



XAIPRENEUR TRAIN-THE-TRAINER PROGRAMME

**STANDARD OPERATING PROCEDURE
FOR TRAINERS**

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1. PURPOSE

This Standard Operating Procedure provides clear guidelines for trainers appointed to conduct XAIPRENEUR Train-The-Trainer programmes.

It is designed to ensure that every workshop is delivered professionally, consistently, and in accordance with the approved programme framework.

This SOP applies to:

- TTT Level 1 – Certified AI Trainer
- TTT Level 2 – AI Business Transformation Specialist
- TTT Level 3 – Professional AI Transformation Leader, once the programme framework is finalised

2. SCOPE

This SOP covers:

- Trainer eligibility
- Trainer appointment
- Workshop preparation
- Training delivery
- Participant management
- Assessment procedures
- Attendance management
- Certification submission
- Professional conduct
- Post-workshop reporting
- Trainer incentives and commissions
- Quality assurance

3. TRAINER ELIGIBILITY

A trainer must meet the relevant certification and approval requirements before conducting any XAIPRENEUR programme.

TTT Level 1 Trainer

To conduct TTT Level 1, the trainer must:

- Hold a valid XAIPRENEUR TTT Level 1 Trainer Certification
- Complete any required trainer onboarding
- Demonstrate adequate presentation and facilitation skills
- Be approved by the programme management team
- Use only approved training materials

TTT Level 2 Trainer

To conduct TTT Level 2, the trainer must:

- Hold a valid XAIPRENEUR TTT Level 2 Trainer Certification
- Have completed Level 1 and Level 2 requirements
- Demonstrate knowledge of AI business transformation, ChatBots, automation, and solution design
- Be approved to conduct Level 2 workshops
- Use only approved Level 2 materials and assessment formats

TTT Level 3 Trainer

Trainer requirements for TTT Level 3 will be confirmed once the programme framework has been finalised.

4. TRAINER APPOINTMENT

Trainer certification does not automatically authorise a trainer to conduct workshops.

Before conducting any session, the trainer must receive formal approval or appointment from the programme management team.

The appointment may be based on:

- Certification level
- Trainer performance
- Previous workshop feedback
- Presentation ability
- Subject knowledge
- Compliance with programme policies
- Availability of approved training slots
- Completion of required trainer briefings

The programme management team reserves the right to approve, suspend, or withdraw a trainer's appointment.

5. PRE-WORKSHOP RESPONSIBILITIES

The trainer must complete all required preparations before the workshop.

5.1 Review Approved Materials

The trainer must:

- Review the latest training slides
- Review the trainer guide
- Review the assessment criteria
- Confirm the workshop agenda
- Prepare practical activities
- Confirm participant materials
- Use the latest approved programme information

The trainer must not alter the programme fee, modules, certification terms, benefits, commission structure, or programme claims without approval.

5.2 Confirm Workshop Details

The trainer must confirm:

- Workshop date
- Workshop time
- Venue or online platform
- Training level
- Expected number of participants
- Participant registration list
- Training language

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- Required equipment
 - Assessment arrangements
 - Contact person for operational support

5.3 Prepare Training Equipment

The trainer must ensure the following are ready:

- Laptop
- Presentation slides
- Internet connection
- Projector or display screen
- HDMI or required adapters
- Audio equipment, where necessary
- Participant attendance qr
- Assessment forms
- Practical exercise materials
- Backup copy of training files
- Charging cables and extension cords

For online training, the trainer must test:

- Camera
- Microphone
- Screen sharing
- Presentation access
- Internet stability
- Meeting link
- Participant access permissions

5.4 Participant Communication

Before the workshop, the trainer or assigned coordinator should provide participants with:

- Workshop date and time
- Venue or meeting link
- Registration instructions
- Items to prepare
- Entry requirements
- Workshop schedule
- Contact details
- Attendance requirements
- Assessment information

6. TRAINER ARRIVAL AND SETUP

For physical workshops, the trainer should arrive at least 45 minutes before the scheduled starting time.

The trainer must:

- Inspect the training room

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- Test all equipment
 - Open the presentation files
 - Arrange participant seating
 - Prepare attendance registration
 - Confirm assessment materials
 - Display the programme title
 - Ensure the room is clean and suitable
 - Coordinate with the organiser or venue representative

For online workshops, the trainer should enter the meeting room at least 30 minutes before the starting time.

7. PARTICIPANT REGISTRATION

The trainer or coordinator must verify participant registration before the workshop begins.

The following information should be confirmed:

- Full name
- Identification or registration details, where required
- Contact number
- Email address
- Organisation or occupation
- Programme level
- Payment status
- Entry requirement status
- Previous certification, where applicable

For TTT Level 2, the participant's Level 1 certification status must be verified.

For TTT Level 3, the relevant Level 2 certification and any additional entry requirements must be verified.

8. OPENING THE WORKSHOP

At the beginning of the session, the trainer must:

- Welcome participants
- Introduce themselves
- Introduce the programme
- Explain the learning objectives
- Explain the training schedule
- Explain break times
- Explain assessment requirements
- Explain attendance requirements
- Explain certification conditions
- Explain participant conduct expectations
- Address administrative questions

The trainer must clearly explain that certification is awarded only after the participant fulfils the relevant attendance and assessment requirements.

9. TRAINING DELIVERY STANDARDS

The trainer must deliver the programme according to the approved curriculum.

The trainer should:

- Follow the approved module sequence
- Explain concepts clearly
- Use practical examples
- Encourage participant involvement
- Conduct demonstrations
- Facilitate discussions
- Provide practical activities
- Monitor participant understanding
- Manage the training schedule
- Allow reasonable time for questions
- Maintain a professional learning environment

The trainer must not:

- Skip compulsory modules
- Misrepresent programme benefits
- Guarantee income or business results
- Promise automatic workshop appointments
- Share confidential programme information
- Use unauthorised materials
- Make misleading claims
- Promote unrelated products without approval
- Discriminate against participants
- Use offensive or inappropriate language

10. TIME MANAGEMENT

The trainer must follow the approved programme schedule.

The trainer should:

- Begin and end the workshop on time
- Allocate sufficient time for each module
- Keep breaks within the approved schedule
- Avoid spending excessive time on unrelated discussions
- Reserve enough time for practical activities and assessments
- Inform participants of any approved schedule changes

Any major change to the workshop duration or agenda must be approved by the programme management team.

11. PARTICIPANT ENGAGEMENT

The trainer should encourage active participation through:

- Questions and answers
- Group discussions
- Individual exercises

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- Practical demonstrations
 - Case studies
 - Role-playing
 - Business examples
 - Participant presentations

The trainer should ensure that all participants have a reasonable opportunity to participate.

Participants who need additional support should be guided without disrupting the overall workshop schedule.

12. ASSESSMENT PROCEDURES

The trainer must follow the approved assessment structure for each programme level.

TTT Level 1 Assessment

The Level 1 assessment consists of:

Knowledge Assessment – 70%

The trainer must assess understanding of:

- AI fundamentals
- Prompt engineering
- AI productivity tools
- Business applications of AI
- Responsible AI

Trainer Assessment – 30%

The trainer must assess:

- Communication
- Presentation
- Confidence
- Facilitation
- Ability to explain AI concepts clearly

TTT Level 2 Assessment

The Level 2 assessment consists of:

Knowledge Assessment – 70%

The trainer must assess:

- AI business transformation
- AI ChatBots
- Automation
- AI solution design
- Business applications

Practical Assessment – 30%

The trainer must assess:

- AI solution proposal

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- Business transformation plan
 - Recommended AI applications
 - Professional presentation
 - Solution delivery confidence

TTT Level 3 Assessment

The Level 3 assessment process will be confirmed once the programme framework has been finalised.

13. ASSESSMENT INTEGRITY

The trainer must ensure that assessments are conducted fairly and consistently.

The trainer must:

- Use approved assessment questions
- Use approved marking criteria
- Explain instructions clearly
- Provide equal assessment conditions
- Prevent copying or unauthorised assistance
- Record marks accurately
- Maintain confidentiality of assessment materials
- Submit results within the required timeframe
- Avoid favouritism or personal bias

The trainer must not change the passing criteria without written approval.

14. HANDLING PARTICIPANTS WHO DO NOT PASS

Participants who do not meet the assessment requirements must not be issued the relevant trainer certification.

The trainer should:

- Inform the programme management team
- Record the assessment result
- Provide constructive feedback
- Explain the reassessment process
- Avoid embarrassing the participant publicly
- Maintain confidentiality

The trainer must not promise that a participant will pass before the assessment has been completed and verified.

15. ATTENDANCE REQUIREMENTS

The trainer must monitor participant attendance throughout the workshop.

Participants should complete the full programme to qualify for:

- Certificate of Attendance
- Assessment eligibility
- Trainer certification

The trainer must record:

- Arrival time
- Departure time

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- Late arrival
 - Early departure
 - Absence during compulsory modules
 - Participation in assessments

Any participant who fails to meet the minimum attendance requirement must be reported to the programme management team.

16. CERTIFICATION SUBMISSION

After the workshop, the trainer must submit the required information for certification processing.

This may include:

- Final attendance list
- Assessment results
- Participant names
- Participant identification details
- Trainer evaluation forms
- Workshop photographs
- Completed assessment documents
- Incident reports, where applicable

Certificates must not be issued directly by the trainer unless the trainer has been formally authorised to do so.

17. PARTICIPANT DATA AND PRIVACY

The trainer must protect all participant information.

Participant information must only be used for authorised programme purposes.

The trainer must not:

- Share participant contact details without permission
- Use participant information for unrelated marketing
- Distribute assessment results publicly
- Share personal documents in unauthorised groups
- Store participant data on unsecured systems

All personal data must be handled according to applicable data-protection requirements and company policies.

18. PHOTOGRAPHY AND RECORDING

Photographs or videos may only be taken according to programme and participant-consent requirements.

The trainer or coordinator should:

- Inform participants before recording
- Obtain consent where required
- Avoid recording confidential information
- Use images only for approved purposes
- Respect participants who do not consent

Participants must not be recorded during assessments unless authorised.

19. PROFESSIONAL CONDUCT

The trainer must:

- Dress professionally
- Communicate respectfully
- Maintain punctuality
- Remain neutral and fair
- Demonstrate patience
- Avoid inappropriate jokes or remarks
- Maintain professional boundaries
- Protect confidential information
- Represent the programme professionally
- Follow all venue and safety requirements

The trainer must not engage in harassment, discrimination, intimidation, or any conduct that may damage the reputation of the programme.

20. USE OF PROGRAMME MATERIALS

All training slides, manuals, assessments, branding, templates, videos, and supporting materials remain the property of the relevant programme owner.

The trainer must:

- Use only approved materials
- Protect training files from unauthorised distribution
- Avoid modifying official branding without approval
- Avoid selling or reproducing materials independently
- Avoid sharing assessment answers
- Remove outdated materials when new versions are released

Programme materials must not be used for unauthorised programmes.

21. MARKETING AND PROGRAMME REPRESENTATION

Trainers may promote approved workshops using official marketing materials.

The trainer must not:

- Change the approved programme fee
- Offer unauthorised discounts
- Make false certification claims
- Guarantee income
- Guarantee trainer appointment
- Guarantee business success
- Misrepresent programme benefits
- Publish unapproved Level 3 details
- Use misleading testimonials
- Collect payments through unauthorised channels

All public communications should follow the approved programme information.

22. TRAINER INCENTIVES AND COMMISSIONS

Trainer incentives, workshop commissions, and other payments are subject to:

- Programme policies
- Approved commission structure
- Workshop appointment
- Participant payment status
- Trainer performance
- Submission of required documents
- Completion of workshop responsibilities
- Management verification

Certification alone does not guarantee workshop assignments, incentives, commissions, or income.

23. INCIDENT MANAGEMENT

The trainer must report any significant incident, including:

- Participant misconduct
- Harassment
- Safety concerns
- Equipment failure
- Assessment irregularities
- Medical emergencies
- Data breaches
- Payment disputes
- Programme complaints
- Unauthorised recording
- Misuse of training materials

The incident should be documented and submitted to the programme management team as soon as possible.

24. EMERGENCY PROCEDURES

In the event of an emergency, the trainer must:

1. Stop the training session
2. Ensure participant safety
3. Follow venue emergency procedures
4. Contact emergency services where necessary
5. Inform the programme coordinator
6. Record the incident
7. Resume training only when it is safe and authorised

25. POST-WORKSHOP RESPONSIBILITIES

After the workshop, the trainer must:

- Confirm final attendance
- Complete participant assessments
- Submit assessment results
- Submit participant feedback

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- Submit workshop photographs, where required
 - Return or secure confidential materials
 - Report issues or incidents
 - Submit claims or commission documents
 - Provide improvement recommendations
 - Participate in post-workshop review, where required

All required documents should be submitted within the timeframe set by the programme management team.

26. QUALITY ASSURANCE

Trainer performance may be reviewed based on:

- Participant feedback
- Assessment quality
- Workshop completion rate
- Punctuality
- Training delivery
- Accuracy of information
- Professional conduct
- Compliance with programme materials
- Reporting quality
- Complaint records

Trainers may be required to attend refresher training or reassessment.

27. NON-COMPLIANCE

Failure to follow this SOP may result in:

- Verbal warning
- Written warning
- Additional training
- Suspension from conducting workshops
- Withdrawal of trainer appointment
- Withholding of incentives or commissions
- Removal from the trainer panel
- Further action under applicable company policies

Serious misconduct may result in immediate suspension.

28. SOP REVIEW

This SOP should be reviewed periodically to ensure that it remains aligned with:

- Programme updates
- Training requirements
- Assessment changes
- Certification policies
- Legal and regulatory requirements
- TTT Level 3 developments

The latest approved version of the SOP will replace all previous versions.