



معهد آركس الدولي للتدريب  
ARX International Training Institute

# Technical Support Policy

**ARX ITI CD POL 07**

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Signature:	

The Procedure owner shall ensure that this ARX ITI CD POL 07 is properly maintained and updated while in his possession. No portion or part of this Procedure shall be copied or made available to persons or any other organization unless written permission is obtained from the MD or his delegates. He shall return this Procedure to the Admissions and Registration Department whenever demanded or prior to leaving ARX.



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ARX International Training Institute

**DEPARTMENT:**  
Curriculum Department

**DOCUMENT NUMBER / VERSION NUMBER:**  
ARX ITI CD POL 07

**PROCEDURE TITLE:**  
Technical Support Policy

## Contents

1. Purpose of This Document.....	4
2. Scope of This Document.....	4
3. Definitions & Abbreviations.....	4
4. Related Documentation and Forms.....	4
5. Roles & Responsibilities.....	5
6. Policy.....	5
7. Record Keeping.....	5





### 1. Purpose of This Document

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

### 2. Scope of This Document

Applies to all learners, instructors, trainers, and administrators who use ARX's Learning Management System (LMS) and related e-learning tools.

### 3. Definitions & Abbreviations

Terminology	Definition
The Company	Arx Aerospace
The/This Procedure	The/This Finance Department.
The Policy Owner	The Curriculum Department
Board	The Board of Directors of The Company.
Chairman	Chairman of the Board.
Delegation of Authority	A guideline for the administrative and financial powers approved by the Board.
Budget	The Company's annual budget.
BoD	Board of Directors
MD	Managing Director
CEO	Chief Executive Officer
CFO	Chief Financial Officer
ARXii	ARX International Institute
Trainee	Any individual enrolled in a course, program, or workshop at ARX International Institute.
Instructor	The authorised trainer or course leader responsible for delivering course content and managing classroom activities.
Confidential Data	Any personal or attendance-related information about trainees that must be protected under the Institute's Data Management Policy.
LMS	Learning Management System

### 4. Related Documentation and Forms

- N/A

### 5. Roles & Responsibilities

**5.1** IT Technical Support Team: Provide first-line and second-line support for users relating to computer hardware and network issues.

**5.2** LMS Administrators: Handle LMS access issues.

**5.3** Learners and Staff: Report issues via the designated support channels.



## 6. Policy

### 6.1 Support Channels:

- 6.1.1 Self-service FAQs page on course.
- 6.1.2 Dedicated support form via LMS course page.
- 6.1.3 Email: [support@arx.edu.sa](mailto:support@arx.edu.sa)

### 6.2 Service Levels:

- 6.2.1 Availability: Sunday–Thursday, 08:00–17:00 AST
- 6.2.2 Response Time: Initial response within 2 business hours

### 6.3 Escalation Levels:

- 6.3.1 Tier 1: General queries
- 6.3.2 Tier 2: Complex technical issues
- 6.3.3 Tier 3: Escalation to LMS vendor if unresolved within 24 hours

## 7. Record Keeping

All troubleshooting requests via LMS are recorded within LMS. All IT Helpdesk requests are recorded within Helpdesk system.