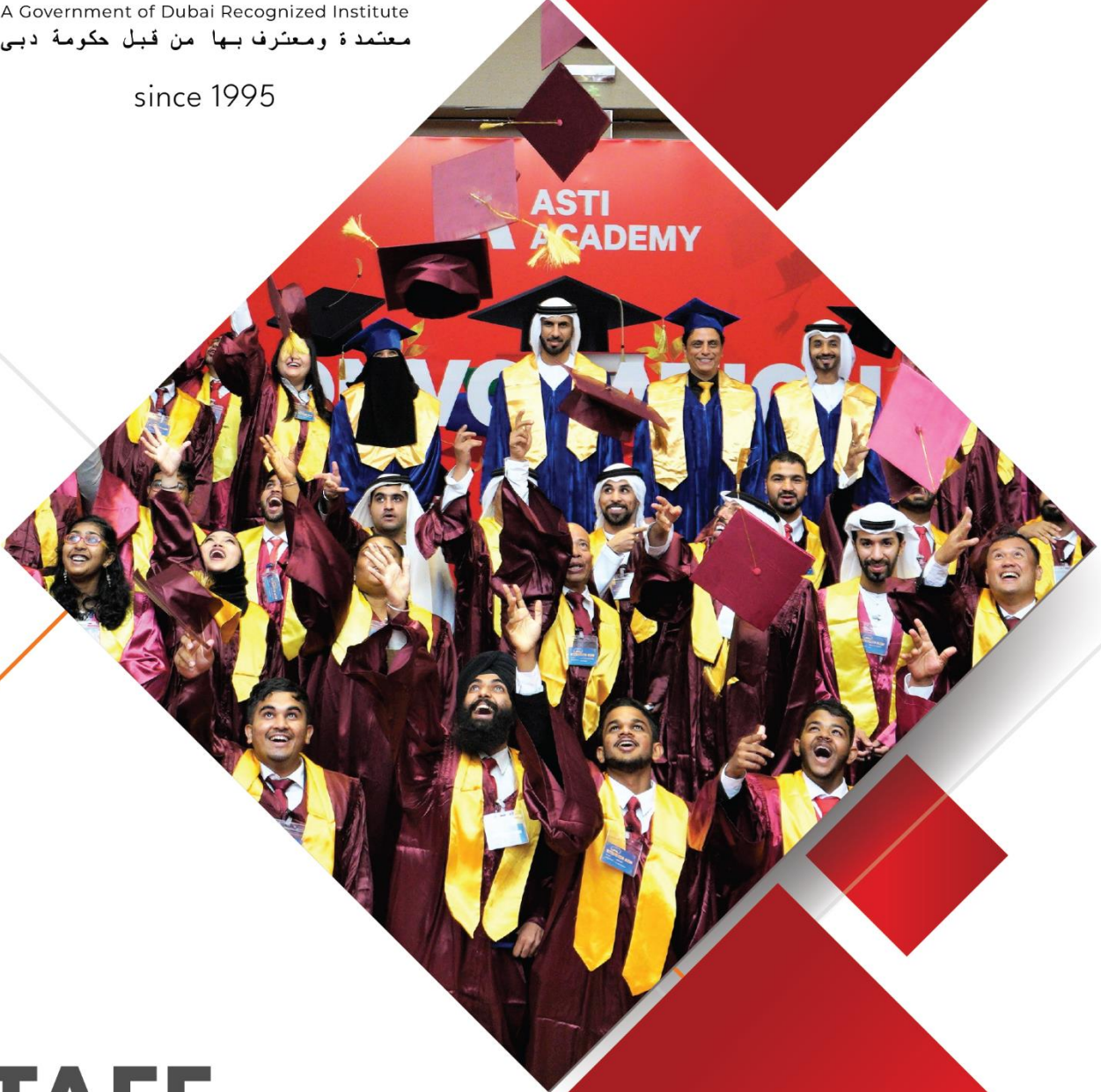




A Government of Dubai Recognized Institute
معتمدة ومعترف بها من قبل حكومة دبي

since 1995



STAFF HANDBOOK

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Staff Handbook

AL SHABAKA TECHNICAL INSTITUTIONAL ACADEMY



Al Shabaka Technical
Institutiona Academy,
Dubai, UAE
Staff Handbook
AUGUST 2022

Review of academic, financial and other considerations leads to change in the policies, rules and regulations applicable to students, faculty and staff. The administration therefore reserves the right to changes at any time with the approval of UAE Government, Ministry of Education, Government of Dubai, Knowledge and Human Development Authority (if required). These changes may affect such matters as tuition and work timings, courses and programs offered (including the modification or possible addition/elimination of courses or programs), and other rules and regulations applicable to students, faculty and staff.

While every effort has been made to ensure that this book is accurate and up-to-date, it may include typographical or other errors. Changes are periodically made to this publication and will be incorporated in new editions.

Mohammed Mazhar Ali, *Founder & Chairman, Al Shabaka Technical Institutional Academy*
Syed Ahmad, *ASTI Group Director, Al Shabaka Technical Institutional Academy*

Printed in United Arab Emirates

This Faculty and Staff Handbook serves as a general guide to ASTI Faculty & Staff. The handbook presents faculty & staff policies, regulations, procedures and overall information expected to be of pertinence. Please familiarize yourself with the content of this handbook and keep it handy for ready reference. Ignorance of a policy or regulation will not be considered as an excuse for failure to observe it.

The Handbook is updated annually to ensure compliance with the ASTI rules and regulations and with the guidelines of the Ministry of Education (MOE) in the UAE. These programs, policies, statements, and/or procedures contained herein can change without prior notice.

Any questions regarding content of this Handbook should be addressed to the Director or Operations.

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1. MESSAGE FROM THE CHAIRMAN'S DESK



The institution that holds firm to the belief that each of us makes an astonishing difference! Indeed, astonishing differences are just what institutions are about; we bring richness and value to the communities we serve by providing access to higher education to diverse student body, and Al Shabaka Technical Institute is no exception.

Deeply rooted in a commitment to student success, equity, and life-long learning, Al Shabaka Technical Institute is an institution in which our students thrive because we are intentional and purposeful in creating a learning environment focused on their evolution as learners and citizens of the Human Community.

I know that the faculty and staff of Al Shabaka Technical Institute work hard every day to ensure that every student has a meaningful experience at our institution – whether the intent is research education, career education, development education, or personal enrichment education. This institution believes deeply that every student who comes here is entitled to an education experience grounded in excellence, and that is what you will find in our classrooms, in our offices, in our services, in our programs, and in the way we treat our students and community. “We’re not here to make a living, we’re here to make a difference.” is not just our motto; it is the creed by which we live and operate.

In order to create a learning environment that nurtures students, you will find an organization growing to meet the needs of our students. We continue to be grateful to the UAE Government, Ministry of Education, Government of Dubai, Knowledge and Human Development Authority, who supported the guidance for Al Shabaka Technical Institute. As a result of their belief in and campus will see continuous developments in the institution.

These projects will end in the state-of-the-art facilities for our exceptional academic programs, enhanced spaces for our athletic and wellness programs, and improved infrastructure initiatives to enrich the way the campus works for our students and employees.

If you haven’t found out already, I believe you will soon find that Al Shabaka Technical Institute’s one of the jewels of the UAE region, and I am honoured for everyone decided to pursue their educational goals here. I am convinced that their educational experience – in and out of the classroom – will change institution. We hope to make a difference in your life, and I challenge them to make a difference at Al Shabaka Technical Institute, community, region and thus the planet we live on while they are here with us.

“If You Stop Learning Today, You Will Be An Illiterate Tomorrow .”

Mohammed Mazhar Ali

Founder & Chairman, Al Shabaka Technical Institute

chairman@astidubai.ac.ae

2. MISSION STATEMENT

Al Shabaka Technical Institute adheres to the purpose for which “The advancement of all innovative technology and sciences; and all other necessary provisions that may conclude to the education of the youth of this country.” In brief: *Al Shabaka Technical Institute strives to create knowledge, to open the minds of students to that knowledge, and to enable students to take best advantage of their educational opportunities.*

To these extends, the institution encourages students to respect ideas and their free expression, and to rejoice in discovery and in critical thought; to pursue excellence in a spirit of productive cooperation; and to assume responsibility for the consequences of personal actions. Al Shabaka Technical Institute seeks to identify and to remove restraints of students’ full participation, so that individuals may explore their capabilities and interests and may develop full intellectual and human potential. Al Shabaka Technical Institute should liberate students to explore, to create, to challenge, and to lead. The support of the institution provides to students is a foundation upon which self-reliance and habits of lifelong learning are built: Al Shabaka Technical Institute expects that the scholarship and collegiality it fosters in its students will lead them in their lives to advance knowledge, to promote understanding, and to serve society.

In a nut-shell, “We, Al Shabaka Technical Institute, are not here to make a living, we are here to make a difference” in the community, nation and so the planet we live on.

3. INSTITUTION OVERVIEW

Al Shabaka Technical Institute is one of the fastest growing technical and management training institutions in the Gulf Region. Started as a technical training provider institution in the year 1995, Al Shabaka, positioned itself as a complete solution provider for learning and development needs of the Arab's world professionals. Licensed by Ministry of Education, Knowledge and Human Development Authority, to conduct short term, midterm and long-term programs in various parts of the world, ASTI offers training programs in more than 150 industry verticals and segments including core engineering, construction, business management, health care, education, IT, and languages.

Al Shabaka Technical Institute is one of the Pioneers in the institutions of United Arab Emirates. Pioneers in providing Education & Training programs with innovative teaching methodologies which offers a unique range of professional courses designed specially to meet the needs of our students in home and overseas. ASTI has been approved as a centre for Technical Vocational Education and Training (TVET). As an approved institution from government, we could able to serve the professionals with their career development-oriented education. ASTI is also accredited and recognized by international awarding bodies such as Pearson and Qualifi to deliver their qualifications.

We ensure that our students are given guidance and support throughout the time of their study with us. We provide a very good opportunity for our students to study in well occupied and supportive learning environment, to attain their goals in a Comprehensive manner. Whether your interest lies in full time study or work-based tainting, our qualified and friendly staff will ensure you're given the best training and teaching guidance to set you on the pathway to success. We also want you to get the learning and skills you require in a safe and supportive environment and are committed to help you in achieving your personal goals and aspirations.

We offer a range of Courses including leisure courses in local community centres part time professional courses, full time courses, apprenticeships and training in the work place, irrespective of age, lifestyle, commitments and/or ambition.

With over 23 years of academic expertise and service Al Shabaka Technical Institute has stepped strongly into the beautiful and magnificent area Al-Qusais Dubai. We couldn't have made any progress without the help of visionaries in the Government. Our success in this segment depends significantly on the support we receive from the visionaries in the government. Together with them, we, Al Shabaka Technical Institute ensure that the generations that follow are fully equipped to take on the future in the Capital Emirate of the United Arab Emirates. With the marvellous service orientation to the society, Al Shabaka Technical Institute located at Dubai is officially licensed by from Ministry of Education Dubai, United Arab Emirates to award programs in Engineering, Management, Accounts, IT etc. With the strength, support and guidance from Ministry and its Authorities, its definite that Al Shabaka Technical Institute will serve and empower more people of this country for the years to come. ASTI is an International Standard Organization (ISO) certified organizatin.

4. CORE VALUES

ASTI values a student-centered, engaging learning environment that meets the highest ethical and academic standards.

4.1 Inquiry

We value the pursuit of knowledge and strive to develop an enduring passion for learning in others.

4.2 Community

We are a community of educators and learners who are united in a common mission to provide a transformational education for our learners.

4.3 Diversity

We value all people and their diverse ways of learning, background and cultures.

4.4 Excellence

We set high standards for scholarship, service, and leadership.

Engagement

We value opportunities that allow our learners to apply learning outside the classroom through service learning, exchange programmes and research.

Sustainability

We value the planet and the preservation of it.

Service

We value our commitment to helping others.

5. INSTITUTIONAL GOALS

To accomplish its mission, ASTI faculty and staff will work together to achieve the following Goals:

Goal 1. Attain appropriate local and international accreditations

Goal 2. Continuously enhance academic program offerings to add greater value to the UAE education sector.

Goal 3. Provide an environment conducive to teaching and learning

Goal 4: Exemplary Student Success and Achievement by affirming our commitment to offering a high value transformational ASTI experience

Goal 4. Increase student enrollments using an effective enrollment management plan. Expand and strengthen student support services

Goal 5. Develop appropriate partnerships that support the ASTI's mission

Goal 6. Broaden community awareness and support

Goal 7. Evaluate annually the ASTI's progress toward attaining its goals, objectives, strategies and tactics

Goal 8. Provide faculty development opportunities that expand professional horizons.

Goal 9. Expand research choices in all faculty disciplines that lead to creative and innovative teaching and learning practices.

Goal 10. Provide a broad range of career development opportunities for the administrative staff.

Goal 11. Manage existing ASTI resources and infrastructure efficiently and effectively.

The ASTI Mission and Goals are approved by the Board. They are periodically re-evaluated to ensure their usefulness in providing institutional direction. The mission provides the foundation for institutional planning.

6. RESOURCES, FACILITIES AND EQUIPMENT

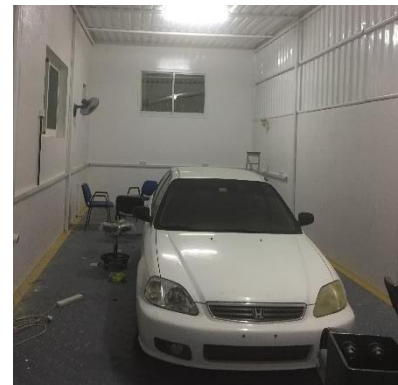


Al Shabaka Technical Institute ensures that our students are given guidance and support throughout the time of their study with us through providing occupied and supportive learning environment. We always aim to provide a total learning experience for every student through different essential learning and teaching resources which will prepare them to be globally competitive and work-ready, socially-responsible and empowered human resources.

6.1 Engineering Laboratories

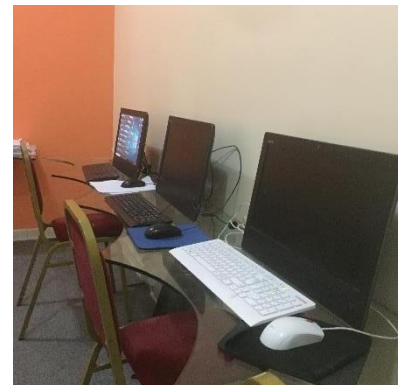
Engineering education is incomplete without engineering laboratories. The Laboratories prepares the student to apply all the theories they learned and to practice it practically in the real-world setting or environment through different laboratory equipment.

- Computer Laboratory
- Automobile Engineering Laboratory
- Mechanical Engineering Laboratory
- Electrical Engineering Laboratory
- Civil Engineering Laboratory
- Workshop



6.2 Media & Technology

Provides service and support on teaching and learning process through media systems. Promoting the use of technology to increase engagement in the classroom and make learning easier and more efficient. Each classroom is equipped with computer systems and projector to facilitate the teachers and students in their discussion through media presentations.



6.3 Faculty Resource System

Each Faculty has an access to different learning and teaching materials that will enable them to be more effective and productive.

6.4 Library

The role of the library is essential in teaching and learning process. Books are made available to the students to increase their knowledge and understanding in different programmes.



6.5 Online Learning Resources

There are various range of online tools that can be used to support learning and teaching process. With the help of online technology, digital classrooms can be established. Through this, motivation and information retention, as well as their ability to do their own research and work in teams can be improved. Digital platform and applications give better chances of engaging and getting through with the students.



7. SERVICES

ASTI aims to provide knowledge, to open the minds of students to that knowledge, and to enable students to take best advantage of their educational opportunities

7.1 Overview

The institution is currently offering programs in various industry verticals and segments including core engineering, construction, business management, health care, education, IT, and languages. The full list can be seen on the Knowledge and Human Development Authority website (www.khda.gov.ae).

EduQual	
Engineering	Business
HID in Automobile Engineering HID in Civil Engineering HID in Electrical and Electronics Engineering HID in Information Technology HID in Mechanical Engineering HID in Quantity Surveying	ID in Business Management ID in Information Technology

*HID – Higher International Diploma (Level 5)

*ID – International Diploma (Level 3)

Pearson	
Engineering	Business
Level 3 Extended Diploma in Engineering	Level 3 Diploma in Business -Retail -Management -Marketing -Human Resources -Logistics -Law -Accounting
Level 5 HND in Engineering -General Engineering -Mechanical Engineering -Electrical and Electronics Engineering	Level 5 HND in Business -Accounting and Finance -Business Management -Entrepreneurship and Small Business -Human Resource Management -Marketing -Operations Management

*HND – Higher National Diploma (Level 5)

Qualifi
Business
Level 3 Diploma in Business Management Level 5 Diploma in Business Management Level 6 Diploma in Business Administration Level 7 Diploma in Human Resource Management Level 7 Diploma in Accounting and Finance Level 7 Diploma in Hospitality and Tourism Management

Professional Qualification	
Engineering	Business
Civil Engineering Mechanical Engineering Safety Engineering Computer Engineering Electrical Engineering IT Engineering Automobile Engineering Chemical Engineering Petroleum Engineering Piping Technology Plumbing Technology Computer Hardware Engineering Façade Engineering Network Engineering Bio Medical Engineering Landscaping Technology Air-Conditioning & Refrigeration Engineering (HVAC & R) Welding Technology Electrical & Electronics Engineering Instrumentation Technology Engineering Design Engineering Architectural Engineering QA/QC Engineering Environmental Engineering	Project Management Logistics Management Supply Chain Management Import / Export Management Inventory, Warehouse & Material Management Operations Management Procurement, Purchasing & Supply Management Retailing & Merchandise Management Maintenance Management International business management Human Resource Management Marketing Management & Sales Management Basic Memory Management Memory Master Success Management Information and Management Control Planning – Control and Performance Management Performance Management Financial Management Business Analysis Management Advanced Financial Management Advanced Professional Management Management Quality Management Tourism and Hospitality Management Management Information System Organizational Behavior Management Managing People and Systems Digital Marketing Management

*Programme – 2400 hours duration

*Course – 144 hours duration

7.2 Features and Benefits

- “Vocational Education and Training (VET) is designed to prepare individuals for a vocation or a specialised occupation and so is directly linked with a nation’s productivity and competitiveness.” (Publications Office of the European Union, 2011)
- Prepares individuals for the initial entry into employment
- Provides additional training for individuals who are already employed, as their jobs change, as the technology and work environment become more complex, or as they advance within the company
- provides education and training for individuals who are in some way marginal or out of the mainstream labor force; typically, those who have not been employed for a long period of time or who do not have any labor-market experience; usually people depending on public income
- By providing practical based learning, we ensure our students are work-ready to get a foot on the career ladder.
- Creative approaches to the student’s special needs in order to find unique and tailored courses

7.3 Long Term Visions

Al Shabaka Technical Institute’s mission is to educate learners highlighting Science, Technology, Engineering in an innovative, and interdisciplinary learning environment. Al Shabaka Technical Institute shall be a University that prepares learners to undertake leadership responsibilities in the progressive industrial landscape in Dubai, the United Arab Emirates and around the world.

Deliver quality instruction and mentoring for our students.

Develop and maintain model collaborative ventures and partnerships.

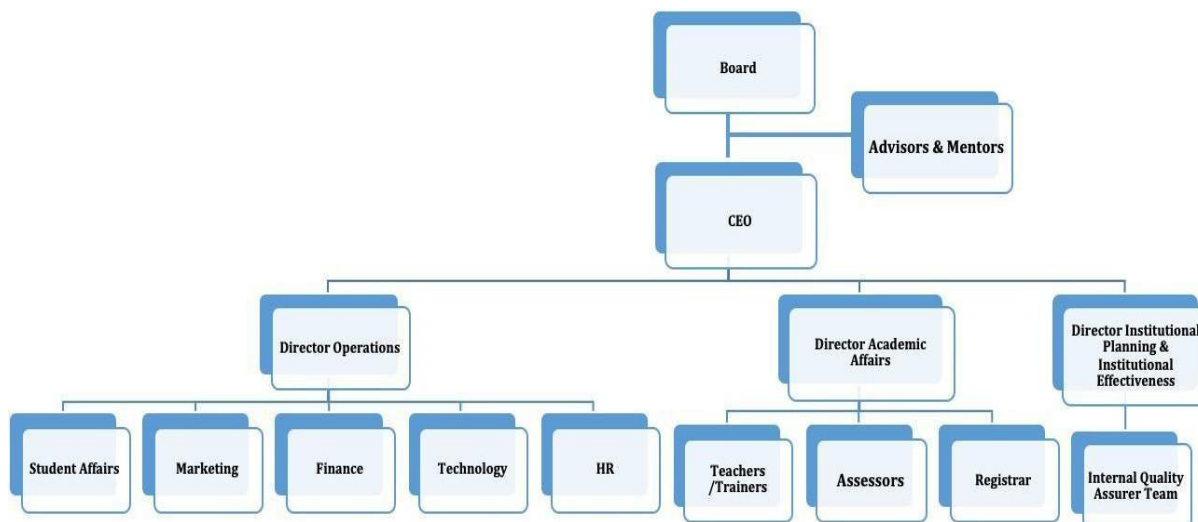
Recruit and retain a diverse faculty, staff and student populations.

Expand in multiple dimensions extending wings in development towards quality and creating bigger campus to cater students for Labs and learning resources.

Increase placements for students which is the ultimate target where 100% placement while studying.

Become a centre for research to cater the needs of students where the student can complete research with us itself rather than searching elsewhere.

8. ORGANIZATION AND STAFFING



8.1 THE BOARD

The Board is the governing body of the ASTI and its policies. The main purpose of the board of directors is to hold the ASTI in trust for the public of the UAE. The Board consists of several members that represent distinguished professionals in various related fields, such as politics, industry and academics. The Board is headed by the Chairman

8.2 THE CHAIRMAN

The Chairman's Responsibilities are:

1. Presides at the meetings of the Board,
2. Appoints the members of all standing and special committees of the board
3. Discharges any other duties ordinarily required of a presiding officer, unless it is otherwise ordered.

The chairman, or the chairman's designee, shall have authority to sign all contracts and other instruments requiring execution on behalf of the board.

The chairman shall have the right to vote upon all questions, motion or recommendations submitted to the board unless voting on such questions, motion or recommendations might present a conflict of interest.

No member may serve as chairman for more than two consecutive years.

8.3 THE VICE CHAIRMAN

The vice chairman of the board shall, in the absence of the chairman, perform all duties of the chairman of the board until the chairman resumes office or a successor has been duly elected.

In the absence of both the chairman and the vice chairman, the board shall elect a temporary chairman for the meeting who shall perform the duties of the chairman

8.4 THE SECRETARY

The secretary of the board keeps a full and true record of all meetings of the board and of any committee of the board.

The secretary attest to the accuracy of the minutes of each meeting. The secretary coordinates all regular and special meetings of the board.

8.5 THE BOARD OF DIRECTORS

The Board of Directors Responsibilities are:

- Confirms the appoints the CEO.
- Establishes broad institutional policies.
- Approves and reviews the institution's mission and strategic goals & plans.
- Approves educational programmes of a quality consistent with the institution's mission.
- Confers, or authorizes the conferring of academic degrees.
- Secures financial resources to support the institutional goals adequately.
- Approves the annual budget.
- Approves major facilities, contracts, and campus plans.
- Ensures that the institution is subject to periodic external Audit.
- Approves the selection of an external Auditor and receives the Auditor's report.
- Approves the inter-institutional collaborations and agreements.
- Evaluates the performance of the CEO and approves his/her contract and continuance in office.
- Evaluates its own performance and the performance of individual members and uses that evaluation for improvement.

The Governing Body (Board) authority does not interfere in management decisions or with internal academic bodies and is not involved in the day-to-day operation of the institution.

8.6 THE CEO

The CEO is the leader of the ASTI. The CEO administers and coordinates all operations and programs, identifies strong foundations to advance the ASTI's growth and maintain its success. The CEO acts as a direct liaison between the Board and management of the ASTI and communicates to the Board on behalf of management. The CEO of the ASTI shall attend board meetings.

8.7 THE ASTI COUNCIL

The ASTI council's main responsibility is to discuss any and all financial issues so as to prepare the budget for the ASTI.

8.8 Chairman of the Institution Council:

The Institution council is chaired by the CEO of the ASTI.

8.9 Members:

This council is composed of the Director of Academic Affairs, Programme Heads, Director of Operations, Director of Institutional Planning and Institutional Effectiveness, Departments Heads.

8.10 Responsibilities:

- Ensure the ASTI's policies are properly implemented.
- Review and take actions on proposed development plans for the ASTI to achieve the mission and vision.
- Reviewing and approving any suggested new plans
- Granting academic degrees to students.
- Approving any new policies,

- Monitoring the implementation of ASTI plans for teaching and research.
- Executing the final decision on Faculty or Staff promotions upon the recommendations from the Directors.
- Approving the Bylaws that govern employment, organizational, financial, and ASTI affairs.

8.11 THE DIRECTOR OF INSTITUTIONAL PLANNING AND INSTITUTIONAL EFFECTIVENESS

The Office of Institutional Planning & Institutional Effectiveness (OIPIE) is a staff function to oversee institutional planning and institutional effectiveness at the ASTI. The Office of Institutional Planning & Institutional Effectiveness (OIPIE) is headed by the Director of Institutional Planning & Institutional Effectiveness.

The Director of IPIE reports to ASTI CEO as illustrated in the ASTI Organisation Chart

8.12 Responsibilities of the OIPIE are to:

- Provide direction and expertise in matters such as institutional research, identifying gaps, monitoring KPI and actions plans, to academic and non-academic units.
- The OIPIE with the help of Academic Affairs Council (AAC) revise policies related to assessment, recommend those policies to the AAC members and CEO for approval, and monitor all policies which are approved.

8.13 THE DIRECTOR OF OPERATIONS (DO)

Reporting to the CEO, the Director of Operations (DO) is in charge of the business operations of the ASTI such as: student services, human resources, finance & accounting, budget & budget planning & facilities.

8.14 Responsibilities of the DO are to:

- Provide direction and expertise in matters business operations of the ASTI, monitoring KPI
- Assists the president in achieving the goals by planning, budgeting, and allocating resources in accordance with the directives from the board and the ASTI Council.

8.15 THE DIRECTOR OF ACADEMIC AFFAIRS (DAA)

The Director of Academic Affairs (DAA) reports directly to the CEO on academic matters within the ASTI. The DAA is dedicated to accomplishing the ASTI's academic mission through administering and overseeing its various academic programmes.

8.16 Responsibilities of the DAA are to:

- Supervises the Programme Heads on academic matters.
- Advising and recommending to the CEO on making necessary changes and taking actions in order to sustain strong academic programmes and institutional success.
- Overseeing the different academic operational strategies and tasks to ensure constant improvement of the different academic programmes and to identifying potential opportunities to maintain the academic growth of the ASTI
- Promoting the ASTI uniqueness in order to maintain a sound competitive edge

nationally, regionally and internationally.

- Assuring the delivery of an outstanding array of programmes that guarantee academic integrity in accordance with the ASTI's goals, mission and vision.

The DAA is the academic catalyst to stimulate and assure the excellent academic level of the ASTI and to provide a connection between Management and the Academic staff and faculty.

Minimum requirements for this position include a Doctorate or terminal degree with sufficient academic credentials to further advance the ASTI.

8.17 ACADEMIC COUNCIL:

This council has a regular weekly meeting or whenever is needed.

8.18 Chairman of the Academic Council:

The Director of Academic Affairs is the chairman of the Council.

8.19 Members:

- Programme Heads
- Programme Leader
- Internal Verifier

8.20 Responsibilities:

- Discussing and approving the students' grades
- Monitoring academic programmes and to coordinate all the needful
- Monitoring the achievement of the learning outcomes for each course and programmes at the ASTI
- Recommend any new study plans or new programmes to the ASTI Council.
- Reviewing the promotion application for a faculty member upon the Programme Head
- Deciding the best candidate for the teaching position within the ASTI.
- Forming different committees to follow up with scientific research, community service and student affairs.
- Any other outstanding issues related to the ASTI.

8.21 FACULTY

Faculty members are responsible for developing, delivering, evaluating, and periodically updating all educational programmes offered by the ASTI. Faculty members analyze the feedback received from various sources and accordingly revise and update the courses, curriculum, training programs, and other related aspects of an academic Programme.

For every Programme, a faculty member is assigned as the Programme Head who has the overall responsibility of program coordination, curriculum development, assessment and updating.

8.22 Responsibilities of the Faculty are to:

- Develop and deliver courses to students in specified areas of study.
- Evaluate and monitor individual student's progress and provide feedback and guidance.
- Research, organize and manage instructional resources.
- Ensure a respectful and culturally sensitive learning environment in all activities.

- Establish and maintain effective work relationships.
- Advise students on an ongoing basis during and outside regularly scheduled classes.
- Motivate and inspire confidence in others (students and colleagues) to overcome limitations to personal growth and success.
- Ensure required training equipment and supplies are set up in advance and materials are available.
- Actively seek out methods, procedures and resources that best achieve course and program objectives.
- Support and participate in accreditation process.
- Maintain relationships with students that are conducive to learning.
- Perform miscellaneous job-related duties as assigned by the Director and the ASTI management.

8.23 ACADEMIC FREEDOM

- A faculty member has full freedom in discussing his or her subject in the classroom, subject to adherence to the course syllabus as presented.
- A Faculty member should not introduce controversial matters which have little or no relation to the subject of instruction
- A faculty member is entitled to academic freedom regarding research and in the publication of the results, subject to the adequate performance of their instructional and non-instructional duties.
- The faculty member's position as a member of a learned profession and as a member of this institution imposes an obligation that his or her public statements be made with restraint and good taste and in no way may be interpreted as ASTI policy

8.24 ACADEMIC HONESTY

- Academic honesty is the pursuit of scholarly activity in an open, honest and responsible manner. Academic honesty is a basic guiding principle for all academic activities at the ASTI, and all members of the ASTI community are expected to act in accordance with this principle.
- Academic honesty includes a commitment not to engage in or tolerate acts of falsification, misrepresentation or deception. Such acts of dishonesty violate the fundamental ethical principles of the ASTI community and compromise the worth of work completed by others. It is worth emphasizing here that the ASTI expects all its faculty members to abide by the highest standards of professional ethics in all their activities conducted inside or outside the ASTI campus.

8.25 CATEGORIES OF STAFF

Professional Staff have the specialized knowledge in a specific field and in exercising independent professional judgment. These individuals are predominately responsible for the management, operation, and implementation of policies and procedures which support the ASTI mission and vision and achieve its goals and objectives.

Support Staff: Support staff includes employees, who provide clerical, technical, maintenance, and administrative support to the Institution. Academic Staff/Faculty includes the professionals who are responsible for planning, directing and undertaking academic teaching, research and community engagement activities.

Non-Academic Staff: Nonacademic staff is defined as those who have to perform work assignments other than teaching.

8.26 TYPES OF APPOINTMENTS

The following types of appointment shall be in force:

8.27 Full-Time staff is defined as the person who undertakes his/her duty for no less than 40 hours a week. Full time staff is registered at the Ministry of Labor and has an employment contract specifying tenure of contract, specific benefits including but not limited to fixed salaries, annual leaves, health insurance, etc.

8.28 Part-Time staff is defined as the person who undertakes the duty for less than 40 hours a week. Usually part time staff is paid on hourly basis.

8.29 Special -Contract Staff

ASTI may designate special faculty appointments to those who possess unusual qualifications in teaching, research, academic administration or public service, but for whom none of the regular faculty ranks is appropriate. Such appointments may be guest lecturer/faculty, full-time, part-time and for specific duration.

8.30. FACULTY AND STAFF EMPLOYMENT

8.30.1 Recruitment of Faculty and Staff

In an effort to provide consistent employment practices that provide the employees first opportunity for consideration, the following procedures shall be used for the announcement of employee vacancies:

Internal HR team in consultation with departments will identify the need and prepare a job description, position announcement and recruitment plan. The announcement should be sufficiently detailed to provide applicants with essential information and units with a document from which to develop screening criteria.

8.30.2 Position Announcements

The position vacancy announcement will include:

- Position title
- Position description
- Required and preferred qualifications
- Salary range
- Date position is to be filled
- Application deadline
- Application procedure (to whom to apply, documents requires)

ASTI will use different channels to advertise the position to be filled such as print media, social media, recruitment agencies etc.

8.30.3 Interview and Selection

Once the applications are received, applicants will be screened. Only shortlisted applicants will be called for an interview with Directors and HR. After the first interview, finalist candidates will be recommended to CEO for final selection. After the CEO has reviewed and approved the recommended appointment, an official offer letter is prepared and send it to select candidates.

8.30.4 Terms of Employment

The faculty and staff member who accepts the job offer and signs a contract with ASTI is bound to the terms of the contract and should fulfill them in good faith and at his/her

maximum performance. This contract comprises salary, position, and dates of appointment period, key obligations and benefits. The standard contract for faculty and staff is two (2) year and it is renewable if both parties mutually agree.

8.30.5 Probationary Period

According to UAE'S Labor Law, Part III, Article 37, an employee may be engaged on probation for a period not exceeding six months, during which his/her services may be terminated by the employer without notice or severances pay, provided that he/she shall not be engaged on probation more than once in service of any one employer. Where an employee successfully completes his/her period of probation and remains in his/her job, the said period shall be reckoned towards his/her period of service. Credit for prior service is optional if, by mutual agreement, at the time of the initial appointment, the appointee and ASTI stipulate in writing the years of prior service to be excluded. The precise terms of appointment, including the years of prior service to be credited, shall be stated in writing within the initial contract.

8.30.6 Access to Personnel Files

Personnel files are the property of the ASTI and access to the information they contain is restricted. Access to personnel files will be limited to the CEO, Directors, and the Human Resources who have a legitimate reason to review the information in an employee's personnel file. An employee may review material in his or her employee file during business hours, but only with the permission of HR and in the presence of an HR person.

8.30.7 Duration of contracts

The standard contract duration for an employee (staff & faculty) is two years, and it is renewable if both parties (The ASTI and the Employee) mutually agree. The duration of the contract may vary for different positions upon discretion of ASTI.

8.30.8 Termination of Employment:

In case the employment contract is terminated by ASTI, the concerned employee will receive the notice as stipulated in the employment contract. ASTI may choose to waive the notice period and the compensation salary at its sole discretion.

Termination of Employment can be due to any of the following reasons:

- Government directives
- Workforce reduction
- Restructuring
- Failure to return from approved leave of absence
- Release due to medical unfitness
- Continued poor performance
- Gross misconduct

In accordance with article 120 of UAE's Labor law no. (08) Of 1980, ASTI may terminate the contract without prior notice and without severance pay in any of the following cases:

- If the employee adopts a false identity or nationality or submits forged certificates or documents
- If the employee is engaged on probation and is dismissed during the probation or on its expiry

- If the employee makes a mistake resulting in substantial material loss for the employer
- If the employee disobeys instructions respecting the safety of the workplace or co-workers
- If the employee does not perform his basic duties under the contract of employment and persists violating them despite the fact that the employee has been warned in writing that he/she will be dismissed if such behavior continues
- If the employee reveals any secret of the ASTI to its competitors
- If the employee is sentenced by a competent court for an offence involving honor, honesty or public morals
- If the employee is found in a state of drunkenness or under the influence of a drug during working hours
- If, while working, the employee assaults the employer, the responsible manager or any of his co-workers and students
- If the employee is absent from his/her work without a valid reason for more than 20 non-consecutive days, or more than seven consecutive days, in any one year.

9. EQUAL OPPORTUNITIES POLICY

Al Shabaka Technical Institute is dedicated to encouraging equality and diversity among our workers and eliminating unlawful discrimination.

We aim for our workers to be truly representative of all forms of society and our customers, and for each individual to be respected and able to give their maximum potential, whether part-time or full-time and regardless of age, disability, gender, marriage and civil partnership, race.

A fair distribution of pay and benefits, terms, and conditions of employment, dealing with grievances and discipline, dismissal, promotion, training or other personal development opportunities.

The institution is committed to promote equality and diversity, a working environment free of harassment, oppression, and discrimination, promoting dignity and respect for everyone, and where individual differences and the contributions of all staff are recognized and acknowledged.

Complaints will be taken seriously regarding harassment, oppression, and discrimination, by fellow workers, clientele, visitors, the public and others within the institution's work activities.

The undesirable acts will be dealt with as misbehavior under the disciplinary procedures, and any appropriate action will be taken. Serious complaints could amount to gross misconduct and lead to dismissal without notice.

10. CONFLICT OF INTEREST

ASTI staff are expected to adhere to the highest standards of personal and professional integrity and shall protect the interests of the ASTI. Personal gain shall not conflict with duty.

The Director is responsible for final decisions on any potential or actual conflicts of interest. The Department Heads and Management are responsible for presenting a recommendation on any potential or actual conflicts to the Director. Employees are responsible for declaring any potential or actual conflict of interest.

ASTI's Conflict of Interest Policy states:

- As the employer-employee relationship is founded on trust and commitment to strive for mutual benefits, it is expected that the employee's time/skill and attention will be devoted to the ASTI as specified by the employment contract
- Participation of the employee in other business, organizations or activities that compromise the employment relationship or disadvantages the ASTI will be considered conflict of interest
- An employee shall be considered to have potential conflict of interest where he or she has a direct or indirect financial interest in a matter involving the ASTI and where the employee could influence or appear to be able to influence any decision on that matter by the ASTI. Examples include acceptance of personal gifts beyond moderate courtesy, purchasing decisions for personal gain, and/or written or public statements in conflict with ASTI
- If a potential conflict exists because of an employee's personal related interest in a matter, the employee shall advise their supervisor immediately
- Employees who fail to honour the provisions of this policy will be considered to be in breach of the employment contract with the ASTI and may be subject to disciplinary action up to and including termination of employment.

11. HUMAN RESOURCE MANAGEMENT

11.1 Work Week

All the employees normally work 6 days a week from Saturday to Thursday. Based on the business need, employees may have to work during the weekends. In such case, employees will be compensated by either day off or overtime.

11.2 Working Hours

The normal working hours are Saturday to Thursday, 8:00 am to 5:00 pm.

Employees are entitled to one-hour lunch break.

11.3 Attendance

Employees have a responsibility to attend work as scheduled, and supervisors have an obligation to manage and address attendance issues. In case the employee is late, he/she needs to inform the direct supervisor

Working Hours will change during the Ramadan period.

11.4 Overtime

- An employee works for 9 hours a day including a 1-hour break; overtime hours are calculated for the extra hours he/she works, or the work done outside working hours.
- The overtime rate is 1.25 hours for every hour after the regular hours in a single working day.
- If the employee is required to work additional hours, extra hours will either be compensated as time off or paid as overtime as approved by HR.
- An employee assigned to work outside official working hours needs to document that on a regular basis in a record as per the designated form and has to be approved by the direct supervisor and to be submitted to the HR Unit during the first ten days of every month.
- The monthly overtime payment for any employee should not exceed, in any case, a quarter of his/her total monthly salary.

11.5 LEAVE AND HOLIDAYS

11.5.1 National Holidays

National holidays and other private sector holidays will be as per the UAE Government notification.

11.5.2 Annual Leave

i. For Faculty

Full-time faculty members with at least one year of employment are entitled to forty-five (45) calendar days of paid annual leave per calendar year. This total of (45) forty-five calendar days paid leave include days of term breaks They, however, do not include Islamic and UAE national holidays. Normally, faculty paid annual leave is taken outside the normal term for working period.

11.5.3 For Administrative Staff

Staff members with at least one year of employment are entitled to thirty (30) days of paid annual leave per calendar year. (According to UAE'S LABOUR LAW Part VI Article 75).

- ii.*** The scheduling of an employee's annual leave shall be subject to the approval of his or her head of Department (Director) or other individual designated by the CEO to authorize leave requests.

11.5.4 Medical Leave

An employee is entitled to medical leave as per the UAE's LABOUR LAW, Part IV, Article 83. An employee who has completed the three months after the probation period in the continuous service, shall be entitled to sick leave not exceeding 90 days whether continuous or otherwise, in respect to every year of service. Such leave shall be calculated as follows:

- i.** The first 15 days with full pay
- ii.** The next 30 days, with half pay
- iii.** Any subsequent periods without pay

An employee shall not be entitled to any paid sick leave during the probation period.

According to UAE'S LABOUR LAW Part IV Article 84; No remuneration shall be payable during sick leave if the illness is the direct result of the staff member's misconduct.

For approval of sick leave for serious health condition, employee to submit a medical leave and certification of the serious health condition from a licensed physician. Certification of the serious health condition shall include the date when the condition began and its expected duration.

11.5.5 Leave of Absence without Pay

Staff members with at least one year of employment, with the approval of their supervisor(s) and ASTI CEO, may be authorized to take leaves of absence without pay for a genuine reason.

11.5.6 Maternity / Paternity Leave

Female employees who have completed 1 year of employment are entitled for 45 days of paid maternity leave as per the UAE Labour Law.

Male employees are entitled for 5 days of paternity leave in a year.

11.5.7 Bereavement Leave

In the event of death in the immediate family (wife, husband, children, mother, father, brother or sister, grandmother, grandfather), a staff member may be granted upto 5 days of leave of absence with pay. The staff member must notify the head of the Department or the direct supervisor as soon as possible of any absence due to the death of an immediate family member.

11.5.8 Hajj Leave

According to UAE'S Labour Law, Part IV, Article 87, Muslim employee with at least one year of employment is entitled to one-time paid Haj leave of 1 week for Hajj in 5-year time.

The staff member is requested to submit official documents (Hajj VISA, Invitation for Hajj, copy of a valid passport etc.) and a letter requesting hajj leave to the Head of HR through the Unit Head.

11.5.9 Accrual and Encashment of Leave

All full-time employees are encouraged to take their leave. The maximum number of unused days of annual leave that may be accrued and carried forward from one year to the next shall be 10 calendar days. Any remaining leave will not be uncashed.

12. EMPLOYEE TRAINING AND DEVELOPMENT

Al Shabaka Technical Institute is dedicated to developing a solid learning environment, in which everyone is able to maximize their potential, and which will increase work satisfaction and enable career advancement. This will benefit both the employee and the organization. We aim to make them feel confident about improving their capabilities, as well as being

This policy covers all permanent, full-time or part-time, employees of the institution including employees with temporary/short-term contracts with the administration's discretion.

This applicable for external or supplementary employees like contractors or consultants.

All institution members should all work together to build a continuous professional development. It's everyone's concern to seek new learning opportunities. It's manager's responsibility to mentor and identify employee development requirements. And it's HR's accountability to enable staff development events and processes.

Generally, we approve and encourage the following employee trainings:

- Formal training sessions
- Employee Coaching and Mentoring
- Conference and workshop participation

Included in our learning and development requirements, we can also organize for subscriptions or educational material, so employees will have access to news, articles and other materials that can help them become better at their job as long as the materials are related to work and fees does not exceed with the maximum budget allotted per head.

This list excludes software licenses or other tools that are generally necessary for employees' jobs.

12.1 Individual training programs

All employees that have worked for the company more than three months are qualified to attend in external training programs individually or in teams. Each employee will have a budget set every beginning of the year and also subject for renewal and review annually.

Employees can select to attend as many training programs as they want, provided they don't exceed the budget allotted. If they do, they'll have to pay any further fees themselves.

Employees are required to bring proof of attendance.

Any employee training that the institution mandates is excluded from the employee training budget. The institution may/may not take care of the overall cost.

12.2. Corporate training programs

The Institution may/may not cover the all the cost in this occasion. Some example of training and development activities are:

- Equal employment opportunity training
- Diversity training
- Leadership training for manager and department heads
- Conflict resolution training
- New Employee training
- New system or policy training
- Training preparations for promotions, transfers or new responsibilities

12.3 General guidelines

- All qualified employees are covered by this policy without discriminating against rank or protected characteristics.
- Manager should assess the success of training efforts. They should keep records for future reference and opportunities.
- All employee development efforts should respect cost and time limitations, as well as individual and business needs.
- Employees should try to make the most out of their trainings by studying and finding ways to apply knowledge to their work.

12.4 Procedure

This procedure should be followed when employees want to attend external training sessions or conferences:

1. Employees identify the need for training.
2. Employees discuss potential training programs or methods and come up with suggestions.
3. Employees communicate HR and briefly present their proposal.
4. HR studies the proposal, with attention to budget and training content.

5. HR has the discretion if a proposal is approved or rejected. If they reject it, they should provide employees with written rationale.
6. If HR approves, arrangements for dates, accommodation, reserving places etc. will be made
7. In cases where the employee paid for his/her expenses. HR may/may not approve employee reimbursement after employees bring all relevant receipts and invoices.
8. If an employee decides to drop or cancel a training, they'll have to inform HR immediately. They'll also have to shoulder any cancellation or other fees.
9. In cases where training ends with examination, employees are obliged to submit the results. If they don't pass the exam, they can retake it on their own expense

13. PROFESSIONAL ETHICS FOR FACULTY AND STAFF

ASTI requires its faculty members and staff to demonstrate high standards of professional ethics. ASTI requires its faculty members to be responsible for academic integrity. Faculty and staff shall apply principles of justice, truthfulness, fairness, and respect for others in all matters related to their work, especially when making decisions involving ethical dilemmas. They are required to ensure that people are fairly treated and not discriminated against, abused or exploited. They shall honor the rights of others and shall cause no harm to any individual. They shall respect the diversity of cultures and recognize fundamental human rights. They must keep in confidence all privileged information gained while employed at the ASTI. When acting as referees, they must strive to be fair and objective.

14. INTELLECTUAL PROPERTY GUIDELINES

Matters considered include the nature of Intellectual Property, its ownership, exploitation and the specific procedures adopted within the ASTI.

The ASTI is committed to providing an environment where scholarship and innovation can flourish and those participating can be justly rewarded for their efforts. At the same time, ASTI recognizes that certain Intellectual Property is developed as a result of the environment provided by the ASTI and that special relationships exist between the ASTI and its faculty and students, the ASTI wishes, where appropriate, to gain benefit from the activity, with the benefits flowing on to future generations of faculty and students.

The ASTI reserves the right to modify or add to this policy at any time, provided that such change will only apply to works, inventions and other subject matter in which Intellectual Property Rights subsist that come into being after the effective date of the change.

14.1 Intellectual Property Ownership and Copyright

Except as otherwise agreed in writing by an authorized ASTI official, or stated in this Policy, the ASTI asserts legal and beneficial ownership of Intellectual Property:

- Created by faculty and staff in the course of their employment by the ASTI.
- Created by students of the ASTI

ASTI asserts legal and beneficial ownership of all intellectual work executed by the faculty or staff member during the course of his/her employment at the ASTI. This includes, but is not limited to, all academic documents such as academic programs, training programs, content, teaching materials, assignments and activities, administrative documents such as manuals, software developed/modified etc.

The faculty and staff members shall not be authorized to sell, lend and/or share such documents to any external party during or after his/her tenure with the ASTI.

ASTI reserves its right to transfer the ownership of its Intellectual Property to third parties, where practicable, following consultations with the creator(s) of the Intellectual Property.

The ASTI makes it imperative to abide by all regulations governing copyright and plagiarism. The ASTI takes the issue of plagiarism with utmost seriousness and considers citing others work without due acknowledgement as a breach of academic integrity. Any plagiarism or falsifying of information observed shall lead to legal action and/or expulsion.

15. PERFORMANCE EVALUATIONS

The Human Resources department will establish a system of employee performance evaluation that reflects a rating of an employee's performance and potential further advancement. The performance of the employee will be considered in determining compensation, promotions, removals, and disciplinary action.

Performance is to be judged on quality of work, amount of work, manner in which service is performed faithfulness to duties, and other factors that determine the value of an employee's service.

16. EMPLOYEE PROMOTION

Promotion is transferring an employee to a job with tasks and responsibilities higher than the job he or she currently performing. Promotion doesn't necessarily mean just personal appreciation for the promoted employee or a reward for his/her effort, but it must be associated with increasing the bulk of his/her responsibilities. The promotion from one rank to a higher rank is consequent upon merit and to the criteria established for promotion.

An employee is promoted if he/she has spent atleast 2 years in a position and due to the following:

- Once there is a vacancy available at the ASTI.
- A new higher position is created

Once promoted, an employee shall be eligible for any adjustments in the salary in accordance to the new position within the established salary structure upon receiving the letter for promotion.

17. EMPLOYEE COMPENSATION POLICY

ASTI maintains a compensation program reflective of its mission and values. The compensation program is designed to enable the Institution to successfully attract, develop, retain, and reward employees for their knowledge and contributions.

ASTI considers the competitive market place, the relative value of each position to the ASTI, individual performance, qualifications, and experience when compensating employees. ASTI compensates all employees on an equal basis without regard to race, color, sex, national origin, or disability.

Compensation is made up of 40% of total salary as basic salary and 60% of total salary as allowances.

Other allowances include:

17.1 Annual Ticket Allowance

ASTI grants a ticket allowance of (AED 2000 Max) only. The value of ticket allowance will be paid after returning from travelling.

17.2 Health Insurance

ASTI provides health insurance for its employees only as needed by UAE law.

17.3 Residency Fees:

ASTI is committed to the payment of issuing and renewal of UAE Residency for its employees who requires visa only.

17.4 End of Services Benefits:

The end of services benefits will be calculated based on laws and regulations of the UAE.

18. GRIEVANCE AND APPEAL POLICY AND PROCEDURES

As a service to employees, HR team is available to advise and assist the employee who have a question, problem, or complaint about working conditions. Most concerns can be resolved by informal discussions between the parties involved. The Human Resources Head is available to counsel any employee who have grievances. Fair and prompt consideration will be given to any personal concern or dissatisfaction about employment.

18.1 Formal Complaint

A formal complaint is defined as the dissatisfaction that occurs when an employee believes that any condition of his/her employment is unjust, inequitable, a hindrance to effective operation, is creating a problem or is leading to denial of promotion. The complainant has the right to withdraw the complaint at any time.

18.2 Procedure

Before a formal grievance application is submitted, it is expected that the aggrieved employee will attempt all the possibilities to resolve the grievance informally.

Complaints will be settled, in a fair, equitable and effective manner without any discrimination. All complaint processes shall be enacted to ensure that confidentiality is maintained at all times

The ASTI outlines the following order in which grievances may be resolved between the aggrieved:

- a) Informal attempts of reconciliation
- b) Submitting Grievance Application
- c) Hearing on Application

An Employee must submit the formal complaint and shall present the facts in writing to his/her supervisor, sending a copy to the Human Resources Office.

On receiving the application, the Director, will refer the grievance to relevant team to look into the grievances of the applicant.

The relevant team will meet the complainant to discuss the matter, and, if possible, resolve the dispute within 20 working days after the complaint has been received.

Following the meeting, the relevant staff members will provide a written response to the complainant detailing any actions that have been, or will be, taken to resolve the issue. In the event that it is determined that there are no grounds for the complaint; the complainant will be advised in writing why no further action is to be taken.

If the complainant is not satisfied with this decision, he/she may appeal to CEO requesting an independent review. This request must be in writing and must include: details of the complaint, actions that have been taken to attempt to resolve the matter, reasons why the complainant is not satisfied with the determination.

Once the complaint has been resolved, all records are to be retained, including details of the actions taken to resolve the issue completed using the Complaints/Appeal Record of Correspondence by the HR Team.

19. MALPRACTICE AND MALADMINISTRATION POLICY

This policy applies to our employee to ensure they deal with all malpractice and maladministration investigations in a consistent manner.

It sets out the steps our institution personnel must follow when reporting suspected or actual cases of malpractice/maladministration and our responsibilities in dealing and reviewing with such cases.

It is essential that all staff involved in the management, assessment and quality assurance of our qualifications, and students/trainees, are fully conscious of the contents of the policy and we have arrangements in place to prevent and investigate instances of malpractice and maladministration.

19.1 Malpractice

Malpractice is basically any action or practice which intentionally breaches protocols and compromises the integrity of the internal or external assessment process and/or the validity of certificates.

It covers any neglect, default or other practice that compromises, or could compromise:

- The integrity of a regulated qualification;
- The assessment process;
- The reputation and credibility ASTI
- The validity of a result or certificate;

Malpractice may consist of a range of issues from the failure to maintain appropriate records or systems, to the purposeful fabrication of records in order to claim certificates. It also covers form of bias towards certain or groups of student/trainees.

19.2 Maladministration

Maladministration is basically any action or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration.

The following are examples:

- Constant failure to comply to our learner registration and certification measures.
- Constant failure to comply to our institution recognition and/or qualification requirements
- Unreasonable delays in responding to requests and/or communications from ASTI
- Wrong claim for certificates
- Failure to preserve appropriate auditable records
- Restraining of information, by intentional act or neglect, from us which is required

19.3 Process of making allegations

Al Shabaka Technical Institute treats all cases of suspected malpractice and maladministration very seriously and will investigate all suspected and reported incidents of possible malpractice. This involves failure to uphold proper records or systems; the intended fabrication of records or documents for any reason; acts of academic misconduct like plagiarism; and actions that compromise the name or of the institution.

Appropriate sanctions or penalties must be imposed to an individual proven guilty of malpractice.

- Any case of suspected malpractice should be reported in the first instance to the department head concerned or to the manager.
- A comprehensive report should be submitted to the manager, stating factual information, including statements individuals concerned, documented evidences, and the activities happened in relation to the incident.
- The institution will investigate thoroughly each case of suspected or reported malpractice to determine whether malpractice has happened. All proper procedures to avoid any adverse effect that may arise will be taken promptly.
- The institution will recognize all reports of alleged malpractice within five working days. All of the parties involved in the case will then be communicated within 10 working days upon of receipt of the report specifying the alleged malpractice. Other individuals who may be able to provide evidence relevant to the case may also be contacted.
- The individual has a right to appeal against malpractice outcome if they believe that the policy or procedure has not been followed properly or has been implemented to their disadvantage.
- Records of all malpractice cases and their outcomes will be maintained securely and are subject to regular monitoring and review.

19.4 Plagiarism and Cheating

Plagiarism and other forms of cheating will not be tolerated within the institution

If a student is suspected of cheating or is caught cheating for example: suspected of submitting an assessment that is not wholly his or her own work (plagiarism), copying in a supervised assessment, using unauthorised aids in supervised assessments a disciplinary action will be imposed or possibility of being withdrawn from the course of study.

Al Shabaka Technical Institute is responsible for upholding standards that promote academic integrity and student success. Every member of the faculty is expected to make fair and consistent judgments regarding student's records and will reflect their accomplishments.

It is expected that all the academically involved individuals will cooperate to resolve all the academic issues.

All appeals shall begin between the student and faculty and interactions should be documented properly.

If the student is dissatisfied and a resolution was not reached, the student must contact the manager to arrange a meeting to discuss the issue. Same applies to the Chairman if resolution was not met with the manager.

The appellant must show evidences such as emails, documentation, etc. in support of their appeal.

The institution considers that an appeal may be made where there is evidence to show:

1. That the student's performance was affected by conditions that he or she could not perform or report for valid reasons,
2. That employees have not followed agreed guidelines and measures;
3. Unfair act towards a student by showing bias in the way they have made the relevant academic decision.

The institution will not accept an appeal where it can be shown at any point that:

1. The decision against which the appeal is directed has yet to be made or, if made, has yet to be confirmed;
2. The academic appeal has been made without any relevant evidence to show why it should be considered. Evidence from family or friends is not considered to be sufficient, to verify the circumstances claimed;
3. Evidence submitted to support the appeal can be shown to have been dishonestly obtained or is itself untruthful;
4. The appeal is measured to be frivolous or vexatious.

20. SMOKING POLICY

According to UAE law and in keeping with the ASTI's intent to provide a safe and healthful work environment, smoking inside the ASTI facility is prohibited.

21. DRUG FREE WORKPLACE

ASTI recognizes that drug and alcohol abuse diminish the integrity of the ASTI and erodes the strength and vitality of its human resources. It is the intent of the ASTI to educate students and employees about the dangers of drug and alcohol abuse, and to discourage the illegal possession and distribution of drugs and alcohol.

The unlawful possession use or distribution of illicit drugs and alcohol by students and employees on the ASTI property, or as a part of any ASTI sponsored activity, is strictly prohibited. All students and employees must abide by this policy as a condition of enrollment or employment.

Sanctions will be imposed for violation of this policy.

21.1 The Purpose

- The purpose of the Alcohol and Drug Substance Policy is to advise all, either internally employed, sub-contracted, training or external visiting, of the 'zero tolerance' stance the institute takes, on the unlawful drug use, supply, or abuse in or around the workplace.

21.2 The Policy

- No one internally employed, sub-contracted, trainee or external visitor is permitted to unlawfully sell, distribute, dispense, possess, transfer, or use alcohol nor controlled substance in the Institute, or wherever the company's work is being performed.
- No employee, trainee or visitor will be permitted to report to work or attend the institute for training under the influence of alcohol, controlled substances, or other drugs, which affect his or her alertness, coordination, reaction, response, judgment, and decision-making or effect the safety of themselves or others.
- No employee, trainee or visitor will operate any equipment, or drive machinery, or vehicle of the company while under the influence of alcohol or controlled substances/drugs.
- No employee, trainee or visitor will be permitted to be in possession of alcohol while being transported in another of the company vehicles.
- All employees, trainees or visitor will not be permitted to participate in consumptions of alcohol during meal, rest-breaks, or during mid-day working time – then return to work, or during any overtime work.

- Any employee, trainee, sub-contractor who violates this policy will be subject to immediate disciplinary action up to and including dismissal for gross miss-conduct from the institute. And legal action or charges maybe bought against the person for damage limitation against institute.
- This policy forms part of new employees, trainee, and sub-contractor induction process.

REVISION HISTORY				
Version No.	Developed by	Date	Approved by	Review Date
1	Academic Director	Sept. 2021	Operational Manager	Sept. 2024

22. CENTRE CONTINGENCY AND ADVERSE EFFECTS POLICY

The purpose of this policy is to inform the staff team at ASTI how to prevent, handle and report 'adverse events' and to ensure that any adverse effects that do occur are managed and reported in an appropriate and timely manner and that all lessons are learned to ensure that a similar event does not happen again.

- Reporting adverse events will:
 - Inform risk management and contingency planning
 - Provide information to improve systems and processes
 - Enable prompt remedial action to be taken and prevent recurrence
 - Provide an opportunity to share learning from adverse events within the team
 - Assist decision-making, planning and future resource allocation
 - Provide information and reassurance to the Awarding Organisations (AO) that ASTI is committed to managing potential risks.

22.1 Roles and Responsibilities

The ASTI General Manager Has a responsibility to:

- Promote a culture where it is acceptable and safe for all staff to report all adverse events, including near misses and where adverse events can be openly discussed
- Ensure that there is a system in place to communicate 'lessons learned' across the institution (i.e. Briefings and minutes of meetings)
- Ensure that an investigation appropriate to the level of risk has been undertaken
- Notify Awarding Organization partners as appropriate

All Head Teachers have a responsibility to:

- Notify the General Manger immediately of any adverse event which they believe requires notification to a regulator
- Promote a culture where it is acceptable and safe for staff to report all adverse events, including near misses and where adverse events can be openly discussed
- Investigate and take action, when requested or required to do so, on all adverse events referred to them
- Action is taken and all reasonable steps put in place to prevent reoccurrence of any adverse event
- Ensure that lessons are learned and communicated following an adverse event

ASTI relies on staff to prevent (where possible) and notify their line manager promptly of any events or near miss to enable the General Manager to manage any adverse effects effectively.

All staff have a duty not to disclose any information regarding adverse events or investigations to any other person outside of institution (such as social networking sites). Staff are reminded that inappropriate disclosure of information could lead to disciplinary action.

22.2 Procedure for dealing with an Adverse Event

Any near misses or actual adverse events should be reported to line managers in the first instance and then to the General Manager. Details of the adverse event should be emailed using the guidance below to ensure a complete picture of the adverse event is identified:

What – what happened?

- The qualifications, subjects, assessments, certificates affected
- The nature and cause of the incident (lost assessments/evidence, it systems/software failure, lack of or errors in resources)
- How the incident came to light

Who – who is involved?

- Number of students and/or staff affected
- Whether students and other stakeholders are aware of the incident
- The possible or actual impact on students

When – when did it happen?

- Dates/times
- When may the effects be felt?

Where – where did it happen?

- Location(s) including institution or employer premises

Why – why did it happen?

- Actions already taken or planned by the institution to identify causes and effects and to mitigate adverse impact. It will also be useful to state the likelihood and impact of the adverse event identifying whether the event is minor or could significantly impact the institution, students or third parties

The following risk rating structure provides some guidance

Minor - could cause some embarrassment to the institution if information came to light. Could result in non-compliance and may escalate if no action taken.

Moderate - the risk has already been identified and actions put in place however there has been one occurrence.

Significant - may impact a number of students and/or third parties and has the potential for reputational damage and AO/regulatory non-compliance.

22.3 Investigations Team

The General Manager in conjunction with the Awarding Organization team will organise for an investigation team to be put in place to establish and report on the facts of any adverse event that has been reported of a significant nature. If the adverse event involves suspected malpractice then the investigation will be conducted in line with the Malpractice Policy.

The aim of this will be to:

- Confirm the facts, establish additional factors, circumstances and scale
- Confirm or identify the cause
- Obtain evidence
- Identify any patterns or trends
- Identify any changes to policy or procedure that need to be made by the institution

There are certain principles that will be observed for conducting investigations:

- Confidentiality
- Rights of individuals to be accompanied
- Retention and storage of evidence and records
- Following an adverse event, the results of the lessons learnt will be disseminated to staff via their managers

22.4 Information to include when reporting an incident/event

In the first instance the General Manager will telephone the regulatory authorities and follow up with a written summary of the incident event.

Where possible, initial notification of an event to the AO will include:

- The qualifications, subjects, units, assessments affected
- The number of students affected
- The nature and cause of the incident
- The possible or actual impact on students
- How the incident came to light
- Whether other institutions/students/stakeholders are aware of the incident
- Action plan detailing already taken or planned by the institution to identify causes and effects, and to mitigate adverse impact.

23. DATA PROTECTION POLICY

23.1 Data Gathering

- All personal data relating to staff, learner or other people with whom we have contact, whether held on computer or in paper files will be dealt with sensitively and in the strictest confidence internally and externally.
- Only relevant personal data will be collected and the person from whom it is collected will be informed of the data's intended use and any possible disclosures of the information that may be made.

23.2 Data Storage

- Personal data will be stored in a secure and safe manner.
- Personal passwords must not be disclosed to colleagues, learners or other persons to enable them to access data.
- Computer workstations in administrative areas will be positioned so that they are not visible to casual observers waiting either in the office or at the reception hatch.
- Any hard copies of personal data will be stored where the data not accessible to anyone who does not have a legitimate reason to view or process it.
- Particular attention will be paid to the need for security of sensitive personal data.

23.3 Data Disclosures

- Personal data will only be disclosed to organisations or individuals for whom the consent of the data subject (or that of the parent/carer) has been given for the organisation or individual to receive the data, or to organisations that have demonstrated a legal right to receive the data without consent being given.
- Personal data will not be used in newsletters, websites or other media without the consent of the data subject (or parent/carer).
- A record will be kept of any personal data disclosed so that the recipient can be informed if the data is later found to be inaccurate.

23.4 Subject Access Requests

- If the Institution receives a written request from a data subject to see or receive copies of any or all personal data which the Institution holds about them this will be treated as an access request and the Institution will respond within the 40 calendar day deadline.
- Informal requests to view or have copies of personal data will be dealt with wherever possible at a mutually convenient time but, in the event of any disagreement over this, the person requesting the data will be instructed to make their application in writing and the Institution will comply with its duty to respond within the 40 calendar day time limit.

24. BACKUP AND RESTORATION (IT) POLICY

24.1 Objective

To minimise IT Security and Business Continuity risks associated with data loss by defining a sound backup regime for all centralised IT data services.

24.2 Scope

All Authorised Users of Al Shabaka Technical Institute IT Services, Facilities and Infrastructure and all IT Services, Facilities and Infrastructure.

24.3 Procedure

<u>Step</u>	<u>Details</u>	<u>Responsibility</u>
1.	<p>The frequency and extent of backups must be in accordance with the importance of the information.</p> <p>The Data Custodian will determine the importance of the data via risk assessment and notify IT Services of the required backup frequency.</p>	Data Custodian
2.	The backup and recovery process for each system must be documented, and reviewed at least annually.	IT Officer Data Custodian
3.	<p>Physical access controls must be implemented to protect physical backup media.</p> <p>When backup media is stored onsite (within IT Services locations) physical access controls must meet those defined in the IT Physical Security Procedure.</p> <p>Offsite backup storage locations must meet or exceed the physical access controls of the source location.</p> <p>Backup media must be protected in accordance with the highest sensitivity level of information stored.</p>	IT Officer IT Security Manager
4.	Backup operations must include verification processes to ensure the integrity of the operation.	IT Officer
5.	Backups must be periodically tested, at least annually, to ensure that they are recoverable.	IT Officer
6.	Procedures between IT Services and any offsite backup storage vendor must be reviewed at least annually.	IT Security Manager Chairman
7.	Tape drives, cleaning tapes and other backup media must be maintained according to manufacturer's recommendations.	IT Officer

24.4 Data Backup and Restoration Procedure

Backup tapes and other backup media must have at IT Officer a minimum the following identifying criteria:

- System name;
- Creation date;
- Backup set name, and;
- Data Custodian contact information.

25. HEALTH AND SAFETY

The Purpose of this document

Basic Policy

It is the policy of the Organization to:

- Ensure a safe and healthy working environment for employees, outsourced personnel, and visitors in accordance with relevant legislative obligations.
- Ensure that the occupational health and safety management is of the highest standard.

EXPECTATION and general guidance rules

Responsibilities

25.1 Health, Safety, and Security Section:

The Health, Safety, and Security Section is responsible for:

- Ensuring the availability of a relevant management system in place;
- Promoting safe work practices among employees;
- Conducting the necessary safety drills on a regular basis to ensure the effective handling of an emergency at the workplace;
- Investigating incidents and accidents in order to rectify any shortcomings and set preventive actions.

25.2 Human Resources Department:

The Human Resources Department is responsible for:

- Ensuring proper orientation for new employees on occupational health, safety, and environment;
- Maintaining records of employee-related occupational health and safety issues;
- Providing reports and statistics on employees' injuries and any compensation provided in conjunction with them;
- Implementing relevant disciplinary action(s) as necessary.

25.3 Capability Development Department:

The Capability Development Department is responsible for:

- Coordinating the provision of the necessary training to employees, for example first aid and firefighting etc.

25.4 Legal Department:

The Legal Department is responsible for:

- Providing advice on the legality of the action to be taken by the Organization in cases of serious accidents and / or injuries which happen at the workplace.

25.5 Line Managers / Supervisors:

Line Managers / Supervisors are responsible for:

- Ensuring that their subordinates are aware of the Organization's Health, Safety, and Security policies and procedures.
- Ensure and encourage employees to report any near misses, incidents, or hazards that may cause injury or illness.

25.6 Employees:

Employees are responsible for:

- Complying with the set Occupational Health, Safety, and Environment policies and procedures;
- Reporting any near misses, incidents (including violence), and hazards that may cause injury or illness;
- Participate in training arranged to support the implementation this policy and procedure.

25.7 General Provisions

The Organization's employees who are seconded to other entities will follow the Occupational Health, Safety, and Environment policies and procedures of the respective entity. Employees who are seconded to the Organization will follow this policy and procedure.

25.8 HEALTH

25.8.1 Smoking:

- The Organization recognizes the negative impact of smoking on the health of the individual and the right of other people to be protected from the dangers of passive smoking. Therefore, smoking is prohibited in all the Organization's buildings, offices, and vehicles.
- "No Smoking" signs will be displayed conspicuously to ensure that not only employees, but also others on the premises are aware of the Organization's policy in this regard.
- Employees not abiding by this policy will be subject to disciplinary action.

25.8.2 Contagious Diseases:

- The Organization will ensure that employees infected with, or have family members infected with, curable contagious diseases (such as, but not limited to, chicken pox, German measles, and measles) are given sick leave subject to the provision of the necessary medical reports.
- The Organization will ensure that all new recruits are fit to work through the necessary medical check-ups required at the recruitment and selection stage.
- The Organization will ensure that all employees are free from Human Immunodeficiency Virus (HIV), Hepatitis C, AIDS, and others through regular medical check-ups.

25.9 WORKPLACE SAFETY

25.9.1 Safety Sign Boards:

- The Organization will display, at a prominent and conspicuous place, detailed and clear instructions on measures related to prevention of fire, the protection of employees from any hazards that they might be exposed to during the performance of their duties, and ways to deal with occurring accidents / incidents.
- Safety sign boards will be written in Arabic and in other languages understood by the employees.
- The Organization will provide selected employees with firefighting training.

25.9.2 First Aid:

- The Organization will make available first aid kits at its premises to ensure the availability of supplies and equipment necessary to handle first aid treatments.
- The Organization will provide selected employees with first aid training including Cardio-Pulmonary Resuscitation (CPR).

25.9.3 Work Environment

The Organization will take the necessary measures to ensure that the work environment provides sufficient protection for the employees' health and safety. This includes:

- The space assigned for each employee shall not be less than 400 cubic feet;
- The provision of sufficient and appropriate lightening (natural or artificial);
- The floor of the work place shall have an even surface made of material suitable for the work in progress;
- The provision of sufficient space around machinery in order for employees to move and perform their day-to-day duties without obstacles.
- The fire extinguishing equipment is always maintained and is placed in unobstructed locations which are easily accessed.

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1	Academic Director	Sept. 2021	Operational Manager	Sept. 2024

26. TELEPHONE USAGE POLICY AND PROCEDURE

26.1 The Purpose

The purpose of this policy is to provide acceptable controls, in managing and clear guidance usage of The Way Training Institute property assets - mobile phones (including internal switchboard/extensions, or internet usage), by institute visitors, employees on any grade of employment, or sub-contractors.

Employees or sub-contractors with the institutional sim cards/company telephone numbers, or eligible for a phone call allowance are expected to be honourable and honest on their claims for reimbursement of expenses.

Institutional mobile phones policy gives the following example of individual that may be provided mobile phones for work purposes and business usage:

- Employees whose job duties may include site-visits, or may be in locations deemed to be remote-area and may need regular contact with the Institute, or for emergency services call back-up.
- Employees or sub-contractors who works is subject to irregular work hours, overtime on their own, or complete a large amount of vehicle road travel.
- Other job related factors, us as global business travel.

26.2 The Policy

General guidelines

- Mobile phones are a useful communications tool that can improve the efficiency and increase the productivity of employees. As such they should be used in an efficient, lawful, safe and ethical manner.
- Employees who are allocated the institutional sim-card or company-owned cellular phone is approved and authorised by the Managing Director.
- All personal calls or International call that are not authorised business, are deductible and paid by the employee.
- Telephone Allowance does not constitute an increase to base pay, and will not be included in the calculation of percentage increases to base pay due to salary increases, promotions, etc.
- The Company may, at any time, withdraw an employee's access to a mobile phone.
- Mobile phones or computer equipment issued by institute, remain the institutional property and must be returned to the company in good working conditions (with only normal wear and tear). Any loss, stolen or damaged equipment must be replaced at the cost to the individual it was allocated to, unless support with a police crime documentation.

- In the event of an employee ceasing employment with the institution, they are required to produce the mobile phone, and all other equipment or property before receipt of the final severance payment.

Service Provision

- The Manager Director will determine (after discussion with the line Manager) and in relation to the provision of this policy and procedure:
 - the allocation of phones – sim cards and any equipment to employees and sub-contractors.
 - the determined limit of business usage in relations to the Job Descriptions and responsibilities.
 - approve replacement or equivalent phone on receipt of the police crime documentation.
 - Suppliers service type (for example: calls only, emails, data plan, roaming).
- All mobile phones, and any preferential/negotiated payment rates or packages, are handled internally by the institutional contracts/ Purchasing Department Head, in-line with the companies Preferred Suppliers policies and procedures.
- Any person providing a substitute or replacement purchases for any loss or stolen phones, or equipment or other matters relating to mobile phones and electronic equipment, must notify and record the exchange to line Manager/Head of Purchasing to ensure serial numbers and guarantees are documented in the system.

26.3 The Procedure

Monthly Telephone Allowance

- Some employees and sub-contractors may receive compensation in the form of a Telephone allowance, to cover their business-related costs on their personal mobile phone, only if it is deemed a necessary function for the job description.
- There is no additional reimbursement, above the telephone allowance amount that will be standardised by the Management.
- The monthly allowance will be paid through the payroll, on approval from the Managing Director.
- The employee is responsible for settling their account with the service provider, any disconnection of the supplier's telephone services during the month – will render that month's telephone allowance as non-payable. A continuation, or regular occurrence of any disconnected services, will result in total suspension of the 'monthly telephone allowance' and other facilities controllable by the institution will be provided as a replacement of the allowance.
- Any changes in job responsibilities may affect the receipt of a monthly telephone allowance, if applicable to the new positions.

Monthly Determined Limit

- Monthly Determined Limit is the limit amount entitled for the employee assigned by the Managing Director whether he is using his personal or business sim card.

If Employee or Sub-Contractor is using a Personal Sim Card

- The employee or sub-contractor must prepare a monthly reimbursement expense claim form, and arrange for signature approval from the Line Manager.
- The employees or sub-contractor must attach the telephone bills/receipts and indicate in highlighter, their business calls usage before submitting the expense reimbursement claim form for approval to the Line Manager, to avoid any delay in payment.
- The claims will be reimbursed either by payroll or petty cash depending on the instructions/approval of the Managing Director.
- The employee is responsible for timely settling the account with the service provider to avoid disconnection of the services.
- The reimbursement is not regarded as an allowance, but as a reimbursement for actual cost incurred.
- The limits are determined in **Table 1** in the Appendix of this Policy.

If the Employee or Sub-contractor is using the INSTITUTE'S Sim Card

- The Institute responsible for settling the account with the service provider.
- The monthly cost of all calls below the determined limit will be for the account of the company. The unused portion of the aforementioned monthly limit cost of private calls, cannot be transferred or carried forward to the following month.
- The limits are determined in Table 1 in the Appendix of this Policy.
- All personal telephone calls made and/or exceed the determined amount, will be automatically deducted monthly from the employee's salary.

Costs not eligible for reimbursement personal plan upgrading

- car kits, or any other accessories
- personal calls
- unauthorised business, or unrelated international calls

Official calls while on official duty abroad

- Employees who go on approved official duty outside the UAE can claim reimbursement for their duty calls.
- Employee who are away from home on official duty will be permitted private calls within reasonable expense.

The Procedure for a New Application Request

- The employee is required to fill out the new application – the official Asset Request Form. The form must be given to the Head of Human Resources who will seek the appropriate approval from the Managing Director.
- The Head of Human Resources will verify the eligibility amount before submitting the application to the Managing Director. The approval /rejection of request is at the discretion of the Managing Director.

For reimbursement request

- Employee has to complete the Expense Reimbursement Form. The filled form is forwarded to the Head of Finance (with respective line managers signature approval)

For lost or stolen mobile phone

- The employee, who has been allocated a mobile phone, is required to take proper care of it and to ensure that measures are taken to properly secure it. This includes ensuring it is not left unattended out of the workplace or in a vehicle. In the event that an allocated mobile phone is lost or stolen, the employee is to contact the office to suspend the sim card immediately.
- The employee will be held responsible for any costs incurred if they had not taken due care of the allocated mobile phone and must report the incident to the Police and provide the institution with the police report. The employee will be held responsible for any costs in repairing or replacing a damaged mobile phone if it is as a result of the employee's reckless or negligent action.
- If an employee negligently or repeatedly damages or loses their company phone, disciplinary action will commence. The employee will be asked to provide their own replacement phone, and the institutional privilege can be withdrawn.

Executive Authority

- In exceptional circumstances, transactions that do not conform to the provisions and limitations of this policy may only be authorized by the Managing Director.

Appendix - Table 1

Job Holders Allowances on Pre-Approval	Limit up-to (AED)
Director	1000
Head of Department/Division/Section	500
Line Manager/Sales Force	300
Office / Admin Force	100 - 150
Support Staff/Drivers	50 - 100

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27. Institutional Context

Internal Context		Monitoring & Review Methods
Technical	<ul style="list-style-type: none"> Infrastructure and equipment used within the institute during training service 	<ul style="list-style-type: none"> Head of Departments to report any faulty infrastructure, equipment and/or machine.
Cultural	<ul style="list-style-type: none"> Shared values (sustainability) Team works 	<ul style="list-style-type: none"> Regular meeting, discussions and updates with the team on the operation issues.
Organization	<ul style="list-style-type: none"> Policies and objectives Guidelines strategies 	<ul style="list-style-type: none"> Head of Departments to conduct meetings with staff discussing the management system and areas for improvements.
Organizational Knowledge	<ul style="list-style-type: none"> Existing policies and procedures Existing standard specifications Existing industry knowledge, standards and specifications 	<ul style="list-style-type: none"> Policies, processes and procedures are to be reviewed annually (at the minimum) to ensure that current practices are documented and communicated within the staffs. Keeping up to date with the latest and current industry standards through conferences and obtaining membership with industry organizations.

External Context		Monitoring & Review Methods
Political	<ul style="list-style-type: none"> Current legislation Anticipated future legislation Government policies on business 	<ul style="list-style-type: none"> Through meetings with the clients and potential clients Keep tract on the changes and the updates of the governments' news
Economic	<ul style="list-style-type: none"> Existing competitors' training service offerings 	<ul style="list-style-type: none"> Constant market survey
Social	<ul style="list-style-type: none"> There is an increasing need of trainings for Security and safety, traffic and edification, Real state and Administrative business by the community / clients 	<ul style="list-style-type: none"> Discussion and updates with the team on the current situation and needs.
Technology	<ul style="list-style-type: none"> Information and communication Global communication Availability of sophisticated training equipment and materials 	<ul style="list-style-type: none"> IT Manager to check on the software updates Discussion and updates with the team on the technology used.

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28. TRAINING SERVICES PROCEDURE

28.1 Brief description

This process describes the step-by-step process of delivering training/course to the customers in an efficient and cost-effective manner.

28.2 Purpose

The purpose of this procedure is to ensure that trainings/courses are delivered in an efficient and cost-effective manner.

28.3 Scope

This applies to all training's courses conducted by ASTI through external partners and providers which covers from pre-training delivery until post-training delivery phases.

This includes all trainings/courses attended by local nationals and expatriates.

28.4 Responsibilities

- The Academic Director has overall responsibility of this procedure, and ensures that resources are available for all training activities.
- The Training Manager is responsible for planning of trainings as well as the schedules.
- The Trainer is responsible to deliver the training with utmost confidence.
- The Training Coordinator ensures that all necessary documents are prepared prior to the training.

28.5 Procedure

28.5.1 PRE-TRAINING DELIVERY

28.5.1.1 Admission, Registration and Payment Processing

- The Sales and Marketing In-Charge along with the Training Coordinator shall facilitate the admission and registration of a potential candidate.
- The Sales and marketing In-Charge shall ensure the student's course requirements are properly identified; that the student is given appropriate information about the course he/she is planning to take.
- The Sales and Marketing In-Charge/ Training coordinator shall evaluate the potential candidate is he/she meets the minimum requirements to enroll in a specific training/course.
- All queries and clarifications must be addressed before the registration process is continued.
- Once course/training to be enrolled is finalized, the student shall fill-up the Student Registration Form. The student shall ensure that all details entered in the form are true and correct (i.e. the complete name as this will appear in the training certificates).

- The student shall submit a photocopy of his/her identification document along with the Student Registration Form. Acceptable identification documents include passport, Emirates ID, etc.
- Upon submission of the Student Registration Form the student is required to pay at least 50% of the total cost of the training/course.
- Full payment shall be made a day prior to the end of the training course.
- A special payment schedule might be granted to students on case-to-case basis, provided that the student produces a written agreement with ASTI. An official invoice shall be issued for each payment made by the student.
- No official registration shall be made to a student unless the agreed down payment is paid.
- Upon completing the registration, the student shall be provided with the copy of the Training/Course Schedule.

28.5.1.2 Preparation of Training Materials

- The Training Coordinator shall coordinate with the Training Manager or Trainer in preparing the materials needed for the training (*i.e. PowerPoint presentation file, student handouts, exercise sheets, Training/Course Attendance Sheet, Training Evaluation Form, etc.*)
- The Training Coordinator shall be responsible in reproducing the student handouts, exercise sheets, or other print outs that will be used during the training.

28.5.1.3 Assigning of Trainer

- The Training Coordinator shall maintain a Register of Approved Trainers and shall keep records of all credentials.
- The Training Manager along with the Training Coordinator shall confirm a scheduled training/course of any type.
- Once confirmed, he/she shall verify if the training/course can be conducted by in-house or external trainer.
- If the course/training is to be delivered by in-house trainer, the Training Coordinator shall inform all details of the training/course to him/her.
- If the training/course is to be delivered by an external source, the Training Coordinator shall choose from the existing list of trainers for the most qualified or suitable person to deliver the training/course.
- The Training Coordinator shall communicate to the chosen trainer all details of the training/course.

- In case that no trainer on the existing list or in-house trainer is available, the Training Coordinator shall inform the Training Manager of the requirement.
- The Training Manager shall initiate searching for a qualified trainer. Once CVs are received the Training Manager shall evaluate his/her qualifications in coordination with the Academic Director. The candidates shall be scheduled for interview and/or training demonstration as necessary.
- The selected trainer shall be approved by the Academic Director.
- Once selection process is completed, the Training Coordinator shall include the selected trainer/instructor in the Register of Approved Trainers.
- The Training Coordinator shall communicate all details of the training/course to the new selected trainer and shall orient him/her about the training/course processes and ASTI's operational procedures and processes relating to training services.
- The Training Coordinator shall keep records of the trainers'/instructors' documents

28.6 TRAINING DELIVERY

28.6.1 Conducting the Training

- The students should understand the terms and conditions before the start of the training. The Training Coordinator shall ensure that student/s clarifications and issues are responded to accordingly before formally starting the course.
- Students shall be provided with necessary training/course materials such as course books, worksheets, etc. whichever is applicable.
- Student/s shall sign the Training/Course Attendance Sheet for every session.
- Students are expected to comply with all policies, guidelines and procedures of ASTI during the duration of his/her training/course.
- The Training Coordinator shall maintain all records of student admission.

28.6.2 POST TRAINING ACTIVITY

28.6.2.1 Trainer Evaluation

- The Trainer shall be evaluated after each training/ course is completed. Details of the evaluation can be found in the Training Evaluation Form.
- Should there be any points for improvement identified, the Training Coordinator shall ensure that corrective actions for improvements are implemented to assure quality of training service delivered.
- The Trainer shall endeavor to respond to any complaints or implement actions for improvement to meet delegate's satisfaction.

- If in any circumstance the trainer/instructor is found unsuitable to deliver the training/course, he/she shall be informed in writing about the management's decision.

28.6.3 References

- ISO 9001:2015 Clause 8.5 – Production and Service Provision

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1	Academic Director	Sept. 2021	Operational Manager	Sept. 2024

29. TRAINING MATERIAL MANAGEMENT PROCEDURE

29.1 Brief description

This process describes how ASTI management of training materials.

29.2 Purpose

The purpose of this procedure is to ensure that the training materials that will be using by ASTI is manage in order to deliver the course effectively.

29.3 Scope

This applies to all trainings offered by ASTI.

29.4 Responsibilities

- The Managing Director has overall responsibility for providing necessary resources to implement this process.
- The Academic Director is responsible to maintain and manage this procedure and ensure that the training materials needed is appropriate and in line with the training / course.

29.5 Procedure

29.5.1 Identification of Training Materials Required

- Once training is confirmed, the Training Coordinator shall identify the training materials required.
- The Training Coordinator shall identify if the training materials need to be developed in house or need to be purchased from vendor's / training partners.
- If training materials shall be purchased from external parties, the Purchase Coordinator shall facilitate their acquisition.
- If the training materials shall be developed in house, training materials will be printed as advised by the Training Manager.

29.5.2 Preparation/ Creation of Course/ Training Materials

The Training Coordinator shall start the preparation/creation of the materials in close coordination with the Training Manager and Trainer by considering below:

- Standard/requirement/syllabus of the contents of the materials from the Training Provider/Accreditation.
- The requirement of the trainer for the content of the materials.
- ASTI's standard formatting and design, or if so required by the Training Provider/Accreditation.
- Covering all topics outlined by the course.
- Presentation of the material should be systematic and easily understood by delegates.
- Accurate, complete and concise.
- Target schedule of the course/training.
- Latest trends and updates of topics/information related to the course/training.

The Training Manager shall ensure that the course/training materials are

prepared/created with utmost quality in terms of contents, presentation and organization, design and formatting, etc.

29.5.3 Preparation / Creation of Course / Training Materials

- The Training Coordinator shall submit all the; prepared, created draft course, training materials to the Training Manager, Management Representative and Trainer for review and recommendations for improvement. If needed, the Training Manager, Management Representative and Trainer shall make necessary recommendations for the improvement of the materials.
- Once the review has been done the; Training Manager, Management Representative and Trainer shall submit the course and training materials to the Academic Director for final review and/or approval.
- The Academic Director shall approve all course and training materials before reproduction, distribution and usage.
- If the Academic Director has suggestions for improvement of the materials, the Training Manager, Management Representative and Trainer shall make necessary revision.
- If the Academic Director approves the materials, the Training Coordinator shall facilitate their reproduction and shall store them in a secured area.
- The Training Manager or his designate shall keep records of all available training materials and shall be controlled accordingly in coordination with the Management Representative as per Procedure for Control of Documented Information (Documents & Records)

29.5.4 Storage of the Training / Course Materials

- All course/training materials shall be properly stored in designated areas to maintain the confidentiality, integrity and legibility.
- Hard copy materials shall be stored in a secured cabinet; locked if possible.
- Electronic materials including PPT, word or PDF copies, audio and visual materials shall be stored in the Folder. Procedure for Control of Documented Information (Documents & Records) shall apply.

29.5.5 Distribution and Usage of Training Materials

- The Training Coordinator has the primary responsibility of distribution the training materials to the students and trainers.
- The Training Coordinator shall ensure that, before the start of any course or training that appropriate materials are distributed and to be used by delegates and trainer.
- The Training Coordinator shall seek approval from the MR before distributing electronic copies of training materials.
- For hard copy distribution of training materials, the Training Coordinator shall seek permission of the Management Representative before distribution.
- Any excess course or training materials shall be collected and stored in designated location.
- The Training Coordinator shall keep all records of the training material distribution.

29.5.6 Measurement of the Effectiveness of the Training Materials

- The student's satisfaction of the course and training materials used shall be measured by the Training Coordinator during the end of the course delivery using the Training Evaluation Form.
- The satisfaction of the students shall also be measured by gathering feed backs during the earlier sessions of the course and training which shall be facilitated by Training Coordinator.
- The course and training materials' effectiveness shall be determined by the students' ability to understand the materials and/or the percentage of the passing rate of the examinations (for courses and trainings with examinations).
- The Training Coordinator together with other designated personnel shall analyze the results of the training material evaluation. The reports of measurement and analysis shall be presented during management review meeting or any other meeting deemed necessary to discuss the results to achieve continual improvement.
- The Top Management, Academic Director, Training Manager, Management Representative, Trainer and Training Coordinator shall ensure that necessary corrective actions shall be implemented (if required) for improvements of the training materials.
- The Training Coordinator shall maintain and keep records of the training materials measurement and analysis.

29.5.7 Purchase/ Acquisition of Course Materials from Vendors or Training Providers/ Training Partners

Some course and training materials shall be purchased or acquired from vendors, training providers or training partners.

The Purchase Coordinator is primarily responsible in purchasing or acquiring the materials and coordinate with the vendor/training provider/training partner through email or by phone the following:

- The types of material required.
- The quantity of each material required.
- Method of delivery (e.g. by courier, by hand, or electronically)
- Date required for delivery
- Arrangement for payments/accounts
- Other conditions required.

The Purchase Coordinator shall maintain records either by electronic or hard copy of all materials purchased or acquired.

29.5.8 Documented Information

- Training materials

29.5.9 References

- ISO 9001:2015 Clause

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1	Academic Director	Sept. 2021	Operations Manager	Sept. 2024

30. MEDICAL PROCEDURE:

30.1 Brief description

- The objective is to ensure that in unfortunate event of an accident, or emergency medical situation, the casualty has the immediate attention from an individual certified as First Aider” and operate only in-line with the Good Samaritan Law’ until the Emergency Service arrive.

30.2 RESPONSIBILITY

- The Nominated First Aider must ask for permission from the casualty, to assist them, before they make any physical contact with the individual. If this is permission is refused then the First Aider must remain near to the casualty until the emergency services arrive, or the contact that the casualty has agreed you can call.
- If the casualty is unconscious, the First Aider must take the appropriate medical action to prevent the possibility of death, or more injury.
 - The time between the occurrence of the accident and the arrival of the Emergency Services and transport to the hospital is critical.
 - The aim of the First Aider is to prevent deterioration and protect the injury.
 - The medical circumstance of an individual can often be detected by the breathing condition and skin.
 - Keep the casualty calm; ask questions in order to gain information that will help the Emergency Service should the casualty slip into un-consciousness.

Sample questions: *Can I help you?*

Are you on any medication?

What are your symptoms?

Is this the first time this has happened to you?

Do you have any previous medical history?

How long have you been feeling unwell?

Can I contact somebody for you?

General Action:

Put the casualty in a resting position or in the Recovery Positions.

Do not administer medicine, sedatives, food or drinks.

Establish information for completion of the accident log/for

Emergency Service

Stay with the casualty until the emergency services arrive

- Complete all the forms, and follow the policies and procedure.
- Most important, follow-up on the progress of the individual to ensure the person is in recovery.

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1	Academic Director	Sept. 2021	Operational Manager	Sept. 2024

31. MEDICAL INSURANCE POLICY

31.1 The Purpose of the policy

- This Medical Policy serves as guideline for Health Care benefit coverage decision, and to assist individuals in the understanding of the welfare they will receive from the institute (if applicable). The purpose of Health Insurance coverage aid the employees and their families to take care benefits of essential medical needs.

EXPECTATION and general guidance rules

31.2 Insurance Eligibility

- All employees of the Institute are eligible for Medical Insurance Cover.
- The resident employee spouse (wife or husband who is not covered by medical insurance) is eligible for Medical Insurance Cover.
- The resident male children or male or eligible female employees until completion of age 22 years or when the child finishes full time education or assumes employment, whichever comes first.
- Unmarried, divorced or widowed female dependents irrespective of the age.
- Disabled male or female children irrespective of the age.
- Children of female employees, whose husband is handicapped and who is considered “Head of the family”, and children of widowed or divorced female employee under her care, shall be accepted as eligible dependents (as per above criteria) for the purpose of medical treatment.
- The number of eligible children for expatriate employees is limited to four children.
- No maximum age is to be set for disabled male or female children.
- No maximum age is to be set for employees.

31.3 Conflict between medical policy and medical plan

- Medical policies are used to make benefit coverage determinations. In the event of conflict between a Medical Policy and any plan document, the Plan document will govern (only: if complaint with the UAE Laws).

31.4 Confidentiality of Medical Information

- Medical information about individual staff members is to be treated confidential. The Institute will take reasonable precautions to protect such information from inappropriate disclosure. Any staff member who has legitimate access has a responsibility to respect and maintain the confidentiality of the medical information.

31.5 Effective Date

- Insurance begins on the first day of your employment.
- Human Resources Coordinator will hand the employee the insurance card on the first day of employment.

31.6 Separation

- Upon separation of employment for whatever reason, insurance coverage will cease at the time of visa cancellation.

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32. DRESS CODE POLICY AND PROCEDURE

32.1 THE PURPOSE

- ASTI believes that their professional image and the reputation of the organisation forms part of its operation standard. The purpose of this policy is to outline what is expected from employees, sub-contractors and even in some cases its consumers.
- When living in the Middle East there is a standard requires be fully clothing and respectfully dressing in public areas, to maintain reputable and avoid giving any offense to others. *The policy is applicable to all employees during business hours, internally within the Institute, externally when visiting prospective clients, and during training assessment meetings.*

32.2 THE POLICY

- ASTI requires all employees and sub-contractor to arrive to work in attire that is “professional” and suitable for the business setting of working with the public. This may vary slightly from one duty area to another, depending on the exposure to the general public, consumers, and the training environment.
- Personal appearance and hygiene play an important role in creating the professional image required when supporting the learners and consumers.
- It is important that our appearance should always reflect what is appropriate for our job, work setting, and personal safety.
- Casual dressing for example in jeans, shorts, slogan t-shirts are not allowed because in our business we have meetings and walk-in consumers and learners every day.
- All clothing must be duly modest in respect of the culture.
- Individual divisions may establish a uniform policy for example; cleaning and service employees.

32.3 THE PROCEDURE

- There is no strict formal dress code but the following is a guidance:
 - **Gentleman** : Business suit with tie or local dress for UAE Nationals
 - **Ladies** : Business suit/jackets, professional dressing, or Abaya for UAE Nationals
- Employees must exert a certain professional judgment in their choice of clothing to wear to work. If unsure they should seek personal advice from their line managers or friends/colleagues.
- If clothing fails to meet acceptability of the culture, as determined by the Manager, the employee will be gently reminded not to wear the inappropriate item to work again. If this a problem or the person persists, the employee will be asked change the attire. There is a possibility that they will receive a verbal warning.
- Progressive disciplinary action will be taken for further dress code violations.

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33. Staff Personal Details Record Form

Information to be obtained from all new staff and passed onto line manager / supervisor.
Please ensure all information is completed in full.

Personal details	
Surname:	Forename(s):
Maiden Name if applicable:	Preferred Name (if applicable):
Title:	Male / female (delete as appropriate):
Date of birth:	Nationality:
Home Address:	
Postcode:	
Home Telephone:	
Mobile:	
Email:	
Passport No.:	Validity:
Emirates ID:	Validity:
Start Date of Employment with ASTI:	

Emergency Contact Details:	
Surname:	Forename(s):
Title:	Preferred Name:
Relationship to employee:	
Contact address if different from above:	
Postcode:	
Home Telephone:	
Work Telephone:	
Personal Mobile:	

Emergency Contact Two:

Name:

Relationship:

Home Telephone:

Work Telephone:

Mobile:

Are there any medical conditions we should know about in the case of an emergency

Yes/No* *Delete as appropriate*

If yes write

details.....

General Practitioner's Details

Name:

Telephone Number:

Full postal address including postcode:

Signature of the Employee

Date:

For Office Use Only

Contract Type

Permanent / Temporary / Voluntary

Does the staff member have continuous employment terms?

Yes/No* *Delete as appropriate*

Probation Details

Is probation period required?

Yes/No* *Delete as appropriate*

First Month Review:

Third Month Review:

Six Month Review:

Probation Passed?

Yes/No* *Delete as appropriate*

If No please detail:

--

34. END OF EMPLOYMENT SERVICES POLICY

34.1 THE PURPOSE

- To acknowledge all employees and sub-contractors working for ASTI are of extreme value to our business and professionalism, we endeavour to have a long and fruitful business relationship. However, due to the transient nature of the UAE we accept individuals do end their services, for a variety of different reasons.
- ASTI strives to prolong rather than terminate, and ASTI reviews with the individual their reasons for End Employment Services, in hope of any possible reconsideration. This policy and procedure relates to any employee resignation, termination, payment of gratuity/pension and exit interviews.

Expatriates End of Service benefits will only become due, and payable upon termination of employment contract based on the duration of their employment.

UAE National If applicable. End of Service is covered by the UAE Pension scheme for Nationals. The General Retirement and Pension Authority will be informed to allow the individual to start collecting his/her pension (where applicable) based on the conditions stipulated in UAE Pension Law.

34.2 THE POLICY

- Ending employment - on the last working day the passports will be requested, for submission to the PRO – Public Relationship Officer for cancellation of the work permit. The employee and their family have 30 days by UAE law, to exit the country or transfer to another sponsor.
- The Labor card, Emirates ID, Medical Card, and any other cards ever provided by ASTI must be returned to the Head of Human Resources.
- If the medical insurance card is not returned at cancellation day, or the employee fails or refuses to return it, the cost of the insurance premium for period of cover outstanding, will be deducted from the employee's final settlement.
- Termination of service with ASTI normally takes place for many reasons, examples:
 - Failure to successfully complete the probationary period.
 - Resignation – leaving the Country, or found another career/employer
 - Disciplinary – refusal or unsatisfactory job performance (after completion of probationary period).
 - Redundancy
 - Non-renewal of contract
 - Medical Reasons, or decision to remain at home after pregnancy – babies birth
 - Death

34.3 THE PROCEDURE

1. *Gratuity Pay*

1.1. In case of Resignation

- The employees can submit in writing their resignation stating the effective date, and the reason of resignation. The line manager will set an exit review to establish the support the individual needs.

- The employees and sub-contractors are requested not to submit resignation during leave, due to avoid the complication with the UAE labour laws and to assist a mutual and happy parting of ASTIs.
- A confirmation of the resignation receipt / approval letter will be supplied within 2 to 3 working days.
- The employee must serve notice of not less than one month (30 days), as per the UAE labour Law.
- Notice Period may be more, up-to a maximum of three months for certain senior positions, if this was the agreement within the employee's employment contract.
- In the event the employee insists on the termination of services without meeting the exit conditions, they can forfeit half of their 'end of service benefit'.
- The employee must remain on job until the end of notice period any lack of attendance will be deducted from the salary. ASTI have the right to end the services of a resigned employee at their discretion, anytime during the notice period (in lieu of notice), provided that the employee's due salary and EOSB – End of Service Benefits are paid for this period.
- Annual leave is not normally permitted during the notice period, and any outstanding 'leave balances' are paid-out as part of the final settlement.
- The employee's salary shall be withheld a month prior to the effective date of the resignation, subject to the completion of the Clearance Form. The salary payment shall form part of final settlement.
- Subject to approval from the employees' line manager, the employee may wish to reduce the notice period. In this case, if granted - the deducted period shall not be considered in the payment of employee's due salary and EOSB – End of service benefit.

34.4 Calculation of end of service

- The employee, who has completed one year or more in continuous service with the Company, is entitled to End of Service Benefit as per the below calculation:
 - 7 days if the employee resigns after a continuous service of not less than one year (and not more than three years).
 - 14 days if the period of continuous service is more than three years (and less than five years).
 - 21 days if the period of continuous service is more than five years.

1.2. In case of Termination

- Termination can happen due to a result of redundancy, restructuring of ASTI, continued poor performance after completing the disciplinary process, gross misconduct, and other reasons.
- Unfortunately, when the termination is caused by continued poor performance or discipline issues, the employee would have been put on the disciplinary policy and procedure. The employee or sub-contractors would already have been issued with previously warning letters – if no successful outcome the employee will be terminated.
- ASTI will provide or pay the notice period stated in the employee's contract, and shall pay all of terminal benefits where applicable.
- If the termination is caused by gross misconduct – a serious discipline issue, the employee would have served the termination letter and immediately complete an Exit Review, including related support and advice.

34.5 Calculation of end of service

- 21 days of last basic salary received for each year of the first five years of service.

- 30 days of last basic salary received for each additional year of service provided that the aggregate amount of the gratuity does not exceed two years' basic salary.

34.6 Calculating final settlement

- The final settlement displaying all the amounts due, to and from the employee, is prepared. The termination of the final settlement may include the following:
 - Payments equivalent to un-utilised accrual of annual leave days.
 - Notice pay.
 - Repatriation expenses if and when applicable.
 - Commission or overtime due if and when applicable.

34.7 ASTI will recover any amounts outstanding such as:

- Basic salary and allowances in lieu of notice where the employee has not given sufficient notice.
- Advance / loans or excess payments for leave, tickets, housing, and/or education allowances.
- Any other amount due to ASTI (none return/or damaged mobile phone and computers).
- When an employee is terminated because of gross misconduct - disciplinary proceedings, deductions from the gratuity entitlements are considered at the exit review.
- All gratuity payments shall be made by cheque in favor of the employee, except if bank clearance has not been obtained, in which case, the cheque shall be written in favour of the bank.
- Days of absence from work without pay shall not be included in calculating the period of service.

2. Return of company assets

- On Ending Employment Services of employment for any reason whatsoever all ASTI property issued to the employee must be returned in 'good condition', no later than the employees last working day, or delay in final settlement can occur.
- These include but are not limited to:

Company vehicles (good condition)	Keys	Company Mobile Telephone
Credit Cards (with password)	Business Cards	Building & Office Security Access Cards
Keys and Vehicles documentation	Furnishings	Access Passwords to Returned Computers
Keys for Buildings	Hardware	Electronic and other Equipment
Keys for Equipment	Printer	Books, Journals and Publications
Keys for Filing Cabinets	Stationery Materials	Identity Card / Network Card
Laptops and Accessories	Sim Cards	Parking cards
Medical Cards	Staff Uniform	Stationery
Pre-printed Marketing Supplies	Training Manuals	Workplace Manuals and Procedures

- **The employee original passport and Emirate ID should be surrendered at the same time for UAE cancellation.**

3. Exit interview

- The exit interview provides both the management and the employee with a great opportunity to sit down and talk without limitation, and for both to obtain information - about where the organisation and employee, points of what was done well and where rooms for improvement could have changed the present situation 'of being within an EXIT Review'.

- The Head of Human Resources will arrange an agreeable timing for the exit view with the individual and key line-manager, or Managing Director – who will remain impartial and supportive during exit. The interview will be face to face meeting, and all leavers will be invited to complete the “Exit Interview Questionnaire”.
- Exit interviews are still completed in cases of termination of services for gross misconduct, but will be supervised. The employee can request for their own impartial party to be in attendance. The employee has right to decline the exit interview.
- Exit interviews are confidential. Only analysis of the exit interviews is shared with the Management Team.
- The exit interview data will be collated and reviewed at the monthly management meeting.

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35. HARASSMENT AND HOSTILITY POLICY AND PROCEDURE

35.1 THE PURPOSE

- ASTI will not ignore any harassment, hostility or bullying of any sort, to any employee, learners, consumers, or person that is employed or related through business association of any type; trainees, consumers or suppliers.

35.2 THE POLICY

- The policy is to advise all our employee, Manager or sub-contractor that nobody has the authority to suggest to any person, or applicant/or existing business associate, that their employment or agreements, or future dealings will be affected in any way by the individual's refusal to partake in group harassment, hostility or bullying - such conduct is in direct violation of our policy for equal opportunity and negative to our strong belief to create a stress free environment.
- Harassment of or discrimination against employees in connection with his/her work by non-employees also may be a violation of this policy.
- The policy is designed to protect any person who has experienced discrimination or observes harassment, hostility, bullying or discrimination against another, must report such activities to the line-manager immediately. Failure to do so, will be consider an act of support or acceptability of the conduct, therefore would be deemed accountable during any disciplinary action.

35.3 THE PROCEDURE

- ASTI employee that believes prohibited harassment has occurred, or if any person has any questions concerning this policy, should speak to the line manager or the Human Resources immediately, or within seven working days of the alleged harassment. The Human Resource officer in charge will investigate and provide support, and written reporting to the senior management team – until resolve has been achieved.
- ASTI encourage all reporting to be activated before potential harassment before it becomes an issue of severe or general acceptable as the ‘norm’.
- Claims will be investigated impartially, and any appropriate corrective action will be taken immediately (or maximum within 10 working days). Including any discipline for inappropriate conduct in-and-around the workplace.
- All complaints will be handled confidentially, and guidance support will be offered to the victim during the ordeal, or as necessary for anybody, who is involved within the investigation to resolution period.
- ASTI’s policy and procedures prohibits retaliation, harassment or other adverse action because of; making a complaint, assisting in an investigation.
- Opposing harassment or otherwise - exercising rights protected by law.

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36. INTERNAL STAFF TRAINING PROCEDURE

36.1 Brief description

This process describes the approach of ASTI in terms of providing the appropriate internal training to its employees.

36.2 Purpose

This procedure describes the methods used to ensure that all the employees at all levels receive the appropriate training in his/her related field and in accordance with the applied Information Management System.

This procedure also ensures that specific training needs are identified, based on business, departmental and individual needs, and necessary knowledge and skills are imparted to the personnel.

36.3 Scope

This procedure applies to all of ASTI's employees who have direct or indirect relation with the overall quality of the product/service provided.

36.4 Responsibilities

The Academic Director has overall responsibility of this procedure and ensures that resources are available to provide trainings and enhance employees' competencies.

The **Management Representative** is responsible;

- To ensure that training plans are formulated and implemented through the Human Resource Department.
- To ensure that training records are maintained.

The **Human Resource Department / Section** is responsible;

- To facilitate training need submission of Head of Department or Section Heads at the beginning of the year or as required.
- To prepare Annual Training Plan in coordination with the Management Representative and Head of Department / Section Heads.
- To coordinate/organize all approved trainings for employees or any other employee professional development activities.
- To seek approval of all training requests from the Academic Director.
- To maintain training and staff development records.

The **Head of Department** is responsible;

- To submit training need to Human Resource department.
- To evaluate, along with Human Resource Department and Management Representative, the effectiveness of the training attended by staff.

Employees are responsible;

- To raise training request (as required) to their Head of Department or Section Head.
- To submit copy of training certificate to Human Resource Department for record purposes after the training.
- To share learnings from training to other employees if so required.
- Apply learnings of the training attended to their respective area of work.

36.5 Procedure

36.6.1 Identification of Training Needs

- Training requirements are identified by the Head of Department or Section Heads through with consideration to job requirements, statutory/legal requirements, objectives if any and annual employee competence and performance appraisal, etc. When selecting employees for any training, due consideration must be given to the responsibility (actual/planned), ability, language skills, literacy and the potential risks of each employee.
- The training program will be classified into:
 - Organizational Need based training
 - Position Need based training
 - Individual need based training
- This identified Training Needs shall be then communicated to the Human Resource Department by using the Training Need Form.
- The Annual Training Plan based on the training needs of various departments/sections is then compiled and prepared by the Human Resource Department and shall be approved by the Academic Director.
- The Human Resource Department is also responsible to do necessary arrangements for the trainings and inform the concerned employees.
- The Annual Training Plan is then monitored and reviewed quarterly for its effectiveness by Human Resource Department in coordination with the Head of Department/Section Heads and the Managing Representative, and ensures that it is realized as per the plan.

36.6.2 Performance Review and Training Evaluation

- On Completion of the training, a Training Evaluation Form must be issued to attendees and analyze the feedback of the training to determine effectiveness.
- The Head of Department or Section Head in coordination with the Human Resource Department/Section and Management Representative monitors the employee's performance to verify the effectiveness of training and assign the trained person to train others as well.
- In the event of any deficiencies in a training program, The Human Resource Department / Section evaluate the ineffectiveness and submit a report for management review.
- The Head of Department and Section Heads must have a practice of continual monitoring and evaluation of employee's performance based on competence and record all results of the review.

- The performance review of employees shall be conducted by the Head of Department or Section Heads annually and inform the results of to the employee being reviewed and communicate details of the review to the Human Resource Department. The review shall be conducted using the Employee Performance Evaluation / Review.
- The Human Resource Department/ Section as well as the different departments / sections must maintain an updated, traceable and easily retrievable system of records including all trainings, performance review and training effectiveness.

36.6.3 Training of New Employees

- Upon hiring of the new employee, the Human Resource Department /Section must make necessary induction arrangements regarding the company policies including those concerning the Quality Management System in coordination with the HOD or Section Head must also arrange an orientation for him / her concerning those policies and tasks related to the department / section.

36.7 References

ISO 9001:2015 Clause 7.2 – Competence

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37. OVERTIME POLICY

37.1 THE PURPOSE

- Is to highlight that overtime is deemed the amount of time someone works beyond normal working hours set in their contract and set by UAE Labour Laws.
- Normal hours apply to all employees (blue collar manpower), and expressly excludes all employee of the senior-professional at mid, high, and top management level, who are contracted to completed their responsibilities regardless of overtime (white collar manpower).

37.2 THE POLICY

Working hours

- All employees shall work full eight productive hours from Sunday to Thursday except on public holidays.
- For the purpose of this policy, overtime shall mean any 30 minutes worked by an employee after the regular working hours. All minutes worked after working hours, which are less than 30 minutes shall not be accumulated and are thus not deemed to be overtime.
- The number of actual hours of overtime shall not exceed two per day, unless work is necessary to prevent the occurrence of substantial loss or a serious accident or to eliminate or alleviate its consequences.
- Friday shall be the normal weekly rest day for all employees. Where the circumstances require an employee to work on this day, the employee shall be granted another day or receive his basic remuneration for his normal hours or work plus a supplement of at least 50 per cent of the remuneration.
- No employee will be requested to work for more than two successive Fridays.

37.3 THE PROCEDURE

- Where an employee has worked - an overtime sheets must be filled and the completed form given to the line Manager to approve.
- The line manager can approve time of in lieu of payment – this is not standardised “as working late – arriving late the following day”. It must have prior agreement approval from the line Manager to ensure there is appropriate staff coverage.

Rate per hour

- The overtime rate per hour shall be as stipulated in the UAE Labour Law below

1	<i>Overtime hours worked after working hours and before 21:00 on normal work days</i>	125% of basic hourly rate
2	<i>Overtime hours worked between</i>	150% of basic hourly rate

21:00 and 04:00 on normal work days

3 All hours worked on rest days (Friday) or public holiday

Employee receives day in lieu the week after or to be paid the 150% of Basic hourly rate.
*employees cannot be asked to work two consecutive Fridays unless their wages are calculated on a daily basis.

Overtime Calculation

- Basic Hourly Rate: The basic hourly rate for overtime compensation shall be computed as follows:

$$\begin{array}{r}
 \text{Basic monthly salary x 12 months} \\
 = \frac{\text{-----}}{48 \text{ hours per week x 52 weeks}}
 \end{array}$$

Monitoring and Reporting

- In order to ensure proper staff level and control over overtime it is the responsibility of the Manager to:
 - There are adequate supervision and controlled measures of health & safety.
 - The authorisation of overtime is productive, necessary and no under abuse.
 - The attendance registrar is kept up to date, and well maintained.

Authorisation of overtime

- All overtime work to be performed and be justifiable and the permission granted/ authorised by Manager.

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38. PERFORMANCE MANAGEMENT POLICY AND PROCEDURE

38.1 THE PURPOSE

- ASTI Academy is expressing its commitment, in setting a benchmark for achieving high standards of performance across all of its Training, and business sector activities. Employees and sub-contractors are expected to contribute effectively to their individual achievement for the five year ASTI Academy aims and objectives - operational plan, and within their individual areas of expertise training responsibility.
- The purpose of the policy and procedures is applicable to all employees of ASTI Academy have successfully completed their probation period, and now will be fully operational, therefore within the Groups Training and Development Plan, for continued performance managements.
- ASTI Academy is committed to developing their employees and sub-contractor, supporting root to personal improvement and goals for individuals to achieve their full potential, the Performance Management Policy is fundamental to our business operation.

38.2 THE POLICY

Management Responsibility is to ensure

- Job descriptions accurately convey the main purpose and scope of the position and the tasks involved. And that new employees have been properly assessed at interview, against the specification criteria for the job.
- That employees and sub-contract are given full induction, with regard to the organisation policies and procedures, the training environment departments and services, the job role and responsibilities.
- Performance standards are discussed regularly, motivation and advancement via training for all employees, identifying any weaknesses or inadequate performance so that remedial action, in regards to individuals training and development can be addressed.
- Managers must ensure that employees have a reasonable and realistic chance of succeeding in the job, with the appropriate training and development support, or set new KPI's and training interventions in support of the need-analysis.
- Any employee in receipt of any promotion or job change, are to receive initial handover and on the job shadow training, until the individual has successful established themselves within the new position.
- Job scope and responsibility, expectation are reviewed against work performance to ensure they are realistic and achievable. Managers will conduct annual performance appraisals with each employee.
- Managers to be familiar with the employee task volume and time-management, ensuring it remains reasonable, realistic, and achievable without the needs of support of stress-management.
- Advice and supervision is supportive and at an adequate coverage level to ensure a health & safely working environment.

38.3 Human Resources responsibilities are

- To ensure that all aspects of the performance management process are fair and equal, both in practice and in regards to legislation.
- To provide training and advice to managers, during the implementation and application of the Performance Management Policy and Procedure.
- To provide support and guidance throughout the performance management processes, to managers or employees/sub-contractors during any grievances or dispute of assigned performance management.

38.4 Employee and Sub-contractor responsibilities are

- Employees and sub-contractors sign a contractual agreement of responsibilities to achieve a satisfactory level of performance. All employees and sub-contractors are required to participate in the appraisal process, and expected to fully and actively engage in relevant training as detailed and agreed within their personal development plans.
- Employees and sub-contractors are responsible for attending all meetings in relation to any competency issues, and for making every effort to improve on any identified areas, where any job requirement standards are not being met – additional development support will be offered.
- Employees and sub-contractor will be expected to behavior positively, during performance appraisal, and mutually set the route/plan for suitable educational growth.
- Employees and sub-contract are expected to seek clarification of points discussed but not fully understood, raising concerns if there are any relating to Performance Management policy and procedure.

38.5 THE PROCEDURE

38.5.1 Setting S.M.A.R.T Goals & Communicating Performance Expectations to Employees

- At the beginning of the year, and a new work-cycle, Managers shall meet with their employees to establish their expectations for the new year ahead, and to clarify the employer's expectations.
- In regards their employees' performance, and will specify how the employees' actual performance will be measured, and their success determined. To explain and involve them in understanding of how to reach these expectations, that will then contribute to the success of the ASTI Academy mission.
- Performance expectations will be identified and written as the "SMART Goal" business plan.

38.5.2 Maintaining Ongoing Performance Negotiation

- Employees shall be responsible for meeting their performance expectations.
- Progress toward meeting expectations shall be measured, reported, discussed, and documented throughout the work-cycle.
- Managers are expected to use appropriate supervisory techniques to support employee efforts to meet or exceed their performance expectations.

- When expectations change during the course of the work-cycle, Managers will communicate these changes and modify the goals or target as necessary. Modifications shall be signed and dated by both the Manager and the employee or sub-contractors.

38.5.3 Conducting Annual Performance Appraisals

- At the end of the work-cycle, supervisors shall evaluate employees 'performance during the past year compared to their performance expectations. They shall use verifiable information collected and documented throughout the cycle to determine the extent to which actual performance has met the expectations defined in the SMART Goal plan.
- The evaluation shall be documented on a standard form defined by the Company - the "appraisal." (The Company may define more than one standard appraisal form based on the nature of the work being appraised and employee job level.)
- The annual performance appraisal shall use a 5-level rating scale for reporting overall performance. A rating at the midpoint of the scale shall indicate that an employee's performance has met expectations.
- Prior to discussing a completed performance appraisal (that is, an appraisal containing ratings and descriptions of actual performance) with an employee, a supervisor shall review the appraisal with the next-level manager to ensure that ratings are appropriate and consistent.
- Supervisors shall discuss the appraisals with their employees. Both supervisor and employee shall sign and date the completed performance appraisal indicating that the discussion has taken place.

38.5.4 Addressing Poor Performance

- When an employee's performance falls below expectations at any time during the performance cycle, the Manager will document the performance deficiency and take supportive actions.
- If there is no improvement after additional development, exchange in job description would be discussed. If the lack of development is due to negative attitude disciplinary action will commence, but understand that performance must be improved to meet the set expectations, reasonable period of time will be provided.
- If the manager documents development is unsatisfactory on lack of performance or effort is falling below of expectations. A corrective Action Plan or Training & Development for a specified and reasonable period will be agreed with the employee.
- The documentation will specify;
 - the performance problem
 - the steps to be taken to improve performance
- This will include the timeframe;
 - for the consequences of failure to improve
 - for the follow-up date
- The corrective action plan shall be considered successfully completed, only when the employee's actual performance has improved, to the point where all expectations are being met.
- Performance deficiencies that occur during the performance cycle shall be referenced in the annual performance appraisal.

38.5.5 Supporting Employee Development

- Many employees may express interest in growing in their current positions or in furthering their careers in ASTI Academy. Managers shall work with them to identify strengths and weaknesses and, if appropriate, to help them prepare an individual development plan.
- Individual development plans may specify how employees can more fully apply their strengths in their current positions, build up areas of weakness, enhance their performance in their current positions, or develop the skills and experience they will need for possible future assignments.

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39.EMPLOYEE PROBATION PERIOD APPRAISAL FORM

Appraisal Period:		Employee ID No:	
Employee Name:		Job Title & Department:	

No.	Parameters	Rating				
		5 (Excellent)	4 (Very Good)	3 (Good)	2 (Fair)	1 (Poor)
1	Attendance					
2	Implementation of company policies, procedures, processes.					
3	Quality of Work					
4	Quantity of Work					
5	Ability to follow instructions of manager					
6	Interpersonal relationship with co-workers					
7	Skills/ability to given tasks					
8	Appearance – Dress code					
9	Health and Safety Consciousness					
10	Others:					
11	Overall Performance Review Rating:					

Performance Reviewed by

	Recommendation	Name/Signature	Date
Manager	<input type="checkbox"/> Promotion <input type="checkbox"/> Salary increment <input type="checkbox"/> Incentive <input type="checkbox"/> Training <input type="checkbox"/> Others:		
Managing Director	<input type="checkbox"/> Approved <input type="checkbox"/> Rejected		

Accepted by:

Name/Signature (Employee): _____ Date: _____

Remarks:

40.ACADEMIC DIRECTOR JOB DESCRIPTION

The role of academic director is to manage the daily operations of the Center and to contribute to the strategic planning and the achievement of organizational goals.

40.1 The Academic Director has to perform the following tasks:

- Provide high quality leadership and management of the vocational processes and programs of the institution resulting in strong graduate results and successful business outcomes.
- Perform according to the regulator and the warding body standards and requirements
- Liaise with the regulator and the awarding body to ensure all requirements are met.
- Assist in developing and implementing organizational strategic and operational initiatives.
- Communicate and manage the agreements on external business partners and ensure the Center has access to high quality programs that meet the market needs
- Work with the Finance Department to develop and control institutional budget.
- Ensure that programs are effectively delivered as per the requirements of the customer.
- Approve marketing and sales activities including advertisements and printed materials and ensure the awarding body approval is obtained.
- Organize and facilitate meetings with staff, communicate information and provide feedback on all activities.
- Work closely and cooperatively with the trainers, assessors and internal verifiers to ensure quality is maintained as per the awarding body standards and requirements.
- Participate in all the committees involved in the teaching and learning processes and learners' issues.
- Assign tasks, set deadlines and supervise the performance of staff to ensure quality is maintained.
- Appraise the performance of staff, identify and supervise the achievement of staff continuous development plan.
- Assign the working teams and monitor their performance.

40.2 Skills and experience

- Three years of experience in management
- Qualified as Train the Trainer. Assessor and internal verification qualifications would be a plus
- Speaking, reading and writing in English language. Being bilingual (English and Arabic) is a plus
- Very good IT skills
- Very good time and priority management skills
- Strong administrative skills along with an operational focus
- Professional and confidential
- Credibility to manage academic staff and processes

41. Appointed Nominee Task Description

The Appointed Nominee (typically the chief executive) is a person who reports directly to the chief executive on the organization's financial matters, and who is competent in financial management with defined responsibilities and authority to:

- Ensure and confirm that the ATP has financial management policies in place and that it complies with these policies
- Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement
- Provide VETAC with a formal assurance that the organization has sound financial management standards for matters related to the organization's scope of registration and scale of operations when requested.
- Ensure that the organization's accounts must be certified, at least annually, by a recognized professional accountant, such as a qualified accountant with membership of Certified Practicing Accountants, recognized international Professional Accounting Body or otherwise licensed as an Auditor with the UAE Securities and Investment Commission and, on request, the report must be made available to VETAC.
- Provide VETAC with a Certified financial statement at least annually (or as otherwise may be requested by VETAC from time to time related to an Audit enquiry), by a professional accountant competent to do so and signed as to whether the organization (ATP) remains financially sound at the date and time of the statement for a minimum of a further two years, and that any learners'/clients' prepayments are secured for same period.
- If requested by VETAC, the Appointed Nominee must obtain, and make available to VETAC, a full audit report from a qualified independent recognized professional accountant.
- Document and implement systems to protect learners'/clients' fees paid in advance.
- Ensure the organization must have a fair and reasonable refund policy.

42.ASSESSOR JOB DESCRIPTION

An Assessor is a qualified person registered with an ATP. The Assessor is responsible for assessing learners/candidates against unit standards in VETAC-endorsed national qualifications/awards or registered foreign awards, so that an ATP can issue qualifications/awards. An Assessor must be either vocationally competent with respect to the assessment of knowledge and skills components of a qualification, and if there is a work-based component of a qualification, occupationally competent in the specialist field.

Assessors must hold a VETAC-endorsed Assessor Award or a recognized equivalent/foreign award. Individuals may be registered as “Working toward Assessor” status.

Unqualified Assessors must evidence “Working toward Assessor” recognition for assessment activities and be registered to attend Assessor training with a Accredited Training Provider (ATP).

42.1 Assessor duties and requirements

- Planning assessments
- Conducting assessments
- Recording assessment decisions
- Providing feedback to learners

42.2 Assessors will sample:

- One hundred (100) percent of a learner/candidates' evidence
- Prior learning and achievement
- Arrange for internal verification on 35% of all learner's portfolios with 100% coverage of:
 - Qualifications
 - Candidates
 - Locations
 - Evidence types
 - Assessment types

42.3 Assessors will manage documentation relating to:

- Lists of candidates and registration numbers
- Candidate tracking
- Candidate completion of qualifications list
- Sign off of qualifications list
- Evidence of standardization exercises

- Evidence of use of best practice
- Evidence of PDP activities.

42.4 Assessors will complete, file and securely store evidence of learners that includes:

- Portfolios
- Learner tracking of completion
- Statements of authentication
- Cumulative assessment records
- Completion of qualifications
- Sign off of qualifications.

42.5 Assessors must:

- Be vocationally competent with respect to the assessment of knowledge and skills components of a qualification
- be occupationally competent in the specialist field if there is a work-based component of a qualification
- Hold a VETAC-endorsed assessor award or a recognized equivalent/foreign award
- Have good knowledge of the UAE vet sector.

43. THE AUTHORIZED PERSON TASK DESCRIPTION

The Authorized Person is a person who is a VETAC qualified Internal Verifier with direct access to the ATP's chief executive or Appointed Nominee, who has defined responsibility and authority to:

- Ensure that the policies and procedures are circulated, understood and implemented consistently throughout the organization.
- Review the organization's compliance with NQC standards at least annually, and formally record conformance, for VETAC to review on request and/or audit.
- Approve marketing material
- Communicate with the Awarding body to ensure compliance with all terms and conditions
- Keep records of all the activities and report to senior management
- Attend meetings and training with the NQC and the Awarding body
- Ensure accreditation renewal is done properly and on time
- Maintain quality of operations and activities as per the awarding body and the regulator guidance
- Report to the NQC and ACTVET when required.

44. INTERNAL QUALITY ASSURER JOB DESCRIPTION

The Internal Quality Assurer is responsible for developing, managing, monitoring and evaluating the internal quality and assessment processes conducted in Accredited Training Providers (ATP) to ensure safe, impartial, valid and consistent assessment strategies and decisions to ensure consistency in assessment.

The Internal Quality Assurer supports and advises assessors, monitors quality of assessor performance, arranges assessment validation sessions, ensures standardization of assessment, ensures best practice in assessment, and implements and evaluates the organization's quality assurance system.

The Internal Quality Assurer is also responsible for all validation processes, ensuring the development of a shared understanding and the maintenance of consistent practice by assessors and managing and ensuring compliance of the organization against the *Quality Assurance Standards for the Registration (QASR) of Training Providers* and *Standards for the Quality Audit of Training Providers*.

The Internal Quality Assurer may be the direct line manager of the assessors or may occupy a position with professional responsibility for fostering consistency, using best practice standardization/moderation practices, in the assessment process and outcomes, but without direct supervisory responsibility for the assessors. This person may be nominated as the '*authorized person*' to formally sign-off, on behalf of the ATP, the judgment leading to the issuance of the qualification or award for an individual deemed competent.

44.1 INTERNAL QUALITY ASSURER DUTIES AND REQUIREMENTS

INTERNAL QUALITY ASSURERS HAVE FOUR MAIN DUTIES:

- Ensuring operations meet ATPs' standards of operation
- Regularly conducting site visits to sample 10% of learners.
- Internal verification conducted in 25% of learners portfolios
- Provision of advice and guidance to Assessors in standards of assessment

Note: Standardization exercises will be conducted annually with all Assessment activities.

44.2 INTERNAL QUALITY ASSURERS WILL SAMPLE:

- Qualifications and units
- Assessors
- Candidate lists
- Assessment locations
- Assessment methods
- Assessment planning and feedback
- Tracking of assessments
- Observation of assessment practice
- Assessment decisions and evidence
- Standardization of methods and practice across assessors.

44.3 INTERNAL QUALITY ASSURERS WILL EVALUATE THE PERFORMANCE OF ASSESSORS AGAINST:

- Outcomes of quality assurance
- Planning and preparation
- Efficiency of the assessment strategy against requirements and expected outcomes
- VETAC-endorsed national occupational skills standards for assessors

44.4 INTERNAL QUALITY ASSURERS WILL PROVIDE ASSESSORS WITH FEEDBACK, ADVICE AND SUPPORT ON:

- Performance
- Skills gaps and learning needs
- Standardization activities
- Continuing professional development activities.

44.5 ASSESSORS WILL COMPLETE, FILE AND SECURELY STORE EVIDENCE:

- Relating to internal quality and assessment processes as well as the performance of assessors.

44.6 INTERNAL QUALITY ASSURERS MUST:

- Be vocationally and occupationally competent
- Hold an VETAC-endorsed Internal Quality Assurer award or a recognized equivalent/foreign award
- Have at least five (5) years' vocational and/or occupational experience
- Have very good knowledge of the UAE sector.

45. TRAINER JOB DESCRIPTION

The Trainer will be responsible for delivering practical training of NQC endorsed qualifications, ensuring National Occupational Standards are met and achievement is timely. Vocational Trainer will Employer Responsive provision in a variety of contexts and environments, inside and outside of ASTI Academy facilities, to enable candidates to successfully achieve their qualification.

The trainer is responsible for the following:

1. Develop, review and analyze course materials
2. Maintain records and analyze students; achievements
3. Confirm and control the physical arrangement of the instructional site, materials, equipment and furniture
4. Ensure proper disposition of equipment, materials and furniture
5. Adapt delivery methods to account for learner characteristics
6. Manage time for delivery and assessment
7. Apply student centered teaching and learning method
8. Resolve learner behavior problems
9. Demonstrate Effective Communication Skills
10. Use appropriate verbal and nonverbal language
11. Use appropriate question types and levels
12. Provide students with constructive feedback
13. Use technology Effectively to support delivery
14. Evaluate Students' Performance
15. Monitor Students' progress during instruction
16. Administer tests and other assessment instruments
17. Evaluate attainment of end-of-course objectives
18. report post-course summary and evaluation information
19. Recommend revisions and changes to existing materials and provide suggestions for new programs and activities
20. Demonstrate acceptable social practices
21. Demonstrate flexibility in response to learner needs and interests

.....						
Approach to Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Characteristics the employee demonstrates while performing job assignments including creativity, flexibility, initiative, planning and organization, time management, commitment to diversity, ethical behavior, process improvement, and/or professional development						
.....						
Quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manner in which the employee completes job assignment including accuracy, responsiveness, follow-through, judgment, decision making, reliability and compliance assurance.						
.....						
Quantity of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee's success in producing the required amount of work including priority setting, productivity and timeliness						
.....						
Communication Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effectiveness of the employee in transmitting information including confidentiality, facilitation/participation in sharing information, and oral and written expression.						
.....						
Interpersonal Skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effectiveness of the employee's interactions in responding to and working with others, including interactions with co-workers, supervisors, faculty, students and/or the community.						
.....						
Supervisory/Leadership Skills - Applies to Managers, Supervisor or Leader						

A. Supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides oversight, direction, recognition and development opportunities and addresses performance problems.						
.....						
B. Leadership and Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications a vision, sets unit goals, develops strategies and takes action to ensure the efficient stewardship of University resources (operational, Financial and human).						
.....						
Other Factors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If necessary, additional performance factors may be established. Evaluate the additional factor(s) by checking the appropriate box to the left of each factor. Comments are required for rating of "Needs Improvement" or "Unacceptable"						
.....						
Overall Performance Rating						
Place an "X" in the box which describes the employee's overall performance rating.						
<input type="checkbox"/> Exceptional <input type="checkbox"/> More than Satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Unacceptable						
Comments						
.....						
Action Plans/Training and Development Goals						
List Performance objectives, specific projects, or training and development plans for the next review period. Describe other plans/actions dictated by the appraisal.						
.....						

Employee Comments/Responses			
Optional. If employee wishes to do so, any comments concerning the appraisal may be indicated in this section.			
.....			
Employee Signature			
Employee I have read and discussed this appraisal with my supervisor and I understand its contents. My signature means that I have advised of my performance status and does not necessarily imply that I agree or disagree with either the appraisal or the contents.			
Employee Signature:		Date:	/ / 20
Department Signatures			
Supervisor/HOD Signature:		Date:	/ / 20
HR Officer Comments		Date:	/ / 20
HR Manager Signature		Date:	/ / 20

INDUCTION FORM			
Employee Name		Starting date	
Department:		Job Role:	

Subjects Discussed		
Documents & Reference Used	Topics	Employee Signature/Date

By signing this form, I understand fully, that I am confirming that I have understood the induction topics, and the work expectation of the company's policies & procedure relating to the topic I signed. I have signed the topics of my own accord, confirming I was supplied with ample opportunity to discuss and question the topics.


Employee Full Name & Signature

(Date)

	Induction Conducted by:	Induction Confirmed by:
Name & Signature		
Designation		
Date:		



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