Regulations/Policies

Code	Constraints
TC-UAE-RP1	1. SMSA Policies regarding Recruitment, Training & Development & Business Travel.
TC-UAE-RP2	2. GCAA (General Civil Aviation Authority) Regulation/Requirements for training regarding Dangerous Goods Awareness.
TC-UAE-RP3	3. Specific Traffic regulations in International Business Unit (IBU) – United Arab Emirates.
TC-UAE-RP4	4. Driver's License requirement based on UAE's Regulations.

Participants / Facilitators / Trainers

Code	Constraints
TC-UAE-PFT1	1. Participants should possess comprehension and communication skills in the language that course will be conducted (English or Arabic).
TC-UAE-PFT2	2. Trainer must have undergone the Train-the-Trainer for this course before conducting the session by himself.
TC-UAE-PFT3	3. For Learning Management System (LMS) Trainings, Trainer familiarity with the SMSA Learning Management System (LMS).
TC-UAE-PFT4	4. For SMSA Learning Management System (LMS) Trainings & SMSA Skillsoft E-learning courses, Participants should have basic Computer Skills, Internet Navigation, etc.

Facilities / Schedule/ Resources / Finances

Code	Constraints
TC-UAE-FSRF1	1. Number of participants should be more than 10 individuals for a classroom training to be conducted.
TC-UAE-FSRF2	2. The maximum number of participants will be between 15-30 individuals depending on the course.
TC-UAE-FSRF3	3. Current UAE Training location can only accommodate up to 15-30 participants depending.
TC-UAE-FSRF4	4. New Hire Orientation timing normally done during normal operating days/hours (Sunday-Thursday / 0900-1700 hrs.).
TC-UAE-FSRF5	5. New Hire Orientation Video will be used for IBU-UAE that would have less than 5 participants and classroom sessions will be held in the Head Office conference room.
TC-UAE-FSRF6	6. All other Training Courses timing schedule preferred by most departments are done after participant's normal working days/hours (Sunday-Thursday / 0900-1300 or 1800-2200 hrs.). or sessions scheduled on a weekend/rest day (e.g. Friday)
TC-UAE-FSRF7	7. Course/s would not be 8-hour full day training due to scheduling & manpower concerns for the departments.

TC-UAE-FSRF8	8. Appropriate training venue size of SMSA locations vs. number of participants who will attend & availability of basic facilities (e.g. washroom)
TC-UAE-FSRF9	9. Participant's transportation/travel expenses within the city, especially if no vehicle and training venue is far from their location.
TC-UAE-FSRF10	10. UAE Training requests where there are less than 5 participants & would be outside of agreed training schedule for unit.
TC-UAE-FSRF11	11. Business Travel Approval fund deposits which are not deposited to Facilitator's account, whenever applicable.
TC-UAE-FSRF12	12. Lack/Delay of release of financial funds for refreshments & lunch.
TC-UAE-FSRF13	13. Courses that will require computer systems will have a maximum of 15 Laptops for training, whenever applicable.
TC-UAE-FSRF14	14. Connectivity to the SMSA Network, GUIDE Access, SMSA World, CORE System depending on course.
TC-UAE-FSRF15	15. Speed of SMSA Network, GUIDE, SMSA World, CORE, SMSA Learning Management System & SMSA Skillsoft E-learning systems.
TC-UAE-FSRF16	16. Participants for SMSA Learning Management System (LMS)/SMSA Online Assessment, Online Re-currency User/Subscription is limited to 1000 users.
TC-UAE-FSRF17	17. SMSA Learning Management System (LMS)/SMSA Online Assessment & Online Re-currency will be scheduled once every quarter, which needs to be completed within 3 months from activation of user.
TC-UAE-FSRF18	18. SMSA Ground Operations & Services, Customer Service Excellence – Basic Level 1,2 & 3, & SMSA Process Online Training are designed for Untrained Employees who are more than 2 years in the company.
TC-UAE-FSRF19	19. Online Recurrency for SMSA Ground Operations & Services, Customer Service Excellence – Basic – Level 1,2 & 3 are designed for Employees who have passed the Classroom training, every 2 years.
TC-UAE-FSRF20	20. Participants for Skillsoft E-learning courses authorized user limit is 200.
TC-UAE-FSRF21	21. SMSA Skillsoft E-learning is only available in English.
TC-UAE-FSRF22	22. SMSA Skillsoft E-learning is scheduled accordingly and needs to be completed within 1 year from activation of user.
TC-UAE-FSRF23	23. For Forklift Safety & Operations Training, availability of Forklift vehicle for actual operation assessment.
TC-UAE-FSRF24	24. Supervisory Skills, Time Management, Coaching & Mentoring Training are designed for Supervisor-level/Middle Management Employees or upon nomination by management.
TC-UAE-FSRF25	25. Approved contract by management for training provider (External/Outsource).