
EAST BRIDGE TRAINING (EBT)

HUMAN RESOURCES POLICY

Policy Reference Number: EBT-POL-001

Version: 1.0

Policy Created: November 3, 2025

Effective Date: November 3, 2025

Review Date: November 3, 2026

Approved By: Director, East Bridge Training (EBT)

1. Purpose

The Human Resources Policy provides a comprehensive framework for managing and developing all employees of East Bridge Training (EBT). Its purpose is to:

- **Attract, develop, and retain** a highly qualified and diverse workforce that supports EBT's mission of delivering KHDA-approved, high-quality teacher training and professional development.
 - Ensure complete **compliance with UAE Federal Decree-Law No. 33 of 2021** (UAE Labour Law), Executive Regulations, Free Zone rules (Dubai Knowledge Park), and all **KHDA staffing and operational standards** for licensed vocational training institutions.
 - Promote a **professional, respectful, ethical, and inclusive** work culture aligned with EBT's values and accreditation frameworks (KHDA, IEAC, EDU).
 - Provide clear HR standards for recruitment, performance, development, welfare, conduct, and disciplinary action.
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2. Scope

This policy applies to:

Employees

- Full-time and part-time staff
- Academic staff (trainers, instructors, assessors, curriculum specialists)
- Administrative and support staff

Non-Employees

- Contractors, consultants, and temporary staff
- Volunteers or visiting trainers, when applicable

Management

- Director
- Academic Head
- Department Leads

The policy governs the entire employment lifecycle, including recruitment, onboarding, performance management, compensation, development, conduct, and termination.

3. Policy Statement

EBT is committed to being an employer of choice in Dubai's education and vocational training sector.

EBT will:

- Ensure **fair and equitable treatment** of all employees regardless of nationality, gender, religion, ethnicity, age, or disability, in line with UAE anti-discrimination laws.
 - Ensure all staff meet **KHDA qualification, experience, and approval requirements**, including trainer/assessor eligibility and mandatory KHDA staff permits.
 - Promote a culture of **continuous professional development**, with structured CPD opportunities aligned to best practices in teaching, digital pedagogy, assessment, adult learning, and EBT's accreditation obligations.
 - Provide a **safe, healthy, and compliant work environment**, adhering to UAE labour law, Dubai Municipality regulations, and EBT's Health & Safety & Risk Assessment Policy.
 - Manage HR decisions with integrity, transparency, and respect for confidentiality.
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4. Procedures

4.1 Recruitment and Selection

EBT follows a structured and transparent recruitment process that ensures compliance with KHDA staffing standards and UAE labour law.

1. **Job Analysis & Approval**

- Department Head prepares job description and identifies required KHDA qualifications.
- Director approves the role and confirms budgetary allocation.

2. **Vacancy Advertisement**

- Roles are advertised internally and externally, ensuring equal opportunity for all candidates.

3. **Screening & Shortlisting**

- Applications are reviewed against required qualifications, KHDA-mandated eligibility, and role competencies.
- For academic roles, evidence of teaching, training, or assessment experience is required.

4. **Interview & Evaluation**

- Conducted by a qualified panel.
- Academic candidates must deliver a **demo lesson** or submit a sample training session.

5. **Regulatory Clearance**

- Selected candidates' qualifications, experience letters, and relevant certificates are submitted for **KHDA approval**.
- No academic staff may commence training without KHDA clearance.

6. **Employment Offer**

- Successful candidates receive an offer letter and a UAE Labour Law-compliant contract outlining:
 - Salary and benefits
 - Working hours
 - Leaves
 - Notice periods

- Duties and responsibilities
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4.2 Working Hours and Leave

Working Hours

- Standard working hours follow UAE Labour Law (maximum 8 hours/day or 48 hours/week).
- Adjustments for Ramadan, public holidays, and shift-based roles apply as per UAE law.

Annual Leave

- Employees receive annual leave entitlement as per UAE law, prorated for joiners or leavers mid-year.

Sick Leave

- Sick leave follows UAE law: up to 90 days (paid, partially paid, or unpaid as per legislation).

Maternity and Paternity Leave

- Granted as per UAE Labour Law.
- Female employees receive maternity leave entitlements, and male employees receive paternity leave as mandated.

Public Holidays

- Public holidays follow UAE Cabinet resolutions.
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4.3 Performance Management and Development

EBT maintains a structured performance management cycle aligned to KHDA quality standards.

1. Goal Setting

- Annual KPIs are established for each employee and linked to EBT's institutional goals, accreditation requirements, and programme quality standards.

2. Mid-Year Review

- A check-in review to discuss progress, identify challenges, and adjust goals if necessary.

3. Annual Appraisal

- A comprehensive evaluation of performance, behaviour, contribution to EBT, and learner feedback.
- Outcomes influence:
 - Salary revisions
 - Contract renewals
 - Promotions
 - Development plans

4. Professional Development

- Mandatory CPD for academic staff focusing on:
 - Adult learning methodologies
 - Digital pedagogy
 - Vocational education best practices
 - KHDA requirements and compliance
 - IEAC/EDU assessment and quality standards
 - EBT maintains a CPD log for internal QA and KHDA audits.
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4.4 Disciplinary and Grievance Procedures

Disciplinary Action

Actions may include:

- Verbal warning
- Written warning
- Final warning
- Suspension
- Termination for cause

Grounds include misconduct, repeated poor performance, non-compliance, breach of confidentiality, harassment, falsification of documents, or violation of KHDA rules.

All procedures follow **UAE Labour Law** and EBT's internal standards.

Grievance Procedure

Employees may raise grievances without fear of retaliation.

Process:

1. **Informal Discussion** with immediate supervisor.
2. **Formal Written Complaint** reviewed by the HR/Admin Manager.
3. **Final Appeal** to the Director, whose decision is final.

All grievances are handled confidentially and recorded for QA.

5. Roles and Responsibilities

Director – Shivanjan Chakraborty

- Final authority on all HR decisions.
- Ensures compliance with UAE Labour Law and KHDA requirements.
- Approves senior-level appointments and contracts.

Academic Staff (Trainers, Instructors, Assessors)

- Maintain professional conduct at all times.
- Participate in mandatory CPD.
- Hold and maintain KHDA/IEAC/EDU-required qualifications.
- Follow EBT teaching and assessment guidelines.

Administrative Staff

- Maintain HR documentation and personnel files.
- Process payroll and employee benefits.
- Manage recruitment logistics and onboarding.
- Submit all required documents to KHDA for staff approval.

Learners

- Not employees, but must follow EBT's Code of Conduct and may report staff misconduct.

6. Monitoring and Compliance

Internal Audit

- Annual review of HR practices, recruitment files, staff permits, and compliance with UAE labour law.

KHDA Inspections

- EBT will fully cooperate with KHDA inspections regarding:
 - Staff qualifications
 - Contracts
 - Training permits
 - Professional development logs
 - Compliance with vocational education staffing standards

Non-Compliance

May result in:

- Internal corrective action
- Staff disciplinary action
- KHDA warnings or sanctions
- Operational restrictions on the institution

7. Review and Renewal

This policy will be reviewed annually or as necessitated by:

- Changes in UAE Labour Law
- KHDA regulatory updates
- EBT operational needs

- Accreditation body requirements

Updates are approved by the Director.

8. Related Policies and Documents

- EBT Code of Conduct Policy (EBT-POL-002)
- EBT Staff Professional Development Policy (EBT-POL-003)
- EBT Health and Safety Policy (EBT-POL-HSRA-010)
- EBT Conflict of Interest Policy
- UAE Federal Decree-Law No. 33 of 2021
- KHDA Training Institute Regulations

9. Approval and Signature

This policy is approved and effective as of the date below.

Director:

Shivanjan Chakraborty
East Bridge Training (EBT)
Date: November 3, 2025

Shivanjan Chakraborty