EAST BRIDGE TRAINING (EBT)

LEARNER CERTIFICATION POLICY

Policy Reference Number: EBT-POL-005
Version: 1.0
Effective Date: 03 November 2025
Review Date: 03 November 2026
Approved By: Director, East Bridge Training (EBT)

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1. Purpose

The purpose of this Learner Certification Policy is to ensure clear, consistent, and transparent procedures for the verification, approval, and issuance of learner certificates for all East Bridge Training (EBT) programmes.

This policy ensures:

- Compliance with **KHDA Vocational Education Standards**, particularly Standard **B5 (Certification)**

- Alignment with **IEAC** and **EDU** accreditation requirements

- Preservation of integrity, quality, and credibility of EBT's qualifications

- Clear communication of certification requirements to all learners

- Efficient and timely processing of certification requests

Certification represents that a learner has **successfully met all required learning outcomes, assessments, attendance criteria, and financial obligations**.

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2. Scope

This policy applies to the certification process for all KHDA-approved EBT programmes, including:

- Teacher training programmes

- Professional development courses

- Workshops and specialised skills programmes

- CPD and vocational qualifications

It applies to:

Learners

All individuals enrolled in EBT programmes.

Academic Staff

Instructors, assessors, and trainers involved in learner evaluation.

Administrative Staff

Personnel responsible for processing certificates, documentation, and archiving.

External Stakeholders

KHDA, IEAC, EDU, and employers relying on EBT-certified qualifications.

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3. Policy Statement

East Bridge Training is committed to maintaining the highest academic and professional standards in all certification processes.

EBT ensures that:

- All certification decisions are based on documented evidence of achievement

- Learners are informed of certification requirements prior to starting the programme

- Certificates accurately reflect the learner's accomplishment and the programme's accreditation status

- Certification reflects real competency and is free from bias, errors, or manipulation

- Working professionals receive timely, career-relevant certification

EBT prohibits the issuance of certificates to learners who have not met all completion requirements.

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4. Procedures

5.1 Completion Requirements Verification

A learner is eligible for certification only after meeting all of the following:

1. **Assessment Completion**
   All required assignments, exams, projects, and practical evaluations must be submitted as per programme specification.

2. **Passing Requirements**
   A minimum passing score of **70%**, or as required by the specific programme or awarding accreditor.

3. **Attendance Requirement**
   Learners must attend **at least 80%** of scheduled contact hours, in line with KHDA rules.

4. **Academic Integrity**
   No unresolved academic misconduct cases may exist.

5. **Financial Clearance**
   All programme fees must be fully paid.

6. **Administrative Compliance**
   Required documentation (ID, admission forms, declarations) must be complete.

Only fully compliant learner files move to certification processing.

5.2 Certification Issuance Process

1. **Internal Academic Audit**
   The Academic Coordinator audits the learner's file to verify all completion requirements.

2. **Quality Assurance Review**
   The Director of Academics reviews audit findings and confirms eligibility.

3. **Certificate Generation**
   The Administrative Office prepares the official certificate including:

   - Learner full legal name

   - Programme title

   - Completion date

   - EBT logo

   - KHDA approval reference (where required)

   - IEAC/EDU accreditation references

Certificates must follow KHDA formatting conventions and **must not be altered or redesigned** without KHDA approval.

4. **Director Signature**
   All certificates must be signed by:
   Shivanjan Chakraborty, Director, East Bridge Training

5. **Record Keeping**

   o A physical and digital copy of each certificate is stored securely

   o Records are maintained for **10 years**

   o Storage complies with KHDA A2.10 and EBT's Data Protection Policy

6. **Certificate Issuance**
   Certificates are issued within **15 working days** of academic approval.

5.3 Replacement Certificates

Learners may request a replacement certificate if:

- Original is lost

- Damaged or destroyed

- Name correction (with official proof)

Conditions:

- Requests must be made in writing

- A nominal administrative fee applies

- Replacement certificates are clearly marked **"Duplicate"**

- Original completion date is maintained

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6. Roles and Responsibilities

Director – Shivanjan Chakraborty

- Final authority for certification decisions

- Signs all official certificates

- Ensures compliance with KHDA and accrediting bodies

Director of Academics

- Oversees assessment and verification quality

- Approves final certification audit

- Ensures programme integrity and compliance

Academic Staff

- Conduct assessments fairly and professionally

- Submit grades and attendance records accurately

- Communicate certification requirements to learners

Administrative Staff

- Process requests

- Generate certificates

- Maintain secure archives

- Coordinate certificate issuance

Learners

- Meet all academic, attendance, and financial obligations

- Ensure personal data is accurate

- Report discrepancies promptly

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7. Monitoring and Compliance

Internal Monitoring

- Quarterly audits of learner files and certification decisions

- Verification of compliance with KHDA B5 standards

- Review of documentation accuracy and completeness

External Compliance

EBT participates fully in:

- KHDA inspections

- IEAC accreditation reviews

- EDU quality audits

Non-Compliance

Staff

Improper issuance or withholding of certificates may lead to:

- Written warning

- Suspension

- Termination

Learners

Engaging in academic misconduct may result in:

- Certification denial

- Certification revocation

- Permanent academic sanctions

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8. Review and Renewal

This policy is reviewed and renewed annually or earlier if:

- KHDA requirements change

- IEAC/EDU accreditation standards update

- EBT introduces new programme structures

Revised policies receive a new version number and effective date.

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9. Related Policies and Documents

- **EBT Academic Integrity & Assessment Policy**

- **EBT Appeals & Grievances Policy**

- **EBT Data Protection & Privacy Policy**

- **EBT Attendance and Engagement Policy**

- KHDA Vocational Education Standards

- IEAC/EDU Accreditation Standards

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10. Approval and Signature

This policy is approved and authorised for implementation by:

Director:

Shivanjan Chakraborty

Shivajan Chakraborty

East Bridge Training
Date: 03 November 2025