

STUDENT HANDBOOK

10 April 2019



GOVERNMENT OF DUBAI

هيئة المعرفة والتنمية البشرية
KNOWLEDGE & HUMAN DEVELOPMENT AUTHORITY

دبي
المعرفة Knowledge

Training
Qualifications UK
Approved Centre

Accreditation Bodies

اعتمادات المركز



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Introduction



Educators was established in 2002. We believe that the importance of continuous training as a platform is essential for human development and institution capacity building.

In response to the comprehensive development in the Arab countries in general & the gulf in particular, we have established our centre “**Educators Consultancy**” to meet the contemporary needs of organization and individuals to develop knowledge, skills, capabilities, and behaviours, through the transfer of expertise and the latest ideas globally, then distinguish individual and organizational performance in their respective fields

The name “**Educators Consultancy**” was chosen for the revival commitment to ethical, educational and sincerity in ensuring the interests of organizations and individuals.

Our commitment to excellence in performance, trainers and international quality standards in execution, we were able –in the last 15 years- to build partnerships and strategic cooperation with the most training and human resources departments in important organizations in all the GCC and other Arab countries, where we participated in the development of more than tens thousands of participants.

The center was able to build cooperative relationships with a number of international center and universities in the field of training and human development, reflected positively on the service we provide, which made the center one of the most important center in the Gulf region.

Dr. Abdullah Ali Mustafa
General Manager



This Handbook:

This Student Handbook contains important information regarding the training and programs offered by “Educators Consultancy”, the role and responsibilities of students/learners, including their expected behavior and conduct. Also includes information regarding a range of procedures and processes that a student/learner may need to access or use during their course of learning and training.

Take your time to read and understand the information provided and ask any questions you may have. This is a very important document; keep it safe for future reference. About us (key facts e.g. location, accessibility, specialisation, target market, years in business).

Purpose of this handbook:

The purpose of this Handbook is to provide you with all the information that you need to know about studying with “Educators Consultancy”.

Studying with us:

“Educators Consultancy” is an authorized training institute in United Arab Emirates, established in 2002. We provide support to human development process and improve an integrated solution committed to the best professional practices and global knowledge up-to-date.

“Educators Consultancy” is a registered training organisation accredited with Department of Economic Development in Dubai (DED) and Knowledge Human Development Authority (KHDA). We also work closely with government, public service agencies and private businesses to develop and deliver tailored training solutions of providing the best and excellent services, training and consulting.

“Educators Consultancy” is Accredited Centre from international organization such as **TQUK, NEBOSH, PEARSON, EFQM and ARAB TRAINERS UNION.**

“Educators Consultancy” delivers training and assessment services specializing under the following:

Sectors/Field:

- Business & Management
- Innovation and creative
- Leadership
- 7 stars’ public service
- Personal development
- Sales & Marketing
- Finance
- Human Resources
- Project Management
- Communications & Technology
- Specialized Technical Courses
- Education and Training
- Business, Administration and Law

and more offers qualifications and short courses suitable for a wide variety of job roles in different field.



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Mission Statement:

- Provide innovative training and consultancy services, in different human development fields, in accordance with the best international practices and through a professional team.
- Provide and develop integrated solutions and committed to the best professional practices.
- Provide training and consulting according to the training needs and contribute to the development of the employees, managers, and business owners, to achieve the targeted goals and maintain positive relations in order to support the clients.
- Committed to being a leader in delivering responsive, innovative, and high-quality consultancy, training and educational services to individuals, businesses and public organizations.
- Dedicated to provide a value-added, competent, flexible and personalized service to our customers and are committed to develop a long-term relationship with them.

“The development of individuals and institutions, according to best practices and global standards.”

Vision Statement:

Our vision is to be one of the leading training & consultancy centers in the Arab world which be recognized as a strategic partner for the development of Human resources in all Arabic countries to be in the ranks of developed countries

Our vision for the training and development taking place in dealing positively with the changes, rapid developments and modern technology, the provision of experts and consultants with distinct capabilities and expertise of high-energy and interdisciplinary qualified academically and practically in various fields.

Our Merit

Credibility in terms of excellence and professionalism:

- Integration between theory and application of best practices.
- Multinational experience and areas.
- Seeking continuous improvement.
- Raise the quality and performance of individuals and institutions.
- Certificates accredited locally and internationally.
- Follow-up and feedback to ensure the quality of work.
- Team work smoothly and qualified, efficient and has awareness

OUR SERVICES

Training and development:

- **“Educators Consultancy”** offers a wide range of learning and training programs, of quality and value, which aims to develop the work focusing on the human element based on a study of training needs and develops appropriate solutions.



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Consulting:

- The aim of this consultancy is to develop administrative systems and improve organizational structures according to the modern strategies and trends, through the identification and study of training needs. Another aim is to develop a plan of development for the institution or body or individuals through advisers with qualified experience and distinctions to contribute to the planning and preparation of financial advice.

Accredited Qualifications:

“**Educators Consultancy**” offers the following programs and certification:

- **TQUK Level 4 Diploma in Business Administration (RQF)**
- **TQUK Level 4 NVQ Diploma in Customer Service (RQF)**
- **TQUK Level 5 Diploma in Education and Training (RQF)**
- **TQUK Level 5 Diploma in Management and Leadership (RQF)**
- **EFQM Certificates**
- **PEARSON training Certificates**
- **NEBOSH SHW and IGC**

Training Centre, Facilities and Trainers

Our Training Centre and facilities are designed to maximise learning outcomes. We utilize the best experts, advisors and practitioners to develop the administrative and consultation with high level of practical service to clients and customers. We ensure all our trainers are qualified, accredited and sourced from industry to ensure they deliver current industry standards.

Our Obligation:

As a registered training organisation we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards policy and procedure internally and externally with our affiliates/awarding body which are part of the KHDA/TVET Quality Framework.

To ensure compliance with KHDA/TVET Quality, we have developed comprehensive internal policies, procedures and systems that guide our operations and we must participate in audits upon their request. In addition, we must ensure that any third parties that we work with have any involvement in training and assessment comply as well. This includes our training partners, marketing and sales people where applicable.

As the authorized training centre we have the responsibility to issue your certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

*The information contained in this handbook is correct at the time of publication. “**Educators Consultancy**” does not accept liability for loss or damage arising from the use of information in this handbook. This student handbook publication are subject to change. We reserve the right to make amendments and improvements in any of its publications.*



Quality Statement

- **“Educators Consultancy”** is paying high attention to ensure the quality of work and perfection, lifting the qualification to the progress of the training process, the development and growth of the various fields; particularly in administrative and consulting, thus we put the most importance to the quality of our services.

Quality of Training

“Educators Consultancy” follows the best procedures to ensure the quality of training and confirming the benefit of the training program through the following:

1. Measure the impact of the training

- Pre-evaluation of the trainees at the start of training
- Evaluation and observation during the training
- Post- evaluation for the trainees at the end of the training

2. Field visits

- The training coordinator visits the participants in their workplaces/ training location to make sure that the application of skills on the ground.

3. Evaluation of the coach

- Through questionnaires filled by the trainees at the end of the session
- Identifying the status of the training programs through the coordinator of Center while he is at the session.

Internal Quality Assurance

“Educators Consultancy” is committed to ensure the internal quality assurance in place. We adhere to maintain and improve the quality of assessment activities and undertake standardisation activities.

Assessors/Trainers/Tutors

“Educators Consultancy” shall allocate only approved trainers/ assessors/ tutors. Our Staff are highly qualified and well trained. They have strong experience in training, consultancy and education.

Centre Recognition & Qualifications

Aside from our standard training, we are entitled to deliver qualification standards under these affiliations **TQUK, NEBOSH, PEARSON, EFQM, and ARAB TRAINERS UNION.**



Centre Policies

“Educators Consultancy” defined in place a number of policies and procedures to protect the learners undertaking a qualification that we offered recognized by our affiliations accredited from KHDA. The policies and procedures will also support an approved Centre’s quality systems. **Below are the following:**

Admission Policy

“Educators Consultancy” is committed to operating an open and fair Admissions Procedure. This policy applies to any potential learner applying to complete a programme with Educators. [Read more...](#)

Attendance Policy

“Educators Consultancy” is committed to ensure trainees attend all their classes, and meetings to comply with the course timeframe and time required to complete the training. [Read more...](#)

Student Support Policy

“Educators Consultancy” is committed by setting out standards for procedural issues; we seek to remove any ambiguity regarding expectations, and enable individuals to engage with their learning and development in an atmosphere of partnership, mutual respect and appreciation. [Read more...](#)

Assessment Policy

“Educators Consultancy” is committed to providing excellence in education and training that meets individual need and strategic priorities for change and improvement. [Read more...](#)

Internal Verification Policy

“Educators Consultancy” To establish quality control and recording mechanisms for assignments and their assessment through a system of sampling, moderation, internal verification and cross-departmental co-ordination as appropriate to the requirements of the programmes. . [Read more...](#)

Malpractice/Maladministration Policy

“Educators Consultancy” Where staff malpractice, student misconduct is suspected, an investigation will take place under staff disciplinary procedures. [Read more...](#)

Complaints Policy

“Educators Consultancy” to provide a route for fully supporting and advising should a person feels they have any disputes, and aims to manage any complaints effectively, and efficiently within a timeframe with one main objective, to reach an amicable outcome for all concerned parties. [Read more...](#)

Appeals Policy

“Educators Consultancy” is committed on the approach to managing dissatisfaction, formal complaints and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be acknowledged, addressed, and recorded in a fair, efficient and confidential manner. [Read more...](#)

Recognition of Prior Learning

“Educators Consultancy” This document outlines policy and gives general guidance on RPL for advanced standing or credit/unit exemption within all certificate programmes delivered by ‘The EDUCATORS’. [Read more...](#)

Risk Assessment Policy

“Educators Consultancy” is committed to ensure that all risks/potential risks in quality performance and services are evaluated and managed in a way that eliminates or reduces them to acceptable level. [Read more...](#)



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Reasonable Adjustments and Special Considerations Policy

“Educators Consultancy” is committed to adjustment special consideration to the mark or outcome of an assessment for a learner who was prepared for and present at an assessment but who may have been disadvantaged by temporary illness, injury or adverse circumstances that have arisen at or near to the time of an assessment. [Read more...](#)

Conflict of Interest Policy

“Educators Consultancy” is committed to high standards of ethical conduct and accordingly places great importance on making clear any existing or potential conflict of interest. [Read more...](#)

Registration and Certification Policy

“Educators Consultancy” is committed to provide a high quality learning experience by means of effective use of new technology and e-learning, an emphasis on self-improvement, and implementation of the national strategy for teaching and learning. [Read more...](#)

Data Protection Policy

“Educators Consultancy” is committed to follow up regularly and effectively all the documents and records management policy new requirement's or deficiencies to handle them probably. [Read more...](#)

Equal Opportunity & Equality Policy

“Educators Consultancy” is committed to communicate within its Management Committee to the promotion of equality of opportunity provide equality of employment and volunteering to all, irrespective of gender, marital etc.. [Read more...](#)

Health & Safety Policy

“Educators Consultancy” recognise its responsibilities relative to Health, Safety and Welfare at work within the UAE standards by continually reviewing its operations against developing legislation and codes of practice. [Read more...](#)

Centre Contingency and Adverse Effects Policy

“Educators Consultancy” is committed to the staff on how to prevent, handle and report ‘adverse events’ and to ensure that any adverse effects that do occur are managed and reported in an appropriate and timely manner and that all lessons are learned to ensure that a similar event does not happen again. [Read more...](#)

Documents and Records Management Policy

“Educators Consultancy” is committed to maintain, distribute and control the documents related to Quality Management System. To identify documents required to perform departmental/sectional activities along with the Head of Department or Section Heads. To ensure implementation of this procedure. [Read more...](#)

IT Back-Up Policy

“Educators Consultancy” is committed to operating a clear and accurate Computer Systems Backup Policy and Procedure. Vital records, systems and work products may be irretrievably lost if they have only been stored on the failed computer or computer system. All files must be back up on a regular schedule. [Read more...](#)

Release of Student Information

“Educators Consultancy” is committed to instruct the student in the procedures available to provide appropriate access to personal records, while protecting their confidentiality. Public information shall be released freely unless the student files the appropriate form requesting that certain public information not be released. [Read more...](#)

Staffs Personal Development Policy

“Educators Consultancy” acknowledges that professional development is integral to personal job satisfaction, workplace productivity, reward, and recognition, and is critical to the achievement of the organisation's mission and continuous improvement in the quality of its programs and services. [Read more...](#)



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Fees and Refunds Policy

“Educators Consultancy” is committed to ensure that all clients are made aware of the fees, charges and refunds policy and procedure before accepting enrolment. EDUCATORS may defer, vary or cancel your enrolment in the following instances [Read more...](#)

Safeguarding Children, Young People and Vulnerable Adults Policy

“Educators Consultancy” is committed therefore to ensure that the Management Committee, volunteers and those who participate in activities run by the organisation have an understanding of safeguarding children, young people and vulnerable adults and what forms abuse may take and that they know where to raise concerns if abuse is suspected or reported. [Read more...](#)

Internal Quality Assurance Policy

“Educators Consultancy” is committed to ensure the role of quality assurance assurer as it maintains and monitors the quality and assurance of qualification and unit delivery and certification and is the main contact between the centre and Awarding Organisation in relation to monitoring activities. [Read more...](#)

Internal Privacy Policy

“Educators Consultancy” is committed to ensuring that your privacy and the organisation integrity and business needs are protected. Should we ask you to provide certain information by which you can be identified when you are employed, and then you can be assured that it will only be used in accordance with this privacy statement? [Read more...](#)

Withdrawal of Qualifications Policy

“Educators Consultancy” responsibility to prevent, handle and report ‘adverse events’ and to ensure that any adverse effects that do occur are managed and reported in an appropriate and timely manner and that all lessons are learned to ensure that a similar event does not happen again. [Read more...](#)

Fair Assessment Policy

“Educators Consultancy” is committed to ensure access and equality of opportunity whilst preserving the integrity of the qualifications and take account of all current legislation concerning equality of opportunity. [Read more...](#)

Awarding Body Cooperation and provision of Information Policy

“Educators Consultancy” a collaborative provision for the purpose of this document means two or more providers being involved by formal agreement. [Read more...](#)

Medical (Public Liability) Insurance Policy

“Educators Consultancy” this Medical Policy serves as guideline for Health Care benefit coverage decision, and to assist individuals in the understanding of the welfare they will receive from Educators Consultancy (if applicable). [Read more...](#)



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SELECTION AND REGISTRATION (Inhouse/Public)

The “**Educators Consultancy**” accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enroll in a course, you must complete a Registration Form/Application.

Before you make a decision to enroll in a course, you are encouraged to fully understand:

- the course purpose and structure
- the course entry requirements
- scheduled delivery/course dates
- associated personal commitment in terms of time and external /outside study requirements
- course costs shown in the Learner’s Statement of Fees and Learner’s Fee Agreement, especially those not covered by the course fees
- the learning outcomes including any pathway opportunities.

If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence, prior to the course commencing. Upon request.

Learners Registration (TQUK)

“**Educators Consultancy**” has access upon registering the learners to the Management Suite of TQUK – the administrator will upload learner details onto the management suite.

It is the responsibility of the learner to provide complete information required includes:

1. Learner’s surname, first name and middle initial
2. Learner’s gender
3. Learner’s date of birth
4. Learner’s e-mail address
5. Learner’s ULN (if applicable)
6. Confirmation that identification has been seen
7. Ethnicity of the learner

We provide Registration Form to facilitate collection of the above information. Only when all the required data fields have been fully completed can the Learner Registration process take place and the centre add learners’ details onto the management suite.

It is a centre’s responsibility to take all reasonable steps to confirm the identity of their learners. This ensures the learner can be clearly and uniquely identified.



To confirm learner's identity, centre staff members should see one of the following:

- Passport
- Drivers License
- Photographic ID
- Evidence from the learners employer
- Others

Course Induction

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us.

During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

Student code of conduct

All students are expected to abide by this Code of Conduct during their participation in their course.

Students /Learners who do not abide by this Code of Conduct will be followed up through the disciplinary procedures

1. Students' rights: All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment that is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information the **"Educators Consultancy"** holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to the Institute on the client services, training, assessment and support services they receive
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.



2. **Students' responsibilities:** All students, throughout their training and involvement are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to the Centre in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work as required.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify the Centre if any difficulties arise as part of their involvement in the program.
- Notify the Centre if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes.

Course expectations and requirements

The training and assessment offered by the “**Educators Consultancy**” focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may be studying either one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time. Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, a workplace component, and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.



Course progress

All students are required to maintain satisfactory course progress. Students/Learners are required to have satisfactorily of the scheduled assessment tasks in the units delivered in the first half of their training program schedule (e.g. if a course is scheduled to run for a total of 10 weeks (depending on the total duration of the training/qualification programs), the student/learners must have successfully completed of the assessment tasks undertaken in the first five (5) weeks of the training program).

Where a student's course progress is unsatisfactory **"Educators Consultancy"** may decide to initiate the withdrawal of the student from the training program. The student has the right to appeal the decision and can refer to the Complaints and Appeals Policy and Procedure and form. Note that course progress may also be referred to as academic progress.

Attendance and homework requirements

If you are enrolled in a class-based course, it is an expectation that you attend every class to not fall behind. Please notify the administration at least 30 minutes prior to class if you are unable to attend for some reason.

All students/learners are required to be punctual in their attendance to class out of courtesy and respect to the trainer/assessor and fellow learners/students. Trainer Assessors reserve the right to restrict students from entering the class until an appropriate break in the session (e.g. morning tea; lunch).

Students are asked to call the Administration office to advice of absence.

Absences due to illness require a medical certificate to be provided (certificate courses only).

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline and Student Workbook.

Assessment arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements. At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessors will go through all of the arrangements with you and you can ask them any questions you have.



Submitting your assessments

You must complete all assessment tasks as required for each unit of competency/cluster/module. Written assessment tasks will be submitted directly to the trainer/assessor unless otherwise advised. You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work. Your assessor will provide you with feedback as you progress through the training and assessment as well as confirm the outcome of the final assessment result.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your reassessment/resubmission and advised what you must include in your re-submission. If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information. In some cases, due to regulatory requirements no additional attempts are provided such as in the case of industry specific regulatory and/or licensing units.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks or handouts.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.



Practical Training Off site arrangements (where/if applicable)

The safety of our staff and participants in course is our first priority. Where training is undertaken within an employer worksite the responsibility for safe work systems is with the employer. Our Trainer Assessor reserves the right, without recourse to cease training at any point where there are unsafe work practices and or risk to the safety of themselves as well as their participants is identified.

Educational and support services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing etc. The Registration forms you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills.

Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs. We provide students with a broad range of educational and support services including qualified trainers and assessors, learning resources, training facilities and equipment, and student support services. Support is offered to students throughout the entire training and assessment process commencing from the time of enrolment through to completion.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors
- Study groups where you can work with your fellow students/learners.
- Referral to relevant external services.
- Personal counselling

If you need to discuss your support needs call our office.

“Educators Consultancy” Staff

• Business Development Managers

Our Business Development Managers (BDM) are responsible for ensuring potential students are provided with accurate and sufficient information to make an informed choice about their Registration. The BDM will conduct your pre-training review (including Literacy, Language and Numeracy assessment) and will manage the enrolment process to ensure you are enrolling into an appropriate course.



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- **Qualified Trainers/Assessors**

All of our Trainer Assessors meet the requirements as certified instructors, which means they hold qualifications, possess extensive industry experience and have current skills and knowledge in both the subject matter being delivered and in training and assessment practices.

- **Administration/Course coordinator**

In cases where you need to advise of that you are unable to attend or require information about your course including the timetable and your course progress or if you need to discuss your support needs you can contact the administration team and/or course coordinator.

Training and Assessment Resources

Every Learner will receive a Student Learner Guide, Student Workbook or handouts and Student Assessment appropriate to the course they are enrolled in. These resources have developed to assist you to get the most out of your training and may include additional information, classroom activities, quizzes, technical diagrams and the Assessment plan and student instructions. Your trainer and/or assessor will explain these resources at the commencement of your course. Equipment and training facilities required for on-the-job and/or simulated workplace training are reviewed by our Trainer Assessor prior to the commencement of any training and assessment to ensure that the required resources are provided.

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better. Feedback and input from learners and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis. Information gained will form part of any review of materials and in the validation and moderation processes. Most important, is the collection of data from learners and employers relating to their expectation and experience of our services. Data sources have been selected to provide a balance of qualitative and quantitative information.

Course evaluation forms are provided to learners' mid-way through their course and also upon completion.

Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office. We also welcome feedback from you at any time by email and phone.



Fees, charges and refunds

“**Educators Consultancy**” sets and collects fees and charges for its services and facilities, including facilitating access to subsidies and financial support for eligible students, in accordance with relevant regulatory, contractual and business requirements. This policy and procedures applies to fees, charges, refunds and fee protection applicable to the provision of training including clients undertaking training under a Government Funded Training Contract or fee-for-service arrangements.

This policy and related procedures applies to those:

- Customers booking courses; and
- Individuals enrolling and participating in courses.

It outlines referral requirements regarding short and structured courses booked by customers where a minimum numbers requirement is a condition of the course booking.

All refund applications are to be submitted to Management or the Administration Team who will assess the refund application. All refund information is to be made available to clients prior to enrolment through:

- Student Information Handbook
- Available also in our Website with the specific link provided starting p. 17
- Office Policies & Procedures Folders

Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (certificate) and record of results within five to ten (5-10) days and if it is under the public training courses, the issuance of certificate shall be right after the training.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least one (1) year. Students can request copies of any of these statements or qualifications at any time for an additional charge.

Exemption, Equivalence, Credit Transfer and Recognised Prior Learning

It is possible for a learner to avoid the duplication of learning and assessment through equivalences, exemptions, credit transfer or Recognised Prior Learning (RPL):

1. Learners with certificated achievements outside the QCF can claim **exemption** from the requirement to achieve credits for designated units on the basis they are of equal value.
TQUK Policy
2. “**Educators Consultancy**” shall follow the required assessment procedure under the centre’s policy. Recognised by TVET / QAD.



Exam Papers

As an approved centre, we are authorized to dispatch exam papers contains a multiple choice exam and the exam date has been confirmed or agreed on by TQUK, The exam paper will be made available to the centre three days prior to the specified date of the exam.

Exam Policy

This procedure must be adhered to at all times.

- Learners should be seated with a distinct distance from one another of 1.25 meters.
- Learners may only take pens into the examination room. Any pencil cases must be transparent. Mobile telephones and other electronic equipment are not permitted.
- Learners should be seated and ready to take the exam 5 minutes before the start of the exam.
- A clock must be visible to learners at all times throughout the exam.
- Once the exam has started learners may not ask questions about the exam. In exceptional circumstances they may seek the attention of the invigilator, for example if they need to use toilet.
- If a learner wishes to leave the room for any reason and intends to return to continue their exam, they must be accompanied. The invigilator must remain with them at all times. The learners remaining in the exam room must continue to be invigilated.
- Learners arriving late for an exam (by less than 15 minutes) must be seated near to the door and the disturbance to other learners kept to a minimum.
- Learners who are more than 15 minutes late will not be able to enter the exam room or undertake the exam. In such cases, a FAIL will be recorded.

The below contain the full details of program qualifications and to any public/ in-house trainings a separate handbook or materials shall be provided in accordance to the course training registered.



TQUK Level 4 Diploma in Business Administration (RQF)

TQUK is an Awarding Organisation recognised by the Office of Qualifications and Examinations Regulation (Ofqual) in England, CCEA Regulation in Northern Ireland and by Qualifications Wales. Our qualifications are designed to support and encourage learners to develop their knowledge and skills

Qualification Purpose

The purpose of the qualification is to support learners in a work role by providing underpinning knowledge of a wide range of business administration activities.

The qualification is a knowledge component of the Higher Apprenticeship in Business Administration.

Entry Requirements

There are no specific entry requirements however learners should have a minimum of Level two in literacy and numeracy or equivalent.

Structure

Learners must achieve a minimum of 42 credits: 17 credits from the mandatory units and a minimum of 25 credits from the optional units.

no.	Unit title	Unit ref	Level	Credit value	GLH
1	Business Administration Systems	F/506/4140	4	31	6
2	Communicating in a Business	D/506/4145	4	28	5
3	Managing Self Development	T/506/4149	3	36	6

10 credits from Group B and 9 credits from either Group B or Group C					
no.	Unit title	Unit ref	Level	Credit value	GLH
1	Principles of Operational Planning	M/506/4182	4	67	15
2	Principles of Project Management	F/506/4185	4	57	10

Assessment

The qualification is assessed by internally set and marked assessments subject to external quality assurance. Where indicated in the unit specifications, assessment must meet the requirements of the identified assessment strategy/principles.

All learning outcomes must be met to achieve a pass - there is no grading.



DUC_STUHNDBK/ V1/2019/QA

Course Delivery

Pre-Course Information

All learners should be given appropriate pre-course information regarding any TQUK qualifications. The information should explain about the qualification, the fee, the form of the assessment and any entry requirements or resources needed to undertake the qualification.

Initial Assessment

Centres should ensure that any learner registered on a TQUK qualification undertakes some form of initial assessment. The initial assessment should be used to inform a teacher/trainer on the level of the learner's current knowledge and/or skills.

Initial assessment can be undertaken by a teacher/trainer in any form suitable for the qualification to be undertaken by the learner/s. It is the centre's responsibility to make available forms of initial assessment that are valid, applicable and relevant to TQUK qualifications.

Learner Registration

Once approved to offer a qualification the centre should register learners before any assessment can take place. Recognised centres must follow TQUK's procedures for registering learners. For short courses, TQUK offer the option of registering a course and booking a number of places. Learners are then added once the course has taken place, thus acknowledging situations where substitutions are made at short notice to meet business needs.

Guided Learning Hours

These hours are made up of all real time contact time, guidance or supervision of a learner by a lecturer, supervisor, tutor, trainer or other appropriate provider of education or training. GLH for this qualification is 195.

Total Qualification Time

Total Qualification Time for this qualification is 420 hours



TQUK Level 4 NVQ Diploma in Customer Service (RQF)

TQUK is an Awarding Organisation recognised by the Office of Qualifications and Examinations Regulation (Ofqual) in England, CCEA Regulation in Northern Ireland and by Qualifications Wales. Our qualifications are designed to support and encourage learners to develop their knowledge and skills

Qualification Purpose

The TQUK Level 4 NVQ Diploma in Customer Service (RQF) develops learners' skills to enable them to develop and implement customer service strategies at an operational level. Learners' main job role is likely to involve ensuring that policies, processes and practice are in place to achieve and continually improve customer service across a team, department or organisation, managing change when it occurs.

The qualification is a knowledge component of the Higher Apprenticeship in Business Administration.

Entry Requirements

There are no specific entry requirements however learners should be able to work at this level and are likely to have prior work experience and /or qualifications in a business environment

Structure

Learners must achieve a minimum of 50 credits: 14 credits from Mandatory Group A and a minimum of 20 credits from Optional Group B. A maximum of 16 credits can come from Optional Group C

Mandatory Group					
no.	Unit title	Unit ref	Level	Credit value	GLH
1	Manage customer service operations	M/506/2898	4	23	7
2	Champion customer service	D/506/2153	4	17	4
3	Manage personal and professional development	T/506/2952	3	12	3

Optional Group					
no.	Unit title	Unit ref	Level	Credit value	GLH
1	Build and maintain effective customer	R/506/2179	4	25	6
2	Develop a customer service strategy	J/506/2180	4	25	6
3	Develop resources to support consistency of customer service delivery	Y/506/2166	3	21	5
4	Resolve customers' problems	K/506/2169	3	19	4
5	Resolve customers' complaints	R/506/2151	3	22	4
6	Manage team performance	A/506/1821	3	21	4
7	Manage individuals' performance	J/506/1921	3	20	4
8	Encourage innovation	J/506/2292	3	14	4



Course Delivery

Pre-Course Information

All learners should be given appropriate pre-course information regarding any TQUK qualifications. The information should explain about the qualification, the fee, the form of the assessment and any entry requirements or resources needed to undertake the qualification.

Initial Assessment

Centres should ensure that any learner registered on a TQUK qualification undertakes some form of initial assessment. The initial assessment should be used to inform a teacher/trainer on the level of the learner's current knowledge and/or skills.

Initial assessment can be undertaken by a teacher/trainer in any form suitable for the qualification to be undertaken by the learner/s. It is the centre's responsibility to make available forms of initial assessment that are valid, applicable and relevant to TQUK qualifications.

Learner Registration

Once approved to offer a qualification the centre should register learners before any assessment can take place. Recognised centres must follow TQUK's procedures for registering learners. For short courses, TQUK offer the option of registering a course and booking a number of places. Learners are then added once the course has taken place, thus acknowledging situations where substitutions are made at short notice to meet business needs.

Guided Learning Hours

These hours are made up of all real time contact time, guidance or supervision of a learner by a lecturer, supervisor, tutor, trainer or other appropriate provider of education or training.

GLH for this qualification is 188.

Total Qualification Time

Total Qualification Time for this qualification is 500 hours.



TQUK Level 5 Diploma in Education and Training (RQF)

TQUK is an Awarding Organisation recognised by the Office of Qualifications and Examinations Regulation (Ofqual) in England, CCEA Regulation in Northern Ireland and by Qualifications Wales. Our qualifications are designed to support and encourage learners to develop their knowledge and skills.

Qualification Purpose

It prepares trainee teachers to teach in a wide range of contexts and requires observation and assessment of practice. Teaching practice is a requirement of the qualification.

It meets the needs of a range of trainee teachers, including:

- Planning and developing schemes of work
- Delivering learning sessions
- Developing teaching and learning strategies
- Assessment practices

Learners must be willing to undertake an initial assessment of their skills in English, mathematics and ICT, record their development needs and follow an action plan.

There are no specific entry requirements

Learners must meet the following minimum criteria:

- Reading and communication skills should be adequate to meet the requirements of the training.
- Do not have a criminal background which prevents them working, with young people or vulnerable adults, as a teacher.
- Hold a relevant qualification at a level above that of their learners; ideally at least Level 3 in their area of specialism
- Minimum core of literacy, language, numeracy and ICT

Structure

Learners must achieve a minimum of 120 credits from two unit groups.

There is a requirement for a minimum of 100 hours of practice.

Group A Mandatory units Seventy five (75) credits must be achieved from this group					
no.	Unit title	Unit ref.	Level	Credit value	GLH
1	Theories, principles and models in education and training (Note that achievement of this unit is a pre-requisite for the unit Developing teaching, learning and assessment in education and training).	A/505/0818	5	20	60
2	Developing teaching, learning and assessment in education and training (Note that achievement of the unit Theories, principles and models in education and training is a pre-requisite for this unit)	R/505/0923	5	20	65
3	Teaching, learning and assessment in education and training	H/505/0912	4	20	65
4	Wider professional practice in education and training	J/505/0837	5	15	50



Group B Optional units Forty five (45) credits must be achieved from this group					
no.	Unit title	Unit ref.	Level	Credit value	GLH
1	Manage learning and development in groups (Learning and Development unit)	A/502/9550	4	6	30
2	Managing behaviors in a learning environment	M/505/3912	5	6	20
3	Preparing for the mentoring role	L/505/0189	4	3	15
4	ESOL theories and frameworks	A/505/0785	5	15	40
5	Literacy theories and frameworks	J/505/0773	5	15	40

Entry Requirements

There are no specific entry requirements. There may be a requirement by the employer for learners to be checked by the Disclosure and Barring Service: <https://www.gov.uk/disclosure-barring-servicecheck/overview> or if they intend to work with learners who are covered by these regulations (formerly Criminal Records Bureau (CRB)). It is the learner's responsibility to seek advice from their employer regarding this. Learners must meet the following minimum criteria. Specifications shall be discussed accordingly.

Assessment

The qualification is assessed by internally set and marked assessments subject to external quality assurance.

Where indicated in the unit specifications, assessment must meet the requirements of the identified assessment strategy/principles.

Transfer of Practice

There is no transfer of practice, including observed and assessed practice, from a previously achieved levels.

Course Delivery

Pre-Course Information

All learners should be given appropriate pre-course information regarding any TQUK qualifications. The information should explain about the qualification, the fee, the form of the assessment and any entry requirements or resources needed to undertake the qualification.

Initial Assessment

Centres should ensure that any learner registered on a TQUK qualification undertakes some form of initial assessment. The initial assessment should be used to inform a teacher/trainer on the level of the learner's current knowledge and/or skills.

Initial assessment can be undertaken by a teacher/trainer in any form suitable for the qualification to be undertaken by the learner/s. It is the centre's responsibility to make available forms of initial assessment that are valid, applicable and relevant to TQUK qualifications.

Learner Registration

Once approved to offer a qualification the centre should register learners before any assessment can take place. Recognised centres must follow TQUK's procedures for registering learners. For short courses, TQUK offer the option of registering a course and booking a number of places. Learners are then added once the course has taken place, thus acknowledging situations where substitutions are made at short notice to meet business needs.



Guided Learning Hours

These hours are made up of all real time contact time, guidance or supervision of a learner by a lecturer, supervisor, tutor, trainer or other appropriate provider of education or training.
GLH for this qualification is 360.

Teaching Practice Requirement

There is a requirement for a minimum of 100 hours of practice and a requirement to evidence working with groups of learners to achieve this qualification. There must be a minimum of eight observations totaling a minimum of eight hours

Total Qualification Time

Total Qualification Time for this qualification is 1200 hours.



TQUK Level 5 Diploma in Management and Leadership (RQF)

TQUK is an Awarding Organisation recognised by the Office of Qualifications and Examinations Regulation (Ofqual) in England, CCEA Regulation in Northern Ireland and by Qualifications Wales. Our qualifications are designed to support and encourage learners to develop their knowledge and skills

Qualification Purpose

The purpose of the qualification is to develop the underpinning knowledge of learners who are middle managers to enable them to lead and manage individuals and teams, develop strategic plans and manage strategic change. The qualification is suitable for managers in a wide range of occupations and sectors and gives them the opportunity to demonstrate management skills.

Entry Requirements

There are no specific entry requirements

Structure

Learners must achieve a minimum of 39 credits: 20 credits from the mandatory units, 10 credits from Group B and 9 credits from either Group B or Group C

20 credits from the mandatory units,					
no.	Unit ref	Unit title	Level	Credit value	GLH
1	R/506/2070	Principles of management and leadership	5	7	24
2	K/506/3659	Strategic Business Management and Planning	5	7	40
3	K/506/3662	Strategic Decision-making	5	6	32

10 credits from Group B and 9 credits from either Group B or Group C					
no.	Unit ref	Unit title	Level	Credit value	GLH
1	Y/602/1479	Quality Management in an Organisation	6	5	30
2	A/506/3682	Principles of Innovation and Change Management	5	5	32
3	D/506/3691	Business Risk Management	5	5	30
4	K/506/3869	Strategic Project Management	5	6	32

Assessment

The qualification is assessed by internally set and marked assessments subject to external quality assurance. Where indicated in the unit specifications, assessment must meet the requirements of the identified assessment strategy/principles.

All learning outcomes must be met to achieve a pass - there is no grading.



Course Delivery

Pre-Course Information

All learners should be given appropriate pre-course information regarding any TQUK qualifications. The information should explain about the qualification, the fee, the form of the assessment and any entry requirements or resources needed to undertake the qualification.

Initial Assessment

Centres should ensure that any learner registered on a TQUK qualification undertakes some form of initial assessment. The initial assessment should be used to inform a teacher/trainer on the level of the learner's current knowledge and/or skills.

Initial assessment can be undertaken by a teacher/trainer in any form suitable for the qualification to be undertaken by the learner/s. It is the centre's responsibility to make available forms of initial assessment that are valid, applicable and relevant to TQUK qualifications.

Learner Registration

Once approved to offer a qualification the centre should register learners before any assessment can take place. Recognised centres must follow TQUK's procedures for registering learners. For short courses, TQUK offer the option of registering a course and booking a number of places. Learners are then added once the course has taken place, thus acknowledging situations where substitutions are made at short notice to meet business needs.

Guided Learning Hours

These hours are made up of all real time contact time, guidance or supervision of a learner by a lecturer, supervisor, tutor, trainer or other appropriate provider of education or training.
Total Guided Learning Hours for this qualification: 194.

Total Qualification Time

Total Qualification time is 390 hours.

