

Rules of Procedure of the Training



Lisbon
School
of Functional
Jaw Orthopedics

Reference	WSEI.LS.001
Version	7 (update)
In force since	July 2023

Index

About us - framing	3
Mission and strategy	3
Opening hours and contact	3
Scope and development.....	4
Available courses and access requirements	4
Application process, inscription and selection	6
Recruitment and selection of trainers.....	7
Equality of opportunity	7
Payment Rules.....	7
Returns	7
Training locations.....	8
Specific materials and equipment	8
Electronic learning platform	8
Schedules and timing of training	9
Assiduity and punctuality	8
Alterations and interruptions of training actions	8
Dropouts, substitutions, repetitions	8
Training evaluation	10
Functions and responsibilities.....	10
Complaints.....	14
Suggestions	13
Data protection	14
Image	13
Final dispositions.....	15

About us - framing

Dentavis training project was initiated by Dr. Carina Esperancinha, a dentist graduated at the Instituto Superior de Ciências da Saúde - Sul, and a specialist in Functional Jaw Orthopedics (FJO) at the Cruzeiro do Sul University (São Paulo). Throughout her academic and professional career she found in the Functional Jaw Orthopedics the solution for the different pathologies related to *deciduous, mixed, permanent dentition, adults and temporomandibular dysfunction*.

Dr. Carina Pereira Leite Esperancinha, since she graduated in 2002, has done post-graduations in the area of pediatric dentistry, orthodontics and functional orthopedics. After 5 post-graduates in this area, she has done a 2 years specialization course in São Paulo, Brazil obtaining the certificate of Specialist in Functional Jaw Orthopedics at Cruzeiro do Sul University - São Paulo - Brazil. She was invited by Dr. Wilma Simões, the main physician to innovate and implement the functional orthopedic techniques worldwide to be part and to represent Portugal in the CEPECRAF - Center for Teaching and Studies in Craniofacial Growth and Multidisciplinary Functional Jaw Orthopedics - São Paulo - Brazil and to teach, disseminate and innovate this technique in Europe. Dr. Carina has always implemented in her consultations this area and has already treated more than 1000 children with problems of growth and development of the jaws and consequent positioning of the teeth. From all this clinical and scientific experience, the opportunity arises to implement the project of training and disseminating this area in Portugal and in Europe.

Thus, in 2016 Dentavis opened in Lisbon another clinic where it is also developed the training part with a cutting edge innovative and technological scenario that is intended to be a European reference center in teaching, dissemination and scientific production in this area of knowledge. LISBON SCHOOL creates and registers the Lisbon School of Functional Jaw Orthopedics and the Lisbon Research Center of Functional Jaw Orthopedics for the purpose of training and scientific investigation in the area of craniofacial growth and dysfunctions of the stomatognathic system.

Dr. Carina was the promoter of the creation of the WSEI brand - Wilma Simões European Institute, whose activity and rights are of Dentavis, with the authorization of Dr. Wilma Simões for commercial use of her civil name. The Lisbon School of Functional Jaw Orthopedics is the designation through which we communicate and market training services - and will henceforth only be referred to by Lisbon School or by its acronym LSFJO.

The World Health Organization (WHO) defines occlusopathy as a set of dentofacial anomalies that cause deformation or impede the function, requiring treatment. Today, malocclusions are ranked third in the priority list of dental health problems worldwide (according to WHO data) and are only supplanted by caries and periodontal diseases.

Functional Jaw Orthopedics, is a specialty in the area of Dental Medicine that seeks precisely *to solve the bone and muscle imbalances and functioning of the jaws*, as well as *to correct alignments in the teeth and temporomandibular joint problems* in people of all ages, based on the use of removable appliances that through the low intensity force that they exert, stimulate the sensory nerves so that the system itself remodels the skeletal and muscular structures.

Still about the functional jaw orthopedics, the promoter of this project is fully convinced that, as a novelty in our country, it should begin to be implemented in Portugal in a *bottom-up* logic, that is, it should not be a topic that begins to be addressed in Congresses or Symposiums, but in a less formal way, through the proximity of graduates and dental professionals who show an interest in FJO as a specialty.

With this project, we intend to decentralize the Functional Jaw Orthopedics, a specialty that although it has appeared in Europe, has been developing over the last decades mainly in Brazil. The brand image of the *Wilma Simões European Institute* aims to be the new face of this decentralization, also putting our country at the top of the world innovation in this area, thanks to the use of cutting-edge technology that will contribute to the deepening of scientific knowledge in Craniofacial Development and Functional Jaw Orthopedics through the development of research projects in cooperation with other national and international entities that allow, among other things, the development of new therapies for the treatment of malocclusions.

Mission and strategy

The mission is to provide Dental Medicine professionals with new technical skills, namely in the specialty of Functional Jaw Orthopedics, promoting and supporting research projects, individually or in collaboration with other institutions, with a view to the production, increase and diffusion of the knowledge in the area of craniofacial growth and development.

The Lisbon School of Functional Jaw Orthopedics aims to be recognized as a reference entity in the area of Dental Medicine, with **training** being one of the pillars on which its success lies.

Opening hours and contacts

With a unique location in the center of Parque das Nações, the Lisbon School of Functional Jaw Orthopedics is open from Monday to Friday and reflects a new training concept due to its modern spaces and adapted to current and training demands with the use of "Live surgery" technique.

Contacts

- Rua Mar da China, N^o 1 – Piso1.2
Parque das Nações
1990-137 Lisboa, Portugal
- Telephones: (+351) 210 939 366 (call to national landline) / (+351) 915 094 626 (Call to national mobile network)
- lisbon.school@wsei.org

Opening hours

- Monday to Friday from 9 am to 6 pm
- Saturday from 9 am to 6 pm (Only open when a training is scheduled)

Scope and development

01. This regulation defines the functioning of the training activity of the Lisbon School and is intended to be applicable to all participants in the training process.
02. The Management of Training is responsible for the preparation and revision of this Regulation. The version number is in the header of all pages following the document code. The document is issued as version 7.
03. Any contract resulting from the execution of the training actions does not generate nor entitle subordinated labor relations and will cease by expiration at the moment of completion of the training action.
04. The dissemination of this Regulation is ensured through the website <http://wsei.org>, as well as its availability to all agents involved in the Lisbon School training process (employees, trainers and trainees).
05. Wilma Simões European Institute is a brand of Lisbon School, Lda that within its activity promotes professional training courses, marketing them through the Lisbon School of Functional Jaw Orthopedics image. However, for a direct reference to the company, throughout the document the Training Entity will only be referred to as "Lisbon School".

Available Courses and access requirements

06. LSFJO is specialized in Functional Jaw Orthopedics training and organizes this course in classroom format (for Portuguese and foreign) and in B-learning format (available in Portuguese and foreign languages). These courses are specific to Dentists.
07. In addition, the LSFJO also offers multidisciplinary courses in areas arising from dental problems; these courses are for professionals from other branches of Health, besides Dental Medicine, such as Speech Therapists.
08. You can consult the entire curriculum structure of each course, the access requirements and available dates at our website: <https://wsei.org/lsfjo/cursos-presenciais/> and <https://wsei.org/lsfjo/cursos-online/>
09. The frequency of the class courses is in consecutive days, according to the monthly or bi-monthly schedule of each module - duly communicated in the program of each course and on our website.
10. The minimum and maximum number of places is indicative for each course, and can be individually changed, without ever compromising the quality of the training frequency, in terms of space and pedagogical capacity;
11. The enrollment in each course assumes the frequency of all the modules that make up each course.
12. Modular attendance is allowed in all courses, that is the trainee can attend only one or more modules (not the complete course). This attendance modality only applies to trainees who want to repeat modules already attended in previous actions, as a way of recycling, updating the knowledge already obtained. It also applies to trainees who, due to reasons of force majeure and with justification presented, were not able to complete / attend a particular module. This modality requires the presentation of a document proving the trainee has attended a training action previously held at the Lisbon School. Any exception will be analyzed individually, depending on the authorization of the Management of the Lisbon School.
13. The Lisbon School, following the promotion of dental health and good practices in the sector, promotes free workshops open to the community (general public and professionals in the dental medicine sector), and its promotion will be done through our website and social networks.

Application process, inscription and selection

14. Lisbon School will announce the timing of all training courses for the formative year on its website. There anyone can consult what is scheduled, and can also do it in our facilities, by phone or by email using the contacts referred to in this regulation.
15. Lisbon School advertises its activity through its website, social networks, SIGO platform, facilities, newsletter, medical congresses, as well as benefiting from word-of-mouth publicity motivated by the satisfaction of those who are already clients.
16. All interested parties can express their interest and / or make a request for contact about our courses by completing the online form on our website, providing their data and conditions / characteristics of their interest / request.

17. All interested parties can apply for enrollment in our courses, provided that they meet the requirements indicated for the courses (listed on our website as well as in each course program), at the online secretariat accessible through the button "enrollment" available in our site, following the steps indicated. They may also register by telephone or in person through the contacts referred to in this regulation. Registration by phone will direct you to the registration form of the online secretariat, and if you choose to register in person at our facilities (in person is only possible at our facilities indicated at the "contacts" point), a service assistant will guide you through the registration using the online secretariat. The online secretariat consists of the following steps:
 - a. **Confirmation of the chosen course:** this step contains the general information and conditions of the course, as well as the place and dates of realization and the inscription reservation value.
 - b. **Candidate Identification:** This step is to provide personal data essential for registration on the SIGO platform, where the Certificates of Vocational Training are issued.
 - c. **Formalize the inscription:** indication of data and means of payment, with competent issue of reference for payment in ATM.
 - d. **Inscription Form:** information of the registered data for the inscription.
18. The inscription is only validated after being contacted by the Lisbon School, so it is important that when you register your data you provide an email and/or mobile phone number through which we can contact you.
19. All inscriptions are subject to an analysis of compliance with the requirements and only those that comply with the requirements are accepted. Therefore, before registering you should check if you meet the requirements specified in each course program and in case of doubt contact the Lisbon School.
20. You do not need to add copies of identification documents for the inscription, but make sure that you have all your personal data (those indicated as mandatory in the online secretariat) filled in correctly.
21. Only inscriptions done up to one day before the start date of the course are accepted.
22. Candidates are selected according to:
 - a. Order of reception of the inscription (it is considered the date and hour of the payment of the reservation value);
 - b. Compliance with the requirements of each course informed in the program - verifiable through telephone contact or personal interview if possible;
 - c. Educational qualifications adequate to the frequency of the course, allowing the understanding of the subjects;
 - d. Adequacy of the course to the professional reality and current capacities of the trainee;
 - e. Motivation and interest to attend the course.
23. After being selected, the candidate is contacted by the Lisbon School.
24. In-class courses and workshops have, by default, a maximum limit of 18 participants (although this information should always be consulted in the course program). Whenever an action has the vacancies exhausted, the Lisbon School closes the registrations for this action, not accepting more reserves for that action. All interested persons who are no longer able to secure their position are informed of upcoming actions.
25. In-class courses only begin with a minimum of participants, as indicated in each course program, as well as in point 10 of this regulation.
26. In-class courses where the number of applications is not considered sufficient, or in cases of force majeure, these applications may be transferred to courses to be started in a suitable date, after informing the candidates. The search for the best balance of sessions may lead us to propose a modification of the dates.
27. The FJO B-learning course is of individual frequency, not applying the maximum or minimum limits of the vacancies.

Recruitment and selection of Trainers

28. All trainers must have a degree in Dental Medicine and for the speech therapy and functional jaw orthopedics course they must have a degree in speech therapy, or Dental technician for the appliances construction course
29. Trainers should preferably demonstrate pedagogical experience (at least 150 hours) and professional experience (5 years).
30. All trainers must hold a Certificate of Pedagogical Competence issued by the IEFP, or a title that exempts them.
31. Will only be selected for a given training action, the trainers who have time and mobility availability to ensure the defined schedule, and in case they have already trained in the area, will only be selected if they have had good performance evaluations.
32. The Lisbon School excels in quality in its activity and in this sense FJO courses have the participation of invited experts, professionals of international prestige and in particular in the world of Dentistry.

Equality of opportunity

33. The Lisbon School governs its selection practices according to the principle of equal opportunities, ensuring equal treatment of all those interested in its training offer, whether in the attendance or in the collaboration as trainers, namely non-discrimination by descent, age, gender, sexual orientation, marital status, family or professional situation, reduced ability to work or disability, nationality or ethnic origin, religion, political or ideological beliefs

Payment Rules

34. All training services (courses and respective modules) of the Lisbon School are subject to payment (except for the properly communicated workshops, which are free), and all interested parties should consult them in the program of each course, provided by Lisbon School, as well as on our website and other publicity tools.
35. Payments can be made in the following ways:
- In person at our facilities, in cash, ATM or credit card.
 - At a distance through payment by bank transfer, to the IBAN indicated in the inscription form or by paypal in case you wish to pay by credit card. In the case of bank transfer and paypal you should always send the proof so we know who made the payment.
 - The IBAN or paypal data will be sent in person by email
 - Payments are only accepted while there are vacancies for the course, but the candidate can do the payment if he/she wishes to make a reservation for a next training action of the same course
36. All payments made to Lisbon School are subject to receipt issuance, issued according to the data provided in the billing field in the inscription process.
37. The amounts presented are exempt from VAT pursuant to paragraph 10 of article 9 of the CIVA.

Returns

38. 100% of the amounts paid will be returned whenever a training action is not performed for reasons attributable to Lisbon School.
39. All amounts paid and not attended, regarding courses that are interrupted and / or re-scheduled for reasons attributable to the Lisbon School will be returned to all trainees who are unable to attend the action on the new scheduled dates
40. There is no place to return the amounts paid at the time of enrollment in cases where the trainee reports the withdrawal / impossibility of attending the action and / or a module of this action, but the participant may attend a next action free of cost, and provided that there is a vacancy.
41. In cases where the absence of the trainee in the training action or their abandonment is verified, without any communication to the Lisbon School, no refund will be made of the amounts paid nor the authorization to attend a next training action.

Training locations

42. The classroom training actions take place at Lisbon School, Rua Mar da China N.1 - 1.2 - Parque das Nações - Lisbon
43. All locations ensured for training are always properly identified, and have all the pedagogical resources and furniture accordingly. In the training room it is always guaranteed that:
- There is natural and artificial lighting (as reinforcement of natural light);
 - Hygiene and safety conditions accordingly;
 - Acoustic comfort and air conditioning;
 - Rectangular tables and comfortable chairs;
 - Whiteboard and Flipchart;
 - Trainer station (table, platform with incorporated computer)

Specific materials and equipment

44. For the practical sessions we offer the following equipment:
- Medical cabinet with Stomatology chair with 2 cameras in the ceiling with great zoom and sharpness capacity
 - 2 wireless headset microphones with sound system in the auditorium and in the medical cabinet
 - 2 LED screen of 55 inch in the auditorium
 - 1 LED screen of 84-inch with 4 inputs in the auditorium
 - Multicam system for managing the captured images
 - 1 desktop camera with great zoom and sharpness capacity
 - Medical consumables (gloves, masks, bibs, glasses, medical clips, etc.)
 - Canon Professional Photographic Camera
 - Laboratory equipment (plaster models, appliances, rulers, wax, hand piece, etc ...)

Electronic learning platform

45. The FJO course also exists in the B-learning format, and the Lisbon School uses the Moodle platform as a tool to support the management, organization and execution of the training activities. The FJO B-learning course (as well as other courses to be organized in the future) is governed by the following norms:
- The pedagogical model allows a more independent and flexible learning, adapted to the rhythm of each trainee (thus being individual), with orientation, monitoring and evaluation by the Lisbon School;
 - k) Moodle's functionalities allow for effective management, organization and execution of training activities, the interaction between Lisbon School and Trainees in the various activities supported by active tutoring, guidance and support for trainees, the presentation of suggestions and complaints;
 - The contents inserted in the platform for the learning to be carried out during the training actions, follow the SCORM standard, so that it is ensured that all contents are accessible, readable, allowing interaction between the contents and the user, flexible and autonomous allowing the trainee to learn at his/her own pace. Thus, in addition to the activities available on the platform, the trainee always has the possibility to download the manuals and supporting texts;
 - The contents and activities on the platform ensure continuous feedback to the trainee about his or her state of evolution in learning. In addition to autonomous activities that provide feedback on acquired knowledge (such as questionnaires at the end of a topic), trainers provide a constant feedback to learners;
 - Lisbon School is committed to an active mentoring system, both at the level of coordination and at the level of training:
 - The Coordination monitors the whole process of the trainee satisfaction with the training system and the level of performance of the Lisbon School, through communication via email, messages on the platform and whenever possible via telephone. Contact with customers is the best way for the Lisbon School to ensure quality in service. The coordination supervises and monitors the activity reports in Moodle, just as it does in the classroom sessions, evaluating the trainer's performance, the satisfaction of trainees and trainers. The Coordination clarifies the clients about the program, pedagogical method as well as the use of the platform and the available resources.
 - The trainer(s) are responsible for monitoring and conducting the training activities by promoting collaborative learning whenever possible. They are responsible for controlling the learning of the trainees, ensuring that they achieve the objectives, managing and motivating the participation in the activities, guiding and clarifying the operation of the synchronous and asynchronous sessions, evaluating and giving feedback to the trainees.
46. Lisbon School has a system of video collection and transmission, allowing live streaming of clinical sessions that are scheduled.
47. Trainees have access to the training on the moodle plataform from the beginning of training until one month after completion.

Schedules and timing of training

48. The schedules and timing are defined by the Lisbon School and published on the website at the beginning of the year.
49. The courses normally take place on weekdays and may take place on Saturday in order to meet the availability of the interested parties.
50. Classroom courses start at 9 a.m. and end no later than 7 p.m. and each course has always the time specified. In B-learning there is flexibility in the hours of access to the platform, and the trainee can access at anytime and anywhere provided that he/she has internet connection and that complies with the guidelines provided in the schedule. In the case of synchronous sessions, they have a defined time communicated in the platform.

Assiduity and punctuality

51. The trainees and trainers must be regular and punctual, complying with the established schedules, being that:
 - a. Lisbon School trainers must be in the training room with at least 00h10 in advance in the classroom sessions and in the synchronous B-learning sessions.
52. The trainees must comply with an attendance of 80% of the hours of each course, respecting the same in each module.
53. The following are the reasons allowed as justification for absences: sick leave, marriage, and accompaniment of third-parties
54. The absence justification process must be done through a specific form provided by the Lisbon School, or by e-mail or by telephone to the pedagogical coordination
55. In the FJO B-learning course the attendance regime applies in case there are scheduled synchronous sessions and in the classroom sessions. The trainee must comply with all the mandatory activities defined on the platform and with 80% of the hours of each classroom module.

Alterations and interruptions of training actions

56. The Lisbon School reserves the right to make changes to the schedule of the courses and trainers, as well as to cancel actions / courses for which there is no minimum number of participants, or for any other management reason, notifying all those involved as soon as possible and refunding the amounts that have been paid for their attendance at the training action, not including travel, accommodation or other expenses incurred by the trainee, which are their responsibility.
57. During the actions of the courses, whenever there are impediments, for reasons beyond their control and if they are not imputable, and the action / course has to be interrupted, the Lisbon School reserves the right to make the necessary adjustments, always justifying them to the trainees. For the trainees who are unable to attend the action in the new conditions, once a new action of this course is carried out, the Lisbon School makes their integration possible, without added costs.
58. Whenever there is a need to interrupt the training action, the Lisbon School will make every effort to resume the normal course, ensuring the completion of the course, as well as the conditions for all those who are attending the action, to complete it successfully.

Dropouts, substitutions, repetitions

59. In the case of cancellation of the inscription, it is the duty of the trainee to inform the Lisbon School in writing of this fact and of the cancellation reasons. The communication must be done by completing the "Dropout Form" (provided by the Lisbon School) and delivered to the pedagogical coordination in person, by post office or by email addressed to the pedagogical coordination. However, the trainee is free to use other means that he / she understands, but the Form should reach to the Pedagogical Coordination.
60. The candidate who, upon his / her dropout, wishes to have his /her place filled by a person of his / her knowledge, has the right to propose such a person for his / her replacement, and must mention this in the dropout communication. Such communication should be made up to three working days before the start of the course. Communication should be made via email to lisbon.school@wsei.org. However, the new candidate will undergo the selection process in order to verify the access requirements, and their eligibility for the vacancy of the person who wishes to be replaced. In the case of training in B-learning, since the actions are of individual attendance, there is no place for substitutions.
61. Whenever there are vacancies in the in-class courses, due to drop-outs and / or non-validation of substitutions, the Lisbon School will announce the existence of a vacancy to the candidates who meet the access requirements but who have not been selected because of the vacancies limit. Dropouts are not revocatory.

62. No substitutions are accepted in the course of the training action, insofar as the course program is not guaranteed. However, any exceptional situation is analyzed and authorized by the Pedagogical Coordination.
63. The commitment established through a training contract makes both the Lisbon School and the Client (Trainee) responsible, insofar as the latter is obliged to observe whether they have the conditions (hourly, financial, etc.) for the frequency of the course for which he/she is enrolling. The trainees who wish to give up during the training can do so, and can not be reimbursed of the amounts already paid. It is up to the Management of the Lisbon School to decide otherwise, by analyzing the reasons for dropping out and provided that there is no possibility of continuity of the training action.
64. The conditions for returns expressed in this Regulation (point "Returns") should be taken into account;
65. It is allowed the repetition of one or more modules in cases where the trainee could not attend / complete successfully, and the repetition can only happen in a future action that will be scheduled and provided there are vacancies.
66. The repetitions only apply to the FJO course, and the Lisbon School does not charge additional fees for the frequency of the course, provided that it has been paid by the student in the previous course.

Training evaluation

The success of the training activity is evaluated in several ways: in a more specific way in each training action, through the verification / mediation of the success of the trainees' learning, the satisfaction of the trainees and of the trainers, as well as analyzing the general course of the action (occurrences, deviations, complaints, etc); and in a more general way, looking at the training activity, covering the impact of the training actions. Each training action can be object of the following assessment methodologies, according to the procedures of the training management system of the Lisbon School:

67. Diagnostic evaluation: performed at the beginning of the training through observations, oral questions. The objective is to analyze / understand how much knowledge about the subject the trainees may already have, contributing essentially to clarify many misconceptions and / or vices that sometimes the trainees already have and that will be detrimental to the learning.
68. Formative evaluation: applicable during training through direct observation, questioning, training exercises with the purpose of giving feedback, correcting the techniques and skills to be learned.
69. Summative Evaluation: held at the end of each module and / or course through written test and / or practical tests.
70. The final classification is achieved by weighted average of the following criteria:
 - a. Attendance and punctuality – 3%
 - b. Participation and commitment – 2%
 - c. Acquisition and applications of skills (average of the tests performed) – 95%
 - d. Other criteria and weightings can be defined, with the information in each course program being superior.
71. The scale used is made up of a qualitative and quantitative description, and in the professional training certificate only the quantitative indication appears:
 - a. 1 value – Very insufficient
 - b. 2 values – Insufficient
 - c. 3 values – Sufficient
 - d. 4 values – Good
 - e. 5 values – Very Good
72. All modules of the courses are subject to evaluation and have a final classification according to the referred scale.
73. A trainee is considered to have completed the module successfully if he or she has obtained a final grade of 3 or more - sufficient.
74. The course has a final grade, resulting from the simple arithmetic average of the results of all the modules. You can only have a final course grade if all modules are successfully completed.
75. Trainees who cannot successfully complete, can request an attendance declaration.
76. For each course, the satisfaction of trainees and of the trainers is assessed by completing a questionnaire at the end of each module to measure the reaction / satisfaction of the participants regarding the organization and execution of the training action, including the conditions of performance, the performance of the intervening human resources (pedagogical and support team), the electronic learning platform in the e-learning case;

77. The performance of each trainer is also the evaluation of each training action by the pedagogical coordination, in a specific form. The performance of the trainers is also evaluated by the trainees through the completion of the satisfaction questionnaires.
78. The Lisbon School also carries out the follow-up after the training in order to see if the trainees have been able (or have had the opportunity) to transfer the learning correctly to the exercise of their professional activity, as well as try to evaluate the impact that the training had, thus measuring satisfaction, at least 6 months after their training, through the application of a post-training evaluation questionnaire.
79. The Lisbon School also evaluates and reviews its practices for continuously improving the training and orientation system to obtain results and disseminate the quality of the Lisbon School of Functional Jaw Orthopedics brand. To this end, it implements an improvement plan, carries out internal and / or external audits, and summarizes and publishes the results of its activity each training year.

Functions and responsibilities

80. Responsibilities of the Lisbon School: It is the training entity with competencies to elaborate and organize professional training in the area 724 - Dental Sciences, in the area 726 - Therapy and rehabilitation (speech therapy) and in the area 729 - Health, programs not classified in other training area (breathing normalization). It's their responsibilities:
 - a. Comply with the training contracts celebrated with trainees, trainers and other suppliers
 - b. Provide the facilities and supports required for the proper functioning of the training activity (both in person and at a distance) and foster a management of teaching resources that promote the balance between the development of the activity and the environment, namely ensuring the well-being and the necessary conditions of health, safety and hygiene at the place of training;
 - c. At the end of each action / course, to send free of charge to the trainees who successfully complete them, a Professional Training Certificate or another, according to the applicable legislation. In the case of trainees who do not meet the requirements for enrollment in the SIGO platform, the Lisbon School provides a Certificate with its own layout and content according to the Professional Training Certificate;
 - d. To respond to all the complaints, doubts and suggestions raised by the trainees and trainers in order to promote the continuous improvement of the training processes.
 - e. Ensure the correct functioning of the B-learning platform, as well as its availability for the enrolled trainees;
81. Responsibility of the Training Manager
 - a. He /she is responsible for the training policy and its general management and coordination, ensuring: the planning, execution, monitoring, control and evaluation of the activities plan; the management of resources and external relations regarding the training; the articulation with the main leaders of the entity and with the receivers of the formation; the promotion of continuous review and improvement actions and the implementation of quality training mechanisms.
 - b. Privileged Interlocutor with the Certification System - ensures that the training practices implemented in the Entity are in harmony with the certification requirements, being responsible for the organization and submission of the application process to the DGERT Certification, as well as maintaining the certification.
 - c. Establishes partnerships that contribute for the development of the training activity.
 - d. Evaluates the training entity and the developed activity.
82. Responsibilities of the pedagogical coordinators:

The Lisbon School has a person responsible for the pedagogical coordination who coordinates all the classroom courses and the FJO B-learning course. Its functions according to the way the training is organized are:

 - a. Be responsible for the pedagogical management of the same, ensuring: the articulation with the team of trainers in the elaboration phase, the pedagogical follow-up of the trainees and trainers in the execution phase of the action, the resolution of pedagogical and organizational issues of the actions, among others.
 - b. Open the courses, explaining the conditions of the course, presenting the trainer and distributing the operating regulations

- c. to trainees and trainers.
 - d. Close the courses, collecting feedback from the trainees and trainers, by listening to their opinions and registering them in a satisfaction questionnaire.
 - e. Be the mediator in the learning process together with all the trainers involved.
 - f. Introduce the training data in the SIGO and in the training management platform of the Lisbon School, ensuring the organization of a Technical Pedagogical Dossier for each training action.
 - g. Coordinate and supervise all activities related to the training and learning process, as well as promoting active tutoring in the case of the b-learning course.
 - h. Coordinate and supervise all post-training follow-up procedures, analyzing the data obtained.
 - i. Ensure the compliance with the defined procedures.
83. Responsibilities of the Responsibles for the Service and Administration
- a. Ensure the attendance during the working hours, in person at the facilities, by telephone and electronically.
 - b. Provide all the clarifications requested by clients about the training courses.
 - c. Assist in the inscription process.
 - d. Do the follow-up of all pre-registrations so as to formalize them.
 - e. Update the pedagogical coordinator about the registrations for each course
 - f. Assist logistically and administratively on the days of the training sessions, at the place of the course, along with the coordination.
84. Trainer (s)
- a. They are responsible for the preparation and the pedagogical development of the training actions, ensuring: the preparation of the training program, the preparation of pedagogical resources for the development of the program, such as session plans, manuals, exercises, among others, monitoring training actions through the application of appropriate pedagogical methods to the recipients and the objectives of the training, the application of evaluation methods and instruments, ensuring the suitability of the training group in order to achieve the objectives of the course.
 - b. The rights of the trainers are:
 - i. submit proposals for the improvement of the training activities;
 - ii. To have a service agreement contract with the Lisbon School
 - iii. To have the necessary conditions for the correct development of his/her function, in the training room;
 - iv. To previously obtain information on the conditions of realization of the action / course, namely characteristics of the training group, contents to be addressed, pedagogical goals to be attained, didactic resources and audiovisual means available;
 - v. To submit to the pedagogical coordination any requests for clarifications and / or complaints by e-mail.
 - c. The duties of the Trainers are:
 - i. To prove to be qualified with the Certificate of Pedagogic Competences (CPC) issued by the Institute of Employment and Professional Training (IEFP) or title that exempts it
 - ii. Provide all personal documentation to the Lisbon School (curriculum, qualifications certificate and other relevant certificates);
 - iii. Prepare in advance and adequately each action / training course, elaborating session plans, supporting documentation and assessment tools taking into account the characteristics of the recipients and promoting the continuous improvement of the training.
 - iv. Complete the training time in full, being the first to enter and the last to leave the training room;
 - v. Be assiduous and punctual;
 - vi. Comply with the legislation and regulations applicable to the training;
 - vii. Ensure the good conservation of the equipment and other assets entrusted to him / her for the purposes of training, otherwise he / she may be charged with recovery or repair costs.

- viii. To practice an active tutorial in the case of B-learning course, promoting an adequate use of the platform, trying to respond to the requests of the trainees no later than 48 hours after the communication of the trainee.
- ix. Treat with respect any element of the Lisbon School and adopt behavioral patterns that favor a climate of trust and understanding.
- x. Be friendly, communicative and empathize with the training group;

85. Trainees

- a. They are the legitimate participants of the training courses and are responsible for conducting a course with the attendance of adults motivated to learn professional skills to apply in their professional reality.
- b. The rights of the Trainees are:
- i. Attend a training that meets his / her expectations according to the programs, training methodologies and forms of organization defined and disclosed;
 - ii. Receive all supporting documentation regarding the action / course attended;
 - iii. Have a prior and timely knowledge of any changes made to the action schedule / training courses;
 - iv. Be treated with respect and education by any element of the Lisbon School;
 - v. Make suggestions and / or complaints during the course of the training, related to the functioning of the Lisbon School in accordance with the procedure in force;
 - vi. Obtain a prompt and objective response to his / her complaints or clarification requests;
 - vii. Have access to the facilities, equipment and materials compatible with the action / course;
 - viii. Receive on the first day the Training Kit disclosed in the program;
 - ix. Obtain, free of charge, in case of successful completion, at the end of the course / action, a Professional Training Certificate or other, according to the profile of the trainee;
 - x. Signing a training contract with the Lisbon School, benefiting from personal accident insurance during the period in which he/she is present in the training - applicable only in the in-person sessions;
 - xi. Confidentiality of the personal data provided.
- c. The duties of the trainees are:
- i. To attend with assiduity and punctuality the action / training course (the same applies to the synchronous sessions in B-learning), participating actively in the sessions and carrying out the evaluation tests provided by the trainer;
 - ii. To waive the practice of any act that causes prejudice or discredit to the Lisbon School or to the training action;
 - iii. Have a civic behavior both in the Lisbon School facilities and in the Moodle platform in the case of the e- learning course;
 - iv. Ensure the preservation, conservation and cleanliness of the facilities as well as all the equipment and didactic materials placed at their disposal;
 - v. Communicate in writing any changes to the data provided and included in his /her registration form
 - vi. Sign the attendance registration in all the in-person sessions
 - vii. Perform all the activities proposed in the B-learning course;
 - viii. Make the payment of the courses or other costs associated (and communicated) to the frequency of the action / course, in the established periods;
 - ix. Comply with the training contract signed with the Lisbon School.

Complaints

86. Complaints are manifestations of displeasure that may be submitted by customers, employees and suppliers of the Lisbon School.
87. Complaints must be formalized in writing, within a maximum of 5 working days, after the occurrence of the event that motivated the complaint. To this end, the Lisbon School has, under the terms of law, a Complaints Book (Decree Law no. 156/2005 of September 15, as worded by Decree-Law No. 74/2017 of June 21 - 6th version).
88. Complaints can also be made using the Lisbon School's specific form, which can be found in any Pedagogical Technical Dossier in a training room, and may be provided in person via email, if requested or made available on the Moodle platform, for the B-learning course actions;
89. Complaints should be addressed to the training manager: Dulce Abel, to the email dulce.abel@wsei.org or by Post Office to the address: Rua Mar da China N.1- 1.2 - 1990-137 Lisbon or also in person at the Lisbon School.
90. Complaints will be handled by the Training Manager, who undertakes to respond to the complainant by the same means used to present the complaint, within a maximum of 5 working days from the date of the complaint, whether the complaint is well founded or not.
91. All answers should be issued impartially, ensuring the proper functioning and quality of the entire training process.
92. All claims are known to the Management, and are recorded in the Lisbon School improvement action plan.

93. The Lisbon School considers the complaints submitted to it as an opportunity for growth and improvement, because if we do not know where we are failing, we cannot evolve. We always want to provide the best service to our customers, partners and suppliers.

Suggestions

94. Any participant in the training actions of the Lisbon School courses can submit suggestions regarding a better functioning of the training activity of the Lisbon School or suggest new training actions that they deem relevant, filling out the Lisbon School specific form (requesting it from Lisbon School). All suggestions are analyzed by the Training Manager, giving input to the improvement action plan for each training year. The suggestions will be introduced and applied if they prove to be in fact contributing to the training process and are in line with the Lisbon School strategy.

Data protection

95. The Lisbon School complies with the personal and institutional data protection and privacy policy, of any information which is entrusted to it at any time during the training cycle, thus complying with the provisions of the General Regulation on Data Protection (Regulation (EU) 2016 / 679 of the European Parliament and the Council of 27 April 2016), in force in Portugal since 25 May 2018) on the protection of individuals with regard to the processing of personal data and on the free movement of such data. Thus, no employee may give, share or use data and information of candidates and clients without being exclusively for the purposes stated, and those data are not available at any time to third parties, always respecting the option taken by the client / candidate in the authorization of sharing data / information. The data subjects have the right to request updates, modifications and cancellations of their informations, and for this purpose they must contact the Lisbon School.
96. The Lisbon School enrolls all trainees on the SIGO platform, for the purpose of enrolling in the training course and issuing the Professional Training Certificate.

Image

97. The Lisbon School records several training sessions in line with the best training practices, providing support information for the continuous learning of trainees when transferring learning. Likewise, the Lisbon School may, for reasons of dissemination of the training activity, use images / excerpts of videos on its website and / or platforms. However, the use of the image of the group and of the participants in the training sessions only occurs when consent is expressed by each trainee. The client must express his/her decision about authorizing the use of image at the time of his/her inscription (through the specific field in the inscription form).

Final dispositions

98. All trainees, trainers and other participants shall have the right to consult this Regulation whenever they so request.
99. The Lisbon School reserves the right to proceed at any time and without prior notice, to the alteration of these conditions, aiming at the improvement and clarity in the working conditions, being the same due and promptly communicated.
100. Any situation that is not covered by this Regulation shall be interpreted by the Management of the Lisbon School.
101. If in doubt, do not hesitate to contact the Training Manager responsible for drafting, monitoring and implementing this Regulation:
- Email: dulce.abel@wsei.org
 - Mobile (preferred): 966 072 424
 - Telephone: (+351) 210 939 366
 - Address: Rua Mar da China, n.º 1, 1.2 Parque das Nações, 1990-137 Lisbon
102. The Lisbon School is a training entity certified by DGERT in the areas of education and training 724 - Dental Sciences, 726 - Therapy and Rehabilitation and 729 - Health, programs not classified in another area of training, since June 6, 2018.