



Advanced Institute of Management Training
and Continuing Education (SVG) Ltd.

AIMT&CE

2024

Policies of the Advanced Institute of Management Training & Continuing Education (SVG) Ltd

Table of Contents

- P1001 Payment of Fees upon Registration3
- P1002 Release of Personal Information of an Employee or Student4
- P1003 Letterheads.....5
- P1004 Controlled Documents6
- P1005 Placing a Complaint and its Processing7
- P1006 Refunds Policy8
- P1007 Appeals Policy9
- P1008 Grievance Procedure.....11
- P1009 Data Protection Policy12
- P1010 Equality of Opportunity19
- P1011 Malpractice Policy and Procedure20
- P1012 Conflict of Interest Policy [COI]22
- P1013 Ethics and Conduct25
- P 1014 Health and Safety28
- P1015 Attendance and Punctuality29
- P1016 Policy on Abusive Behaviour33
- P1017 Distance Learning Policy37
- P1018 Version Control Policy39
- P1019 Anti-bribery and Corruption Policy40
- P1020 Artificial Intelligence (AI) Policy42

P1001 Payment of Fees upon Registration

1.0 This policy addresses the first payment of a student to sign up for courses offered by AIMT&CE. Full Tuition Fees are due and payable upon Registration. Persons unable to pay the full amount should consult with the Institute's Financial Director to arrange an installment plan. This installment plan should be strictly adhered to otherwise interest will be added in accordance with the schedule below. Approved Installment Plans - Installments are due and payable at the beginning of each month. (*Refer to Guidance for Fees in the Student Rules and Regulations*).

The rationale for this policy is due to the fact that students may resume studies and not pay fees. The initial payments negate the risk of a student becoming un-financial.

P1002 Release of Personal Information of an Employee or Student

This policy addresses the release of personal information of an Employee or Student.

1.0 The policy for such release is that it shall not be released under any circumstances as it is personal, private and confidential.

2.0 Exceptions: There are two exceptions to Section 1.0 above

- (i) if the employee or student gives permission to release same either orally or in writing. and
- (ii) in a case where such information is required to assist the Police or other Security Department/Credit Department in an investigation.

3.0 The rationale for this policy is that the personal information of the employee or student is confidential. This policy includes the following information: address, phone number, date of birth, registration number and other information that would be unique to the employee or student

P1003 Letterheads

This policy addresses the management of letterheads.

The letterhead is a controlled document. It is controlled by the Administrative Manager and the custodians are the Directors. The Directors and the Administrative Manager are authorized signatories. No other officer or employee of the institute has any right or authority to sign a letterhead.

If for any reason neither of these officers are available to sign, a reason should be provided within the letter as to why someone else is acting as signatory.

The rationale for this policy is the reduction of fraud in the use of a letterhead and the authenticity of the directive(s) given on the letter.

P1004 Controlled Documents

This policy addresses the Controlled Documents and how they should be handled.

Controlled documents at the Advanced Institute of Management Training & Continuing Education (AIMT&CE) Ltd. are letterheads, Policies and Procedures, The Quality Assurance Manual (ISO 9000:2015 manual).

These documents are stored in a safe location.

The rationale for this policy is that there would be elimination in tampering with the source document and a true representation of the documents will always be at hand.

P1005 Placing a Complaint and its Processing

This policy addresses the process of lodging a complaint and its processing.

A complaint **MUST** be given in writing or email. Once this is done, it will be investigated in accordance with the Quality Assurance Manual and/or the Grievance Procedure. The rationale for this policy is that complaints should be documented so that the very nature of the complaint could be examined fully and corrective measures implemented.

P1006 Refunds Policy

- 1.0 This policy addresses the granting of Refunds to Students.
- 2.0 Once the student has commenced classes, i.e. has received at least one lecture, or gained access to AIMT&CE(SVG)Ltd. materials, NO REFUND will be given. The only exception to this policy will be in the case where the Institute decides to cancel a programme or in situations where the foreign body subsequently does not accept degree students.
- 3.0 The Registration fees are NOT refundable once a student withdraws from a course. Any refund request must be made in writing and copied to aimtecsvg@gmail.com .
- 4.0 If the refund is granted, then the refund will be made by cheque on the 14th day after the enquiry. Should there be a delay for any reason the Institute will inform the recipient of the refund within a reasonable time. No refund of any kind will be entertained after 3 months of the course having passed. A candidate has 3 months, from the start of the course, to ask for a refund and the grounds thereof in writing.
- 5.0 In the event of extenuating circumstances, that is, where a student cannot continue on MEDICAL GROUNDS only, a refund claim may be applied for which must be submitted in writing. (***Refer to Refund Policy in the Student Rules and Regulations***).

P1007 Appeals Policy

This policy addresses the process of making and processing an appeal.

Procedure for Appeals

Refer to Quality Manual

1. All students who would like to appeal or query their exam/assignment mark are required to inform the external body or the Institute that they would like to do so in 5 working days.
2. After informing the Institute, the student is then required to fill out the required Appeals form or email stating exactly what he or she is querying. The student must abide by the appeals procedure outlined by the international body governing examinations or assignments.
3. The email or required Appeals form is then immediately sent to the appropriate foreign body.
4. The student then waits for a reply, which will state the procedure that the student and the Institute have to undergo.

APPEAL SYSTEM

Exams are formulized by the external body who sets the final exam. For foreign qualifications, exams and assessments are marked according to the international body's procedures.

APPEALS PROCEDURE

In order to ensure that students receive fairness in term of results, special arrangements and special considerations, AIMT&CE Ltd. has established an appeals procedure.

Appeal procedure against results

1. When receiving their results students are advised of the possibility to appeal their results.
2. If a student wants to investigate his/her results, he/she must inform the Course Coordinator.
3. AIMT&CE Ltd. will provide students with an appeal form
4. A copy of the completed appeal form will be filed in the student record file.
5. A copy of the completed form will be given to the Award examination board (if applicable)
6. Students will be asked to pay for appeal/report fees, if applicable, directly to the foreign body
7. After the completion of the investigation from the foreign body, the student will be advised of the decision via email.

Appeal procedures against special arrangements or special consideration

The appeal procedures for special arrangements and considerations follow the same procedure as the appeals procedure for results.

1. Students are informed of the possibility of appealing the decision given by the particular institution.
2. Students will fill the appeal form for the course.
3. Appeal will be sent to the governing institution
4. Feedback will be given to students.
5. The entire process will be documented and recorded in the student's file.

P1008 Grievance Procedure

1. A student may have an issue to bring forward, such as:
 - a. They are requesting a refund
 - b. Their local or foreign fees have not been paid
 - c. They are falling behind in a course and wish for an extension
 - d. They are unable to continue the course any longer for some reason
 - e. Their lecturer is in breach of contract.
2. The Course Coordinator is the person to receive the information pertaining to the issue (whether presented to them in email or presented to them verbally) and deals with the issue accordingly.
3. If the issue can be dealt with at the point of the Course Coordinator e.g. Item (b) above and the issue can be resolved without involving any other member of staff, the matter ends there. However, if the Course Coordinator is unable to resolve the issue, it is then referred to Quality Assurance.
4. Depending upon the nature and the seriousness of the problem, the Course Coordinator will deal with the student directly or pass it on to either:
 - a. Quality Assurance
 - b. The Finance Director
5. Quality Assurance or the Finance Director will then try to solve the issue. If the issue is solved, the solution is given back to the Course Coordinator. The student would then be notified of the outcome by the Course Coordinator via Skype or email.
6. If the issue cannot be sorted, it is referred to the Finance Director for tracing of transactions and possible refund. Any request for refunds must be made in writing and AIMT&CE Ltd. endeavours to settle valid cases within 14 days.

P1009 Data Protection Policy

The Advanced Institute of Management Training and Continuing Education (AIMT&CE) Ltd has constituted the following procedure and policies for the handling, editing and deletion of any file stored within them as well as contingency planning for business continuity. AIMT&CE Ltd needs to collect and use certain types of information about the Individuals or Service Users who come into contact with it in order to carry on work. This personal information must be collected and dealt with appropriately whether it is collected on paper, stored in a computer database, or recorded on other material and there are safeguards to ensure this under the Cybercrime Bill 2016, St Vincent and the Grenadines.

1. Data Controller

AIMT&CE Ltd. is the Data Controller under the Bill, which means that it determines what purposes personal information held, will be used for. It is also responsible for notifying the Information Commissioner of the data it holds or is likely to hold, and the general purposes that this data will be used for.

2. Disclosure

AIMT&CE Ltd. may share data with other agencies such as the local authority, funding bodies and other voluntary agencies. The Individual/Service User will be made aware in most circumstances how and with whom their information will be shared. There are circumstances where the law allows the disclosure of data (including sensitive data) without the data subject's consent.

These are:

- a) Carrying out a legal duty or as authorised by National Security
- b) Protecting vital interests of an Individual/Service User or other person
- c) The Individual/Service User has already made the information public
- d) Conducting any legal proceedings, obtaining legal advice or defending any legal rights

- e) Monitoring for equal opportunities purposes, for example but not limited to race, disability or religion
- f) Providing a confidential service where the Individual/Service User's consent cannot be obtained or where it is reasonable to proceed without consent e.g. where we would wish to avoid forcing stressed or ill Individuals/Service Users to provide consent signatures.

AIMT&CE Ltd. regards the lawful and correct treatment of personal information as very important to successful working and maintaining the confidence of those with whom we interact, and as such intend to ensure that personal information is treated lawfully and correctly.

In this regard, the Institute will fully subscribe to the Principles of Data Protection, as detailed in the Cybercrime Bill, 2016. Specifically, the Principles require that personal information *inter alia*:

- a) Shall be processed fairly and lawfully and, in particular, shall not be processed unless specific conditions are met,
- b) Shall be obtained only for one or more of the purposes specified in the Bill, and shall not be processed in any manner incompatible with that purpose or those purposes,
- c) Shall be adequate, relevant and not excessive in relation to those purpose(s)
- d) Shall be accurate and, where necessary, kept up to date,
- e) Shall not be kept for longer than is necessary
- f) Shall be processed in accordance with the rights of data subjects under the Bill.

Through appropriate management and strict application of criteria and controls, the Institute endeavours to:

- Observe fully conditions regarding the fair collection and use of information
- Meet its legal obligations to specify the purposes for which information is used

- Collect and process appropriate information, and only to the extent that it is needed to fulfill its operational needs or to comply with any legal requirements
- Ensure the quality of information used
- Ensure that the rights of people about whom information is held, can be fully exercised under the Bill. These include:
 - o The right to be informed that processing is being undertaken,
 - o The right of access to one's personal information
 - o The right to prevent processing in certain circumstances and
 - o The right to correct, rectify, block or erase information which is regarded as wrong information
- Ensure that personal information is not transferred abroad without suitable safeguards
- Treat people justly and fairly whatever their age, religion, disability, gender, sexual orientation or ethnicity when dealing with requests for information
- Set out clear procedures for responding to requests for information

3. Data Collection

Informed consent is when

- An Individual/Service User clearly understands why their information is needed, who it will be shared with, the possible consequences of them agreeing or refusing the proposed use of the data and then giving their consent.

The Institute will ensure that data is collected within the boundaries defined in this policy. This applies to data that is collected in person or by completing a form and when collecting data, the Institute will ensure that the Individual/Service User:

- a) Clearly understands why the information is needed
- b) Understands what it will be used for and what the consequences are, should the Individual/Service

User decide not to give consent to processing

- c) As far as reasonably possible, grants explicit consent, either written or verbal for data to be processed
- d) Is, as far as reasonably practicable, competent enough to give consent and has given so freely without any duress
- e) Has received sufficient information on why their data is needed and how it will be used

4. Data Storage

Information and records relating to service users will be stored securely and will only be accessible to authorised staff and volunteers. Information will be stored for only as long as it is needed or required by the laws of St. Vincent and the Grenadines and will be disposed of appropriately. If the password for a programme has been given to an employee for use, the employee is not to change the password. However, if the employee does change the password without approval, a verbal warning will be given in the first instance, a written will be given in the second instance and then dismissal if the practice persists

5. Access and Accuracy

Files needed by the Advanced Institute of Management Training and Continuing Education (AIMT&CE) Ltd. are stored. In order to gain access to these files, the user must know the password for that particular account. Files that are of very sensitive nature are stored on one computer and backed up on flash drives. They are also stored on computer(s) that is (are) never connected to the internet or to the network as a precautionary measure to ensure that the malware cannot infiltrate the system.

All Individuals/Service Users have the right to access the information our Institution holds about them. The Institute will also take reasonable steps to ensure that this information is kept up to date by asking data subjects whether there have been any changes. In addition, the Institution will ensure that:

- Everyone processing personal information understands that they are contractually responsible for following good data protection practices
- Everyone processing personal information is appropriately trained to do so
- Any person desirous of making an enquiry about handling personal information should be guided the Cybercrime Bill 2016, St Vincent and the Grenadines.
- The Institute will regularly review and audit the way it holds, manages and uses personal

information

- All staff are aware that a breach of the rules and procedures identified in this policy may lead to disciplinary action being taken against them

This policy will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Cybercrime Bill 2016.

Glossary of Terms

Data Controller – The person who (either alone or with others) decides what personal information AIMT&CE Ltd. will hold and how it will be held or used.

Cybercrime Bill 2016 – The St. Vincent and the Grenadines (SVG) legislation that provides a framework for responsible behaviour by those using personal information.

Data Protection Officer – The person(s) responsible for ensuring that AIMT&CE Ltd. follows its data protection policy and complies with the Cybercrime Bill 2016.

Individual/Service User – The person whose personal information is being held or processed by AIMT&CE Ltd. for example: students, a client, an employee, etc.

Explicit consent – is a freely given, specific and informed agreement by an Individual/Service User in the processing of personal information about her/him. Explicit consent is needed for processing sensitive data.

Notification – Notifying the Information Commissioner about the data processing activities of AIMT&CE Ltd, as certain activities may be exempt from notification.

Information Commissioner – Information Commissioner responsible for implementing and overseeing the Cybercrime Bill 2016.

Processing – means collecting, amending, handling, storing or disclosing personal information.

Personal Information – Information about living individuals that enables them to be identified e.g. name and address. It does not apply to information about organisations, companies and agencies but applies to named persons, such as individual volunteers or employees within (GROUP).

Sensitive data – refers to data about:

- Racial or ethnic origin
- Religion or similar beliefs
- Physical or mental health
- Sexuality
- Criminal record or proceedings

P1010 Equality of Opportunity

The most important pre-requisite is that the students are willing to learn, and upgrade their qualifications.

The mission of AIMT&CE Ltd is:

“To deliver to students the most relevant and highest quality programmes that are internationally recognized and that will enhance their qualifications through the use of a technological interface”.

As a result, AIMT&CE Ltd. is an equal opportunity employer and will educate without preference.

AIMT&CE Ltd system for implementing and monitoring the policy on equality of opportunity

All staff members are informed of the Institute’s policy on equality of opportunity. The policies are periodically reviewed in order to ensure that they are up-to-date. This is done by Quality Assurance, which governs every single aspect of the Institute.

The Institute is set up in such a way that all staff who do not conduct themselves in this fashion, are automatically brought to the fore front, meaning that their “true colours” are brought to the surface in a very short space of time and then the institute sees to it that they are dealt with appropriately. The Institute ensures that this policy of equality of opportunity is directed to both the students and the staff.

The Institute is vehemently opposed to any form of discrimination. The Institute has chosen to identify exactly what is classified as *DISCRIMINATION*.

“Discrimination occurs when an individual or group of individuals is subject to repeated, unwanted and/or unprovoked attention. Harassment can include vexatious or offensive verbal or written comments and can extend to physical abuse”.

P1011 Malpractice Policy and Procedure

1.0 Definition

Malpractice refers to maladministration by staff through an act, neglect or other practice that contravenes the integrity or validity of a process of the award of academic standards.

2.0 Scope

Examples of actions that may constitute malpractice are:

2.1 For Students

- Plagiarism
- Collusion
- Threatening anyone in authority to alter regulations
- Misrepresenting the truth so as to affect the integrity of the assessment process
- Forgery of certificates

2.2 For employees

- Deliberately sabotaging the assessment process
- Biased assessment procedures
- Discrimination in the assessment process

2.3 For the Institute

- Failure to follow procedures in accordance with the regulations of the awarding body
- Dishonesty with regard to handling student scripts
- Allowing students to continue working after time has expired to hand in work
- Failure to register a student for the appropriate award
- Failure to carry out internal assessment, moderation or verification in accordance with the procedures of the awarding body
- Misuse of awarding body logos and trademarks
- Failure to provide adequate facilities for the examination or for the security of the assessments
- Helping students to pass unfairly

3.0 Procedure for reporting Malpractice

Anyone can report via email a suspected incident of Malpractice for the Institute to investigate.

4.0 Monitoring and Review

An annual report will be produced of any cases of suspected and actual malpractice. The policy for malpractice will be reviewed every three (3) years.

5.0 Penalties for Malpractice

The appropriate penalty will be given in accordance with the type of malpractice enacted or attempted. For example:

- Plagiarism warrants the student's suspension from the programme
- Collusion warrants the student's mark being downgraded or complete failure of the course
- Forgery of Certificates is a Criminal Offense and will be reported to foreign body immediately and the offending student will be suspended from all classes
- Employees deliberately sabotaging the process will be fired

P1012 Conflict of Interest Policy [COI]

The purpose of this policy is to help the Advanced Institute of Management Training and Continuing Education (AIMT&CE) Ltd to effectively identify, disclose and manage any actual, potential or perceived conflicts of interest in order to protect the integrity of AIMT&CE Ltd. and manage risk. This policy is also extended to members of staff.

1. Objective

AIMT&CE Ltd Directors aim to ensure that they are aware of their obligations to disclose any conflicts of interest that they may have, and to comply with this policy to ensure they effectively manage such conflicts of interest as may arise in their capacity as representatives of the Institution

2. Scope

This policy also will apply to immediate family members, Directors and staff members, who will be required to attest annually to their familiarity with this policy and to provide information concerning any possible conflict of interest so that disclosure, if necessary, is made. Staff members and their immediate families will not benefit materially from the organization beyond receipt of salaries, fringe benefits, and reimbursement of authorized expenses.

3. Definition of conflicts of interests

A conflict of interest occurs when an individual's personal interests conflict with their responsibility to act in the best interests of the Company. Personal interests include direct interests as well as those of family, friends, or other organisations a person may be involved with or have an interest in (for example, as a shareholder). It also includes a conflict between a Director's duty to AIMT&CE Ltd. and another duty that the member has (for example, to another Company). A conflict of interest may be actual, potential or perceived and may be financial or non-financial. These situations present the risk that a person will make a decision based on, or affected by these influences, rather than in the best interests of the Company and must be managed accordingly.

4. Policy

This policy has been developed because conflicts of interest commonly arise, and do not need to present a problem to the Company if they are openly and effectively managed. It is the policy of AIMT&CE Ltd. as well as a responsibility of the Directors, that ethical, legal, financial or other conflicts of interest be avoided and that any such conflicts (where they do arise) do not conflict with the obligations to the Company. AIMT&CE Ltd. will manage conflicts of interest by requiring Directors and members of staff to:

- avoid conflicts of interest where possible
- identify and disclose any conflicts of interest
- carefully manage any conflicts of interest, and
- follow this policy and respond to any breaches.

5.1 Identification and disclosure of conflicts of interest

Once an actual, potential or perceived conflict of interest is identified, it must be entered into the company's register of interests, as well as being raised with the Directors. The governance policy should also ensure that proper disclosure occurs. The register of interests must be maintained by a duly designated officer of AIMT&CE Ltd. and such officer will record information related to the conflict of interest (including the nature and extent of the conflict of interest and any steps taken to address it).

5. What should be considered when deciding what action to take

In deciding what approach to take, the Directors will consider whether:

- the conflict needs to be avoided or simply documented
- the conflict will realistically impair the disclosing person's capacity to be impartial
- the disclosing person should participate in decision-making
- there are alternative options to avoid the conflict
- the Company's objectives and resources will be at peril, and
- there is a possibility of creating an appearance of improper conduct that might impair confidence in, or the reputation of, the company.

6. Compliance with this policy

If the Directors have a reason to believe that a person subject to the policy has failed to comply with it, the circumstances will be investigated. If it is found that this person has failed to disclose a conflict of interest, the Directors may take action against them. This may include but is not limited to seeking termination of their relationship with the Company.

P1013 Ethics and Conduct

Overview

The Advanced Institute of Management Training and Continuing Education (AIMT&CE) Ltd. seeks to ensure its members of staff adhere to a strict code of ethical behaviour and that they are mindful of their conduct, not only when working with clients but in their conduct when working with other staff members including Directors.

Principles

AIMT&CE Ltd. staff, including those sub-contracted to meet the demands of the organisation, will adhere to the following principles of ethical behaviour:

Amplification

Integrity

- Staff will act with the utmost integrity in their approach to their duties within AIMT&CE Ltd.
- Staff will strive to work in accordance with the requests of AIMT&CE Ltd. clients whilst maintaining their integrity at all times
- Should staff members believe there is a conflict in their ability to remain impartial or feel their integrity has been compromised, they must raise this immediately with the Directors

Objectivity

- Staff will remain objective in their dealings with AIMT&CE Ltd. clients and ensure their actions reflect the level of responsibility to which they have been assigned;
- Staff will consider their objectivity in giving opinions and statements to staff or clients or members of the public within AIMT&CE Ltd.
- Should staff believe there is a conflict in their ability to remain objective to the requests of the clients and AIMT&CE Ltd. or where a staff member feels their objectivity has been compromised, they must raise this immediately with the Directors.

Professional competence and due care

- Staff will act with due care and attention whilst carrying out the requests of AIMT&CE Ltd., including but not limited to acting on behalf of AIMT&CE Ltd. at a function, event or any other

circumstance;

- Staff will demonstrate their level of experience, expertise and professional skill whilst carrying out their performance at AIMT&CE Ltd.
- Staff members will have their performance monitored over time and will be subject to formal annual reviews of performance to determine if their skills, knowledge and understanding are commensurate with their role

Confidentiality

- Staff will maintain the confidentiality of AIMT&CE Ltd. clients at all times
- Staff will ensure information they obtain in relation to a client, directly or indirectly, is retained securely and is not shared with unauthorised personnel, without the written permission of the Directors

Professional Behaviour

- Staff will behave professionally at all times and must be mindful of how their actions will reflect on AIMT&CE Ltd.

Considerations

In addressing the aforementioned points, staff will consider the wider implications of their actions by considering the following:

- Their approach to acting fairly towards customers (internal and external);
- If what they are about to do or propose to do is in the best interests of the customer;
- Whether their actions are considered honest and truthful;
- Whether they would like to be treated in a particular way if they were a customer;
- How their actions would look, or be perceived by, a third party or by the employer;
- How their actions would appear to AIMT&CE Ltd.
- Whether they should refer their concerns or actions to their line manager

Risk considerations

AIMT&CE Ltd. will consider the impact of its ethical conduct in line with its policy on risk management.

AIMT&CE Ltd. will also include relevant risks and issues on its register and issues log.

Breaches

Where there is clear evidence of breach against the ethical principles, these will be documented.

Information which will be shared amongst other governance groups, as deemed appropriate.

P 1014 Health and Safety

In the context of St. Vincent and the Grenadines, the Health and Safety Bill of 1997 is still yet to be revised which is a debate in the Parliament. Health and Safety is referred to in the Factories Act of 1987. Recognising the changing nature of environmental factors, AIMT&CE Ltd has developed this policy so that it maintains high quality practices with staff, customers and the general public.

AIMT&CE Ltd.'s general policy on Health and Safety is:

- To provide adequate control of the health and safety risks arising from work activities;
- To consult with our employees on matters affecting their health and safety;
- To provide safe systems of work
- To provide and maintain safe facilities and equipment
- To provide information, instruction and supervision for employees;
- To ensure all employees are competent to do their tasks, and to give them adequate training;
- To maintain safe and healthy working conditions;
- To ensure commitment to health and safety issues;
- To ensure continual improvement of employee conditions.

P1015 Attendance and Punctuality

1.0 Introduction

Attendance and Punctuality are vital ingredients for the success of students in the pursuit of any programme. While all students have the desire to succeed, cultural and life realities sometimes hinder students from attending lectures in a timely and consistent manner.

As the factors that influence student attendance and punctuality remain largely hidden from the Institution, the outcome of the influence is monitored by AIMIT&CE Ltd. through the **Attendance Monitoring Form**. Once a pattern over four (4) consecutive lectures has been established that a student is falling below the required minimum attendance and punctuality level (as described below), this student is deemed “*at risk*” of not succeeding in the particular programme. Missing or being late to a session can be disruptive for the whole class. To miss or be late to a session without good reason is therefore, disrespectful to both staff and students’ present and is self-defeating. Fundamentally, in order for students to gain the most from their time, it is very important that they achieve excellent attendance and punctuality.

This policy outlines AIMIT&CE Ltd. system for monitoring attendance and punctuality and clarifies the principles underpinning this system.

2.0 Aims

Realistic and challenging targets for attendance and punctuality have been set at 80% attendance and 80% punctuality for all students.

3.0 Attendance and Punctuality Policy Statement

AIMIT&CE Ltd. expects all students to attend all planned and programmed sessions, included within the student’s learning programme. The expectation of all students attending classes is an attendance level of 80% or greater and punctuality level of 80% or greater. AIMIT&CE Ltd. will apply consistent and rigorous procedures to monitor student attendance and will offer appropriate support to help and encourage students to comply with AIMIT&CE Ltd. attendance targets.

4.0 Record of Attendance and Punctuality

Attendance and punctuality is recorded on the Attendance Monitoring Form, which is already prepared with the Lecturer’s name, Course, Time and Date, along with students’ names. The form itself records whether the student was present, absent or late for class, and if late, by how many minutes. (See form in Appendix).

4.1 Definitions

Student “present”

A student is marked in attendance (√) if they are present at the beginning of the class and remain in that session until its conclusion.

(i) Student “absent”

A student is marked as absent (0) when they do not attend any part of the scheduled session.

(ii) Student “lateness”

A student is deemed late and marked (L) when they arrive after the scheduled start of the session. The number of minutes late is also recorded.

(iii) Comments

The Comment section on the form will be used to document any unusual occurrences, for example, if the student leaves the session early or if the session was interrupted for any unavoidable reason, for example power outage, earthquake etc.

5.0 Responsibilities and Procedures

Action to be taken by Staff

In cases where these standards are not consistently being met by a particular student, the lecturer is required to report the matter to Quality Assurance.

(i) When a student is absent for one (1) class

In the event that a student is discovered to be absent for any one class and has not contacted AIMT&CE Ltd. to report their intended absence, it is the responsibility of the lecturer to ensure that the student is contacted via Quality Assurance to find out the reason for absence. Upon contacting the student, a request will be made of that student to send in a response whether verbally or in writing (via hand or e mail) to explain absence.

(ii) When a student is absent for four (4) consecutive classes

In the event that a student has been absent from class consistently for four (4) consecutive classes, an e mail will be sent requesting a written response for the reason of absence to be sent in to AIMT&CE Ltd. via e mail.

Students who are in danger of falling below the expected 80% attendance and punctuality rate will be given every possible support from the Course Coordinator.

6.0 Contribution of AIMT&CE Ltd. to the student's success

AIMT&CE Ltd. is committed to contributing to the improvement of students' attendance in the following ways, by pledging to support the student with a view towards increasing motivation and retention in the programme.

AIMT&CE Ltd. responsibility is to:

- a) Quality assure the effective delivery of well-structured and managed course programmes to engage students and motivate them to attend.
- b) Ensure that a robust system is in place for monitoring attendance and punctuality – including offering the facility to write letters to the students' job for time off to attend lectures.
- c) Ensure that AIMT&CE Ltd. staff following up absences promptly and firmly.
- d) Make sure “*at risk*” students are supported as soon as warning signs appear. This may include but is not limited to committing the student to any of the following with the student's consent: counselling; commitment of student to time management course; enrolment in additional sessions of the course to address aspects of the curriculum the student missed.
- e) Utilise a “whole Institute” approach to monitoring and challenging attendance with all elements of the programme of study.

ATTENDANCE MONITORING FORM

* Form will be already prepared with Lecturer's name, Course, Time and Date along Student Names. All other details will be filled in by the Lecturer before / after class

✓ - Present
 O - Absent
 L - Late
 T - Truancy
 ML - Minutes Late

LECTURER: COURSE: COURSE DATE AND TIME:

Name of the student	Class Dates	Date 1		Date 2		Date 3		Date 4		Date 5		Date 6		Date 7		Date 8		Date 9		Date 10		Date 11		Total Minuites Late	Comments
		T	ML	T	ML	T	ML	T	ML	T	ML	T	ML	T	ML	T	ML	T	ML	T	ML	T	ML		

Verified By:

Date:

P1016 Policy on Abusive Behaviour

The Advanced Institute of Management Training and Continuing Education (AIMT&CE) Ltd. maintains zero tolerance towards abusive behaviour. It is acknowledged that some persons would not know that the manner in which they are behaving towards others is being perceived as abusive. In such cases, counselling will be given in the first instance. However, where the incidence of abuse is obvious, there is zero tolerance. This is further defined herein.

DEFINITION

Abuse is defined as *“the willful, conscious desire to hurt, threaten, upset or frighten anyone.”*

Abusive behaviour towards any member of AIMT&CE Ltd. community includes (but is not limited to) the following:

SECTION 1: ZERO TOLERANCE OFFENCES (ON OR OFFLINE)

Fighting

Physical violence

Aggression

Damaging Property

Swearing

Sexual harassment

Threats/Extortion

Any of the Summary Offences defined by the laws of CARICOM

SECTION 2: OFFENCES (warranting Counselling) FOR FIRST TIME ONLY (ON OR OFF LINE)

Gender abuse

Racial abuse

Name calling

Destroying work

Exploiting physical weakness or disability

The principal aim is to foster an atmosphere in which abusive behaviour is not tolerated and is seen to be against the norm, inappropriate and simply wrong.

RESPONSIBILITIES OF STUDENTS:

All students are expected to:

- (i) Report any instance of abuse
- (ii) Bring to the attention of any staff member any instance of abuse

RESPONSIBILITY OF STAFF:

All staff members are expected to:

- (i) Recognize instances of abuse
- (ii) Report such instances
- (iii) Support the implementation of the AIMT&CE Ltd. Policy against Abusive Behaviour
- (iv) Offer support to victims of abuse

PROCEDURE FOR HANDLING OF REPORTS OF ABUSE

- (i) Once an incident has been reported it must be documented in writing.
This document will be taken as a confidential document.

**INCIDENT
REPORT**

Name of Person Reporting the Incident: _____

Name of Party/Parties Involved: _____

Names of Alleged Abuser(s): _____

Name of Alleged Party Receiving Abuse: _____

Details of Incident: _____

(Use additional paper if necessary)

Date of incident:

Time of incident:

Location of incident:

Name of Staff Receiving Report: _____

- (ii) The INCIDENT REPORT will be sent to the QUALITY ASSURANCE DEPARTMENT for investigation.
- (iii) The investigation will:
 - (i) Document all witness statements
 - (ii) Deal with instances quickly, fairly and in as positive a manner as possible
 - (iii) Provide anonymity for the victim (where possible)
 - (iv) Contact the Police if it is deemed appropriate to do so.

PENALTY

For any physical abuse, violence of Section 1 offences – immediate expulsion from the Institute will be enacted.

A Sanction for verbal or written abuse (on or offline) for any Section 2 offences (for the first time only) and one or more of the following will be imposed:

- (i) Warning and counselling
- (ii) Withdrawal of privileges
- (iii) Depending upon the severity – a Police report may be lodged.

PROCEDURE FOR HANDLING OF REPORT OF ABUSE AGAINST A STAFF MEMBER WHO IS A VIOLATOR

The same procedure as above applies.

P1017 Distance Learning Policy

1.0 This policy is written to define the operations of the Distance Learning arm of the Advanced Institute of Management Training and Continuing Education (AIMT&CE) Ltd.

20 **DEFINITION** – Distance learning, is defined by the operation, as the dissemination of learning materials and the mechanisms for a course (or courses) beyond the classroom. This policy is guided by the “Guiding Principles for Distance Learning in a Learning Society” (American Council on Education, 1996).

AIMT&CE Ltd. believes that Distance Learning should improve and increase students’ accessibility to education opportunities, by allowing for more flexible scheduling of class time or location.

The following definitions pertain to this policy: ¹

1. **Distance learning.** Distance learning is a system and a process that connects learners with distributed learning resources. While distance learning takes a wide variety of forms, all distance learning is characterized by:
 - (i) Separation of place and/or time between instructor and learner, among learners, and/or between learners and learning processes.
 - (ii) Interaction between the learner and the instructor, among learners, and/or between learners and learning resources conducted through one or more media; use of electronic media is not necessarily required.
2. **Provider.** The provider is the organization or entity that creates and facilitates the learning opportunity. Providers may include colleges and universities, schools, businesses and industries, professional organizations, labor unions, government agencies, the military, and other public and private organizations.

¹ Definitions for distance learning and provider are taken wholly or in part from: American Council on Education, *Guiding Principles for Distance Learning in a Learning Society*, Washington, D.C., 1996

3.0 MODES OF DISTANCE LEARNING

There are two (2) distance learning modes available.

1. Distance learning but attending classes live – you will be given a platform to choose from e.g. Skype and the student will be able to give and receive live feedback.
2. Distance learning but not attending classes live. This is available to persons as above however, a recording of the class will not be sent. The mode is completely via electronic mail and all assignments, questions and answers will be sent by this mode.

4.0 EXECUTION OF THE PROCESS OF DISTANCE LEARNING

1. AIMT&CE Ltd. shall maintain a file on all distance learning students who sign up for any of its offered programmes
2. AIMT&CE Ltd. shall send an induction PowerPoint or video
3. AIMT&CE Ltd will use the mode selected (or implied) by the student to discuss the expectations of the course.
4. AIMT&CE Ltd will send materials only (or video in the case where that option has been chosen) to students for the course and ask the student to develop written work and send it in to the Institute by a specific date.

AIMT&CE Ltd. shall conduct the necessary oversight to guarantee that the quality of the distance learning offerings is meeting with normal academic standards. This includes, but is not limited to: monitoring written work from the students, giving feedback to the students, offering additional material via scan, YouTube or other forums to enhance student understanding and experience.

Students are expected and have the responsibility to:

- (i) Conform with internal deadlines set by AIMT&CE Ltd.
- (ii) Conform with external deadlines set by the foreign bodies
- (iii) Conform with AIMT&CE Ltd. Rules and Regulations
- (iv) Conform with the relevant foreign body rules and regulations/policies
- (v) Pay all requisite fees to both local and foreign bodies
- (vi) Abide by Collusion and Plagiarism guidelines

P1018 Version Control Policy

1.0 INTRODUCTION

This policy ensures that the wide range of documentation produced by The Advanced Institute of Management Training and Continuing Education (AIMT&CE) Ltd. and that of the foreign partners are of the latest version and that the personnel at the AIMT&CE Ltd use the most current training and assessment resources.

2.0 SCOPE

The Version Control Policy applies to documents of all types, including all Policies, Procedures, Manuals and Contracts of AIMT&CE Ltd.

3.0 PROCEDURE

1. A list of all documents is to be maintained.
2. A version mark is assigned to each version thus:

The original document will have Version 1.0

Revision 0.0

Revision Date: DD-MM-YY

Revision numbers and dates (size 10 font) are to be included in the footer of the document.

3. Current versions of each document may be accessed electronically and will be taken as the original document with the appropriate version number and date as per the date it was created or saved, whichever is earlier.
4. Previous versions of the documents shall be destroyed immediately or deleted electronically.
5. Control of the current version is the responsibility of Quality Assurance.
6. If staff would like to propose a change to materials (of origin from AIMT&CE Ltd. only), this change must be submitted in writing to the Directors. Subsequently, approval must be granted before any change on the final document can be executed.

Document Name: Version Control Policy

Revision: 0.0

Revision Date: 20.01.2020

Copy: Policy

Created by: QAM

Approved by:

Document Location: Master

P1019 Anti-bribery and Corruption Policy

Advanced Institute of Management Training and Continuing Education (AIMT&CE) Ltd. has established an Anti-Bribery and Corruption Policy to strengthen our aim and intention to behave honestly and ethically in all of our business activities. All forms of bribery and corruption are unacceptable and will not be tolerated by AIMT&CE Ltd. Bribery and corruption are not only contrary to our Company standards and values, but they are illegal and could result in both our employees and our Company becoming liable to fines, penalties and reputational damage.

Bribery is never permitted at AIMT&CE Ltd. We will not attempt to influence others, either directly or indirectly, by paying or receiving bribes, or by any other means that is considered unethical, illegal or harmful to our reputation for integrity. Employees of AIMT&CE Ltd. are expected to refuse any opportunity which might place our ethical principles at risk.

Bribery can be defined as dishonestly persuading someone to help you, especially by paying them in some form. This payment could be in the guise of offering, giving or receiving anything of value with the intention of inducing a person to act or to reward a person for having acted in a particular way. Items of value might include, but are not limited to, the following;

1. Cash or cash equivalents (such as shares)
2. Gifts, meals entertainment or travel
3. Kickbacks
4. Political contributions
5. Charitable contributions, especially if made to a charity at the request of a government official or private business partner
6. Employment offers or similar job placements.

In the case of an employee being offered a bribe from a person or entity doing business with or seeking to do business with AIMT&CE Ltd., they are required to report it to Management immediately. This would equally apply if, for example, a student was trying to coerce a lecturer into giving them too much assistance in completing an assignment or to gain an unfair advantage under examination conditions.

Companies in general cannot avoid liability by using a third party to give or receive a bribe. Furthermore,

law and regulations are in force when dealing with government officials. Reasonable corporate hospitality that is acceptable with certain business associates should not be permissible when government officials are involved. A government official is any individual that is elected or appointed to, or hired by, any government or quasi-governmental entity.

P1020 Artificial Intelligence (AI) Policy

1.0 Introduction

Artificial Intelligence (AI) has become the *'new mechanism'* in education which allows the environment to feel almost like a human interaction. Lecturers and students have to comprehend the concept of these terms and apply them in educational settings responsibly. This new norm has become the future in the world of academic learning. AIMT&CE (SVG) Ltd recognises the relevance AI has in its processes to add to an enhanced customer experience.

With the advancement and widespread use of AI technologies across all sectors, the inclusion of an Artificial Intelligence Policy at AIMT&CE shall seek to prepare its staff and students to learn how to utilize these technologies ethically and professionally. This policy is designed to prepare tutors and students for the ethical and transparent integration of AI in higher education at AIMT&CE outlining also the possible benefits and implications of its usage.

2.0 Purpose and Scope

The purpose of this AI policy is to inform all employees (including tutors), partners and students of AIMT&CE of the acceptable ways of utilizing Artificial Intelligence throughout the undertaking of any CIM Qualification or other course offered by the Institute to maintain academic integrity.

The Institute encourages ethical and responsible utilisation of AI and its capacities including AI generative tools, in an effort to avoid plagiarism, cheating and/or any form of malpractice in accordance with CIM's guide for "Appropriate Use of Artificial Intelligence (AI)".

This applies to all forms of assessment and work submitted by students including draft work and examinations, for the assurance of academic integrity.

3.0 Definition and Examples

Artificial intelligence (AI) refers to the technologies which allow computers to perform advanced functions and includes, but is not limited to the subset, generative AI, which can use algorithms to produce human-like text based on the relevant prompts/inputs.

Common examples include generative AI tools like ChatGPT, translation tools like Google Translate and writing tools such as Grammarly. Other aspects of AI can include machine learning, deep learning and natural language processing.

4.0 Awareness of CIM's AI Guidelines

Teachers are to be informed of the guidelines for AI use through the CIM Tutor Zone and any additional correspondence with CIM. Students should be informed through their MyCIM Portal and rules regarding the use of AI technologies will be introduced during the student orientation and reinforced throughout the course via the lecturers and Course Coordinator. Refer to CIM's "Appropriate Use of Artificial Intelligence (AI)" guide. These guidelines are to be used in conjunction with the Institute's policies.

5.0 Acceptable Versus Unacceptable Use of AI Technologies

While the Institute acknowledges the benefits of AI technologies to assist in revolutionizing the marketing and education sector, such as the idea generation and speed of accessing information based on prompts, the limitations are noted including accuracy and contextualization of the information generated.

Therefore, staff and students are encouraged to use AI technologies appropriately to ethically produce authentic and original work. Students who utilize AI technologies in any part of the creation or completion of their assessment should be prepared to meet with the Coordinator or undertake authentication exercises with CIM as required for accountability. Alternatively, students may opt not to use any forms of AI technologies to avoid the potential threats to academic integrity. In either case, students must be aware that all assignments are subject to plagiarism detection software which includes AI detection.

5.1 Acceptable uses of AI technologies include the following:

- Students are to exercise transparency in their use of AI in their studies by reporting their usage to their lecturer throughout the course.
- Any use of AI technologies by students to assist in the generation of ideas/content for their qualification must be approved of by the student's lecturer.
- Students are expected to adhere to "Appropriate Use of Artificial Intelligence (AI)" guidelines, including distinguishing between AI generated content versus their own and correctly citing any AI generated material using CIM's Harvard Referencing Guidelines.

An example of an acceptable use of AI technology would be the use of Canva for concept of a model/template design which has then been appropriately populated and edited with the student's original words.

5.2 Unacceptable uses of AI technologies include the following:

- Students are not allowed to use AI without transparency, appropriate acknowledgement/citation or breach academic integrity in any form including use of AI for plagiarism. This will constitute malpractice and will be treated with the appropriate penalties which may include disqualification along with the consequences outlined by CIM regarding penalties for plagiarism.
- Students are not to use AI to construct any part or whole of their written assignment or during any examination.
- Students and staff shall not be impersonated in a classroom using AI or compose content to be sent throughout the organisation including email, social media and classroom chats via use of AI.
- Students and staff shall not violate data privacy or security laws, improperly document or breach academic practices i.e. AI generated answers constitute plagiarism.

Any suspected violations of this policy are to be reported to the Course Coordinator who shall inform the appropriate representative at CIM of the student's malpractice.

6.0 AI Policy Review

This policy will be reviewed and or updated as necessary to reflect the best practice in use of AI technologies in education and to ensure compliance with CIM's guidance and policies.