

AET-SS-05

## Support Services Policy

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### 1. DOCUMENT RELEASE INFORMATION

#### REVISION HISTORY:

Rev.	Revision Date	Effective Date	Revision Notes
1.0			First Revision

#### APPROVALS:

	Title	Name	Date	Signature <sup>1</sup>
Initiated by				
Endorsed by				
Approved by				

<sup>1</sup> The handwritten signatures are kept in the original document. This document has been uploaded in the ADGM Academy ECM after the original document has been signed and stored as appropriate.

## 2. PURPOSE

Support services are essential to support candidates achieve their educational and personal potential. This policy is designed to ensure that all candidates enrolled with ADGMA enjoy fair and equitable opportunities to access candidate support services, to participate in activities that enhance their overall training experience, and to ensure candidates representation with the management and stakeholders.

## 3. SCOPE

Support Services team will ensure that all candidates' needs are looked into in support of their education and personal development. Support services team will act as the liaison between the candidates, stakeholders, regulators and national and international awarding bodies to ensure candidate equality and rights are respected and followed.

## 4. POLICY FRAMEWORK

- 4.1 While a candidate is enrolled with ADGMA he/she is provided with the following support services:
  - 4.1.1 Access to their information, and induction training at the start of the training program where candidates will receive full information about the training program and relevant Policies and Procedures;
  - 4.1.2 Access to trainers/assessors assigned who will periodically review their progress and advise them on their educational goals;
  - 4.1.3 Enrolment and registration of candidates and maintaining of their records and files;
  - 4.1.4 Accepting candidates appeals and processing the same in accordance with the AET-AC-02 Assessment Appeals Policy and AET-AC-02-01 Procedure;
  - 4.1.5 Accepting candidate complaints and appeals, processing the same in accordance with the AET-SS-03 Candidate Complaint and Appeal Policy and related Procedures;
  - 4.1.6 Accepting student Recognition of Prior Learning (RPL) requests and processing the same in accordance with the AET-AC-06 Recognition of Prior Learning Policy;
  - 4.1.7 Access to the service of a suitably qualified counsellor for careers and personal counselling, as appropriate;
  - 4.1.8 Providing special needs support, where assessed to be necessary, in accordance with the AET-SS-06 Special Needs Policy;
  - 4.1.9 Provisions for language, literacy and numeracy assistance where and when needed;
  - 4.1.10 Ensure education and assessments are equitable for all candidates, taking account of the candidate's individual needs relevant to their educational, personal and professional development.