Fontes PMP OÜ

Principles of Training Organisation

1. General Provisions

1.1. Fontes PMP OÜ (hereinafter Fontes) organises continuing education in accordance with the applicable legislation governing adult education and other relevant legislation and documents.

1.2. Fontes provides continuing education for adults in the areas of management, recruitment, wellbeing, mentoring, career development, employer branding, counselling, and the assessment of leaders and teams.

1.3. Training is delivered in premises suitable for learning, either at Fontes, in premises provided by the Client, in premises rented by Fontes, or in an online environment.

1.4. Where necessary, Fontes is prepared to deliver training online instead of the originally agreed face-to-face format. Fontes has the right to reduce the duration of online training by two academic hours without changing the training fee. Fontes will replace the omitted hours with recorded video material, podcasts, or reading material.

1.5. Training is provided throughout the year. Courses are offered according to the open training calendar. Training volume is calculated in academic hours, with one academic hour equaling 45 minutes.

1.6. Training is generally delivered as group training or asynchronously as e-learning.

1.7. Training is delivered in Estonian and, where necessary and agreed with the Client, in other languages.

1.8. The language of administration is Estonian and, where necessary and agreed with the Client, other languages may also be used.

1.9. Training takes place during the daytime.

1.10. The curriculum is the principal document governing the training and specifies at least the following:

1.10.1. the title of the curriculum;

1.10.2. the curriculum group;

1.10.3. the learning objective;

1.10.4. the learning outcomes;

1.10.5. the basis for preparing the curriculum;

1.10.6. the target group;

1.10.7. the language of instruction;

1.10.8. the conditions for commencing studies, where these are prerequisites for achieving the learning outcomes;

1.10.9. the total volume of study, including the proportions of classroom, practical, and independent work;

1.10.10. the content of the training;

1.10.11. a description of the learning environment;

1.10.12. the teaching methods;

1.10.13. a list of learning materials, where learning materials are prescribed for completing the curriculum;

1.10.14. the requirements for completion and the documents issued;

1.10.15. A description of the qualifications, educational background, or work experience required to deliver the training.

1.11. The curriculum and any amendments to it are approved by the trainer.

1.12. Fontes uses LearnUpon as its learning platform.

2. Collection and Processing of Personal Data

2.1. Fontes collects the following data about learners: name, email address, telephone number, personal identification code, organisation, and position. A personal identification code is required for a certificate or confirmation of completion. For larger development programmes, such as mentoring, coaching, career counselling, and leadership programmes, Fontes also collects information arising from the mentor-mentee, coach-coachee, and counsellor-client relationship, including but not limited to information obtained from CVs and

registration, personality assessment results, feedback discussions, work plans and development priorities prepared by the mentor and mentee, coach and coachee, counsellor and client, or a third party, information and decisions relating to private life, references to third parties, correspondence, notes, personality profiles, competency assessments, feedback, and reflections. Personal data is processed pursuant to section 6 of the Estonian Personal Data Protection Act.

Fontes privacy policy: https://www.fontes.ee/privaatsuspoliitika/

3. Registration for Training and Formation of Training Groups

3.1. Registration for open training:

3.1.1. Participants must register for open training in advance through the Fontes website.

3.1.2. Learners have the right to receive additional information by email at info@fontes.ee or by telephone at 62 77 077.

3.2. Registration for commissioned training:

3.2.1. The Client provides Fontes with a list of training participants.

3.3. Formation of a training group:

3.3.1. A training group is formed following the preparatory activities or selection process for the training programme, or, for individual training days, in the order in which registrations are received.

3.3.2. If the time of an already agreed training session is changed at the Client's request, Fontes has the right to charge an additional fee. The amount of the fee will be agreed with the Client.

3.3.3. A list of learners is prepared before the training begins.

3.3.4. If a training group does not reach the required number of participants, Fontes has the right to cancel the training or postpone it until the group is full. Registered participants will be notified by telephone or email at least two days in advance. If the training is cancelled for reasons attributable to the organiser, the training fee will be refunded or, at the participant's request, transferred to another Fontes training course.

4. Commencement of and Participation in Training

4.1. Learners may commence training if Fontes has admitted them to the training group and they have paid the tuition fee, or if an institution or company has paid the participation fee on their behalf.

5. Completion of and Exclusion from Training

5.1. A learner is admitted to continuing education on the basis of their personal application or the Client's training order.

5.2. A learner is excluded from continuing education if an invoice remains unpaid. Each case is reviewed individually.

5.3. A learner completes the training in accordance with the conditions specified in the curriculum. Depending on the course or programme, the completion requirements may include completing all training activities in full, including passing an examination, submitting an analysis, completing practical training, submitting the required logs, or similar requirements.

5.4. Upon request, Fontes issues a certificate or confirmation to a participant who has successfully completed the training. Certificates and confirmations are issued electronically or on paper no later than three days after the training has taken place.

5.5. To collect feedback on the training and support its further development and improvement, learners are asked to complete a feedback questionnaire at the end of the course.

6. Procedure for Setting Tuition Fees, Granting Exemptions, and Applying Discounts

6.1. For commissioned training, Fontes sets the tuition fee in the proposal submitted to the Client.

6.2. For open training, the tuition fee is confirmed at least one to three months before the start of the course or training programme.

6.3. The tuition fee limits stated in the curriculum are set separately for each course. The tuition fee will not be increased during the course, and any special offers will be agreed before the training begins.

6.4. When deciding whether to grant tuition fee discounts, Fontes may take into account the number of people registered for the course, previous participation in courses organised by Fontes, and similar considerations.

6.5. Open training must be paid for before the training begins, either by invoice or bank link. The invoice is sent by email and must be paid by the due date stated on it.

6.6. If payment is overdue by 60 days and/or remains unpaid despite reminders, the unpaid invoice will be referred to a debt collection agency for further action.

6.7. Training may be paid for in instalments, subject to a separate agreement with the payer.

7. Withdrawal from Training

7.1. Fontes must be notified immediately by email at info@fontes.ee if a participant withdraws from training.

7.2. If the Client cancels an in-house training course up to one week before the training, a cancellation fee of EUR 300 plus VAT will apply.

7.3. If Fontes is notified of withdrawal from open training at least seven working days before the training begins, 100% of the tuition fee will be refunded.

7.4. If Fontes is notified of withdrawal from open training three to six working days before the training takes place, 50% of the tuition fee will be refunded.

7.5. If Fontes is notified of withdrawal from open training less than three working days before the training begins, the tuition fee will not be refunded.

7.6. A paid tuition fee may be transferred to another training course.

7.7. If a participant withdraws from a programme before it begins and the first stage of the programme has already been completed (this applies only to courses and programmes that include a first stage consisting of programme registration, completion of a personality profile, analysis of the profile, and individual feedback

from a consultant), EUR 500 (five hundred euros) plus VAT will not be refunded, as this amount is deemed to cover the cost of the first stage.

8. Discontinuation of Training

8.1. Fontes must be notified immediately by email at info@fontes.ee if a learner discontinues training.

8.2. If a learner discontinues training, the tuition fee will not be refunded. If there is a valid reason for discontinuation, such as health reasons or a business trip, the learner may join the next group or participate in Fontes open training courses up to the value of the tuition fee already paid.

9. Rights and Obligations of Learners

9.1. A learner has the right to:

9.1.1. receive the training prescribed in the curriculum for the selected course, in the stated volume, place, and time, after payment of the tuition fee;

9.1.2. receive information about the organisation of the training and the curriculum;

9.1.3. request a refund of tuition fees for courses cancelled due to Fontes;

9.1.4. leave voluntarily before the end of the study period, in which case the tuition fee will not be refunded;

9.1.5. receive a certificate or confirmation upon completing the programme or training in full;

9.1.6. opt out of marketing emails from Fontes after participating in training.

9.2. A learner is required to:

9.2.1. act in an emergency, such as a fire, water leak, or bomb threat, in accordance with the applicable rules and the instructions of the training centre staff;

9.2.2. take proper care of the learning materials and training centre property made available to them;

9.2.3. arrive at the training on time and not be late;

9.2.4. create a private environment conducive to learning that also supports the learning of other participants, for example by not attending training while driving or engaging in other activities during the training;

9.2.5. when participating in online training, use their full name and, where possible, keep their camera on;

9.2.6. when participating in online training, not make audio and/or video recordings of learning activities without the trainer's permission. Such activity is contrary to the Estonian Personal Data Protection Act;

9.2.7. not distribute learning materials, video materials, training links, or online passwords for learning materials received during the training to third parties. All learning materials are protected by copyright. Use of the materials without Fontes's consent is prohibited;

9.2.8. behave in accordance with generally accepted standards of conduct;

9.2.9. pay the tuition fee in the amount stated on the invoice and by the due date indicated on the invoice;

9.2.10. notify the Fontes contact person as soon as possible if discontinuing or withdrawing from a course or training programme. If participation in the training also involves other parties, such as a mentor and mentee, coach and coachee, or counsellor and client, the relevant party must also be notified that the cooperation is ending.

10. Supporting Lifelong Learning

Fontes is committed to supporting lifelong learning and to the continued development of participants' professional and career journeys after training has ended. Our aim is to provide every participant with value and support in their professional development, whether they are a senior specialist, a leader, or someone at the beginning of their career.

For this purpose, we wish to remain in contact with training participants both during and after the training project by regularly sharing useful information about

Fontes training opportunities, development programmes, and services that support professional development. Offers from third parties will not be sent.

The processing of participants' data (name and email address) is based on Fontes's legitimate interest under Article 6(1)(f) of the GDPR in providing them with relevant and valuable information. Data subjects have the right to object to processing at any time by using the unsubscribe link at the end of the information or training email or by writing to info@fontes.ee. Upon receipt of an objection, the processing of data for sending training information will cease immediately. Training participants' contact details are retained for a maximum of five years after the end of the training, unless a participant has objected or opted out earlier. Further information about data processing and participants' rights is available in our privacy policy: https://www.fontes.ee/privaatsuspoliitika/

11. Qualification Requirements for Trainers

11.1. The requirements for trainers are set out in the curriculum for each course. Trainers must have higher education, be actively engaged in the subject area they teach, have relevant experience that they can demonstrate, and hold the certificates or qualifications required for the topics concerned.

11.2. All Fontes trainers and training partners have higher education and previous training experience in the relevant subject area. All trainers have also developed their knowledge and skills in adult education. Most Fontes trainers and training partners have experience and training in both coaching and mentoring. Several trainers hold an international mentoring accreditation from the European Mentoring and Coaching Council (EMCC).

12. Dispute Resolution Procedure

12.1. Any disagreements or disputes arising between Fontes and the Client or Learner will primarily be resolved through negotiation between the parties. If the disagreement cannot be resolved through negotiation, the dispute will be settled by Harju County Court.

FONTES PMP OÜ

Principles of Training Quality Assurance

1. Quality Assurance of Curricula

1.1 Fontes PMP OÜ (hereinafter Fontes) provides both open and in-house training.

1.2 Before the training, Fontes clarifies the Client's expectations and involves the Client's representative in the design phase of the development project.

1.3 During training, Fontes explains theoretical aspects and conducts practical exercises. Practical application is an important part of each training day.

1.4 Fontes takes into account the characteristics and needs of the specific training group.

1.5 Fontes uses varied and engaging adult education methods that support the acquisition and consolidation of knowledge by people with different learning preferences.

1.6 When preparing curricula for open training, Fontes follows the Estonian Adult Education Act, the Continuing Education Standard (RT I, 26 June 2015, 9), and the company's business ethics, articles of association, and principles of training organisation.

1.7 The curriculum for open training includes at least the following information:

1.7.1 the title of the curriculum;

1.7.2 the curriculum group;

1.7.3 the learning outcomes;

1.7.4 the conditions for commencing studies, where these are prerequisites for achieving the learning outcomes;

1.7.5 the total volume of study, including the proportions of classroom, practical, and independent work;

1.7.6 the content of the training;

1.7.7 a description of the learning environment;

1.7.8 a list of learning materials, where learning materials are prescribed for completing the curriculum;

1.7.9 the completion requirements and the documents issued;

1.7.10 a description of the qualifications, educational background, or work experience required to deliver the training.

1.8 Each training and development programme has a project owner or consultant who is responsible for updating the methods and keeping the materials current.

1.9 Each training and development programme has a project manager or coordinator who is responsible for the organisational aspects of the training.

1.10 All training participants receive written materials summarising the topic by email, through the e-learning environment, or via SharePoint.

1.11 Upon request, Fontes issues a certificate or confirmation to a learner who has completed the curriculum.

2. Quality Assurance of Trainers

2.1 Fontes trainers are competent, have higher education, and are actively engaged in the field they teach. They have extensive experience in training.

2.2 Fontes trainers continually undertake further professional development in Estonia and abroad and develop their expertise in the fields in which they provide training.

2.3 All Fontes trainers have many years of experience and hold relevant certificates or qualifications in the fields in which they provide training.

2.4 Trainers follow recognised good practice and continually update their methodological training materials.

2.5 When developing training methods and expertise, trainers rely on and refer to primary sources.

3. Quality Assurance of the Learning Environment

3.1 Training is delivered in premises suitable for learning, either at Fontes, in premises provided by the Client, in premises rented by Fontes, or in an online environment.

3.2 Training rooms are equipped with a screen that can be connected to a computer, a flip chart, and other equipment required for training.

3.3 Wi-Fi is available in Fontes training rooms.

3.4 Fontes selects a learning environment that is suitable for continuing education and enables the objectives and learning outcomes of the curriculum to be achieved.

3.5 Where necessary, Fontes provides additional rooms for practical exercises.

3.6 Fontes ensures that training is organised effectively and to a high standard.

3.7 Fontes supports learning by arranging smooth and well-planned coffee breaks.

3.8 Fontes uses an e-learning environment to support participants throughout their learning journey.

4. Procedure for Collecting Feedback

4.1 To provide feedback on the training, learners complete a feedback questionnaire at the end of the course. When providing feedback, learners may propose improvements to the content and organisation of the training.

The wellbeing of the Client, Learner, and Trainer is a priority for Fontes, and we aim to provide the highest possible quality in the coordination and delivery of training.