



STUDENTS

Handbook



Dear Parents and Carers,

My name is Nina Bedaja and I am very excited to lead the team at MIBD Dubai. MIBD's purpose-built facility is an exceptional setting that boasts outstanding learning experiences for students from 16 years and above.

The best parts of my job are building relationships with the teens in our care and having the privilege of watching them grow into adults. Having a close partnership with parents is exceptionally important, and something I encourage as much as possible. This handbook is intended to help you to become more familiar with the range of routines, policies, and procedures and to understand the process of information sharing between home and the MIBD Dubai Center as we prepare to start this amazing journey!

It is our mission to provide a welcoming, homely and caring environment where all teens feel happy and safe. We recognize that every teen in our care is an individual and we help them to develop confidently and happily, by monitoring all areas of development, thus ensuring that each teen has their needs met and is given the opportunity to reach their full potential. Our vision is to provide a safe, enabling, and inclusive early years environment where practitioners work together in partnership with parents for the best outcomes for each teen.

Parent communication and relationships are very important to us. We believe that parents are teens' first and most enduring educators. We need to find time to have conversations about your teen so that we can create a 'home from home' settling that will allow your teen to 'settle' and build relationships with staff and friends.

Teachers will give feedback to you at the end of every month regarding what your teen has explored, and what friendships are developing. Teachers will share their work email contact details with you so that you can contact them via email if that is easier for you. We will share the Instagram information with you so you can enjoy another 'window' inside our MIBD Dubai center.

Our curriculum is based on practicals and assignments. Every teen is unique, they are usually ready, able, and eager to learn. They actively reach out to interact with other people in their world through positive relationships. Development is not an automatic process and we must be mindful that teens learn and develop in their own time in their own unique ways. We believe at the MIBD Dubai center the environment for the teens is to thrive and succeed. This will allow them to learn and develop in natural, nurturing spaces that support them.

Kind regards,

*Nina Bedaja*



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## **More about MIBD Dubai center**

MIBD Dubai is the second campus of a growing International Business School from Montreux Switzerland, easily accessible from Geneva International Airport, The MIBD was established in 2020, with the aim of providing high-quality education supported by Chichester University in England. Chichester University brings with it a legacy of over 180 years, and our close link has enabled us to grow into a warm, friendly, and caring community, catering to Business and Hospitality students.

## **Aims and Values**

MIBD Dubai shares similar aims and values as MIBD Switzerland. MIBD differentiates itself as an institution that offers a personalized experience within a Swiss environment. building a bridge to careers, MIBD programs create a context within education. Its aim is to connect studies with enterprises through both remote learning and face-face programs. Its specializations fulfill a need within the world of business whilst the engagement of start-ups, scale-ups, corporations, and qualified professors in the field, provide quality education.

MIBD provides students with a flexible and personalized learning experience, combining Swiss and international standards and values. Its cosmopolitan and safe learning environment promotes the development of responsible future leaders in business management. Exceptional faculty and industry experts lead learners on a student journey, which interconnects theory to practical applications and real-life contexts. In alliance with industry partners, MIBD programs stimulate networking and collaboration and improve graduates' employability with the aim of developing a sustainable society.

## **The aims of MIBD Dubai will mirror these where appropriately possible**

- Maintain high educational standards in all activities, stimulating excitement in learning and requiring discipline, whatever the ability of the student.
- Uphold human values in a spirit of openness and tolerance.
- Introduce students to an understanding of how Islamic values influence contemporary society.
- Encourage students to respect and appreciate the heritage and culture of the UAE that underpin and influence contemporary life in Dubai.
- Develop in students an excellent awareness and appreciation of their own culture and other cultures from around the world.

## **The values of MIBD Dubai**

- An understanding of human values and a nurturing of moral responsibilities and behavior regardless of age or background.
- Close cooperation between parents, students, and staff.
- Enthusiasm, endeavor, and self-discipline in all that we do.
- The academic rigor at all levels of ability, curiosity, critical awareness, and responsibility.



# *Leadership team*



**Nina Bedaja**

Head of MIBD Dubai & Switzerland



**Michel Bédary**

Director of MIBD Dubai & Switzerland



**David Ebenezer**

Managing Director MIBD Dubai





## **1. Attendance Policy**

1.1 Purpose: The purpose of this policy is to ensure that students attend class regularly and participate in their education to the fullest extent possible.

1.2 Scope: This policy applies to all students at MIBD. It does not replace or change the obligations of MIBD, parents and institution Attendance Officers under legislation or the School Attendance Guidelines.

1.23 Attendance Requirement: Participants are required to attend all scheduled training sessions in order to successfully complete the course or program.

Please let us know if your ward will be absent from MIBD Center, whether due to sickness or due to a holiday. You can do this by contacting the office telephonically or by email. Parents reserve the right to take their ward out of the MIBD Center at any stage for holidays or outings. However, we ask that you please let us know so that we know when to expect your ward back at our center.

1.4 Absences: Participants may miss up to 10% of the scheduled training hours without penalty. Any additional absences will be reviewed by the instructor or program coordinator on a case-by-case basis.

1.5 Tardiness: Participants are expected to arrive on time for all training sessions. Late arrival or early departure may result in a partial absence, and three or more instances of tardiness may count as an absence.

1.6 Make-up Sessions: If a participant misses a training session, it is their responsibility to make up the missed material. The instructor or program coordinator may provide additional resources or arrange a make-up session, but it is not guaranteed.

1.7 Certification or Credit: In order to receive a certificate of completion or credit for the training, participants must meet the attendance requirements and demonstrate satisfactory completion of all course requirements.

1.8 Emergency Situations: In the case of an emergency, such as an illness or family emergency, participants should notify the instructor or program coordinator as soon as possible. The program may make exceptions for extenuating circumstances, but the final decision will be made by the instructor or program coordinator.

1.9 Attendance Registers:

1.9. a. If the electronic attendance system is inaccessible for any reason the tutor will record attendance on the hard copy register and then put it in the office as soon as possible after the registration period has taken place.

1.9.b. The Holy Month of Ramadan moves earlier approximately ten days each year. If this occurs during an academic term, Extra Curricular Activities are suspended, as the center and work day hours are reduced. Ramadan Hours are published annually by KHDA and are typically two hours less than the normal days. We will share the adjusted Ramadan Timings later in the academic year once the KHDA shares this with us.

1.10 Review and Renewal: This policy will be reviewed periodically to ensure that it remains current and effective. Any necessary revisions will be made in consultation with stakeholders, including students, families, and faculty and staff.



## **2. Admissions Policy**

2.1 Purpose: It is important that MIBD recruit learners with integrity. The principles of equal opportunities will be applied to all learners

2.2 Scope: This policy applies to all programs offered by MIBD.

2.2 Eligibility Requirements:

Applicants must have completed a Senior high school diploma or equivalent credential. They must also provide transcripts from all Senior high schools, colleges, or universities attended.

2.4 English Proficiency: Required

The programmes are designed for learners who are typically aged 18 and above

2.5 Application Process:

Applicants must submit an online application with an application fee. After the selection Offer Letter will be mailed, that Offer letter has to be filled and signed by the applicant and sent back to the institution with a registration fee. They must also submit attested copies of official transcripts and test scores.

2.6 Selection Criteria:

Admission decisions are based on academic achievement and extracurricular activities.

Admissions officers also consider an applicant's personal qualities, such as motivation, maturity, and intellectual curiosity.

2.7 Selection Process:

2.7.a. Applications are reviewed by a committee of admissions officers who assess each applicant based on the eligibility requirements and selection criteria.

2.7.b. The committee may also consider other factors such as diversity, geographic location, and the applicant's intended major.

2.7.c Decisions are communicated to applicants via email and mail.

2.8 Appeals Process:

Applicants who are not accepted may appeal the decision by submitting a written request for reconsideration to the admissions committee. The committee will review the request and make a final decision.

2.9 Review and Renewal: This policy will be reviewed periodically to ensure that it remains current and effective. Any necessary revisions will be made in consultation with stakeholders, including students, families, faculty, and staff.



### **Important information related to Covid-19**

We would like to extend a very warm welcome to MIBD Dubai Center. We are looking forward to meeting your family and getting to know you all throughout the coming terms.

We would like to assure you that we are following all mandatory guidelines issued by DHA, KHDA, and MOE, to ensure the safety of all of our students, parents, and team. In line with these guidelines, we would like to share the following information with you.

- All paperwork including your wards Covid vaccination record, 'All about me' and 'Health Declaration' must

be submitted to us. This will allow our team to review the information and will allow them to ask any questions in advance on the first day with us. It is important we have all the information requested so we are ready to meet your ward. The settling period is extremely important, and the information requested will help make this transitional phase as smooth as possible.

- You will receive a copy of the DHA's 'Health and Travel Declaration Form'. Please note this must be returned prior to the start of term, or your ward cannot join their class.
- Upon arrival at the MIBD Center, all temperatures will be checked using a contactless system. This is the case for staff, parents, and students. We will take your wards' temperature throughout the day, as per DHA guidelines. We will also ask you to use our hand sanitizers upon entry.
- Please do not allow your ward into the building should they display any symptoms suggesting they are unwell. A temperature above 37.5 degrees is considered a fever. We ask all adults to follow the same guidelines. Should your ward be unable to attend class due to sickness, we will provide optional home learning.
- Parents are asked to drop their wards off at the building's front entrance and ensure that social distancing is in place at all times. Unfortunately, parents cannot enter the center, and as per government guidance, parents cannot be in the building for more than ten minutes. Please see our communication information.
- We ask that one parent drops off and picks up their ward, preferably the same parent each day to minimize the risk of any infection. We cannot allow more than one direct guardian to enter the building and would appreciate your support with this KHDA guidelines ask us to address with you that adults over the age of 60 years old, or people with medical high-risk conditions, are advised not to drop off or pick up.
- Parents will drop their child at the front entrance and will report to reception at pick up so your ward can be brought to you.





### **3. Inclusive education policy**

3.1 Purpose: The purpose of this policy is to promote an inclusive education system that accommodates and celebrates the diversity of all learners in our Centre community.

3.2 Scope: aims to ensure that all learners have equal access to education and are provided with necessary support to succeed academically, regardless of their race, gender, disability, socio-economic status, or other factors.

- MIBD Dubai aims to enable every student the opportunity to achieve their best academically, emotionally, and socially by
- Providing high-quality learning to enable all children to acquire the skills, knowledge, and concepts relevant to their future;
- Promoting an ethos of care, mutual respect, and support, where effort is valued and success celebrated; Enabling children to become active, responsible, and caring members of the institution and wider community.
- Our institution is committed to creating an inclusive learning environment that accommodates and celebrates the diversity of all learners. We believe that inclusive education is essential to promoting academic success, social well-being, and emotional health for all students.

3.3 Review and Renewal: This policy will be reviewed periodically to ensure that it remains current and effective. Any necessary revisions will be made in consultation with stakeholders, including students, families, faculty, and staff.

### **4. Lost Property**

Any unmarked lost property will be held in the lost property boxes which are located behind the reception desk. If you are still missing something by the end of the week, please address this by email.

### **5. Payment of Fees - Link**

Parents will be sent secure payment links to make the fee payment online and avoid the hassle of visiting the MIBD Center in person to pay the student's fees.



## **6. Refund and Compensation Policy**

6.1 purpose: The policy aims to ensure that learners are treated fairly and equitably and that the institution maintains its reputation for integrity and accountability in financial matters.

6.2 Scope: Refund and Compensation Policy outlines the circumstances and conditions under which refunds and compensation may be provided to students or customers who have made payments to the institution

6.3 Registration and application fees are non-refundable.

6.4 Seat Deposits are deducted from the joining term's fees and are refundable in line with tuition fee rules.

6.5 The fees will be calculated as follows:

6.5.a) If the student attends MIBD for two weeks or less, no refund will be made.

6.5.b) The above conditions for refund apply to transportation fees.

6.6 The implications of any Epidemic Disease, please note distance learning will be implemented. Refunds are not issued in the event of sickness, isolation, quarantines, missed days, or for government-enforced holidays.

6.7 Review and Renewal: The Refund and Compensation Policy of MIBD Institution will be reviewed annually by the management team to ensure that it is up-to-date and relevant to current circumstances.



## 7. Assessment Policy

7.1 Purpose: The purpose of the assessment policy is to provide a framework for trainers to create, administer, and evaluate assessments that accurately measure student learning.

7.2 Scope: The scope of MIBD's Assessment Policy is to ensure that assessment practices are fair, consistent, and transparent across all programs and courses. The policy applies to all assessments conducted at MIBD, including formative and summative assessments, and covers a wide range of assessment methods

7.3 Assessment Types: Assessments will include a combination of formative and summative assessments, including, but not limited to,

- Essay
- Portfolio of evidence
- A task set by OTHM
- Case study
- Activity plan or planned activity
- Recognition of Prior Learning (RPL)
- Learner's own work products
- Oral questions and answers
- Professional discussion

7.4 Assessment Schedule: Trainers will provide a schedule of assessments at the beginning of each course to allow students to prepare adequately. All assessments will be aligned with course objectives and standards.

7.5 Assessment Criteria: Assessment criteria will be provided to students for each assessment. Criteria will clearly outline the learning objectives being measured, including content, skills, and concepts.

7.6 Assessment Security: Trainers will ensure the security of assessments and prevent any form of academic dishonesty, including cheating or plagiarism. Trainers will also provide clear instructions on what constitutes academic dishonesty and the consequences of such behavior.

7.7 Internal Quality Assurance: Internal Quality Assurance (IQA) is the process of monitoring the teaching, learning, and assessment activities that a learner and a training provider will undertake. Often, IQAs are the Supervisors within training Centers. They're responsible for the staff, systems, and procedures.

7.8.a. Internal quality assurance at the institution must consider as a minimum;

- Assessment decisions made by all assessors;
- Assessment decisions to meet the criteria of the specifications;
- Learner work that reflects the level of achievement and
- Learner work that reflects certificate claims.
- The processes by which these are derived



7.8.b. Internal quality assurer (IQA) should also look out for:

Evidence of standardization activities leading to one assessor giving more of an advantage to a learner than another assessor of the same subject

Satisfactory completion of action points from quality assurance reports not being carried out by the target date

- Assessment of learner needs
- Evidence of authenticity
- Assessor expertise, knowledge, and competence
- Under or over the assessment
- Use of assistive technology if any
- Adequate resources
- Quality of record keeping
- Learner feedback

7.9 Assessment Review: External quality assurance (EQA)

The Centre must ensure that all learner work has met the standards through appropriate assessment and internal quality assurance processes as described above. Once satisfied that all units have met the standard, then the Centre can request for an External Quality Assurer to be allocated to the Centre.

The intention of external quality assurance of assessment is to monitor and evaluate the performance of an approved Centre and to promote continuous improvement in the assessment process. An EQA's role is to review the processes of assessment and internal quality assurance within an approved Centre.

7.10. Assessment Schedule: Trainers will provide a schedule of assessments at the beginning of each course to allow students to prepare adequately. All assessments will be aligned with course objectives and standards.

7.11 Assessment Results: Trainers will provide timely feedback on assessments to students, allowing them to understand their performance, and identify areas of strength, and areas for improvement.

7.12 Review and Revision: This policy will be reviewed periodically to ensure that it remains current and effective. Any necessary revisions will be made in consultation with stakeholders, including students, families, faculty, and staff.





## **8. Access to Fair Assessment Policy**

8.1 Purpose: The purpose of this policy is to ensure that all students have access to fair and equitable assessments that accurately reflect their knowledge, skills, and abilities. This policy applies to all assessments.

8.2 Scope: The scope of the MIBD's Access to Fair Assessment Policy includes all learners enrolled in MIBD programs, courses, and assessments, regardless of location or mode of delivery.

8.3 Fair Assessment: All assessments will be designed to be fair and transparent, with clear instructions, criteria, and marking schemes. Assessments will be aligned with the learning outcomes of the course or program, and will be designed to be accessible to all students, regardless of their background or abilities.

8.4 Assessment Accommodations: The institution recognizes that some students may require accommodations to ensure that they have access to fair and equitable assessments. Accommodations may include additional time, alternative formats, or the use of assistive technology. Students who require accommodations must provide documentation from a qualified professional, and should make arrangements with the institution as early as possible to ensure that accommodations can be provided in a timely manner.

8.5 Assessment Appeals: Students have the right to appeal an assessment if they believe that it was not fair or transparent, or if they have concerns about the marking or grading of the assessment. Appeals must be made in writing within 14 days of the release of the assessment results. The appeal should include a clear and concise explanation of the grounds for the appeal, along with any supporting documentation. The appeal will be reviewed by an appeals committee within 21 days of receipt of the appeal. The appeals committee will provide a written decision within 14 days of the review.

8.6 Assessment Feedback: The institution is committed to providing timely and constructive feedback to students on their assessments. Feedback will be designed to support students in their learning, and will be aligned with the learning outcomes of the course or program. Feedback will be provided in a format that is accessible to all students, and will be designed to be transparent and fair.

8.7 Assessment Security: The institution is committed to maintaining the security and integrity of all assessments. Assessments will be designed to prevent cheating and plagiarism, and the institution will take appropriate measures to detect and address any instances of academic misconduct.

Conclusion: This Access to Fair Assessment Policy is intended to ensure that all students have access to fair and equitable assessments that accurately reflect their knowledge, skills, and abilities. The policy is designed to support students in their learning, while also maintaining the security and integrity of the assessment process.

This Access to Fair Assessment Policy is intended to ensure that all students have access to fair and equitable assessments that accurately reflect their knowledge, skills, and abilities. The policy is designed to support students in their learning, while also maintaining the security and integrity of the assessment process.

8.8 Review and Renewal: This policy will be reviewed periodically to ensure that it remains current and effective. Any necessary revisions will be made in consultation with stakeholders, including students, families, and faculty and staff.



## **9. Appeals and Grievances/ Complaints Policy**

9.1 Purpose: The purpose of this policy is to provide a fair and transparent process for resolving appeals and grievances/complaints from students and staff. This policy applies to all aspects of the institution's operations, including admissions, academics, and student services.

9.2 Scope: The purpose of this policy is to define the actions to be taken in the event that a complaint or appeal is received from Staff or students, certificate holders, and other parties with regard to a certified person, a certificate holder, or decisions related to the certification process or certificate program.

9.3 Appeals Process: Students and staff may file an appeal if they disagree with a decision made by the institution. Appeals must be made in writing within 14 days of the decision being made. The appeal should include a clear and concise explanation of the grounds for the appeal, along with any supporting documentation. The appeal will be reviewed by an appeals committee within 21 days of receipt of the appeal. The appeals committee will provide a written decision within 14 days of the review.

9.4 Grievances/Complaints Process: Students and staff may file a grievance/complaint if they have a concern or complaint related to the institution's operations. The grievance/complaint must be made in writing and submitted to the institution within 30 days of the incident or issue. The institution will acknowledge receipt of the grievance/complaint within 7 days and begin an investigation. The institution will provide a written response to the grievance/complaint within 21 days of receipt of the complaint. If additional time is needed, the institution will provide a written explanation for the delay. The grievance/complaint will be considered in his/her favor if no decision is taken within 30 days from the date upon which the grievance was submitted. If the grievance/complaint presented by the Students and staff is a result of mistreatment or disrespect, the grievance/complaint will be referred to the Director to form a committee to investigate the grievance in question, which will in turn forward its recommendation to the Director. If the grievance/complaint is due to an employee's evaluation results, the grievance will be forwarded to the Staff Affairs Committee to take a decision in this regard.

9.5 Confidentiality: All appeals and grievances/complaints will be handled in a confidential manner. Information related to the appeal or grievance/complaint will be shared only with those individuals who need to know in order to carry out the review and resolution process.

9.6 No Retaliation: The institution prohibits retaliation against individuals who file an appeal or grievance/complaint. Individuals who file an appeal or grievance/complaint will be protected from any form of retaliation, including harassment, discrimination, or other adverse actions.

9.7 Appeals and Grievances/Complaints Log: The institution will maintain a log of all appeals and grievances/complaints, including the date of the appeal or complaint, a summary of the issue, the status of the review, and the outcome.

9.8 This Appeals and Grievances/Complaints Policy is intended to ensure that all appeals and grievances/complaints are handled fairly, transparently, and in a timely manner. The policy is designed to encourage individuals to come forward with their concerns, and to provide a mechanism for resolving those concerns in a manner that is respectful and fair.

9.9 Review and Renewal: This policy will be reviewed periodically to ensure that it remains current and effective. Any necessary revisions will be made in consultation with stakeholders, including students, families, faculty, and staff.



## **10. Academic Honesty Policy**

10.1 Purpose: The purpose of this policy is to promote academic integrity and to uphold the highest standards of ethical behavior in all academic work at the institution.

10.2 Scope: The scope of the Academic Honesty Policy applies to all learners, faculty, staff, and other individuals associated with the institution. It covers all forms of academic work. This institution values academic integrity and expects all students to maintain high standards of academic honesty. Academic honesty is defined as the pursuit and expression of knowledge and understanding in an honest and ethical manner. Plagiarism, cheating, fabrication, and other forms of academic misconduct are violations of this policy and will not be tolerated.

10.3 Plagiarism: This is the use of another person's work, words, or ideas without proper attribution. Cheating is the act of obtaining or attempting to obtain credit for work through dishonest or deceptive means. Fabrication is the creation of false information or data.

10.4 Students are expected to understand and follow the principles of academic honesty in all their coursework. This includes giving proper credit for sources used in assignments, taking assessments without unauthorized materials or assistance, and completing work honestly and on their own. Any violations of academic honesty will result in consequences, which may include a failing grade for the assignment or course, suspension, or expulsion.

10.5 Students are encouraged to ask their professors or academic advisors for guidance on issues related to academic honesty.

10.6 By enrolling in this institution, students are agreeing to uphold the principles of academic honesty and are responsible for adhering to this policy. Any violation of this policy will be taken seriously and addressed accordingly."

10.7 Review and Renewal: This policy will be reviewed periodically to ensure that it remains current and effective. Any necessary revisions will be made in consultation with stakeholders, including students, families, faculty, and staff.



## **11. Data Protection Policy**

11.1 Purpose: MIBD is committed to protecting the privacy and security of personal data collected and processed in the course of its activities. This policy outlines the principles and procedures that must be followed by all members of the institution to ensure compliance with applicable data protection laws and regulations.

11.2 Scope: This policy applies to all personal data collected and processed by the institution, including data relating to students, faculty, staff, alumni, and any other individuals whose personal data is processed by the institution.

11.3 Data Collection and Processing: In accordance with relevant data privacy regulations, we inform you that personal data provided to MIBD will be treated with the sole purpose of managing the student's application and, in case of being accepted, opening associated school record(s), which may later be used for academic purposes. Medical information will be used to ensure individuals are fit to start and continue learning at MIBD or make sure we can adjust our teaching methods or attend to any special needs during your enrolment. Your personal data will be stored as long as is deemed necessary for the purposes mentioned above, extended by the duration of the applicable limitation period where relevant. When required to fulfill the purpose mentioned above, your personal data may be transferred to local authorities for visa issuance purposes. Any information, financial or otherwise, related to your studies that has a financial impact may also be shared with your parent(s) and sponsor(s) who have a legitimate interest in being informed.

11.4 Roles and Responsibilities: The institution will promptly notify the appropriate authorities and affected data subjects in the event of a personal data breach, as required by applicable law.

11.5 Review and Renewal: This policy will be reviewed and revised as necessary to ensure compliance with applicable data protection laws and regulations."





## **12. Equal Opportunities Policy**

12.1 Purpose: MIBD is committed to promoting equality of opportunity and diversity in all aspects of its operations. The institution aims to ensure that no individual is discriminated against on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

12.2 Scope: The scope of this policy applies to all aspects of the institution, including recruitment, employment, training, promotion, and services provided to learners. The policy also ensures that no discriminatory language or behavior is tolerated and that any complaints of discrimination or harassment are investigated promptly and thoroughly. MIBD is committed to creating and maintaining a positive and inclusive environment for all individuals.

12.3 Recruitment and Selection: The institution will recruit and select candidates based solely on their skills, experience, and qualifications, without discrimination based on any of the protected characteristics listed above.

12.4 Training and Development: The institution will provide training and development opportunities to all staff to promote understanding and awareness of equality and diversity issues, and to support the implementation of this policy.

12.5 Student Admissions: The institution will ensure that all admissions policies and procedures are fair and non-discriminatory and that all applicants are treated equally, regardless of any of the protected characteristics listed above.

12.6 Student Support: The institution will provide support to students to promote their full participation in all aspects of their education, regardless of any of the protected characteristics listed above.

12.7 Harassment and Bullying: The institution will not tolerate any form of harassment or bullying based on any of the protected characteristics listed above. All reports of such behavior will be taken seriously and investigated promptly.

12.8 Accessibility: The institution will make reasonable adjustments to ensure that all facilities and services are accessible to individuals with disabilities or other special needs.

12.9 Monitoring and Review: The institution will monitor the implementation of this policy and review it regularly to ensure that it remains effective and relevant.

12.10 Consequences: Any member of the institution who violates this policy may be subject to disciplinary action, up to and including termination of employment or revocation of tenure.

12.11 Complaints: Anyone who feels that they have been discriminated against or harassed based on any of the protected characteristics listed above may file a complaint under the institution's complaints procedure."



### **13. Health and Safety and Risk Assessment Policy**

13.1 Purpose: MIBD is committed to ensuring the health, safety, and welfare of all individuals who come onto its premises, including staff, students, visitors, contractors, and any other persons who may be affected by its activities.

13.2 Scope: procedures that must be followed by all members of the institution to ensure compliance with applicable health and safety laws and regulations.

13.3 Risk Assessment: The institution will conduct regular risk assessments to identify and evaluate any hazards or risks to the health and safety of individuals on its premises or affected by its activities. The institution will implement measures to eliminate or minimize these hazards or risks.

13.4 Health and Safety Management: The institution will establish and maintain a health and safety management system that ensures compliance with applicable health and safety laws and regulations. The institution will establish and maintain appropriate procedures to identify, assess, and manage any health and safety risks associated with its activities.

13.5 Emergency Preparedness: The institution will establish and maintain appropriate procedures to respond to emergencies and to minimize their impact on the health and safety of individuals on its premises or affected by its activities.

13.6 Safety Equipment and Protective Gear: The institution will provide appropriate safety equipment and protective gear to staff and students when required by the nature of the activity or work.

13.7 Incident Reporting and Investigation: The institution will establish and maintain appropriate procedures for reporting and investigating incidents, accidents, or near-misses related to health and safety.

13.8 Monitoring and Review: The institution will monitor the implementation of this policy and review it regularly to ensure that it remains effective and relevant.

13.9 Consequences: Any member of the institution who violates this policy may be subject to disciplinary action, up to and including termination of employment or revocation of tenure."



#### **14. Quality Assurance Policy**

14.1 Purpose: The purpose of this policy is to ensure that the institution's programs and services meet the highest standards of quality and are delivered in a manner that is consistent with the institution's mission and goals.

14.2 Scope: This policy applies to all programs and services offered by the institution, including academic programs, student services, administrative services, and other programs and services.

MIBD is committed to providing high-quality education and services to its students, staff, and other stakeholders. This policy outlines the principles and procedures that must be followed by all members of the institution to ensure continuous improvement in the quality of education and services provided.

14.3 Quality Standards: The institution will establish and maintain appropriate quality standards for all aspects of its operations, including teaching and learning, student support, and other services.

14.4 Continuous Improvement: The institution will establish and maintain appropriate procedures to identify areas for improvement and to implement necessary changes to enhance the quality of its education and services.

14.5 Staff Development: The institution will provide appropriate staff development opportunities to support the implementation of the quality assurance framework and to enhance the skills and expertise of its staff.

14.6 Student Feedback: The institution will regularly solicit feedback from students on the quality of its education and services and will use this feedback to inform its continuous improvement efforts.

14.7 Communication: The institution will communicate its commitment to quality to all stakeholders and will make its quality standards and performance inform

14.8 Review: This policy will be reviewed and updated on a regular basis to ensure its effectiveness and compliance with applicable laws and regulations.



## **15. Recognition of Prior Learning (RPL) Policy**

15.1 Purpose: The purpose of this policy is to establish a framework for the recognition of prior learning and its application to the awarding of credit towards a program of study.

15.2 Scope: This policy applies to all students seeking credit toward a program of study based on their prior learning and/or experience.

15.3 When to use RPL: The RPL process is relevant where a learner has evidence of having previously learned something but has never received formal recognition for it through a qualification or other form of certification.

Evidence can draw on any aspect of a learner's prior experience including:

- Education and training
- Work activities
- Community or voluntary activities

Good practice in RPL requires that the potential for a learner to claim credit through any form of RPL should be identified within an initial assessment process. The learner should be made aware of the potential advantages and disadvantages of pursuing a claim for RPL. It is essential that a learner does not opt out of the teaching and assessment of a unit because they hope to gain the credits through RPL before the claim has been approved.

15.4 Assessment of RPL evidence: Evidence obtained through the RPL process must be assessed to the same rigorous quality as evidence obtained through any other process. In no circumstance does the RPL process mean that any required qualification summative assessments can be avoided e.g. practical/theory tests or assignments. It remains the role of Assessors to ensure that assessment criteria are only deemed to have been met where evidence is:

15. 4. a. Valid - Does the evidence genuinely demonstrate that the demands of the assessment criteria have been met? For RPL, the accuracy of evidence will be of particular concern. Does, for example, the evidence meet up-to-date demands or is it representative of practice that has significantly changed?

15. 4. b. Authentic - This involves consideration of whether the evidence being assessed is genuinely the work of the learner. For example, the evidence may have been produced by somebody else, or maybe the result of the work of a team. In the latter case, this would be acceptable if the assessment criteria were related to team / joint working, but not if it was being used as evidence of an activity that should have been carried out individually.

15.4. c Sufficient - There must be enough evidence to fully meet the requirements of the assessment criteria or learning outcomes being considered. If there is insufficient evidence to fully meet requirements, then evidence obtained through RPL must be complemented by additional evidence gained through another suitable assessment method(s) before requirements/outcomes can be said to have been met. Reliable - The evidence obtained through RPL should be such that an Assessor would arrive at the same assessment decision, were the assessment to be repeated.

15.4. d. Reliable - The evidence obtained through RPL should be such that an Assessor would arrive at the same assessment decision, were the assessment to be repeated.





#### 15.9 Outcomes of RPL:

- If individuals can produce relevant evidence that meets assessment criteria requirements, then recognition can be given for their existing knowledge, understanding or skills.
- If an individual can demonstrate that they meet all the learning outcomes and assessment criteria in a unit, then they can claim credit for that unit solely based on their RPL achievement.
- If evidence from RPL is only sufficient to cover one or more learning outcomes or assessment criteria, or to partly meet the need of a learning outcome or assessment criteria, then additional assessment methods should be employed to generate sufficient evidence on which to base a safe assessment decision.
- Evidence used for RPL is not time-limited, but assessors must determine whether it is valid and authentic.
- RPL may be used in conjunction with other assessment methods such as professional discussion or observation to assess current performance.
- Evidence from RPL is similar to that derived via any other acceptable assessment method. This means that where the standard of a unit is met by evidence obtained wholly or partly from RPL, credit can be claimed.

#### 15.10. RPL process:

- It is carried out by Centre staff with relevant levels of expertise to meet requirements.
- Methods of assessment used will be determined by the assessment strategy for the qualification being assessed and might, for example, include: -

Examination of documents - Expert witness testimony - Reflective accounts - Professional discussion  
- The RPL assessment should be carried out as an entire process.

This means that the Assessor should:

- Plan with the learner
- Make a formal assessment decision Feedback assessment decision to the Learner, confirming decisions and giving guidance on the available options (particularly in situations where the decision has been not to award credit)
- Maintain appropriate records

15.11 Review and Renewal: This policy will be reviewed every three years to ensure its continued relevance and effectiveness.



## **16. Physical Resources and information technology policy**

16.1 Purpose: The purpose of this policy is to provide guidelines for the management and use of physical resources and information technology in the institution.

16.2 Scope: This policy applies to all staff, faculty, students, contractors, and visitors who use the institution's physical resources and information technology.

### **16.3 Use of MIBD Systems, Resources & Information**

MIBD employees are provided with the necessary resources to efficiently and effectively perform their job duties. MIBD expects employees to utilize these resources, responsibly, for academic-related purposes, and in direct support of the institution. It is the responsibility of all MIBD employees to respect the highest level of privacy for their colleagues and other members of the MIBD community.

16.4 Copyright Policy MIBD employees are required to comply with the general provisions of copyright laws, which prohibit any form of illegal reproduction of copyrighted material. Supervisory personnel must ensure that every employee under their supervision who has occasion to either reproduce copyrighted material or order its reproduction is familiar with and abides by the copyright guidelines set by the Institute.

16.5 Conflict of Interest MIBD expects its employees to adhere to the ethical standards of the policy so that it might realize its mission. Employees are required to uphold the job values entrusted to him/her, which include not disclosing confidential matters or documents he/she may be privy to due to the nature of his/her work and equally respecting superiors and colleagues at MIBD.

16.6 Concerning conflict of interest, it is strictly forbidden for an employee at MIBD to accept work for his/her own benefit or to act as a go-between for jobs or contracts at the center. To ensure that this does not occur, MIBD has the employee sign an agreement regarding conflict of interest when he/she is appointed to the center.

16.7 Review and Renewal: This policy will be reviewed and updated as necessary to ensure its effectiveness and compliance with applicable laws and regulations.



## **17. Special Consideration and Reasonable Adjustment Policy**

17.1 Purpose: The purpose of this policy is to provide a framework for special consideration and reasonable adjustments to be made for students who experience circumstances that impact their ability to meet the requirements of a program of study.

17.2 Scope: This policy applies to all students enrolled in programs of study offered by the institution.

MIBD is committed to providing equal educational opportunities to all students, including those who require special consideration or reasonable adjustments due to disability, illness, or other circumstances. This policy outlines the principles and procedures that must be followed by all members of the institution to ensure that students are not disadvantaged due to circumstances beyond their control.

17.3 Special Consideration: The institution will provide special consideration to students who are unable to complete their assessments or exams due to illness, injury, disability, or other extenuating circumstances. Special consideration may include additional time, alternative assessment arrangements, or other appropriate accommodations.

17.4 Reasonable Adjustment: The institution will provide reasonable adjustments to students with disabilities to ensure that they can participate in educational activities on an equal basis with other students. Reasonable adjustments may include modifications to teaching materials, learning environments, or assessment formats, or the provision of auxiliary aids and services.

17.5 Application for Special Consideration or Reasonable Adjustment: Students who require special consideration or reasonable adjustment must submit an application to the institution, providing appropriate evidence of their circumstances. The application will be reviewed by a designated officer, who will determine the appropriate course of action.

17.6 Confidentiality and Privacy: The institution will maintain the confidentiality and privacy of students who require special consideration or reasonable adjustment, in accordance with applicable privacy laws and regulations.

17.7 Communication: The institution will communicate its commitment to special consideration and reasonable adjustment to all stakeholders and will make information about the policy and procedures available to students and staff."

17.8 Review and Renewals: This policy will be reviewed every three years to ensure its continued relevance and effectiveness.



## **18. Programme Withdrawal Policy**

18.1 Purpose: The purpose of this policy is to provide a framework for students who wish to withdraw from a programme of study and ensure that their rights and obligations are clearly defined and understood.

18.2 Scope: This policy applies to all students enrolled in programmes of study offered by the institution.

MIBD understands that students may need to withdraw from their program of study for various reasons. This policy outlines the principles and procedures that must be followed by students and the institution in the event of a program withdrawal.

18.3 Voluntary Withdrawal: Students may withdraw from their program of study at any time, by providing written notice to the institution. The effective date of the withdrawal will be the date on which the institution receives the notice.

18.4 Involuntary Withdrawal: In some cases, the institution may need to withdraw a student from their program of study, for example, if the student has not met the academic or behavioral requirements of the program or if there are other circumstances that prevent the student from continuing their studies. In such cases, the institution will provide the student with written notice of the decision and the reasons for it.

18.5 Refund of Fees: Refund will be done according to the refund policy

18.6 Academic Record: The institution will record the student's program withdrawal on their academic record and transcript, indicating the effective date and the reason for the withdrawal, if applicable.

18.7 Return of Institutional Property: Students who withdraw from their program of study must return any institutional property that is in their possession, such as textbooks, library materials, or equipment.

18.8 Readmission: Students who withdraw from their program of study may be eligible for readmission, subject to the institution's applicable terms and conditions.

18.9 In the event that the institute needs to withdraw a program, the following procedures will be followed:

18.9.1 Notification: The institute will notify all students, faculty, staff, and relevant stakeholders at least 6 months in advance of the planned withdrawal date. The notification will be sent via email, posted on the institute website

18.9.2 Teach-out Plan: The institute will develop a teach-out plan that outlines the steps for completing the program for current students. The plan will include information on how current students can complete their program requirements and obtain their credentials.





18.9.3 Refunds: The institute will provide a full refund of tuition and fees to current students who are unable to complete their program due to the program withdrawal. The refund will be based on the percentage of the program that was completed at the time of withdrawal.

18.9.4 Transfer Options: The institute will work with current students to identify transfer options to other institutions that offer similar programs.

18.9.5 Support: The institute will provide support to current students during the teach-out period, including academic advising, career counseling, and job placement assistance.

18.9 Records Retention: The institute will retain all records related to the program, including student records and program assessment data, for a period of at least 10 years following the program withdrawal.

18.10 Review and Renewal: This policy will be reviewed every three years to ensure its continued relevance and effectiveness.



## **19. Learner Support Policy**

19.1 Purpose: The purpose of this policy is to provide a framework for providing support to learners to enhance their learning experience and ensure they are successful in achieving their educational goals.

19.2 Scope: This policy applies to all learners enrolled in programmes of study offered by the institution.

19.3 Behavior Expectations and Rewards: MIBD Dubai is committed to creating an environment where exemplary behavior is at the heart of productive learning. Everyone is expected to maintain the highest standards of personal conduct, accept responsibility for their behavior, and encourage others to do the same. We adhere to the core rules of: 'Be Ready, Be Respectful, and Be Safe.'

19.4 Recognition and Rewards for Effort: We recognize and reward students who go 'above and beyond our expectations. Everyone at MIBD Dubai recognizes that the use of praise in developing a positive atmosphere in the center cannot be underestimated and a quiet word of personal praise can be as effective as a larger, more public reward. It is the key to developing positive relationships, including with those students who are hardest to reach. Other rewards and recognition for going 'above and beyond' include the Wall of Fame installed at MIBD Center.

19.5 Bicycles and Scooters: Students may ride bicycles/scooters/Cars to the institution. Students who come by bicycle/scooters are strongly encouraged to wear a helmet. All bicycles and scooters should be parked in the designated areas and cars in the parking areas, no free parking will be provided for cars.

19.6 Review and Renewal: This policy will be reviewed every three years to ensure its continued relevance and effectiveness in supporting the learning experience of all learners.



## **20. Learner Registration Policy**

20.1 Purpose: The purpose of this policy is to provide a framework for the registration of learners in programmes of study offered by the institution.

20.2 Scope: This policy applies to all learners seeking to enroll in programmes of study offered by the institution.

MIBD is committed to ensuring a fair, transparent, and efficient registration process for all learners. This policy outlines the principles and procedures that must be followed by the institution to ensure that the learner registration process is effective and efficient.

20.3 Eligibility: Learners must meet the eligibility requirements for their chosen program of study, as specified by the institution. These requirements may include academic qualifications, language proficiency, and other criteria.

20.4 Application Process: The institution will provide clear information to learners about the application process, including the requirements for submitting an application, the application deadlines, and any associated fees.

20.5 Admissions Decision: The institution will make admissions decisions based on the eligibility requirements and any additional selection criteria that may be specified for the program of study. The decision will be communicated to the learner in a timely manner, and any offer of admission will be conditional upon the learner meeting any outstanding requirements.

20.6 Registration Process: Once a learner has been admitted to a program of study, the institution will provide information about the registration process, including the requirements for completing registration, the registration deadlines, and any associated fees.

20.7 Payment of Fees: Learners are responsible for paying all fees associated with their program of study, as specified by the institution. The institution will provide clear information about the fees and any applicable deadlines for payment.

20.8 Withdrawal: Learners may withdraw from their program of study in accordance with the institution's Program Withdrawal Policy. Withdrawal may affect the learner's eligibility for refunds, and the institution may require the return of any institutional property that is in the learner's possession.

20.9 Review and Renewal: This policy will be reviewed every three years to ensure its continued relevance and effectiveness in facilitating the registration process for all learners.



## **21. Learner Certification Policy**

21.1 Purpose: The purpose of this policy is to establish the requirements and procedures for the certification of learners who have successfully completed programmes of study offered by the institution.

21.2 Scope: This policy applies to all learners who have successfully completed programmes of study offered by the institution.

MIBD is committed to providing reliable, valid, and secure certification to all learners who successfully complete a program of study. This policy outlines the principles and procedures that must be followed by the institution to ensure that the certification process is effective and efficient.

21.3 Eligibility: Learners must meet the eligibility requirements for certification, as specified by the institution. These requirements may include completing all required coursework, meeting the required level of performance, and any other criteria as determined by the program of study.

21.4 Certification Process: The institution will provide clear information to learners about the certification process, including the requirements for completing the process, the deadlines for completing the process, and any associated fees.

21.5 Issuance of Certificates: Once a learner has successfully completed the certification process, the institution will issue a certificate of completion or qualification. The certificate will include the learner's name, the name of the program of study, the date of completion, and any other information as determined by the program of study.

21.6 Replacement Certificates: Learners may request a replacement certificate if the original certificate is lost or damaged. The institution may charge a fee for the replacement certificate.

21.7 Verification of Certificates: The institution will provide a secure and reliable system for verifying the authenticity of certificates. Learners may authorize the institution to release information about their certification to third parties, such as potential employers or other educational institutions.

21.8 Retention of Records: The institution will retain records of learner certification in accordance with applicable laws and regulations. The institution will take reasonable steps to ensure the security and confidentiality of the records.

21.9 Review and Renewal: This policy will be reviewed every three years to ensure its continued relevance and effectiveness in the certification of learners who have successfully completed programmes of study offered by the institution.



## **22. Learner and Credits Transfer Policy**

22.1 Purpose: The purpose of this policy is to establish the requirements and procedures for the transfer of learners and credits between programmes and institutions.

22.2 Scope: This policy applies to all learners who wish to transfer to or from programmes offered by the institution and to learners who wish to transfer credits earned at other institutions.

MIBD recognizes that learners may seek to transfer credits earned at other institutions of higher learning. The purpose of this policy is to outline the principles and procedures that must be followed by the institution to ensure that learners are treated fairly and that credit transfer is granted in accordance with applicable regulations.

22.3 Eligibility: Learners who have earned academic credit at another institution of higher learning may be eligible to transfer those credits to the institution. The eligibility of the transfer credits will be determined on a case-by-case basis in accordance with the institution's transfer credit policy.

Transfer Credit Policy: The institution's transfer credit policy will outline the principles and procedures for evaluating transfer credit. The policy will be made available to learners and will be reviewed and updated on a regular basis.

22.4 Evaluation of Transfer Credit: The evaluation of transfer credit will be based on the following factors:

The academic level and content of the course.

The comparability of the course to the institution's program of study.

The grade earned in the course.

The accreditation of the institution where the course was taken.

22.5 Transfer Credit Award: Learners who are granted transfer credit will receive credit for the course and the grade earned in the course. The institution will ensure that the transfer credit is applied to the appropriate program of study.

22.6 Limits on Transfer Credit: The institution may place limits on the amount of transfer credit that may be applied to a program of study. The limits will be specified in the institution's transfer credit policy.

Appeals Process: Learners may appeal decisions regarding the transfer credit evaluation. The appeal process will be specified in the institution's transfer credit policy.

22.7 Review and Renewal: This policy will be reviewed every three years to ensure its continued relevance and effectiveness in the transfer of learners and credits between programmes and institutions.



**PLEASE FILL THIS FORM AT THE TIME OF REGISTRATION**

**Name:**

**Date of birth:**

**Sibling(s):**

**Father's Name:**

**Mother's Name:**

**Students' Phone Number:**

**Parents' Phone Number:**

## **Permissions**

**Photo to be used on:**

☐ **School** but not on social media

☐ **School** and Social Media

☐ **Just for my parents**

**Anything else you'd like to share?**

**Date Parent's Signature**

