

ESLO COURSE REGULATIONS

AIM



eslo

EUROPEAN SCHOOL OF LIFESTYLE ONCOLOGY

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1. Preliminary Provisions

AIM LIFE, LDA is a company dedicated to healthcare and lifestyle in oncology. Our approach is preferably multidisciplinary because this is the only way to achieve the best results. Professional training is also part of our services, and in communicating this line of services, we use the designation "European School of Lifestyle Oncology", summarised as "ESLO" in these regulations and in other professional training documents.

These regulations set out the guidelines and rules for training activities and apply to all professional training activities designed, developed and carried out, and to those involved (students, client organisations, lecturers and teaching staff).

Our courses focus on area 729 - Health - programs not classified in another training area (according to the national classification of education and training areas) and can take place in person and/or at a distance. ESLO is a training organisation certified by DGERT.

We promote training on a scheduled basis, for which individuals can enrol, as well as employees through their employers. ESLO can also develop tailor-made training for organisations, organising training sessions exclusively for the organisation.

Addresses:

- Headquarters and Customer Service: Largo Rodrigues Sampaio, 37, 4740-281 Esposende
- Website: aim.clinic and esloncology.com
- E-learning platform accessed via the websites

Contacts:

- Email: esloncology@gmail.com
- Telephone: 928520300 (call to the national mobile network)

Public service hours:

- Monday through Thursday from 10h00 to 12h00 and from 14h00 to 16h00

2. Enrolment and selection of students

2.1. Disclosure and information

ESLO plans the training activity for each year, updating as necessary, and publicises it through the following means:

- Website
- Social networks
- Newsletter and client contact, potential clients
- Email Marketing
- Specialty events (ex: congresses, etc)

All interested parties, with professional motivation, can consult the information, request information and enrol in the courses that are available and publicised, using the contacts and addresses listed in these regulations. ESLO will provide all the information requested by clients in relation to the training offer.

The programmes for each course contain all the information about the structure of the course (content, objectives, duration, etc.), information about the way it is developed, assessment and the resources used, as well as information about the recipients and any access requirements that may exist.

Anyone interested should therefore consult the course programme and the information it contains and, if in doubt, contact ESLO.

2.2. Selection Criteria

All applications are analysed in order to validate the access requirements that have been defined for each course, with the aim of achieving the optimum conditions for a training class.

In order to be selected, students must:

- Be aged 18 or over;
- Professional background/motivation (documents proving academic qualifications and/or professional activity may be requested);
- Compliance with the access requirements defined in each course programme;
- Complete the enrolment form, fulfil the payments and/or submit the documents requested in the announcement for each course;
- For courses with a distance learning component:
 - Computer skills from the user's perspective (browsing the internet, using email, interacting with documents, using tools for synchronous and asynchronous communication);
 - Access to a computer with internet connection, sound and video system (for synchronous sessions).
- Whenever there are more applications than places available, the selection will be made on a first-come, first-served basis.

In the case of training exclusively for organisations where the courses are tailor-made, the selection criteria do not apply, as the course is tailor-made to suit the needs.

2.3. Enrol

In order to enrol

- Anyone interested should check the requirements of each course beforehand and contact ESLO if in doubt;
- Fill in the enrolment form electronically;
- Attach copies of any documents requested;
- Wait for ESLO to validate your enrolment, which is always done by email and in the event of non-selection, the reasons are given in the email;
- In the enrolment validation email, the training contract is sent, which each student (or employer, in the case of enrolments via entities) must read and return signed. If you have any questions, please contact ESLO.

- Once validated, you must pay according to the modality you selected on the enrolment form;
- For DL¹ courses: Students can register directly on the e-learning platform, with subsequent validation by the ESLO and association with the course they are enrolling on. The ESLO can also enrol/register the student on the platform, and when they log in for the first time, the student must necessarily change their password.
- ESLO provides the Student Guide, which is useful for DL courses, and provides support/clarification according to the needs/requests of clients.

3. Personal data protection

When collecting the personal data of participants in training courses, ESLO complies with the legislation in force - the General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016), in force in Portugal since 25 May 2018), on the protection of natural persons with regard to the processing of personal data and the free movement of such data.

The data provided by students, clients and/or lecturers is processed exclusively for the proper execution of the contracts associated with each training course and fulfilment of the associated legal obligations, namely the submission of information to entities such as DGERT and other certifying bodies, the Tax Authority, Insurance Entities supplying the Training Entity as well as Accountants, Lawyers and Consultants providing services to the latter, or judicial and police entities, and is collected and processed in accordance with the provisions of article 6, paragraph 1 of the GDPR. The data will be collected and processed under the terms of Article 6(1) of the GDPR for lawful purposes and will only be used for the purposes for which they were initially requested, and must not be kept or used for other purposes.

The data will be processed by the data protection officer appointed by the Training Organisation, in compliance with the applicable data protection rules, namely the GDPR, and will be kept for as long as required by law.

The personal data collected will be kept for the minimum period necessary to fulfil the purposes for which it was collected or processed, safeguarding the retention periods provided for by law, and always respecting the guarantees of secrecy and confidentiality provided for in the General Data Protection Regulation.

The data subject recognises that refusal to communicate and inform them of the data would make it impossible to conclude and execute the contract associated with each training course normally and in accordance with the law. The data subject who considers that the rules laid down in the General Data Protection Regulation have been violated has the right to lodge a complaint with the supervisory authority, which they will now identify: **Comissão Nacional de Proteção de Dados [CNPD]**, Address: Av. D. Carlos I, 134, 1200-651 Lisboa, Telephone: 213928400, Fax: 213976832, E-mail: geral@cnpd.pt

4. Protection of teaching resources and credentials

All teaching materials/resources created by lecturers to organise sessions, share content and activities are the property of ESLO and may not be used for purposes other than ESLO training.

All users, students and lecturers, may not share the contents, resources, materials and/or activities with third parties or use them for purposes other than those related to the course to which they are assigned.

¹ DL: distance learning

All users are also prevented from sharing access credentials to the training environments, whether they are access credentials to the e-learning platform, links to synchronous sessions or any other system provided by ESLO for the dynamization of each course. In the event of improper transfer, ESLO reserves the right to cancel access.

5. Operating conditions of the training activity

5.1. Pedagogical model

Training programmes can be distance learning and/or face-to-face:

- **Distance model:** as the name suggests, students and lecturers are physically distant, but close through technology. At ESLO, our courses have synchronous classes complemented by asynchronous work, using the e-learning platform and synchronous communication tools (with audio and images).
- **Face-to-face model:** students and lecturers are present in the training room, and the lecturer conducts the session using pedagogical methods appropriate to the nature of the content and the objectives to be achieved. All activities are carried out during the period of attendance at the training sessions.
- The students are always accompanied by the lecturers, either directly/immediately in face-to-face or synchronous distance learning classes, or asynchronously via the e-learning platform (consulting the records on the platform, using chats, messages, etc).

Clarifications on terminology:

- **Face-to-face classes/sessions (F2F):** the student must travel to the premises where the training is taking place (as announced for each course) and fulfil the timetable set for each session.
- **Synchronous distance learning classes/sessions (SDL):** the student accesses the sessions remotely (videoconference), via the links provided on the e-learning platform and cumulatively sent by ESLO, and must fulfil the timetables set for the sessions. Access can be made from any location, as long as it has internet access and allows for an environment that favours participation, i.e. without noise or elements that distract the student from their participation in the synchronous session. Group activities can also be organised in these sessions, with students organised into virtual rooms and accompanied by the lecturer.
- **Asynchronous distance learning / asynchronous work (ADA):** the learner has the flexibility to manage their time and availability to access the platform and carry out the activities set out in the course. They can access it at any time of the day and day of the week, and from anywhere, as long as they have internet access. You must meet the deadlines set out in the timetable for each training course. The student accesses the e-learning platform using their personal credentials.

5.2. Mentoring / accompanying students

Our distance learning courses provide for active tutoring, i.e. the students and their progress are monitored by the lecturers and pedagogical coordination, as follows:

- Asynchronously, through the platform's functionalities (messaging, wall, notifications) that allow asynchronous contact between students and lecturers, students and students, or via email;
- Synchronously in synchronous sessions, asking and answering questions in real time via videoconferencing sessions;
- Monitoring access and participation in course activities, as a way of supporting the student, guiding their time management, etc;

- Students automatically receive corrections / feedback from tests or other instruments that allow construction with automatic correction, with clear indication of the correct answers and necessary comments.

5.3. Training environments

Distance learning component

- ESLO e-learning platform, which is available 24/7 and enables the following:
 - Access to the reserved area of the course in which each student registers, where they can access links to synchronous sessions, access content, resources and activities to develop their study, and download all study material;
 - Participating in bulletin boards/chats, either to clarify doubts or for training development activities;
 - Monitoring the progress of activities to be carried out and deadlines to be met;
 - Carrying out learning assessment activities, with automatic feedback (parameterised in advance by the lecturer) or manually by the lecturer;
 - Having forms of live or deferred conversation;
 - Interaction between participants (students and lecturers) and content;
 - Participation in satisfaction evaluation questionnaires;
- Videoconferencing tool with links inserted in the course's reserved area and also sent by email, to take part in synchronous distance sessions. This tool allows students to have live contact with each other and with the lecturers.
- Links to access remote synchronous sessions that are recorded for later revision or deferred participation.

Face-to-face component

- Training sessions take place in training rooms according to the nature of the content, objectives and methodology of each course.

5.4. Requirements for using the distance learning platform

- Use of the e-learning platform and distance communication tools requires access to a computer/smartphone/tablet with an internet connection and a browser (e.g. Chrome, Internet Explorer, Firefox), camera and microphone (for synchronous sessions only), with each student (or employer) being responsible for guaranteeing the equipment, access and bearing the respective costs, as well as the costs of technical repairs and the printing of teaching materials.
- The student must have basic competences in the field of information and communication technologies;
- ESLO cannot be held responsible for technical problems with the students' equipment (e.g. computer breakdowns, problems with firewalls, Internet access problems, etc.) that occur during the training period and make it impossible to complete the entire training programme;
- The student must follow the rules of good online behaviour and follow the instructions given by the lecturer and the educational coordinator.

5.5. Training timetables and calendar

As a way of matching the availability of the target audience for each action, we previously carried out a survey to gauge preferences in terms of the time and frequency of the sessions. The times and frequency of the sessions will therefore be decided on the basis of our target audience's wishes.

On the basis of this information, ESLO defines the timetables and publicises them at each training event:

- Synchronous face-to-face and distance sessions: on any day (weekdays and weekends), during the day or at the end of the day, with no provision for actions to be completed after midnight.
- Asynchronous work: on any day and at any time (day or night), as long as it is within the communicated deadlines.

In terms of the duration of each session:

- Breaks are taken throughout the sessions, according to the structure of each course. The break can be after one or two hours or depending on the change of topics and/or lecturer. By default, a 5-minute break is taken every hour.
- Face-to-face and synchronous distance learning sessions during daytime hours have a maximum duration of 8 hours, with a lunch break (lunch time is not included in the training time);
- Face-to-face sessions during evening hours must last a maximum of 4 hours, exceptions may be made according to the timetable.

All students receive clear information about the timetable, with a clear indication of the days, times and deadlines of the training course.

5.6. Venues for training activities

Face-to-face training

The sessions will take place in the training rooms where ESLO is based or in others contracted by ESLO. In the case of tailor-made training for client organisations, the training can take place on their premises and/or at other locations indicated by the client.

All the venues provided for training are always properly labelled and have all the appropriate teaching resources and furniture. In the training room it is always guaranteed that:

- Minimum area of 2m² per student, i.e. for a class of 10 people, the room must be at least 20m².
- Natural and artificial lighting (reinforcing natural light whenever possible);
- Compliant hygiene and safety conditions;
- Acoustic comfort and air conditioning;
- Comfortable tables and chairs (or chairs with palms);
- Whiteboard and/or Flipchart;
- Other equipment required due to the specific nature of each action.

Distance learning

DL actions take place on our e-learning platform, accessed via an internet connection on the website and videoconferencing tool. The platform is responsive, so students can access it from a computer, tablet or smartphone. Access is via the personal and exclusive credentials of each student, who can change them at any time. To access the e-learning platform and the videoconferencing tool, students do not need to install any additional software / applications, they just need

to access it via their computer and website. To use the videoconferencing tool via mobile phone, it is necessary to install the application. ESLO recommends that access to the e-learning platform and the e-learning platform and videoconferencing tool should be accessed via computer, for an optimised learning experience.

5.7. Changes and interruptions

ESLO reserves the right to interrupt access to the e-learning platform and/or other training support tools for as long as it deems necessary, for any technical, administrative, force majeure or other reasons that may arise and are not mentioned here, endeavouring to restore the service as soon as possible.

ESLO reserves the right to make changes to the schedule of courses and lecturers, as well as to cancel training sessions for which there is not a minimum number of participants, or for any management reason, notifying all those involved as far in advance as possible and reimbursing the amounts paid for their attendance at the training session, not including travel, accommodation, computer and internet access or other expenses incurred by the student or their employer (if registered by the employer), which are their responsibility.

During the course of the training, whenever impediments arise, for reasons beyond your control and not attributable to you, and the training has to be interrupted, ESLO reserves the right to make the necessary adjustments, and must always justify them to those involved.

Students can ask ESLO to interrupt their attendance, provided it is for duly justified reasons of force majeure. If the reasons are accepted by ESLO, the student may continue attending another training course in accordance with ESLO's available timetable. In this case, the student will still be obliged to pay the full course fee in accordance with the contracted modality and the 150€ (one hundred and fifty euros) change of enrolment fee.

5.8. Retakes

It is permissible to repeat one or more modules of face-to-face courses and/or courses with synchronous online sessions (in courses whose curricular structure allows it) that the student was unable to attend/complete or simply because they want to revise/recall the content, but the repetition can only take place in a future scheduled action and provided there are vacancies. Repeating assessment tests is also permitted. Repeats of modules and/or tests imply costs on the part of the interested party and are communicated to the client in advance. Repeats cost €100 (one hundred euros).

In asynchronous online activities, people can access the activities as many times as they wish within the period in which their credentials are active, except for those that have defined access rules (for example, the completion of an assessment test that only allows up to a certain n^o of attempts).

IMPORTANT: if the student is unable to complete the activities of each module within the time limit, they can only repeat them in another action that may be scheduled. Repeats must be requested by the students to the ESLO coordination team.

5.9. Substitutions

Students who cancel their enrolment can request that their vacancy be filled by someone they know, and they have the right to propose this person as a replacement up to 15 days before the start of the course, via email to esloncology@gmail.com. The new candidate will go through the selection process in order to verify the access requirements and their eligibility for the vacancy of the person they wish to replace.

Replacements are not accepted under the following conditions:

- in the course of the training action, insofar as compliance with the course programme is not guaranteed, specifically the conditions for the participant to achieve the objectives/competences targeted.
- in cases where the credentials for accessing the e-learning platform have already been made available to the learner.

Any exceptional situation is analysed and authorised by the Pedagogical Coordination.

5.10. Exemptions/equivalences

In certain courses, exemptions from attending modules may be allowed through the awarding of equivalences. This process is carried out by the ESLO/AIM coordination team in conjunction with the lecturers of each area/subject to be analysed for equivalence. Interested parties will be asked to provide the following:

- If through experience: CV describing the functions/tasks carried out.
- If professional training: proof of having attended and successfully completed the same subjects (even if at another organisation), with the need to present the syllabus and course certificate.

The request for equivalence/exemption must be submitted by the person concerned to ESLO at least 30 days before the start date of the course.

The equivalence given to one or more modules is recorded in writing in an email sent by ESLO to the person concerned, and a record is inserted in the technical-pedagogical dossier for each course. This equivalence exempts the student from having to take part in the activities (including the assessment of learning) of the module to which they have been given equivalence, and this will appear on their certificate.

5.11. Cancellations, withdrawals and changes to registration

ESLO may cancel a particular training course, communicating the reasons to all those enrolled as quickly as possible.

Any customer may request the cancellation, withdrawal or suspension of their enrolment. This must be done in writing (durable medium) via post or e-mail to:

- Address: Largo Rodrigues Sampaio, 37, 4740-281 Esposende
- E-mail: esloncology@gmail.com

This notice must be given at least 30 days before the start of the month in which the suspension will take effect, stating the reasons for the suspension.

For the purposes of cancellations, withdrawals or changes to membership by clients, the following should be clarified:

- "Cancellation" means that the learner (or their employer) does not want to start the course, and this is done before accessing the platform and/or the face-to-face or synchronous session that marks the start of the course.
- "Withdrawal" means that the learner (or their employer) wishes to withdraw from the course after starting it, i.e. after the first face-to-face and/or asynchronous distance session, or after the electronic record generated by the first access to the platform with the credentials provided.
- 'Change of enrolment' means that the student (or their employer) wishes to change their enrolment from the current edition of the course to the next edition, after having

started the course, i.e. the student can suspend their enrolment and re-enrol in the next edition of the course, subject to availability and payment of the change of enrolment fee of €150 (one hundred and fifty euros).

The commitment established via the training contract makes both ESLO and the client (individual or organisation) responsible, insofar as they must ensure that they have the conditions (be they time, financial, technological, etc.) to attend the course they are signing up for.

5.12. Payments and returns

All training services (courses and their respective modules) are subject to payment (there may be exceptions, which will always be communicated), and the amounts, specific payment methods or any advantages will be communicated through the channels that publicise our training offer, as indicated above. If you have any questions, please contact ESLO.

The fees associated with each training course are paid by the client (individual or organisation) once their enrolment has been validated/accepted. Courses can be paid for by bank transfer. The customer can nominate another entity/person for invoicing, and the accounting document will be issued once payment has been confirmed.

ESLO may offer different payment methods (prompt payment or phased payments). Full details of the amounts associated with each method are given in the publicity for each course. In case of doubt, you should always contact ESLO.

Customers who choose to pay in instalments must comply with the payment deadlines, which are usually as follows:

- Payment of tuition fees begins upon enrolment. When enrolling on the course, the student must pay the enrolment fee and a further 2 monthly instalments;
- Subsequent payments must be made by the 8th of each month (i.e. the first 3 monthly instalments are due on enrolment, the next monthly instalment is due the following month and so on);
- By the start date of the course, the student must have paid 2 monthly instalments plus the registration fee.

In cases where the customer fails to pay by the 8th day of each month (or another deadline as may be announced), ESLO reserves the right to request an additional payment of €10 (ten euros) for each week of delay. If it is found that the client has not paid, without providing any justification accepted by ESLO, ESLO reserves the right to exclude the student from the training course, removing all access and links that have been provided. ESLO will try to contact the student and if it is impossible to contact them, it will send a written message (by email and/or SMS) to the contact details provided at the time of enrolment, informing them of their exclusion from the training course and the reasons why;

The fees paid for the training course **include**:

- Participation in all the training hours of the course, including all the preparation, organisation, monitoring and completion work carried out by the team;
- Access to the training room and its common areas in face-to-face training, and/or platform and/or links to synchronous sessions, according to how each course is developed;

- Study support material distributed in digital format;
- Certificate of successful completion of the course. The certificate is preferably delivered in digital format;
- Other benefits may be included depending on each course, and will be communicated in the specific announcement of each training course and described in the training contract associated with the respective training course.

The fees paid for the training course do **not include**:

- Access to facilities, resources or materials that are not assigned to the training course;
- Travel or accommodation costs for students to the training venues;
- Internet costs, computer equipment that the student/client organisation has to pay to access the e-learning platform;
- Postage costs for sending certificates,
- Repeat courses.

In intra-company training, the fees and payment conditions are described in a commercial proposal, and there is an agreement between the parties (ESLO and the Client Organisation), set out in a contract.

ESLO will **refund the amounts** in the following cases:

- 100% of the amount paid, whenever the student is not selected during the enrolment analysis process;
- 100% of the amount paid if the course does not take place for reasons attributable to ESLO;
- 100% of the amount paid in cases where the student/customer cancels within 14 days of the date on which the contract associated with each training course was signed, and must unequivocally (indicate their full name and the name of the course they have purchased and from which they wish to cancel/withdraw) and on a durable medium (written letter or e-mail) communicate their decision to ESLO by the means indicated above;
- For the purposes of the previous point, the student and/or client entity is prevented from attending a face-to-face or synchronous session, as well as from using the digital content and/or services and making them available to third parties, i.e. they cannot use the credentials provided to them to access the course on the e-learning platform for which they are requesting cancellation. If the learner does not comply with this point, in the event that they wish to cancel, they lose the right to any refund;
- In the event of withdrawal or suspension of enrolment, the student and/or client organisation must give written notice by email to esloncology@gmail.com at least 30 days before the start of the month in which the suspension will take effect, stating the reasons for the suspension. In the event of withdrawal or suspension of enrolment, there will be no refund of amounts already paid and it is the student's / client's duty to regularise the amounts payable up to the effective date of the withdrawal or suspension of enrolment;
- No refunds will be given for withdrawals after the deadlines indicated in the previous points;
- In the event of the student's absence from the training course (face-to-face or distance learning) or abandonment of the course, without any notification to ESLO, no refund of the amounts paid will be made.
- All refunds to be made by ESLO will be made by bank transfer to the IBAN provided by the client, within a maximum of 30 days from the date on which ESLO has been informed by the student / client entity of the cancellation or withdrawal.

There is no refund in the following cases:

- In the event that the STUDENT gives notice of withdrawal/inability to attend the course after the deadline indicated in paragraph 1(c) of this clause;
- In the event that the STUDENT is absent from the training course or abandons it, without any communication to the TRAINING ENTITY, there will be no refund of the amounts paid;
- If the STUDENT wishes to withdraw during the course, he/she may do so, but he/she cannot be reimbursed for the amounts already paid and is obliged to pay the outstanding tuition fees until the total cost of the course is reached.

Access credentials to the e-learning platform are for the exclusive use of the student to whom they have been assigned. In cases where it is confirmed that the student has given their credentials to a third party without proper authorisation from ESLO, the credentials will be cancelled and the student will lose access to all the actions they are registered to attend.

6. Attendance and participation obligations

In general, students are required to attend and participate in at least 90 per cent of the course hours. All synchronous sessions are recorded and available on the platform. If a student is unable to attend all or part of a session, they can make up for it by attending the recorded session. The programme for each course contains information on the attendance and participation regime and if it differs from the one presented in this point, the student must comply with the regime defined in the course programme and training contract associated with the training action.

Synchronous face-to-face and/or online sessions:

Attendance and punctuality are recorded and monitored by the signatures of the participants on the Summary and Attendance sheet available at each face-to-face and/or synchronous online training session (access record on the platform).

Students and lecturers must be assiduous and punctual, complying with the regime defined in the course programme and the established timetables:

- Lecturers should arrive at the training room or online synchronous session tool 15 minutes in advance;
- And students must turn up 10 minutes early, particularly for synchronous distance sessions, so that all participants can be admitted to the training session without delay;
- Non-recurring delays on the part of students of a maximum of 15 minutes are permitted, and verbal justification must be given to the lecturer who is leading the face-to-face and/or synchronous distance training session.

Asynchronous activities:

- The activities must be carried out within the deadlines associated with each training course and communicated in the timetable for each training course;
- The platform records the learner's access to and completion of the activities, producing simple and objective information for the learner, indicating the number of activities/tasks to be completed out of the total number of activities/tasks planned for each course;

- **IMPORTANT:** If the student does not complete one or more of the activities they are required to do, they will be considered to have "Without successful completion" the module and if they wish to complete it successfully, they can do so using the repeat mechanism (see "repeats" above).
- **Extensions to the deadlines for completing the asynchronous activities are not permitted**, as they are already designed with a very comfortable deadline that allows all students to complete them, taking into account the professional and personal responsibilities of each person's life. **Therefore, if you don't respect the deadlines set for completing the activities in each module, you will be considered to have failed the module in question.** This does not prevent you from continuing to the next module.

All absences or failure to complete activities and their deadlines must be justified to the pedagogical coordinator, who can accept the justification and, together with the lecturer, decide whether it is feasible for the student to make up the absence. Feasibility will depend on the number of absences in relation to the duration of the course, the student's availability and the content of the missing activities / tasks. The process of justifying absence must be carried out as soon as possible using the form provided by ESLO or by e-mail or telephone call to the pedagogical coordinator.

The following reasons are accepted as justification for absences: sick leave, marriage, and accompanying sick third parties. Other reasons need to be analysed by ESLO, in the person of the Pedagogical Coordinator.

7. Course evaluation

7.1. Satisfaction and performance

Satisfaction with the training process:

- At the end of the course, students and lecturers evaluate the overall training process by completing an electronic questionnaire;
- All the information collected is processed and analysed with a view to continuously improving our activity.

Performance of the teaching team:

- The performance of the lecturers is assessed by the students through the feedback given in the satisfaction questionnaire at the end of the course, as well as by the pedagogical coordination at the end of each training course in which the lecturer takes part;
- Students and lecturers also evaluate the performance of the teaching and support team through satisfaction questionnaires at the end of the course.

7.2. Learning

All ESLO courses provide for the assessment of learning and the measurement of achievement, which is an essential activity for determining success in achieving the objectives set out in each course programme.

The learning assessment model is detailed in each course programme and is adapted to its general and specific objectives, content, methodologies and the way the training is organised. Generally speaking, the learning assessment model is based on the following:

- Diagnostic assessment: may be implemented as a selection measure in certain courses and/or to frame/introduce themes during the course. The diagnostic assessment does not have any weight in the decision on achievement at the end of the course;

- **Formative evaluation:** through participation in the activities promoted by the lecturer, asking questions/doubts, thus being a regulatory process that allows the student to dispel doubts, rectify errors, etc., and introduce improvements in ongoing and future training actions.
- **Summative assessment:** carried out at the end of the course (modules and/or activities), by checking the level achieved in each parameter that contributed to the decision to pass the course and issue the certificate.
- **IMPORTANT:** Participation in the summative assessment activities is compulsory in order to complete the module. If you do not complete one or more of the learning assessment activities (e.g. final test or submission of an assignment) set out in the modules (or only at the end of each course, depending on the structure of each course), you will be considered to have "Without successful completion" that module, i.e. the module will not be considered to have been completed (as you have not completed all the activities set out in the module). You will only be able to retake the learning assessment element using the retake mechanism (see "retakes" for more information).

7.3. Final grade

The final grade is usually expressed on a scale of 1 to 100 per cent, and a final grade of 60 per cent or more is required to pass. Other situations (different scales or no scale) may apply and are set out in the programme for each course.

The parameters and respective weightings that are defined in the programme for each course are taken into account for measuring achievement, as well as clarifying how the final grade is calculated/assessed. In general, the parameters cover the mastery of competences (monitored through learning assessment instruments), and the behavioural dimension of attendance/participation in activities and punctuality/fulfilment of deadlines (monitored through attendance and reports on completion of activities and deadlines).

These parameters are weighted as follows:

- 60% of the grade comes from the assessment instruments
- 40% of the mark comes from attendance/participation
- (other weightings may be applied and the information contained in the course programme in which the student is enrolled should be considered superior)

In courses that require a final mark in each module, the final classification of the course will be calculated as a simple arithmetic average of the results of all the modules.

In the event of failure, the student may resort to a second-stage assessment, upon payment of an administrative fee of 150€ (one hundred and fifty euros), by taking an assessment test covering all the modules, to be held on a date published at the end of the course. The student must have a mark of 50 per cent or more to pass the second stage assessment.

7.4. Certificate

A Certificate is issued to students who meet the following conditions:

- Successful completion;
- Compliance with the attendance/participation regime;
- Payments due for attending the training have been met.

Students who do not complete the course successfully can request a statement attesting to their attendance and the reasons for not completing the course successfully.

7.5. Post-training follow-up

On average, three months after the end of each training course, ESLO tries to gauge the impact that the training has had on the student, particularly in terms of their ability to apply what they have learnt in a real work context and their satisfaction with the skills they have acquired, and whenever possible, the extent to which the training has had an impact on the organisation where the student works (in this case, when the training is requested by the employer). This monitoring is usually done through the application of a questionnaire and the data collected from this contributes to the continuous improvement of our training activity.

8. Roles and responsibilities in training

8.1. Training organisation

ESLO is the training provider with the skills to design and organise vocational training in the areas in which it operates. Its responsibilities include:

- Comply with the training contracts signed with Clients, lecturers and other suppliers;
- Providing in-house training to its employees, directly or otherwise, with a view to their success in their tasks;
- Ensuring the facilities (physical or technological) and supports required for the proper functioning of the training activity and promoting the management of teaching resources that promote a balance between the development of the activity and the environment, namely ensuring well-being and the appropriate health, safety and hygiene conditions at the face-to-face training site, as well as safety standards for online access, compliance with international standards that allow interactivity, autonomy and internal navigability;
- Issuing training certificates in accordance with the training modality of the courses;
- Responding to all complaints, queries and suggestions made by students, Organisation Clients and lecturers in order to promote the continuous improvement of training processes.

8.2. Training manager

- Responsible for the training policy and its general management and coordination, ensuring: planning, execution, monitoring, control and evaluation of the activity plan; management of the resources allocated to training; external relations relating to training; liaising with the organisation's top managers and training recipients; promotion of review and continuous improvement actions and implementation of training quality mechanisms; promotion of internal training (for ESLO lecturers) in the use of systems/technologies associated with training;
- Interlocutor with the DGERT certification system, ensuring that training practices are aligned with the certification system;
- Establishes partnerships that contribute to the development of training activities, including with suppliers;
- Evaluates ESLO and its activities.

8.3. Pedagogical Coordinator

- Responsible for the operational management of the training and its pedagogical management, ensuring:
 - Liaising with the team of lecturers when designing training programmes and validating support materials/documents, including activities and resources on the e-learning platform;

- Pedagogical support for students and lecturers in the implementation of face-to-face and distance training activities in the phases before, during and after the training;
- Resolving pedagogical issues in the organisation of training courses, technical issues in the use of digital systems, among others;
- Monitoring the support given to students by lecturers in distance learning;
- Checking the availability and functionality of the platform, courses and access to those involved in each course;
- Supporting lecturers and students in using digital systems (videoconferencing, e-learning platform, etc.)

8.4. Customer service

- Attending to and providing clarification to the public during opening hours;
- Supporting the enrolment process
- Administrative work
- Support for marketing work

8.5. Scientific coordinators

- They are responsible for the scientific rigour and updating of ESLO's training programmes, in conjunction with the lecturers;
- Support the development of training programmes by providing direct support to lecturers, guests and students;
- Identify new lecturers by accompanying leading professionals;
- Establish contacts with various organisations for partnerships, scientific sponsorship and course promotion.

8.6. Lecturers - rights and duties

Responsible for the preparation and pedagogical development of face-to-face and distance training activities, ensuring:

- Preparing the training programme in collaboration with the pedagogical coordinator;
- Developing teaching resources for the programme, such as session plans, manuals, exercises, etc., as well as creating activities and resources on the e-learning platform to support asynchronous distance learning activities;
- Active tutoring of training sessions, accompanying students in the development of the activities of each course, clarifying doubts, preparing learning assessment activities and their corrections, providing feedback to students;
- Facilitating training sessions using teaching methods and techniques that promote learning and are appropriate to the organisation of each training session;

The lecturer's rights include:

- To be treated with respect and correctness by any ESLO employee, as well as by ESLO clients and students;
- Make proposals to improve training activities;
- Establish a service contract with ESLO;
- Have the necessary conditions for the correct fulfilment of their role at the location (physical or virtual) where the training takes place;

- Have access to the technical, technological, material or documentary support necessary to fulfil the objectives set out in ESLO's training programmes;
- Having access to the e-learning platform via personal credentials, as well as support in its use from ESLO;
- Obtain prior information on the conditions for carrying out the action, in particular the characteristics of the training group, content to be covered, teaching objectives to be achieved, teaching resources, audiovisual aids, technological aids and materials available;
- Submit any requests for clarification and/or complaints to the pedagogical coordinator.

The lecturer's duties include:

- Have scientific or technical training and pedagogical training in accordance with the training topics in which they operate and the respective form of organisation (face-to-face and/or distance learning);
- Provide ESLO with all the documentation such as CVs, qualification certificates and other relevant certificates required within the scope of the training activity;
- Preparing each training course properly and in advance, drawing up session plans, support documentation, assessment instruments, taking into account the characteristics of the recipients, the modality and form of organisation, promoting the continuous improvement of training;
- Fully complying with the time allocated to training, being assiduous and punctual in complying with the schedules for face-to-face and/or synchronous distance sessions, as well as feedback deadlines when monitoring asynchronous training;
- Control the activities carried out asynchronously on the e-learning platform, practising active tutoring with the students;
- Giving feedback on all activities, participations or questions posed by students, as long as they are related to the subject matter of the course they are teaching;
- Ensuring that equipment and other goods entrusted to them for training purposes in face-to-face sessions are properly maintained, and may be charged recovery or repair costs for obvious faults;
- Do not install unauthorised software/applications on the e-learning platform or use this platform as a means of promoting/advertising activities other than those directly related to the course;
- Treat any member of ESLO and its customers with respect and adopt behavioural standards that foster a climate of trust and understanding;
- Be friendly, communicative and empathise with the training group;
- Comply with the legislation and regulations applicable to training and their professional environment.

Guests who specialise in certain subjects/themes may also take part in the sessions, with the aim of enriching the training sessions and contributing to the students' learning.

8.7. Students - rights and duties

They are the legitimate participants in training courses and are responsible for a behaviour conducive to the attendance of adults who are motivated to learn knowledge to apply in their professional reality.

Students' rights include:

- Receive training that meets their expectations in accordance with the programmes, training methodologies and organisational forms defined and disseminated;
- Have access to facilities, technologies, equipment and materials compatible with the training course and receive supporting documentation relating to the course attended;

- In the case of distance learning, access to credentials enabling access to the e-learning platform, links to access synchronous sessions and support in accessing and using virtual learning environments;
- To take prior and timely notice of any changes made to the training programme schedule;
- To be treated with respect and politeness by any ESLO staff member;
- Make suggestions and/or complaints during the training regarding the operation of the ESLO in accordance with the procedure in force and receive a response from the ESLO;
- Obtain a certificate attesting to their success in the training course attended, and in the event of failure, may request a statement attesting to their attendance;
- Sign a training contract with the ESLO company, benefiting from personal accident insurance for the period during which they are present at the face-to-face sessions. If the training is supported by the Employer, the contract is signed with the Employer, and participants are covered by occupational accident insurance;
- Confidentiality of the personal data provided.

Students' duties include:

- Attend the training course with assiduity and punctuality, actively participating in the sessions and taking the assessment tests provided by the lecturer, meeting the deadlines communicated in the training course schedule;
- Refraining from carrying out any act that brings harm or discredit to ESLO or the training course;
- Conduct themselves in a civic manner both on ESLO premises and on other premises where the training takes place, including virtual learning environments in the case of distance learning, following the lecturer's instructions;
- Do not install unauthorised software/applications on the e-learning platform or use this platform as a means of promoting/advertising activities other than those directly related to the course;
- Ensure the preservation, conservation and cleanliness of the facilities as well as all the equipment and teaching materials made available to them during the face-to-face sessions;
- Submit in writing any changes to the information provided on their enrolment form;
- Make payment for the course or other costs associated (and communicated) with attending the course, within the established periods;
- See that ESLO fulfils the conditions of the training contract and the ESLO Professional Training Regulation in force.

9. Handling complaints, suggestions and/or compliments

ESLO complies with the legislation in force regarding the Complaints Book and has its own procedure so that anyone involved in the training activity can submit complaints:

- Complaints can be submitted at any time by any party interested in our services by filling in the Complaints Book at our public service offices or in the electronic Complaints Book accessible via the website. Complaints are dealt with in accordance with the legislation in force (Decree-Law no. 371/2007 of 6 November and subsequent amendments);
- You can use the electronic complaints book to submit a suggestion or compliment;
- Via the ESLO form - available in the dossier for each training course, on the e-learning platform, provided by hand or via email, which should be sent to esloncology@gmail.com or by letter to the head office address. You can use these means to submit suggestions and/or compliments;

- Complaints can be submitted at any time (but we recommend that you do so as soon as possible in view of the facts that prompted the complaint) and must be clear in your statement so that ESLO can analyse the content and deal with it appropriately;
- Complaints will be dealt with by Training Management no later than 30 days after receipt of the complaint;
- All complaints will be taken as opportunities for improvement and will be treated impartially;
- All suggestions and compliments submitted to us will be duly received and we will endeavour to provide feedback to everyone as quickly as possible.

10. Other information

Anyone interested should also go to the ESLO website and consult the information there:

- Privacy policy
- Cookie policy
- Terms and conditions

Alternatively, these documents can also be consulted at ESLO premises and/or sent by email, if requested.

11. Final provisions

This regulation is available for consultation at the ESLO premises, will be published on the website, and can be sent by email upon request. It is also subject to revision and amendments following changes in legislation or ESLO policies.

Any questions regarding the interpretation of this document shall be clarified and resolved by the Training Management.