

Policies and Procedures

Complaints Procedure

Aim

To give learners the opportunity to raise matters of concern via a well-documented process

Procedure

- All learners will be informed about the complaints procedure during induction, and make it accessible to everyone
- Establish a 2-staged complaint procedure
 - Stage 1: Informal stage
 - Learner(s) may raise complaints informally with the center staff without any formal documentation. The aim of the staff addressed will be to resolve the concern in an effective manner
 - If the learner wishes to escalate the complaint to senior management/ the center director, s/he should be given the opportunity to do so. The aim of the senior management will be to resolve the concern in an effective manner
 - If the complaint has still not been resolved, the learner has the option to progress the issue onto Stage 2
 - Stage 2: Formal stage
 - If the learner wishes to proceed with the written complaint, s/he is required to fill out a complaint form, which will then be presented to the Board. The Board will then acknowledge receipt of the written complaint, and provide an opportunity to meet the learner
 - Following the meeting with the learner, the Board will investigate the complaint, and present their outcome in writing, within fifteen working day of the meeting



- The written outcome will explain the rationale behind the outcome of the investigation. The Board will act in an unbiased manner, protecting the interests of the learner(s), the center, and the course(s)/ qualification(s)

Learner Appeals Procedure

Aim

This policy aims to enable learner(s) to enquire, question or appeal against an assessment decision; to facilitate a learner's right to appeal where legitimate, and to protect the integrity of the learner(s) and of the course(s)/qualification(s).

Learner Appeals Procedure

- Learner(s) will be informed about the Learner Appeals Procedure during the induction process
- Learner(s) will be required to fill out an Appeals Application
- The application will then be reviewed by the appointed lead verifier at HFAI
- If the appeal is for an assessment carried out internally by HFAI, the lead verifier will manage the appeal
 - a. If the appeal is for an assessment carried out by the relevant international parent qualification body, the lead verifier will work with the relevant person/team at the parent qualification body to manage the appeal
- The lead verifier carries out a review of the assessment decision, taking in to consideration the Appeals Application
- The lead verifier is expected to reach a decision within 5 working days (internal assessment), 14 working days (external assessment), at the end of which the learner is notified of the decision
- The learner will then either agree or disagree, in writing, with the outcome of the review



HFAI will take all appropriate measures to protect the mutual interests of the learner(s) and the course(s)/qualification(s). The appeal will also be employed as a means of improvement of the quality assurance strategy and process.

All appeals documents will be retained for a period of 6 months, following the resolution of the appeal.

Monitoring the effectiveness of the procedure

The effectiveness of this procedure will be reviewed annually and any recommendation(s) for improvement will be made as required.

Withdrawals and Refund Policy and Procedure

Learner Withdrawal Procedure:

- The learner will provide a written letter explaining the circumstances which have led them to withdraw from the course/qualification
- The Centre will review this letter, and identify if/how any refund(s) will be made to the learner
- The Centre will then inform the relevant qualification body via written email

Refunds Policy

- Withdrawal before the start of the course: If the learner wishes to withdraw prior to the start of the course, s/he will be provided with a full refund of the course fees with the exception of the registration fee of AED 500; registration fees will not be refunded under any circumstances
- Withdrawal during the course: If the learner wishes to withdraw after attending one to two weeks of the course, s/he will be provided with a 50% refund of the course fee, without the registration fee of AED 500
- If the learner has attended more than two weeks of the course, s/he will not be provided with any refunds



Attendance and Punctuality Policy

Scope

Timely and regular attendance is an expectation of performance for all learners.

Policy

- Every learner is required to maintain minimum 80% attendance
- Every learner is required to attend the class within the first 30 minutes of the class commencing time, before being marked as absent by the instructor/ assessor

Procedure

- Absence: A learner is deemed absent when s/he has not shown up to class, and such absence was not approved or in the knowledge of the instructor/ assessor
- Tardy: A learner is deemed tardy when s/he:
 - Fails to report to class at the assigned/ scheduled work time as per the above stated policy. In these instances, instructors/ assessors have the right to mark the learner as absent
 - Leaves class prior to the end of the assigned/ scheduled work time without prior supervisory approval
 - Takes an extended break without approval

Non-payment of Fees

- Failure to pay the fees as per the agreed terms and conditions of the price displayed on the website will result in the institute withdrawing the learner from the course, withholding their final certificate, and/or any other action that the institute may deem necessary
- Upon completion of the course and its requirements, if the learner has any outstanding balance to be settled, HFAI will not issue the diploma/certificate, until or unless the outstanding amount is 100% cleared.



Late assignments

- It is the responsibility of the instructor to ensure that clear deadline dates are communicated to learners in order for them to submit assignments/tasks in a timely manner
- If the learner fails to submit the assignment(s)/task(s) after the given due date/time, the learner will be provided with one final warning
- In the case that the learner fails to submit the assignment(s)/task(s) by the given final deadline, the learner will be required to repeat the course and additional course charges will be incurred
- Learners who fail to submit their assignment(s)/task(s) due to legitimate reasons for unplanned/unscheduled events, such as illness or emergencies must inform their instructor beforehand. The learner will be required to show proof of documentation to the course instructor and an agreed date/time will be established to resubmit the assignment(s)/tasks(s).

Suspension and/or Expulsion Policy and Procedure

Aim

To have strategies and procedures in place to outline if and how student behavior may lead to suspension and/or expulsion from the course and/or centre.

Policy

- There will be cases of unacceptable behaviour where it is in the best interest of the centre, its staff and learners, and the concerned learner(s), for him/her to be removed from the course/ term/ qualification/ centre for a period of time or permanently.
- In implementing this procedure, the centre will ensure that no student is discriminated against on any of the following grounds:
 - Race
 - Sex
 - Marital Status



- Disability
- Age
- The centre will also ensure that in implementing this procedure that factors such as the age, individual needs, and any developmental needs of the learner(s) are taken into account.
- The centre will ensure that records are made and maintained of any action taken in relation to implementation of this procedure.

Procedure

● Suspension: General Principles

- In determining whether the learner(s)'s action(s) are serious enough to warrant suspension, the centre director will consider the safety/ care/ welfare/ equal opportunity/ fairness of the concerned learner(s), centre's staff and other learners.
- Some of the academic scenarios that could lead to suspension, include:
 - Failure to submit mandatory assignments after one written warning and a chance to complete the missing assignments (unless provided with a legitimate reasons, such as medical reasons)
 - Failure to attend mandatory classes, including but not limited to, mandatory group presentation days, oral/verbal assessment days (if applicable)
- Before a suspension is decided upon, the centre director will:
 - Ensure that the learner has been given a written warning outlining the unacceptable behaviour, as well as clear expectation of what is required of the learner in the future, along with a chance to rectify his/her behaviour
- In some situations, the centre director will have the authority to immediately suspend a learner(s). This will usually be (but not limited to) to protect the safety of the students or staff. The centre director will immediately suspend (and take additional action if required) any learner(s) who:



- Is physically violent
- Is in possession of an illegal item/ substance
- Is in possession of a dangerous/ harmful item/ substance
- **Expulsion: General Principles**
 - If the learner, after returning from a suspension, continues to demonstrate similar behavior that led to the initial suspension, the centre director has the authority to expel the learner from the course/ term/ qualification/ centre permanently.
 - The centre director will have the authority to immediately expel a learner(s). This will usually be (but not limited to) to protect the safety of the students or staff. The centre director will immediately suspend (and take additional action if required) any learner(s) who:
 - Is physically violent
 - Is in possession of an illegal item/ substance
 - Is in possession of a dangerous/ harmful item/ substance

Job Placements Policy

Aim

To provide transparency on the process to secure job placements should they be required by the course

Policy

The institute is not responsible for finding job placements, temporary or permanent, for any learner(s) enrolled in a course at the institute. Learners are responsible to secure their own job placements at their own efforts. If the institute provides advice, guidance and/or support to learners with job placements, it is at its own discretion, subject to no obligation or formal commitment made to the learner. The institute does not guarantee any job placements to any learners enrolled in any course.



I acknowledge that | have read all the policies and procedures as presented to me by Hi-Fliers Academic Institute. | agree to abide by these policies and procedures and understand that violating any terms from this document could result in any action, as deemed appropriate by the institute.

The policies and procedures in this document include:

- Attendance and Punctuality Policy
- Complaints Procedure
- Job Placements Policy
- Learner Appeals Procedure
- Malpractice and Plagiarism Policy and Procedure e Suspension and/or Expulsion Policy and Procedure e Payment Policy
- Withdrawals and Refund Policy and Procedure