

GCA Quality, Certification and Service Standard

GAC Corporate Academy (GCA) is the ISO29990-certified corporate learning organisation of the GAC Group.

What does the GAC Group expect of GCA?

- 1) Measurable Learning.** GCA is expected to provide competency-based learning and development services to relevant personnel. GCA is to provide evidence-based assessment outcomes, which is provided to Course Ambassadors and Course Owners on an ongoing basis.
- 2) Management Information.** GCA is required to keep detailed records of a participant's progress in all GCA courses, and provide this management information to operating companies and Regional Vice Presidents.
- 3) ISO 29990 Compliance.** GCA is required to comply with the relevant quality standard and make continuous improvement based on valid and reliable measurements.
- 4) Research and Development.** GCA is to provide research and development capability to support the priorities of the GAC Group.
- 5) Accessibility.** GCA is to provide maximum accessibility to all citizens of the GAC World, irrespective of the financial environment of operating companies.

What can Participants Expect from GCA?

- 1) Facilitated courses.** A facilitated course is under the leadership of a course facilitator. The facilitator's role may be seen as that of a coach through the duration of the course, to ensure each participants' successful completion of the course with the best possible results. Facilitators will engage with participants in a positive and constructive way, and ensure participants have been set up for success at the outset. They will identify high-performing participants and ensure this feedback is provided to relevant stakeholders in the line organisation.
- 2) Assessment.** A participant can expect that the assessment links directly to the learning outcomes, and the time specified is realistic and representative of the GAC World. The assessments are designed to allow for continuous development or mastery of a set of competencies. The assessments are developed such that all participants can achieve excellent results - irrespective of their learning style and current communication competency.
- 3) Non-facilitated courses.** Some courses may be self-paced, and GLOs are able to provide first-level support. Always contact GCA if additional assistance is required.
- 4) Review processes.** Each GCA course has a multi-stage evaluation process as part of the quality process. This will be shared with the course community and relevant stakeholders at the completion of each course.
- 5) Rewards and recognition.** All courses show patterns of excellence in the GAC World, and high achievements by participants should be recognised where appropriate.
- 6) Equity.** Facilitators are required to objectively assess on predefined criteria. Should a participant not agree with an assessment, an external mediation process exists to ensure a satisfactory conclusion is reached.
- 7) Transparency.** At the completion of the course, the course evaluation will be shared with all participants. Results are shared with participants and GLOs, and kept centrally on GACKnowledge.

What does GCA expect from participants?

- 1) Time Specific.** Due to the accelerated nature of the course, time specific behaviour is required. Participants are expected to commit to a learning journey in line with the time specified for it.
- 2) Outcome Focus.** Assessment is measurement against a learning outcome. Activities should be attempted keeping in mind the indicative time frame, based on the minimal criteria of achieving a full score.
- 3) Ethical and honest behaviour.** Adult learning is an ethical pursuit and participants are expected to commence the learning journey with an objective and open mind. A participant is expected to complete the activities on their own, without copying information from other sources (e.g. person/participant, the internet, previous courses and other sources). In line with the GAC Compliance and Ethics Policy, GCA is expected to identify instances of unethical behaviour and take action in accordance with prevailing policies.
- 4) Communication.** Participants are expected to engage with other fellow participants in a manner that is in line with the GAC-Spirit that is positive and constructive at all times.
- 5) Dispute Resolution.** Participants are expected to be mature and proactive in raising any concerns. In the first instance, the facilitator may be contacted and if a satisfactory outcome is not reached, participants can contact GCA directly.

Course Close and Certification

Course Closure Date. Courses will be closed for participation on the end date specified, depending on the duration of the courses. All activities and quizzes will be made inaccessible to participants after this date has passed. Exceptions (for facilitated courses only) will be provided only if a participant has requested the facilitator or GCA for an extension based on a genuine reason. This reason will need to be validated by the GLO and line manager concerned.

The course will be made inaccessible to all participants after the last date (specifically midnight UAE time).

Grading and Certification.

Facilitated courses: When the course finishes, facilitators will take three days to finalise the grading. Once complete, they will notify

all participants through the News Forum that the certificates are ready to be downloaded. Only those who achieve 70% or more (and therefore pass the course) will have the option to download their certificate.

In the case of extensions (again only based on prior notice and approval by line manager, GLO and GCA), assignments will be graded after completion (which will also be time bound).

Self-paced courses: The course certificate will be available for download once the participant has completed the course (within the specified time period).

All transcripts will be sent to GLOs by GCA after courses have been completed.



Delivering Your Learning Strategy.

www.gacacademy.com

