

EAST BRIDGE TRAINING (EBT)

LEARNER SUPPORT POLICY

Policy Reference Number: EBT-POL-LSP-001

Version: 1.0

Effective Date: 03 November 2025

Review Date: 03 November 2026

Approved By: Director, East Bridge Training (EBT)

1. Purpose

The Learner Support Policy establishes a structured framework for ensuring all learners at East Bridge Training (EBT) have access to high-quality academic, technical, and administrative support throughout their learning journey.

This policy aims to:

- Uphold **KHDA Vocational Education Standards (A3: Learner Support & Guidance, A2.3: Accessibility, B3: Teaching & Learning, A4: Quality Assurance)**
- Align with international accreditation standards set by **IEAC** and **EDU**
- Support the unique needs of working professionals and adult learners
- Promote inclusive learning and foster academic success, well-being, and professional development

EBT ensures that learners receive proactive, reliable, and equitable support from induction to program completion.

2. Scope

This policy applies to:

Learners

All registered learners enrolled in EBT's KHDA-approved programmes (in-class, live online, LMS-based, or blended).

Staff

- Academic staff (trainers, tutors, mentors, assessors)
- Administrative staff supporting learner services

- Program Coordinators
- Management

Support Areas Covered

- Academic support
 - Technical and LMS support
 - Administrative support
 - Professional and well-being referrals
 - Accessibility and reasonable adjustments
-

3. Policy Statement

East Bridge Training is committed to providing a supportive, inclusive, and learner-centred environment that enables every learner—especially working professionals—to achieve success.

EBT ensures that learner support:

- Is **timely, accessible, equitable, and confidential**
- Reflects best practices in adult learning and inclusive education
- Supports learners' academic performance, engagement, and well-being
- Is aligned with KHDA expectations for clarity, fairness, and learner welfare
- Is continuously monitored and improved through feedback and quality assurance mechanisms

Learner support at EBT focuses on bridging theory and practice, reinforcing our mission as a leading KHDA-approved professional training institute.

4. Procedures

5.1 Academic Support

1. **Initial Needs Assessment**

During induction, academic staff identify learners who may require additional academic or accessibility support.

2. **Access to Tutors / Mentors**

- Each learner has access to course tutors or may be assigned a mentor.
- One-on-one academic sessions can be scheduled to assist with understanding course content and assignments.

3. **Learning Resources**

EBT's LMS provides:

- 24/7 access to recorded sessions
- Resource libraries
- Practice exercises
- Supplementary readings
- Assessment guidance

4. **Assignment Extensions**

- Extension requests must be submitted **48 hours prior to deadline** with supporting documentation.
- Approvals are granted by the Program Coordinator on a case-by-case basis.
- Approved extensions are documented in the learner file.

5.2 Technical & Administrative Support

1. **Technical Helpdesk**

- Dedicated support available during operating hours
- Assistance with LMS login, navigation, content access, and troubleshooting
- Response timelines communicated clearly on the LMS

2. **Administrative Support**

- Clear guidance on registration, fee payment, schedules, certification, and document issuance

- Administrative staff maintain timely communication through email, WhatsApp, or LMS announcements

3. Accessibility

- EBT ensures all digital and physical learning environments meet accessibility standards
 - Learners with disabilities receive reasonable accommodations aligned with the EBT Inclusive Education Policy
-

5.3 Well-being and Professional Guidance

1. Well-being Referrals

- While EBT does not offer psychological counselling, staff may privately refer learners to approved external support providers in Dubai.
- Referrals are made sensitively, confidentially, and without prejudice.

2. Career Guidance & Development

EBT provides career-focused support including:

- Job placement assistance (for eligible courses)
 - Workshops on CV development, interview skills, and professional growth
 - Sessions on building teaching portfolios and advancing in education careers
-

6. Roles and Responsibilities

Director – Shivanjan Chakraborty

- Approves policy and ensures strategic alignment
- Allocates resources for learner support
- Ensures compliance with KHDA and accreditation standards

Academic Staff (Tutors, Mentors, Trainers)

- Identify learners needing support
- Provide academic guidance and constructive feedback
- Implement accommodations as approved in IAPs

- Maintain regular communication with learners

Administrative Staff

- Manage helpdesk services
- Process extension requests
- Update learner records
- Ensure timely access to LMS resources and program information

Learners

- Take responsibility for their learning
- Request support when needed
- Adhere to procedures for academic extensions or assistance
- Engage with mentoring, resources, and support services provided

7. Monitoring and Compliance

7.1 Monitoring

The Program Coordinator conducts ongoing monitoring through:

- Learner satisfaction surveys
- LMS analytics (resource usage, login activity)
- Support service utilisation reports
- Academic performance and retention analysis

Quarterly reports are submitted to the Director for review.

7.2 Compliance

EBT addresses non-compliance as follows:

- **Staff non-compliance:**
Managed through internal disciplinary processes.
- **Learner non-compliance:**
May lead to academic probation, restricted access to extensions, or further administrative actions.

- **Regulatory non-compliance:**
Immediate corrective actions will be implemented to meet KHDA, IEAC, or EDU standards.
-

8. Review and Renewal

This policy will be reviewed annually or earlier if required by:

- KHDA regulatory updates
- Accreditation body requirements
- Institutional changes
- Learner feedback or audit findings

Next review: **03 November 2026**

9. Related Policies and Documents

- Admissions & Enrollment Policy
 - Assessment & Grading Policy
 - Inclusive Education Policy
 - Data Protection & Confidentiality Policy
 - EBT Code of Conduct
-

10. Approval and Signature

Approved by:

Shivanjan Chakraborty

Shivanjan Chakraborty

Director, East Bridge Training (EBT)

Date: 03 November 2025