
Learner Information Booklet

Awarding Body Programs

Continuing Education Center: Lead Internal Verifier

مركز التعليم المستمر 
CONTINUING EDUCATION CENTRE

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About the Continuing Education Center - ECAE

The Continuing Education Center (CEC) is a subsidiary of the Emirates College for Advanced Education. CEC provides quality educational professional development to assist educators grow and serve the needs of the nation.

The Center is structured around four core values:

- Quality:** In educational provision and support services.
- Integrity:** In all dealings and responsible to government for financial prudence in the provision of quality educational provision.
- Receptiveness:** Receptive to feedback aimed at improving the educational provision in the nation.
- Public Service:** Serving the educational needs of the nation.

About our programs

CEC's programs are designed in partnership with employers such as the Abu Dhabi Education Council (ADEC) and the Ministry of Education (MoE). This means that they will support you in your career and have been designed specifically to meet the needs of your employer.

Registration

On joining CEC you will be asked to register with the Centre. The Registrar's Office will provide you with a registration form and it is important that you provide all the information requested. If your circumstances change, please notify the Registrar so that your learner record can be updated.

CEC Services

As a learner within the Center you have access to the facilities of our parent body, including our library and Student Services Department. The library is located on the first floor of our main campus in Abu Dhabi and you can also access the online databases from outside the campus.

Student Services are located on the ground floor near the student entrance and they offer a confidential counselling service and career guidance.

Recognizing Prior Learning

CEC recognizes that you may have undertaken courses or learning which covers similar content to that which is included in the program you are undertaking at the center. Where you are undertaking a Principal Qualification which has been aligned with the Qualification Framework within the UAE (QF Emirates), CEC will recognize prior learning undertaken at another Registered Training Provider. This means we will count that learning towards achievement of the Principal Qualification offered within CEC, provided the content is similar and at the same level in the framework.

There may be other opportunities to receive credit transfer for courses or learning that you have undertaken and should you wish to apply for this, please contact our Registrar's Office for information.

Learners with special needs

CEC recognizes that some learners may require special adjustments to be made to assessments or the mode of learning. If you have a disability that would require a special adjustment to be made to assist you in your learning, please contact our Registrar who will discuss the options with you.

Learner Code of Conduct

CEC's Learner Code of Conduct has been developed to ensure that all learners and staff are treated respectfully. As a learner within CEC you are expected to adhere to this Code of Conduct and as such you are expected to:

-  Participate positively in the learning offered in the program.
-  Take responsibility for the proper completion of your program.
-  Ensure you know the requirements for completion of your program.
-  Maintain your attendance in accordance with the specified requirements.
-  Respond appropriately to CEC requests.
-  Behave in a manner that reflects positively upon center.
-  Pay any relevant fees or reimburse the center for damages etc. when they become due.
-  Treating faculty, staff, other students and guests to the center professionally and with respect.
-  Comply with the rules, regulations, policies and procedures of the center.

Dress Code

Learners are expected to respect the cultural environment within which they live and study. Learners are required to dress in a professional manner, consistent with formal business attire, UAE customs and traditions. Appropriate dress includes but is not limited to:

-  UAE Nationals will observe official national dress.
-  Expatriates will dress in a professional manner reflecting business attire.

Prohibited dress, includes but is not limited to the wearing any type of clothing that is tight-fitting, transparent or unsuitable for the work environment.

Academic Honesty

CEC takes academic honesty very seriously and expects all its learners to adhere to high standards of integrity in their academic work. Infringements of academic honesty include cheating and plagiarism.

Cheating is a deliberate form of academic dishonesty and examples include using unauthorized materials during assessments, providing or taking unauthorized assistance from others, copying the work of others and presenting it as original work.

Plagiarism is taking the ideas, writings or creations of another person as one's own whether this is done accidentally or on purpose. Examples of plagiarism include:

-  Making use of a writing service or paying someone to provide work.
-  Submitting collaborative and/or group work without acknowledging the work of others in the group.
-  Using others people's work without proper citation.

In the case of a suspected infringement clear evidence must be provided to support allegations of academic dishonesty. The penalties for academic dishonesty may result in disciplinary action and withdrawal of the student from the College.

Attendance

Attendance at training programs will be monitored particularly where the individual is sponsored by their employer. CEC will notify the employer of any learner who fails to attend training.

Resolving Issues

Complaints and grievances

CEC is continually reviewing the service that it offers and we take complaints very seriously. If you have a complaint about the service offered by the Center, please submit this in writing to the Center's Administration Manager. Academic complaints should be submitted to the Academic Manager.

The relevant manager will consider/investigate your complaint or grievance and provide you with an opportunity to discuss your complaint. The relevant manager will respond to you in writing within 10 working days - where the matter may take longer to investigate he/she will write to you within 10 working days outlining the revised timetable for resolution.

Complaints

If you are not satisfied with the response received in relation to your complaint or grievance appeal, you may appeal the decision to the Center Director within 5 working days of the original decision. The Center Director will consider the matter and make a determination within 10 days. The Center Director's decision will be final and no further appeal may be made.

The CEC Center Director will only consider an appeal when there is independent evidence to show that:

-  staff or committees involved in the original decision did not follow approved procedures, or did not followed them with due care;
-  staff or committees have not acted fairly towards the learner by showing, or appearing to show, bias in the way they have made the relevant academic decision;
-  additional information is now available that the learner could not report at the time for valid reasons, and the extenuating circumstances had they been known would have affected the decision taken.

Where a complaint is upheld, CEC will ensure that outcomes are acted upon.

A written record will be maintained of the complaints process.

Appealing Assessment Decisions

Stage 1: Assessment Result Appeal

Prior to submitting an appeal against an assessment result, learners must first speak to their Assessor to discuss their concerns.

Stage 2: Assessment Result Appeal

Learners who still believe that the result of an assessment decision is incorrect may submit an appeal in writing to the Internal Quality Assurer. The conditions under which they may appeal the outcome of any assessment decision are as follows:

-  A clerical error has resulted in a miscalculation of the result.
-  The result awarded does not fairly represent the performance of the learner and/or the specified requirements for the program.

All appeals must be submitted by the learner to the Internal Quality Assurer within 5 working days of the assessment decision. The appeal must state why the learner believes the decision is incorrect and include any evidence in support of this belief.

The Internal Quality Assurer will respond to the appeal within 5 working days.

Stage 3: Assessment Result Appeal

Where a learner is not satisfied with the response received in relation to their assessment decision appeal, they may appeal the decision to the Learning and Development Manager within 5 working days of the Internal Quality Assurer's decision. The Learning and Development Manager will consider the matter and make a determination within 5 working days.

The Learning and Development Manager's decision will be final and no further internal appeal may be made.

The Learning and Development Manager will only consider an appeal when there is independent evidence to show that:

-  the original decision did not follow approved procedures, or did not follow them with due care;
-  staff have not acted fairly towards the learner by showing, or appearing to show, bias in the way they have made the relevant assessment decision;

Where an appeal is upheld, CEC will ensure that outcomes are acted upon.

A written record will be maintained of the appeals process.

Stage 4: Awarding Body Appeal

Where the learner is still convinced that the assessment decision is incorrect they have the right to appeal to the Awarding Body. The appeal must be submitted in writing within the timescales defined by the awarding body.

Disciplinary Action

There are occasions where CEC may have to discipline learners because of their behavior or conduct. Where this occurs, the Administrative Manager will establish a disciplinary panel to investigate any allegations received. In cases where the learner's behavior warrants immediate removal they may be suspended from the program pending the outcome of the disciplinary hearing.

The panel will hold a disciplinary hearing at which all the evidence is presented and the learner will have the right to discuss the matter with the members. Where the disciplinary panel finds that the learner's conduct is such that disciplinary action is warranted, the panel will recommend action to the Academic and Administrative Manager.

The learner may receive a written warning or in extreme cases be removed from the program. A learner who has received three written warnings will automatically be removed from the program. The learner will have the right of appeal to the Center Director but the appeal must be submitted within 5 working days of notification of the disciplinary action, and will only be upheld where it can be demonstrated that the original decision was unfair or unjust.

Where the learner is an employee of a client organization, the employer will be notified of the pending disciplinary and the employer's disciplinary procedure may be invoked.

Qualification Assessment

During the assessment process your assessor will work with you to review the evidence you provide of competence against the requirements for the qualification. The assessor will provide on-going advice and guidance.