GCA Quality, Certification, and Service Standard

August 2024

What does the GAC Group expect of GCA?

- ☐ Measurable Learning. GCA is expected to provide competency-based learning and development services to relevant GAC personnel. GCA is to provide evidence-based assessment outcomes or course updates, which are provided to Course Ambassadors and Course Owners on an ongoing basis.
- ☐ 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.
- ☐ Compliance. GCA is required to comply with the relevant quality standards and make continual improvements based on valid and reliable measurements.
- ☐ Research and Development. GCA is to provide research and development capability to support the priorities of the GAC Group.
- ☐ 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?

- ☐ Facilitated courses. A facilitated course is under the leadership of a course facilitator. The facilitator's role is that of a coach for the duration of the course to ensure each participant's successful completion of the course with the best possible results. Facilitators will engage with participants in a positive and constructive way, ensuring 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.
- ☐ Assessment. A participant can expect that course assessments link directly to learning outcomes, and the time specified for assessment completion 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 so that all participants can achieve excellent results - irrespective of their learning style and current communication competency.
- ☐ 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.
- ☐ Review processes. Each GCA course has a multi-stage evaluation process as part of course review and quality procedures: An end-of-course evaluation for participants to submit in the final week of

each course, an end-of-course report for facilitators to submit after the course, a review for pilot courses, and an annual review of all the courses in the GCA course portfolio. Results of all course evaluations are shared with relevant stakeholders to develop the quality of GCA courses.

- ☐ Rewards and recognition. All courses show patterns of excellence in the GAC World, and participants' high achievements are acknowledged through the Top Participant initiative. Facilitators notify line managers of selected participants and inform them of the excellent outcomes achieved. In Q4 of each year, GCA selects the Top Participant from across the GAC World for recognition in the GCA Awards the following Q1, along with Top GLO, Top GAC Company, and Top Learning Initiative.
- ☐ Equity. Facilitators are required to objectively assess on predefined criteria. Should a participant not agree with an assessment, an external mediation process ensures a satisfactory conclusion.
- ☐ Transparency. Participants will have access to the course assessment criteria and their grade book.

What does GCA expect from participants?

- ☐ Time-specific. Due to the accelerated nature of the course, time-specific behaviour is required. Participants are expected to commit to a learning journey within the specified time.
- ☐ Outcome Focus. Assessment is a measurement against a learning outcome. Activities should be attempted within the indicative time frame, based on the minimal criteria for achieving a full score.
- ☐ 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. Participants are expected to complete the activities independently, without copying information from other sources (e.g., the person/participant, the internet, previous courses, AI-generated outputs, and other sources). In line with the GAC Code of Ethics and Generative AI Policy, GCA is expected to identify instances of unethical behavior and take action in accordance with prevailing policies.
- ☐ Communication. Participants are expected to engage with other fellow participants in a manner that is always positive and constructive, in line with the GAC Spirit.
- ☐ 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 (specifically midnight UAE time). Exceptions (for facilitated courses only) will be provided only if a participant has requested an extension from the facilitator or GCA based on a genuine reason. This reason must be validated by the GLO and line manager concerned. Course lessons and resources will be available in the course library for participants to access for their future reference.

Grading and Certification

- ☐ <u>Facilitated courses:</u> When the course finishes, facilitators will take two days to finalise the grading. 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 the line manager, GLO, and GCA), assignments will be graded after course completion (which will also be time-bound).
- ☐ <u>Self-paced courses:</u> 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.