

EAST BRIDGE TRAINING (EBT)

QUALITY ASSURANCE POLICY

Policy Reference Number: EBT-POL-001

Version: 1.0

Effective Date: 03 November 2025

Review Date: 03 November 2026

Approved By: Director, East Bridge Training (EBT)

1. Purpose

The purpose of this Quality Assurance (QA) Policy is to establish a comprehensive, systematic, and sustainable framework for ensuring and continuously improving the quality of all educational, administrative, and operational activities at East Bridge Training (EBT).

This policy ensures that:

- EBT maintains full compliance with **KHDA Vocational Education Standards**, including A4 (Quality Assurance), A3 (Learner Support), B3 (Teaching & Learning), B5 (Certification), and A2 (Staffing & Resource requirements).
 - EBT upholds the international accreditation standards of **IEAC (UK)** and **EDU**, ensuring our programmes meet global benchmarks for teacher training and professional development.
 - EBT consistently delivers high-quality, relevant, industry-aligned training to working professionals.
 - Continuous Quality Improvement (CQI) is embedded into all institutional processes, from curriculum design to assessment, staffing, learner engagement, and operational performance.
-

2. Scope

This policy applies to:

Educational Programmes

- Curriculum design, development, delivery, assessment, moderation, and certification of all EBT programmes.

Staff

- Academic staff (trainers, assessors, mentors)

- Administrative staff
- Management and leadership team

Learners

- All enrolled learners (in-class, online, or blended)
- Learner support, welfare, academic integrity, and feedback processes

Stakeholders

- Accrediting and regulatory bodies (KHDA, IEAC, EDU)
- External partners, employers, and industry advisors

Facilities & Resources

- Physical and digital learning environments
 - IT and LMS infrastructure used for programme delivery
-

3. Policy Statement

East Bridge Training is committed to establishing and maintaining a strong culture of **Quality, Compliance, and Continuous Improvement**. Our QA system is built on the principles of:

- **Regulatory compliance** — meeting and exceeding KHDA requirements for training institutes in Dubai.
- **Accreditation excellence** — upholding global standards mandated by IEAC and EDU.
- **Learner-centricity** — delivering flexible, relevant, and high-impact learning experiences for working professionals.
- **Staff competence & professionalism** — ensuring all trainers meet KHDA qualifications and engage in ongoing CPD.
- **Evidence-based decision-making** — using learner feedback, assessments, and audit data to drive improvements.
- **Transparency & accountability** — ensuring all academic and administrative processes are documented, consistent, and auditable.

EBT adopts a proactive approach to monitoring performance, identifying areas for enhancement, and implementing strategic improvements across all operations.

4. Procedures

5.1 Curriculum Design and Review

1. Programme Development

- All new programmes must be developed in consultation with industry experts, EBT academic leadership, and aligned with KHDA & IEAC standards.

2. Programme Validation

- The Quality Assurance Committee (QAC) validates all new courses, including:
 - Learning outcomes
 - Assessment strategies
 - Instructional design
 - Trainer eligibility

3. Annual Review

- All courses undergo an annual academic and technical review, assessing:
 - Industry relevance
 - Learner feedback
 - Assessment performance data
 - Alignment with KHDA and accreditation updates
- Updates are documented and approved by the QAC.

5.2 Trainer Recruitment and Performance

1. Qualification Compliance

- All trainers must meet **KHDA requirements for trainer appointment**, with documented verification of qualifications and experience.

2. Induction & Orientation

- New trainers complete an induction covering:
 - EBT academic policies
 - KHDA compliance
 - Assessment guidelines
 - LMS usage
 - Learner support expectations

3. Performance Monitoring

- Classroom observations (planned & unannounced)
- Learner evaluations
- Assessment moderation checks
- CPD participation tracking

4. Continuous Professional Development (CPD)

- Trainers must complete **annual CPD hours** in teaching, assessment, and digital pedagogy.
-

5.3 Assessment & Moderation

1. Assessment Standards

- Assessments must be valid, fair, reliable, and mapped clearly to learning outcomes.

2. Internal Moderation

- A second qualified assessor must review assessment samples to ensure grading accuracy and consistency.

3. External Verification

- EBT fully supports KHDA audits and IEAC/EDU external verification processes.

4. Academic Integrity

- Cases of plagiarism, cheating, or malpractice are handled through EBT's Academic Integrity Policy.

5.4 Learner Feedback & Grievances

1. Feedback Collection

- Feedback surveys administered at the end of each module/programme
- Ongoing informal feedback channels (email, LMS, WhatsApp support)

2. Data Analysis & Action Planning

- QAC analyses feedback and training outcomes
- Improvement plans are developed, documented, and monitored

3. Grievance Handling

- Learners may file formal complaints under EBT's Grievance & Appeals Policy
- Cases are reviewed promptly, fairly, and confidentially

6. Roles and Responsibilities

Role	Quality Responsibilities
Director (Shivanjan Chakraborty)	Overall accountability for QA; ensures compliance with KHDA/IEAC; approves policies; allocates resources.
Quality Assurance Committee (QAC)	Oversees QA framework; validates programmes; reviews data; conducts audits; monitors improvement plans.
Academic Staff/Trainers	Deliver high-quality instruction; apply fair assessment; provide feedback; engage in CPD; support QA processes.
Administrative Staff	Maintain accurate learner records; support QA operations; ensure facilities/resources meet standards.
Learners	Engage responsibly; provide constructive feedback; uphold academic integrity.

7. Monitoring and Compliance

7.1 Monitoring Mechanisms

The QAC conducts a **biannual Quality Audit**, reviewing:

- KHDA, IEAC, and EDU compliance
- Curriculum relevance and updates
- Learner satisfaction and success rates
- Trainer performance and CPD records
- Assessment moderation reports
- Implementation of previous improvement actions

7.2 Compliance and Non-Compliance

- **Compliance** is demonstrated through successful audits and maintenance of all accreditation statuses.
- **Non-Compliance** triggers:
 - Immediate Corrective Action Plan (CAP)
 - Additional monitoring
 - Staff disciplinary measures if negligence or non-adherence is identified

EBT is committed to responding swiftly to any quality gaps.

8. Review and Renewal

- This policy will be reviewed **annually** by the Quality Assurance Committee.
 - The review will consider:
 - KHDA regulatory updates
 - IEAC/EDU accreditation changes
 - Internal quality audit results
 - Strategic priorities of EBT
 - Approved revisions will be signed off by the Director and re-issued as a new version.
-

9. Related Policies and Documents

- Academic Integrity Policy
 - Staff Professional Development Policy
 - Learner Grievance & Appeals Policy
 - Data Management & Privacy Policy
 - KHDA Quality Assurance Guidelines (External)
-

10. Approval and Signature

Approved by:

Shivanjan Chakraborty

Shivanjan Chakraborty

Director, East Bridge Training (EBT)

Date: 03 November 2025