



**OMEGA INTELLIGENT  
SOLUTIONS LIMITED  
LONDON**

# **Delegate Handbook**



## Welcome to OIS

Welcome to Omega Intelligent Solutions, a training provider for the Oil and Gas industries. We hope you find the delegate handbook useful in informing you about what to expect from us and what we in turn expect from you.

The aim of this handbook to provide you with information that ensures you gain the maximum benefit out of your course and you stay in London.

We pride ourselves on the efficient and smooth running of our courses , by providing a calm, friendly, well ordered learning environment for all delegates we aim to ensure that each and every delegate feels comfortable, involved , stimulated and included at all times. To make sure that this remains the case from landing at the airport at the beginning of the course to the final departure wave at the departure gate we have laid down a number of fundamental rules and guidelines to ensure the health and Safety and wellbeing of all our delegates at all times. Please read this literature carefully and feel free to ask any member of our team about anything you are not sure about.

## What to expect from training the UK



The first thing you can expect from training and staying in the UK for a number of weeks is our wonderful, changeable weather! Regardless of the season in which you are joining us in the UK please make sure you pack the appropriate clothing, outerwear and footwear, don't worry if you forget your umbrella, we have umbrella stalls everywhere!

## Travel



We have an extensive and well joined up Public Transport System. From the buses, to the underground trains, to the over ground trains. This integrated travel system allows you to purchase an Oyster Card which you can use seamlessly for all your trips. We also have the mayor's bike hire scheme for those who enjoy cycling. Due the traffic levels and the congestion charge levied on those driving private cars through Central London we strongly recommend the use of the Public Transport System as your primary means of transport during your stay.

## Sight seeing



No trip to the UK is complete without taking some time out to view our rich tapestry of historical sites and iconic buildings. From Buckingham Palace to Wembley Stadium, from the London Eye to the London Dungeon all these venues provide you with interesting ways to spend your weekends in London. This combined with excellent shopping experiences, such as The Westfield Shopping Centre in Stratford which is situated within a five minute walk from OIS training facility provides delegates with a wide range of Top End Retailers from which to source those all-important gifts for friends and family.

## Eating Out



London and particularly Stratford has an amazing array of restaurants. Due to the cultural diversity of the most vibrant city in Europe we have



access to the most diverse types of world cuisine. English, Chinese, African, Indian, Malaysian, Italian, French to name but a few. You will be spoiled by the mouth-watering choices available to you!

### **What to expect on Day One**

The first hour of the first day will be taken up with Induction. You will be orientated with the building, all Health and Safety rules and regulations will be dealt with. You will be informed as to what to do in case of emergencies. There will be a practice Fire Drill, and you will be introduced to the duty First Aider. In addition you will be given your course outline and timetable. In case of any medical emergency with a delegate, as a visitor to the UK you will be expected to have taken out Private Health Insurance for the duration of your stay in the UK, these Policies will be checked as part of the Health and Safety section of the induction programme.

### **Code of Conduct during training course**

OIS adheres to government regulations as regards smoking in Public Buildings. There is to be **NO SMOKING** in training rooms, corridors, lifts or toilets. The only place that delegates are allowed to smoke is the designated smoking area outside the building. During training sessions all **mobile phones need to be switched to silent**. If delegates need to take important calls during a session are they expected to excuse themselves from the group and take the call away from the group, with minimum disruption to the flow of the session.

***Delegates are respectfully requested not to eat or drink (except for water) during training sessions.*** No liquids are allowed near Computing and all other electrical equipment.

We insist that all our trainers treat all our delegates with the utmost ***respect and courtesy*** at all times in their dealings with them. We therefore insist that all delegates in turn treat each other with the utmost respect in terms of speech, language, body language and actions at all times. This courtesy must be extended from delegates to all trainers without exception.

***All training sessions will start promptly at the time published on the official timetable.*** Whilst we appreciate that mishaps occur and on occasion delegates may be unavoidably delayed, we ask that all delegates make a concerted effort to allow enough traveling time to ensure that they arrive at least fifteen minutes prior to the start of the training session. There will always be refreshments available for delegates to enjoy while waiting for sessions to start. This also affords delegates the opportunity for informal meeting with both Trainers and other delegates, providing crucial opportunities for networking.

OIS will be on hand to pick delegates up from the Airport on arrival and to deliver them to their hotels. Those delegates that want to make alternative arrangements must inform us of these arrangements prior to their arrival in the UK. In accordance with United Kingdom Border Agency (**UKBA**) guidelines any delegate that fails to show up to, and register for, their intended training course at the start date of the course will run the risk of being reported to the authorities , as this will be in contravention of their **VISA conditions**.



**Stages of notification of absence from course:**

1. **Stage one** – call direct to delegate to establish the reasons for absence
2. **Stage two**- if no answer or satisfactory reasons are not give for failure to attend then a call will be made directly to the delegates employers/sponsors, followed up with an email.
3. **Stage three**- if the employer/sponsor is unable to contact the delegate or is not satisfied with reason for absence they will notify OIS.
4. **Stage four**- an email will be sent to the UKBA with delegate details, informing the authorities of non-attendance. At this stage the matter is between the delegate and the UKBA.

individual/ (s) in anyway whatsoever will be asked to withdraw from the course and their Sponsor notified immediately.

Whilst training with OIS we will endeavour to **facilitate religious and cultural needs of all our delegates**. To that end we are happy to provide on request, details of local places of worship for all faiths and will assist all delegates who wish to practise their faith in whatever practical way we can.

Please let us know in advance of any **dietary needs** and these will be fully taken into account in the provision of food, drinks and snacks throughout the course.

It just remains for us, once more to welcome you to OIS and thank you for choosing OIS to help you on your CDP journey.

**Please sign below and date to confirm that you have read and fully take on board all the issues raised in this document and that you are happy to abide by these guide lines.**

Delegate Name \_\_\_\_\_

Delegate ID Number \_\_\_\_\_

Employer \_\_\_\_\_

Name/Code of Training Course \_\_\_\_\_

Date of Training Course \_\_\_\_\_

Please hold onto this document for future reference and for your records.

OIS in an **Equal Opportunities Organisation**. Our ethos is one of openness and a drive to enable all delegates and potential delegates equal access to our courses. Once on our courses, all delegates will be afforded the same level of attention regardless of age, gender, religion, disability or ethnic background. We celebrate the diversity we enjoy with delegates attending from all parts of the globe. All delegates that undertake to train with us are bound by our Equal Opportunity Policy. Any delegates found to be in breach of this policy due to their behaviour will be asked to withdraw from the course and their Sponsor notified immediately.

**Harassment will not be entertained in any shape or form.** This applies to both our Staff and delegates. Any delegate found to be harassing any



Thank you.