or not.

2- Confirmation of the company:

If the educational institute has suggested the title, the company considers its need and also financial affairs and confirms the proposed course in a formal letter or denies it.

3- Initial steps by the executer:

- a. An executer is assigned for each specific course by Department of Water and Natural Environment (one of the specified departments at IHEARI).
- b. The executer corresponds with the Educational Manager of the company for getting information about the participants (number, level of training, etc.) and any other requests for the specified course such as a specified instructor.
- c. The executer corresponds with the relevant instructors. Mostly, the instructor is selected from the database of each department. Sometimes a new person is recommended by the company for the requested course and for such a case, the executer receives the instructor's brief resume and evaluates it. Also, a copy of the last educational degree is received.
- d. The CV of the instructor selected by the executer is sent to the company for confirmation. If the instructor is not confirmed, another one will be suggested.
- e. A contract is prepared by the executer and the instructor is invited to sign it. Tuition is determined based on specified tables available to the instructors.
- f. The executer asks the Educational Manager of the requesting company by a formal letter (in a predetermined format called *Form No. 1* and *Form No. 2*) (along with phone call) to send the list of participants including names, personnel ID, etc. The exact location of the course and exact timeline is mentioned in the formal letter sent by the executer.
- g. Based on the information of the company, a form (*Finalization Form*) is filled by the executer and sent to the Office of Training Courses of IHEARI. This means that the course will definitely be held at the determined date. So the office organizes a class, catering facilities (such as for tea, meal, etc.), stationery, and in case of participants from far regions, residence and meals. For stay of such participants or even the instructor from far cities, there are eight rooms at the two last floors of the building of the office.
- h. Executer receives any handout, booklet, or CD from the instructor and copies them. Also, if a book should be hand out to the participants, this is the duty of the executer to request its purchase (according to the number of participants) and keeping them for the date of course.
- i. Executer copies the curriculum (syllabus) of the course and send them to the Office of Training Courses of IHEARI.
- j. Executer asks the instructor to prepare a sheet of *Pre-test* and a sheet of *Post-test*. These may be typed on a predetermined exam sheet or even be written by the instructor on a

piece of paper. Then these are copied by the instructor and sent to the Office of Training Courses of IHEARI.

- k. The Educational Manager of the requesting company is responsible for informing the participants about the place where the course is run and the timeline.

4- Duties of the **Office of Training Courses** of IHEARI before the date of course:

- a. Purchasing the following (based on the number determined by the executer):
 1. the requested stationery (usually: notebook, pen, A4 sheets, cover, etc.)
 2. cake, tea bag, disposable cups, etc.
- b. preparing any special requirement such as computers, PC projector, etc.

5- At the date of the course:

- a. Personnel of the **Office of Training Courses** of IHEARI are responsible for this stage. The office is located in south of Isfahan ('Chaharbaagh-e-baalaa' street).
 1. Participants who come to the office must fill out the **Registration Form**. In this form some specific information are asked including national ID, phone number (cell phone and work), corresponding company, signature, etc.
 2. The names are typed in the **Attendance Form** and the form is given to the instructor to mark it during the course.
 3. Each participant receives a copy of the syllabus and the stationery (notebook, paper sheets, pen, etc.).
 4. **Pre-test sheets** are hand out to the participants and are collected after writing the answers.
 5. **Catering and/or lunch:** Normally the courses commence at 8:30 AM and last for about 6-8 hours in a day, based on what has already been agreed between the executer, the instructor, and the company (mentioned in the **Finalization Form**). For the participants from Isfahan Province, there is usually a break time around 10:30-11:00 AM during which they receive catering service. For some courses that last more than 6 hours, or those with participants from far regions, lunch is organized, too.
 6. **Evaluation:** At the last session of the training course the **Participants Evaluation Form** is hand out in the class and the participants are asked to fill out them. The form aims two distinct parts: the instructor and the organization of the course. Meantime, the instructor is also asked to complete the **Instructor Evaluation Form**.
 7. At the last session of the course, the **Post-test sheets** are handed out and collected after the completion.
 8. The **Participants Evaluation Forms** are delivered to a specified person at IHEARI to analyze them and draw a brief summary on a piece of paper. Also, the **Instructor Evaluation Form** is delivered to this person.

** It should be noted that in case of courses that are held outside of Isfahan Province (in the others offices such as Yazd, Kerman, etc.) and courses that are held in the headquarters of IHEARI (northwest of Isfahan), the executer is responsible for all the above-mentioned duties.*

6- After the day of the course:

- a. The executer collects all the relevant documents in a folder and send the *Course Folder* to the Office of Training Courses, including:
 1. Registration Form completed and signed by the participants
 2. Attendance Form completed precisely by the instructor
 3. Results (marks) of Pre-test and Post-test written in the boxes on the Attendance Form
 4. Result of Participants Evaluation Forms
 5. A copy of Instructor Evaluation Form
 6. A copy of the contract signed by the instructor and the head of IHEARI
 7. Brief resume of the instructor
 8. A copy of the last educational degree of the instructor
 9. Initial correspondence with the company regarding the course requesting
- b. If any of the above documents are not included in the *Course Folder*, the Office of Training Courses of IHEARI will return it to the executer for completion.
- c. If the *Course Folder* includes all the required documentation,
 1. the Office of Training Courses of IHEARI calculates the cost of the course according to specified rules.
 2. Then, the Office of Financial Affairs at IHEARI is informed to issue an *Educational Invoice* (bill).
 3. This bill is sent to the requesting company by mail and the company is asked to check the bill and inform the IHEARI whether they confirm the bill or not.
 4. If the company confirms the Educational Invoice, the Office of Training Courses will print the *Certificate* of each participant and send them to the company. IHEARI is allowed to have only courses with confirmed invoice in its annual performance statistics.
 5. IHEARI needs to contact with the companies to assure they deposit the amount of money of the confirmed invoice to the account of IHEARI as soon as possible. This account is a governmental account and could not directly be used by IHEARI. The sooner a company pays the bill, the sooner IHEARI receives its money to run its casual affairs and also runs other training courses.
- d. The executer mentions the course title in the list of executed courses of Department of Water and Natural Environment. This data are used to show the performance of the department and also could influence the monthly salary of the executer.

- e. The executer is responsible for following the administrative procedure to assure that the tuition check of the instructor is issued by the Office of Financial Affairs at IHEARI.
- f. The *Course Folder* is put in the archive of the Office of Training Courses of IHEARI.

Below flowchart summarizes the process in short:

