

Policy 1: Commitment to Ensure the Privacy and Protection of Users' Data

Policy Title: Privacy and Data Protection Policy

Policy Identifier: POL-DPP-001v3

Related Standard: 1.1.7

1.0 Policy Statement

ARX is committed to safeguarding the confidentiality, integrity, and availability of all personal data processed in the e-learning environment. The organisation complies with the Saudi Personal Data Protection Law (PDPL) and applies international best practices for data protection.

2.0 Scope

This policy applies to all staff, instructors, learners, trainees, and third parties handling ARX data.

3.0 Roles and Responsibilities

- **Data Protection Officer (DPO):** Oversees compliance with PDPL, monitors processing activities, and responds to data subject requests.
- **LMS Administrators:** Ensure technical controls are applied to protect learner records.
- **Instructors/Trainers:** Handle only data necessary for course delivery.
- **Learners/Trainees:** Provide accurate personal information and respect the privacy of others.

4.0 Rules and Procedures

- **Types of Data Collected:** Personal identifiers, academic records, technical data, and communications.
- **Purpose & Legal Basis:** Data is collected for enrolment, training delivery, accreditation, and service improvement.
- **Retention:** Academic records retained indefinitely unless otherwise required by law; logs retained for three years.
- **Access & Sharing:** Restricted to authorised personnel; may be shared with service providers (e.g., D2L, Microsoft) and regulators (e.g., NELC, GACA).
- **Data Subject Rights:** Users may request access, correction, or deletion of their personal data, subject to ARX's legal obligations.

Data Not Available

- The specific link to ARX's published Privacy Policy on the website or LMS.
 - Explicit confirmation of retention periods for each data category.
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Policy 2: Organisational Structure for E-Learning/Training

Policy Title: E-Learning Organisational Roles and Responsibilities Policy

Policy Identifier: POL-ORG-002v3

Related Standard: 1.1.8

1.0 Policy Statement

ARX ensures that all e-learning and training activities are delivered within a clearly defined organisational structure, where each role and responsibility is formally documented and communicated.

2.0 Scope

This policy applies to all ARX staff engaged in e-learning, training, administration, and support.

3.0 Roles and Responsibilities

- **Supervisory Roles (e.g., Head of E-Learning):** Responsible for e-learning strategy, compliance, and overall management.
- **Instructional/Training Roles (Instructors/Trainers):** Deliver learning content, monitor progress, provide feedback, and maintain attendance records.
- **Administrative Roles (LMS Administrators):** Manage access, enrolments, platform configuration, and reporting.
- **Technical Roles (Instructional Designers):** Develop and update digital courses, ensuring instructional quality.
- **Technical Support Roles:** Provide first-line and second-line support for learners and staff.

Data Not Available

- The specific names, job titles, and staffing numbers for supervisory, administrative, and technical roles (other than instructors).
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Policy 3: Attendance in the Online Training Environment

Policy Title: Electronic Attendance and Participation Policy

Policy Identifier: POL-ATT-003v3

Related Standard: 1.1.9

1.0 Policy Statement

ARX recognises electronic attendance and participation in virtual classrooms as equivalent to physical attendance. Attendance is compulsory to ensure meaningful learning outcomes.

2.0 Scope

Applies to all learners enrolled in programmes delivered via Brightspace LMS and Microsoft Teams.

3.0 Rules and Procedures

- **Minimum Requirement:** Learners must maintain at least 80% attendance.
- **Asynchronous Programmes:** At least 25% of the total programme hours must include synchronous participation.
- **Tracking Methods:** Attendance tracked via automated LMS logs and instructor registers during live sessions.
- **Non-Compliance:**
 - Warning issued below 85% attendance.
 - Mandatory meeting with instructor and advisor below 80%.

- Dismissal from programme if remediation plan fails.

Data Not Available

- The published link to ARX's full Attendance Policy.
 - Confirmation of the final attendance threshold approved by ARX.
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Policy 4: Communication in the E-Learning Environment

Policy Title: Communication Protocol for E-Learning

Policy Identifier: POL-COM-004v3

Related Standard: 1.1.10

1.0 Policy Statement

ARX maintains a respectful, professional, and effective communication environment to ensure positive engagement in e-learning and training.

2.0 Scope

Applies to all learners, trainers, instructors, and administrators using Brightspace and Microsoft Teams.

3.0 Rules of Conduct

- **Respectful & Professional:** No offensive, discriminatory, or harassing behaviour.
- **Academic in Nature:** Political or religious debates are prohibited.
- **Relevant:** Contributions must align with course content and discussion topics.

4.0 Procedures for Violations

- **First Offence:** Verbal or written warning by instructor.
- **Second Offence:** Temporary suspension of communication privileges.
- **Repeated or Severe Offences:** Escalation to Academic Integrity Committee.

Data Not Available

- Public link to the Communication Policy document.
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Policy 5: Identity Verification of Learners

Policy Title: Identity Verification Protocol

Policy Identifier: POL-ID-005v3

Related Standard: 1.2.3

1.0 Policy Statement

ARX employs a layered verification process to ensure that the correct learner undertakes all learning activities and assessments.

2.0 Verification Methods

- **Primary:** Unique login credentials for the LMS.

- **Secondary:** Camera verification during synchronous sessions and proctored assessments.
- **Future Enhancements:** Evaluation of two-factor authentication (2FA).

Data Not Available

- Direct linkage with national ID verification systems.
 - Implementation status of 2FA.
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Policy 6: User Guidance for Learners and Instructors

Policy Title: User Guidance Policy for the E-Learning Environment

Policy Identifier: POL-GUI-006v3

Related Standard: 1.3.2

1.0 Policy Statement

ARX provides comprehensive user guidance materials to ensure all users can navigate the platform and participate effectively in e-learning.

2.0 Guidance Materials

- **Learners:** Public video tutorials, FAQs, and LMS-integrated guides on logging in, assessments, and tracking progress.
- **Instructors/Trainers:** Tutorials on course management, virtual teaching, and responding to learner queries.
- **Technical Requirements:** Guidance on required devices, internet speed, and software.

Data Not Available

- URLs to the guidance materials hosted publicly.
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Policy 7: Technical Support for Users

Policy Title: Technical Support Policy

Policy Identifier: POL-SUP-007v3

Related Standard: 1.3.3

1.0 Policy Statement

ARX provides responsive and multi-channel technical support to ensure learners and staff can participate in e-learning without disruption.

2.0 Support Channels

- Email: support@arx.edu.sa
- Dedicated Support Form via LMS
- Live Chat (LMS) during office hours
- Phone Support: +966 XXX XXX XXXX
- Self-Service FAQs and knowledge base

3.0 Service Levels

- **Availability:** Sunday–Thursday, 08:00–17:00 AST.
- **Response Time:** Initial response within 2 business hours.
- **Escalation:**
 - Tier 1: General queries.
 - Tier 2: Complex technical issues.
 - Tier 3: Escalation to LMS vendor if unresolved within 24 hours.

Data Not Available

- Public link to the Technical Support page.
 - Finalised phone support number.
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Commitment to Integrity in the Online Training Environment Policy

1. Policy Statement

The International Aviation Technical College (IATC) is committed to upholding the highest standards of academic integrity and ethical conduct in all forms of online training. Integrity forms the foundation of trust in teaching, learning, and assessment, and applies equally to trainees, instructors, administrators, and service providers.

Roles and Responsibilities

- **Instructors:** Monitor attendance, engagement, and assessment submissions; report breaches.
- **Senior Instructors/Quality Department:** Conduct monitoring, feedback, and compliance checks.
- **Curriculum & Assessment Department:** Maintain protocols to ensure academic integrity in asynchronous and synchronous delivery.
- **Operations Department:** Handle external user access and identity verification when required.

Examples of Integrity Violations

The following are considered breaches of integrity in the online training environment:

- **Cheating:** Using unauthorized resources, collaboration, or AI tools to complete assignments or assessments.
- **Impersonation:** Logging in or completing assessments on behalf of another trainee.

- **Collusion:** Sharing answers, content, or exam materials with others without authorization.
 - **Falsification:** Altering results, attendance, or submitted work dishonestly.
 - **Misuse of Technology:** Attempting to bypass LMS controls or exploit system vulnerabilities.
 - **Non-Compliance with AI Guidelines:** Submitting AI-generated content without required human expert verification (see Section 7.4).
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4. Mechanisms to Prevent Integrity Breaches

4.1 Identity Verification

- Each trainee is provided **unique login credentials** linked to their IATC email and ID.
- Instructors may require **cameras on** during synchronous sessions to confirm attendance.
- Attendance and participation are monitored through Brightspace LMS, Zoom, and Microsoft Teams logs.
- In cases of suspected fraud, identity may be verified via the **Operations Department**.

4.2 Preventing Cheating in Assessments

- Brightspace LMS testing features include **randomized question banks** and **time-limited quizzes**.
- Assessments longer than one month undergo **plagiarism checks** and **manual instructor review**.
- AI-generated submissions must be reviewed and verified by **Subject Matter Experts (SMEs)**.
- Senior instructors and the Quality Department may conduct **spot checks** of online classes.

4.3 Reviewing Learner Work

- All quizzes, assignments, and projects must be submitted via Brightspace.
- Instructors are responsible for monitoring irregularities and reporting suspicious activity.
- Repeated absences or incomplete submissions are flagged for review by the Academic Affairs Office.

5. Procedures and Penalties for Violations

- **First Offence:** Written warning, invalidation of the specific assessment.
- **Second Offence:** Grade reduction or temporary suspension from the course.
- **Severe or Repeated Offences:** Expulsion from the program and formal disciplinary record.
- **Impersonation or Fraud:** Immediate invalidation of results, suspension pending investigation, and report to administration.