CONTENT

** This instruction describes the policies and procedures of Industrial Training Centers (ITCs). References to ITC in this GI include the Special Training Center (STC) and the Saudi Aramco Contractor Training Center (SACTC). In this GI, 'attendee' refers to any employee or non-employee booked in a given Business Event Type (BET) level; 'employee' refers to regular Saudi Aramco employees; 'non-employee' refers to APNEs (Apprenticeship Program for Non-Employees) and VCGNEs (Vocational College Graduates for Non-Employees); and 'unit head' refers to line supervisors for employees and APNE Admin Unit (AAU) supervisors for non-employees. The GI covers the following areas:

1. Purpose
2. Organization
3. Operation
4. Booking
5. Attendance
6. Transfer of Attendees
7. Attendee Performance
**8. Failure in the APNE/VCGNE Programs
**9. Retesting in the APNE/VCGNE Programs
10. Dress Code and Conduct
11. Attendee Booking and Completion Status Symbols
*12. Exhibit A

1. PURPOSE

** ITCs provide Saudi Aramco Saudi employees and non-employees (including contractor employees/trainees) with academic training in English, math, science, business, and clerical subjects. Through Regular Programs such as Full-Time, Half-Time, Part-Time, Self-Study Test (SST) program, APNE, and VCGNE programs, along with other job skills (JS) training programs, Saudi employees and non-employees (including contractor employees/trainees) are given opportunities to acquire the knowledge and skills necessary to perform their jobs satisfactorily.

2. ORGANIZATION

ITCs are units within the academic training divisions of the Industrial Training Department (ITD) and the Central Region/Western Region Training Department (CR/WRTD). These departments are part of the Training & Career Development (T&CD) organization of Employee Relations and Training (ER&T) within the Industrial Relations (IR) and business line.

3. OPERATION

** The instructions in this GI apply to Saudi Aramco employees and non-employees (including contractor employees/trainees) studying at all Aramco ITCs in the Regular Programs. APNEs and VCGNEs booked in ITC BETs through the APNE and VCGNE Programs follow specific rules and regulations, which can be found in the Apprenticeship Program Manual available from the ITD.

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** 3.1 The ITC training calendar is the same in all main locations. An annual training calendar is issued to line organizations through the Technical Support & Computer Training Department (TS&CTD) in order to inform personnel concerned about start-ups and testing dates which apply to the various T&CD programs (Full-Time, Half-Time, Part-Time, APNEs, VCGNEs, and SST).

** Note: Depending on operational requirements, the SACTC may have different start-ups to cater for the special needs of the Saudi Aramco contractor community.

3.2 Curriculum materials are issued to attendees the first time free of charge and are normally considered expendable. When these materials are in short supply, ITCs may require that attendees return them to be given to other newly booked attendees.

3.2.1 ITCs will charge attendees for curriculum materials when:

• Replacement of the materials is necessary due to damage or loss.
• The attendee fails to return his or some of the textbooks after dropping a BET.
• An attendee requests the materials in order to take a self-study test.

3.2.2 Charges will be credited to the T&CD Services Unit account (414-320).

4. Booking

4.1 **Eligibility**

To be eligible for booking in an ITC BET, candidates must:

** 4.1.1 Be Saudi Aramco employees or APNEs, VCGNEs, or Saudi Aramco joint venture/contractor employees.

4.1.2 Have an Individual Development Plan (IDP). Any booking request not supported by the IDP will be rejected.

4.1.3 Require the training to qualify them for their current job or prepare them for their target job, which is one salary code higher, per the Organization Consulting Department (OCD) job matrix in order to:

• Meet approved Saudi development training plans.
• Improve performance and job-related knowledge.
• Qualify for further technical or job-related training.

4.1.4 Meet all academic BET prerequisites.

4.2 **Regular Attendee's Categories**

Regular attendees are classified into categories according to the number of hours they attend class.

4.2.1 <u>Full-time attendees</u> attend ITC academic BETs in English, math, science, clerical, accounting, or Word Processing (PC1), Spreadsheets (PC2), and the optional Database (PC3) for 6-8 periods per day.

4.2.2 <u>Half-time attendees</u> attend ITC academic BETs for 3-5 periods per day, then report to their departments for the remainder of their workday.

4.2.3 <u>Part-time attendees</u> attend ITC English Keyboarding (EK) BETs for 2 periods per day, then report to their departments for the remainder of their workday.

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4.3 **Booking Types**

Attendees' booking is either in-policy (INP), where all requirements are met, or out-of-policy (OOP), where one or more non-academic requirements are not met (see Sections 4.5 and 4.6 for details). Booking can be regular or self-study.

4.3.1 <u>Regular booking</u> allows employees to attend class within their company work schedule with regular compensation.

** 4.3.2 <u>Self-Study Test (SST) booking</u> is for Saudi Aramco regular and contractor employees who:

- Intend to complete a BET requirement by taking the final test(s) and all components without actually being booked in that BET on a regular basis at the time of the test (see Section 7.1.2 for details).

- Were dropped from a BET after attending some of the classes provided all prerequisites are met.

4.4 **Pre-Booking Testing** is carried out to determine into which BET level(s) an employee may be booked.

4.4.1 <u>Placement Tests</u>

4.4.1.1 Placement tests are administered to new employees and non-employees as part of employment screening process. They are also required when an employee has no qualifications in a subject area for which booking is requested. Line organizations may request placement testing in certain cases with justification.

4.4.1.2 Placement test results are valid for an indefinite period except in the following situations:

1. Employees whose service is discontinued for a year or more.

2. Terminated apprentices who apply for rehire after three months.

3. Upon business line organization request.

In these situations, the most recent placement test results will prevail when determining booking eligibility, i.e., will supersede previous history completions.

4.4.2 <u>Exemption Tests</u>

* Exemption tests are administered in special cases when a line organization believes that a particular employee has already reached a level of competency, through on-the-job experience, training, or previous schooling, comparable to the objectives of an ITC BET. These tests are only available in specific subject levels determined by Training. (Refer to the internal Training Operations Instruction (TOI) 07-05, Academic Test Generation & Administration, for details.)

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4.5 **In-Policy Booking**

To be booked in-policy (INP), an employee must:

4.5.1 Have an IDP assigned to him/her. Any booking request not supported by the IDP will be rejected by the Training & Event Management (TEMS)/SAP system.

4.5.2 Meet the prerequisites for each BET level as listed in the current TEMS/SAP system. These prerequisites may include certain requirements such as successful completion of previous levels/subjects or placement in a level by virtue of a placement or an exemption test. Any booking not meeting the prerequisites will be rejected by the TEMS/SAP system.

4.5.3 Meet the number of booking attempts (in a given BET level, such as English 5A). Booking is restricted to three attempts, two INP and one OOP.

4.5.3.1 A booking attempt is counted only when the sub-type relationship in history records is PAS (pass), FAL (fail), INC (incomplete), and DRO (unexcused drop).

4.5.3.2 A booking attempt is not counted when the sub-type relationship in history records is SST (self-study test), TRA (transfer), DRE (excused drop), and NOE (excused no-show).

4.5.4 Meet his job requirements.

4.5.4.1 The particular BET must be required for the employee's current job or for the next salary code level above the employee's current job.

4.5.4.2 Booking in a few BETs such as English Reading (ER), English Writing Preparation (ERP), and English Writing (EW) depends on academic eligibility with priority given to employees whose jobs require these BETs.

4.6 **Out-of-Policy Booking**

A one-time out-of-policy (OOP) booking provides for an attendee to attend classes in a BET level for which one or more non-academic requirements have not been met. The OOP action requires prior approval by the attendee's department head and either the ITD or CR/WRTD director, or a delegated Training division head. The following situations require OOP policy processing in a BET level:

4.6.1 One or more non-academic BET booking prerequisites are not met. However, if an academic requirement is not met, it is mandatory that an attendee take the BET. The OOP booking does not apply in this situation. Booking will be rejected (refer to section 4.1.4).

4.6.2 Request for booking in a BET level beyond the allowable number of INP attempts (2 attempts) as stated in 4.5.3.

4.6.3 Request for booking in a BET which is not required for the next salary code level of an employee's current job family.

4.6.4 Request for booking in a BET which is not included in the attendee's IDP.

4.6.5 Unexcused no-shows (NOS) in a BET level are denied INP booking in the related BET level for two semesters, the "no-show" semester and the following one. Attempts to book during either of these two semesters, in that particular BET level, require an OOP action.

4.6.6 Booking a Non-Technical College Graduate (NTCG) attendee in any ITC BET.

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Note: Employees flagged as NTCGs were exempted from taking all ITC BETs (English, math, science, and clerical) shown as job requirements as of 08/01/1998.

4.7 **Procedures/Activities**

Booking of most attendees can be done through the TEMS/SAP system, which is accessible to organizations with online capabilities.

4.7.1 ITC booking announcements are published in the company's TEMS news. These announcements give a schedule of upcoming events with dates and deadlines for various activities. Area superintendents may circulate local announcements to training coordinators.

4.7.2 The schedules of upcoming activities include information and/or deadlines on a number of the following events occurring during the pre-booking and booking phases of major start-ups:

- Workshop offering (by concerned Training divisions) to line organizations in order to familiarize attendees' supervisors/training coordinators with booking procedures

- Placement test administration and scheduling

- ITC BET offering schedules preparation and availability to line organizations through the TEMS/SAP system

- Out-of-policy request preparation and procedures (*online*)

- Confirmed attendee booking schedules that can be generated from the TEMS/SAP system by the training coordinators and distributed to attendees one week prior to start-ups

Note: Policies/procedures on these events are available in the internal TOI 05-01, Trainee Booking.

5. **ATTENDANCE**

ITC attendees are required to keep regular attendance and be punctual and those who do not show up for the first five days of a start-up are considered NOS, and will be denied INP booking for two semesters (refer to 4.6.5 for details).

5.1 **Drop from Booking**

An attendee may be dropped from a BET level for absence or misconduct. Drop from booking means that an attendee's current booking in a class is discontinued until further action, if any, is taken to restore his booking status. An attendee who fails to observe the attendance regulations will be dropped from booking even if his absence (hours/days) was authorized by his supervisor or was unavoidable and justified.

An attendee may be dropped on the recommendation of his teacher, with the approval of the ITC unit head, whenever irregular attendance reflects the attendee's insufficient interest in taking advantage of the training the ITC provides.

5.1.1 Consecutive Absence

Regardless of the number of hours/days for a BET, an attendee who is absent for five consecutive days from any BET is automatically dropped from booking.

5.1.2 Non-consecutive Absence

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Absence from class on a non-consecutive basis will result in dropping an attendee from the BET level, as specified in TOI 05-02, Trainee Attendance.

5.2 **Issuance of Drop Notices**

5.2.1 A pre-drop notice is issued to line supervisors when an attendee accumulates periods of absence equivalent to half of the specified drop threshold for a given BET level. This notice alerts an attendee's supervisor to the possible drop of the attendee and requests an explanation for the attendee's frequent absence. It is the supervisor's responsibility to take corrective action when appropriate.

5.2.2 A drop notice is issued for absence when an attendee accumulates all established drop thresholds (consecutive or non-consecutive). See TOI 05-02, Trainee Attendance, for details.

** 5.2.3 A redrop notice is issued to line supervisors when an attendee reaches the absence limitation threshold specified in TOI 05-02, Trainee Attendance, following reinstatement after a drop from a BET level.

A redrop is considered a final drop. After a redrop, an attendee may not be reinstated. Predrop, drop, and redrop thresholds are stored in the TEMS/SAP system for non-consecutive absence, and can be browsed by line organizations.

5.3 **Reinstatement after Drop for Absence**

5.3.1 Definition

Reinstatement after drop for absence means an attendee is re-booked into the same BET level he/she was attending before being dropped for absence, and which he/she did not complete.

5.3.2 Basic Criteria

All cases of reinstatement after drop for absence are judged on individual merit and guided by the recommendation of the attendee's teachers. The recommendations are based on the attendee's potential for academic performance, previous academic achievement, attitude toward study, intention to make up for missed classes or study materials, and determination to avoid future absence.

5.3.3 Procedures

All cases of reinstatement will be at the discretion of the ITC unit head before he considers an attendee's reinstatement. The attendee's division head must initiate and forward to the ITC unit head a written explanation of the absence that caused the drop, request attendee's reinstatement, and undertake to ensure the regular attendance of his employee in the future.

5.3.3.1 If the request to reinstate a dropped attendee is not received within 10 workdays after the drop from a BET level, the attendee will be dropped from the subsequent BETs (an APNE or VCGNE will be terminated from the program).

5.3.3.2 Regular attendees who are dropped from some or all of the BETs in which they were booked will report to their supervisors for their work assignments to occupy the time no longer scheduled for ITC training.

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5.4 **Attendance Recording**

5.4.1 Attendance at ITCs is recorded on a "Daily Attendance Report" and then entered in the TEMS/SAP system.

5.4.2 Unit heads can monitor the attendance of their respective attendees and generate absence reports through the TEMS/SAP system.

5.4.3 If an attendee is reinstated after a drop, his absence recording will continue as usual.

5.5 **Penalties for Drop**

5.5.1 Every drop with sub-type relationship DRO is counted against the maximum three attempts which an attendee is entitled to per level.

5.5.2 An attendee is required to pay for instructional materials when he drops a BET and fails to return the textbooks for that BET.

6. TRANSFER OF ATTENDEES

Transfer of attendees among ITCs must be regulated to ensure that attendees report to their new ITCs without delay. The procedures below must be followed:

6.1 The attendee's training coordinator or unit head contacts the registrar of the new ITC to ensure that the BETs and time can be accommodated.

6.2 After the timetable has been arranged at the new ITC, the attendee's training coordinator or unit head must send a written request regarding the attendee's transfer, specifying the effective date of the transfer and the new ITC location. The request must be sent at least one week prior to the effective date of the transfer, with a copy to the current ITC.

6.3 Registrars involved will complete the transfer process through the TEMS/SAP system.

7. ATTENDEE PERFORMANCE

7.1 **Achievement Testing**

7.1.1 <u>Regular tests</u> enable attendees to complete a BET level by taking formal tests through regular attendance of classes. Attendees' final test grades are released through the TEMS/SAP system. Line organization representatives can read these grades and generate score reports to monitor the performance of their employees.

7.1.2 <u>SSTs</u> enable employees to complete BETs by taking the final test without attending classes. The following rules govern self-study testing:

7.1.2.1 Attendees must be booked for self-study final tests by their departments through the TEMS/SAP system in accordance with the announced booking deadlines.

** Note: Contractor attendees must be registered by their sponsoring contractor company through the SACTD.

7.1.2.2 Candidates must take all the specified components of the final test. In science BETs, this includes the lab performance. In English tests, listening and/or writing tests may be required.

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** 7.1.2.3   Candidates who fail to take any component of a self-study final test will be assigned a no-show status against their SST booking in TEMS/SAP and will not be allowed to take any subsequent test components.

       7.1.2.4   Booked employees who do not show up for any component of a self-study test (and do not have a valid reason for their absence) are denied regular booking and self-study booking (in the BET for which he or she was an unexcused SST no-show) for the next two quarters (180 days from end date).

* 7.1.2.5   In general, SST is based on an attendee's academic eligibility only and is not tied to job requirements or service date.

7.1.3   <u>Make-up tests</u> are given to attendees who miss a final test and who secure from their division heads justification letters acceptable to the ITC principal. Make-up test sessions are scheduled along with the final tests.

       Note: SST candidates are not allowed to sit for make-up tests.

7.1.4   <u>Test regulations</u> are strictly applied during test administration. These regulations are listed in Exhibit A, which must be signed by the attendee. See TOI 07-05, Academic Test Generation & Administration, for details.

7.1.5   <u>Penalties</u>: Refer to TOI 07-05, Academic Test Generation & Administration, for details.

7.2   **Progress**

ITCs monitor the progress of attendees through their teachers who keep a record of grades from tests/quizzes, homework, dictation, writing and classwork. When an attendee is not working up to his potential or his performance shows that he may fail, the ITC unit head notifies the attendee's unit head in writing by completing a Progress Report. The attendee's unit head is expected to discuss the contents of the report with the attendee, but not give him a copy.

7.3   **Grading**

Once an attendee has completed an ITC BET level, his final grade is recorded in the TEMS/SAP system. In BET completions, grades are recorded as numerical grades or PAS/FAL.

**8.   FAILURE IN THE APNE/VCGNE PROGRAMS

8.1   **Academic Training (English, math, science, and clerical)**

A non-terminal course is a course within an academic training program that constitutes a prerequisite for the next course in the same subject.

8.1.1   <u>Failing Non-Terminal Academic Courses other than clerical</u>

       8.1.1.1   Retests are not authorized for failures in non-terminal levels.

       8.1.1.2   **First-time failure**: If an apprentice fails a non-clerical subject/level, he will be promoted on probation to the next subject/level.

       8.1.1.3   **Second consecutive/concurrent failure**: If an apprentice fails the level he was promoted to on probation, he will be terminated from the APNE training program.

       8.1.1.4   **Second nonconsecutive failure**: If an apprentice fails a non-clerical subject/level, he will be promoted on probation to the next subject/level.

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8.1.1.5 **Third nonconsecutive failure**: A third nonconsecutive failure will result in the apprentice's termination from the program.

** Note: Promotion on probation is from Level A to Level B or from Level B to Level A provided an apprentice's score is above 60%. If the apprentice scores below 60% in a B Level, he may be promoted on probation to the next A Level on an OOP basis. Concurrent failure means failure in two different subjects at the same time (i.e., 2A and M3). Consecutive failure means failure in the same subject consecutively (i.e., 2A followed by 2B).

8.1.2 Failing Terminal Academic Courses

A terminal course is the top-level course in an academic training program (i.e., E5B for operators, English Writing for clerical patterns, IM5E…, etc.). If the apprentice fails a terminal subject/level, he is allowed to take a single retest (in policy) provided that this is not a second consecutive or a third nonconsecutive failure.

8.1.2.1 If the apprentice fails two, or more, terminal subject/levels **at the same time**, he will be terminated from the program.

8.1.2.2 If the apprentice fails the retest for a course which is not required for the entry-level job, a course waiver request by the sponsoring department head, based on the apprentice's performance in other subjects, conduct, attendance, and safety records, might be considered. A waiver is not considered if the apprentice fails a course that constitutes a job requirement.

8.1.2.3 If a waiver is not granted, the apprentice will be terminated from the program.

8.1.3 Failing Stand-Alone Academic Courses

Stand-Alone Course: Most clerical courses do not constitute a prerequisite for a higher-level course in the clerical training program (i.e., PC1, PC2, BBS, Concepts of IT, etc.). The same concept applies to some math (IM5E), science (IS6E), and special courses (Safety Awareness Program, Safety & Health Courses, and Corporate Structure & Values).

8.1.3.1 **One retest** is allowed following the failure of a stand-alone academic course.

8.1.3.2 **First-Time Failure**: The apprentice is allowed to take a retest. If the apprentice fails the retest, he will be terminated from the program unless it is the last course in the program.

8.1.4 Second Nonconsecutive Failure

8.1.4.1 The concerned training area division head may allow the failing apprentice to take a retest based on the apprentice's performance in other subjects, conduct, attendance, and safety records.

8.1.4.2 If the apprentice fails the retest, he will be terminated from the program unless it is the last course in the program.

8.1.5 If the apprentice fails the retest for a course which is not required for the entry-level job, a course waiver request by the sponsoring Department Head, based on the apprentice's performance in other subjects, conduct, attendance, and safety records, should be considered. If a waiver is not granted, the apprentice will be terminated from the program.

8.1.6 **Two consecutive/concurrent failures** or **three nonconsecutive failures** will result in the apprentice's termination from the APNE program.

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8.2 **Job Skills Training**

Most job skills units are of the stand-alone type that do not constitute a prerequisite for the next unit in the same program.

8.2.1 Failing a Job Skills Course

A maximum of three retests are allowed in the job skills training program (including the retest for failing the last unit in the program). If an apprentice fails the same unit twice (initial test and retest), he will be terminated from the program.

8.2.2 First-Time Failure

8.2.2.1 If the apprentice fails a job skills unit for the first time and meets the criteria for promotion on probation as outlined in TOI 07-08, Section 7.5, he may be promoted to the next unit in the program with the approval of the training area division head.

8.2.2.2 If the apprentice fails a job skills unit for the first time and does not meet the criteria for promotion on probation as outlined in TOI 07-08, Section 7.5, the training area division head may consider a retest. If the apprentice fails the retest, he will be terminated from the program.

8.2.3 Second-Time Failure

If the apprentice fails a job skills unit for the second time, the training area division head may consider a retest. If the apprentice fails the retest, he will be terminated from the program.

8.2.4 Third-Time Failure

8.2.4.1 If the third failure is in a job skills unit other than the last job skills unit, the apprentice will be terminated from the program.

8.2.4.2 If the third failure is in the last job skills unit, the concerned area division head may authorize a retest.

**Note: Requests for retest testbooklets or online tests must be made through a formal letter duly signed by the appropriate approval authority.

** 9. RETESTING IN THE APNE/VCGNE PROGRAMS

Retesting in the APNE and VCGNE training programs is subject to the following:

• Two nonconsecutive promotions on probation are allowed in the non-clerical courses. A single retest is allowed in the non-clerical program. This retest is allowed only for terminal levels.

• A total of three retests are allowed in the clerical program.

• A total of three retests are allowed in the job skills program.

• Failing a retest results in termination from the program.

• ITD and CR/WRTD directors may authorize one retest on an OOP basis. All OOP retests thereafter should be referred to the General Manager, T&CD, for approval.

**Note: This GI, along with TOI 05-01, Trainee Booking, is the sole reference for policies governing retesting in the APNE/VCGNE programs. The Quality Assurance Unit (QAU) will conduct frequent reviews to ensure proper application of retest policies and proper documentation.

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10. DRESS CODE AND CONDUCT

10.1 Dress Code in Classrooms, Workshops, and Science Labs

10.1.1 Attendees in all training BETs must wear the provided uniforms or work outfits. They are not allowed to wear long hair or any other inappropriate form of dress.

10.1.2 Attendees in science labs are not allowed to wear traditional dress (i.e., thobes, ghutras) as this presents a safety hazard. Certain lab activities will require the use of overalls in order to protect attendees' clothing. If overalls are required, ITCs will provide them.

10.2 Conduct

Attendees will be required to meet high standards of conduct both inside the classrooms and in the ITC vicinity. An attendee whose conduct is not in the best interest of the training program or of other attendees will be suspended or dropped from booking at the discretion of the ITC unit head. Except for major offenses, counseling and issuing of disciplinary and/or warning notices will normally take place prior to dropping an attendee from ITC booking.

10.2.1 Regular attendees suspended from classes will report to their unit heads for assignment of work to occupy the time no longer scheduled for ITC training.

10.2.2 Eating and drinking are limited to designated areas. Attendees are responsible for the disposal of their own litter. Violators will be subject to disciplinary action(s).

10.2.3 Smoking is prohibited inside the ITC buildings.

10.2.4 Limited counseling is provided by ITC teachers to their attendees only on a casual basis. When an ITC teacher concludes that his own counseling efforts are inadequate, he will inform the ITC unit head. The attendee's immediate supervisor and the ITC unit head will counsel the attendee and take the appropriate disciplinary action(s).

10.2.5 If the attendee's behavior does not show improvement after counseling, a disciplinary notice is sent to the attendee's training coordinator or supervisor to alert them to take action, as necessary.

10.2.6 A written warning notice informing an attendee of his impending termination from an ITC BET is issued by the ITC unit head if there is a recurrence of an offense. The attendee's training coordinator or supervisor will be alerted to his employee's possible termination from the program.

10.2.7 Official warning notices are usually issued by the attendee's immediate supervisor.

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11. ATTENDEE'S BOOKING AND COMPLETION STATUS SYMBOLS

   * A number of sub-type relationship symbols referenced in this GI are calculated automatically by the TEMS/SAP system at the booking time, or at the completion recording time, for non-booked employees. Definition of these symbols is detailed in TOI 05-01, Trainee Booking.

12. EXHIBIT A

   * Exhibit A: Test Rules of Conduct for Taking Paper-Based/Online Tests (English/Arabic)

   Concurred: _____   Date: _____
          Director, TS&CTD

   Concurred:_____   Date: _____
          Director, ITD

   Concurred:_____   Date: _____
          Director, CR/WRTD

   Approved: _____   Date: _____
          H. M. GHOSON, General Manager (A)
          Training & Career Development