



[Document Classification –Internal and External)

Highfield Lead Trainer

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1. Revision history

Version	Date	Author	Notes
0.1	16 August 2024	AV	
0.2	18 October 2024	AV	3.1 Updated launch price to reflect normal price
0.3	12 November 2024	AV	3.3 and 4.1 clarifications

2. Introduction

At Highfield, we pride ourselves on our excellent customer service and are 100% committed towards customer satisfaction. As part of this commitment, we identify ways to continuously improve our services and support to our centres. This **Highfield Lead Trainer recognition scheme** has been developed to recognise Highfield approved trainers who have demonstrated exceptional expertise, experience, and proficiency in delivering high-quality training within their relevant sectors.

The recognition encourages trainers to enhance the quality of their training, to uphold the highest standards of training effectiveness, engagement and support that they provide to their learners; to continuously improve their knowledge, skills & competence and keep up to date with changes (regulatory and process/standards) and new trends in their respective occupational sectors, by engaging in/completing Continuous Professional Development activities. The Highfield Lead Trainer recognition provides the credibility and recognition that will lead to greater opportunities of professional development and career progression.

3. Highfield Lead Trainer (HLT) – Recognition Criteria**

- 3.1 Must submit an application for the recognition as ‘Highfield Lead Trainer’ in writing to Highfield at customerservices@highfieldinternational.com, along with an application fee of **AED 500**; and meet the following requirements, listed in this section 3.
- 3.2 Must be a Highfield Approved Trainer within their relevant sector:
 - 3.2.1 approved to deliver a level 3/advanced qualification within the sector
 - 3.2.2 have a relevant training or teaching qualification as per Highfield approval requirements for the level 3/advanced qualification.
- 3.3 Must have a minimum of **two years** of training and assessment experience with **Highfield** and have delivered a minimum of **40 days per year**, of formal training for

Highfield qualifications in any relevant sector or experience deemed appropriate by Highfield.

- 3.4 The Highfield Lead Trainer recognition certificate is valid for **one year** and is renewed annually to ensure that the Lead Trainer is compliant with the training requirements throughout the year and that they meet all the renewal requirements listed in section 4 of this document.
- 3.5 The Highfield Lead Trainer recognition certificate may be **withdrawn** before the year is completed if:
- 3.5.1 any Highfield Centre where the trainer has delivered training, submits evidence of serious negative feedback to Highfield on the quality of training
 - 3.5.2 any serious non-conformances were reported to Highfield by any third-party or regulatory bodies, if found valid following Highfield investigation procedures
 - 3.5.3 any serious non-compliances were noted by a Highfield EQS auditor either during a live training session or during reviewing the assessment paperwork submitted by the trainer

4. Maintaining Highfield Lead Trainer Status – Annual Renewal Requirements**

- 4.1 Must engage in the training practice by delivering or supporting and monitoring trainers on the delivery of Highfield qualifications/other courses throughout the year, to meet a minimum of **160 hours per year** or activities that are weighted equivalent to **160 hours per year** as per Highfield discretion.
- 4.2 Must ensure internal quality assurance as per Highfield standards, minimising mal-administration or mal-practice concerns.
- 4.3 Must ensure to collect learner feedback on the quality of training that they deliver, make improvements based on the feedback, if necessary, capture testimonials and reviews; these must be shared with Highfield, if requested.
- 4.4 Must demonstrate continuous professional development with a minimum of **30 hours per year** and maintain an ongoing CPD log. Acceptable forms of CPD for the renewal could include:
- 4.4.1 Evidence of developing and implementing improved training and assessment techniques for their organisation; adapting and updating

training resources based on sector updates, local regulations, learner requirements etc.

- 4.4.2 Engagement within the sector in developing new training solutions, working with Highfield – Eg work as Highfield SME on new qualification development, product development/reviews/improvements, work on developing accredited programmes etc.
- 4.4.3 Contributions in forums and professional discussions on forums; writing articles; literature reviews, relevant to the sector approved for
- 4.4.4 Any additional qualifications to enhance knowledge and skills relevant to the sector
- 4.4.5 Attending relevant conferences or webinars
- 4.4.6 Any other work/study deemed relevant by Highfield

5. Benefits of Highfield Lead Trainer recognition**

- 5.1 Highfield Lead Trainer status provides credibility and recognition that will lead to greater opportunities of professional development and career progression
- 5.2 Highfield Lead Trainer will receive a Lead Trainer digital badge upon approval, which can be used on their media profiles and as email signatures; additionally using the acronym **HLT** next to their names.
- 5.3 Highfield Lead Trainers will be eligible for suitable discounts on purchase of Highfield Training Presentations **plus** access to **one FREE Highfield e-learning license per year** within any chosen subject.
- 5.4 Highfield Lead Trainers will automatically be approved for our Freelance Trainer status, if they wish to use this scheme for delivery of Highfield international qualifications outside of Dubai. **The conditions for maintaining the Freelance trainer status must be met as per the Freelance Trainer policy.**

*****This policy is subject to regular reviews and may be updated periodically to reflect operational improvements, feedback from stakeholders, and any changes in regulatory requirements. We reserve the right to amend, modify, or discontinue any part of this policy at our discretion, with or without prior notice. Any updates will be communicated to all relevant parties, and the latest version of this policy will always be available for reference***