



UAE-LIFELONG EDUCATION POLICY AND PROCEDURE MANUAL

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Based in Austin, Texas USA

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UAE-LIFELONG EDUCATION POLICY AND PROCEDURE MANUAL

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B. INTRODUCTION:

B. SYNOPSIS:

Lifelong Education is a state of Texas and USA federally chartered 501c3 non-profit, comprehensive, educational institution. It is dedicated to fostering ethical education and integral human development for all ages. We aim to empower individuals by providing innovative training and certification programs that address the needs of today's world while nurturing the values that cultivate peace and the expansion of human consciousness. Our educational model is inspired by the internationally based research of provable leading-edge science correlated with the timeless wisdom of philosophers and humanists from both the past and present. We often collaborate with internationally recognized institutions of higher learning in striving to cultivate a new generation of professionals who will be catalysts for positive societal change.

B. PURPOSE: Organization, Vision, Mission, Core Values

1. Organization:

UAE-LIFELONG EDUCATION is a non-profit Corporation organized under the Texas Organization Business Code and under the Texas Tax Code 11.18. The Corporation is organized exclusively for charitable and educational purposes within the meaning of the Internal Revenue Code section 501 (c) (3).

2. Vision:

To be an educational institution, internationally recognized for its leadership in ethical education, with a focus on integral human improvement, which trains professionals to be facilitators of change that contribute to the expansion of consciousness and the establishment of a culture of peace, under the inspiration of the great philosophers and humanists of the past and the present.

3. Mission:

To contribute to the consolidation of a culture of peace to the world, training professionals with an ethical perspective, encouraging research with a comprehensive approach, and promoting human improvement in society.

4. Core Values:

UAE_Lifelong Education strives to:

- a. Prepare professionals and practitioners as facilitators who will make a difference in individual learning and student lives through courses inspired by great philosophers and humanists.
- b. Engage in research and disseminate knowledge on critical issues of ethical education and human improvement on which effective educational policies and practices can be supported; and
- c. Serve through professional development, mindful innovation training, and alternative certification programs through outreach to P-12 schools, state government, community colleges, community agencies, private companies, and the community in general.
- d. UAE-Lifelong Education will further agreements with other educational institutions and organizations to develop training courses and certification programs that will promote human improvement in all fields of specialization.

C. GENERAL POLICIES

C/a. NON-DISCRIMINATION POLICY:

UAE-Lifelong Education does not discriminate on the basis of age, race, ethnic origin, gender, sexual orientation or religion.

C/b. EMERGENCY PREPAREDNESS POLICY:

YOUR SAFETY MATTERS: In the event of challenges, unforeseen circumstances, or emergencies, follow these steps to get the help you need quickly and efficiently.

1. Contact information:

- **LLE Email:** info@lifelong-education.org
- **Class Instructor:** Use the contact details provided in your class materials to reach your instructor directly.

2. Such events may include:

- a. **Class cancellations, postponements or interruptions** such as via internet or equipment failure, In those events, LLE and/or partners will:
 - 2) Post updates on the homepage of the website at www.lifelong-education.org and
 - 3) Notify staff and attendees through contact information the User provided such as texts, email or postal addresses or phone calls.
- b. **Student attendance or participation issues.** If, for any reason, the enrolled User is unable to attend or participate in courses or events, either partially or in whole, contact the class instructor or LLE email.
- c. **Enrollment or purchasing issues** on the website. Contact LLE email.
- d. **LLE social media site challenges.** Contact LLE or class instructor.
- e. **On-site Institution emergencies** during on-site classes or events. Follow the specific emergency procedures for the venue. Staff at the location will guide you if needed.
- f. **Personal emergencies** during on-site classes or events. Notify the nearest authority and follow the emergency guidelines as instructed.
- g. **Personal equipment challenges** necessary for attendance. Contact class instructor or LLE email.

Disclaimer: While Lifelong Education and our partners make great efforts to resolve challenges, unforeseen circumstances and emergencies, LLE assumes no liability.

D. PRIVACY POLICY

1. Introduction: Purpose and Definitions:

This Privacy Policy (“Policy”) document sets forth the *Data Privacy Standards* of the UAE-Lifelong Education (“LLE”). It provides information about the collection, recording, holding the information, maintenance, organization, adaptation or alteration of the data, retrieval, consultation, disclosure of the information by transmission, dissemination or otherwise making available, or alignment, combination, blocking, erasure, or destruction of the information or data, processing and use of personally identifiable information or data provided to or otherwise collected or processed by LLE.

Personally identifiable information means information, also referred to as personal data, relating to an identified or identifiable natural, individual person. Personally identifiable information does not include information that has been de-identified, pseudonymized, or anonymized to the extent permitted by applicable law. The phrase, “data subject” refers to the person to whom the personal data relates.

LLE processes personally identifiable information for multiple reasons, including to meet its contractual obligations, the legitimate conduct of its business operations, and to comply with applicable law. When consent will be the basis for processing personally identifiable information, LLE will ask the data subject for consent to process their personal data and to share that data with relatable third parties such as another involved University.

This Policy includes the website at www.lifelong-education.org and any other sites or applications that are under LLE’s control if LLE posts the Policy to the site or application (collectively, “Sites”). These privacy policies apply to provide protection to the User of the website, www.lifelong-education.org, sponsored by UAE-Lifelong Education, hereinafter “LLE” and LLE’s facebook site, <https://www.facebook.com/UAELifelongEducation/>. The use or navigation by any person of the aforementioned website grants them the status of “User”.

2. Type of Information Obtained:

In communicating with sites and LLE, we may ask you to voluntarily provide us with personally identifiable information that can directly or indirectly be used to contact or identify you and/or respond to your requests/inquiries, service your purchase orders and otherwise improve our services. This includes, but is not limited to, your name, email address, postal address, phone number, date and place of birth, photograph, course history and enrollment details, dates of attendance, participation in LLE sponsored activities and events, or other

information provided. Other examples of how we collect personally identifiable information the User provides to us include:

- a. Through hosting public or by-invitation events and offering registration to participants who register and thereby submit personally identifiable information.
- b. Signing up for LLE's mailing list.
- c. When LLE receives and responds to email and other digital communications.
- d. Filling out our surveys or questionnaires.
- e. When engaging in LLE social media, message or help boards.
- f. When the User donates funds to LLE.
- g. When the User enters into transactions with LLE including tuition fees, accreditation fees, and other fees including credit and debit card transactions.
- h. When the User shares personally identifiable information to join the LLE professional directory.
- i. When the User updates or provides LLE with personally identifiable information.
- j. In some cases, another party may provide your personally identifiable information on your behalf, such as information from a permanent resident card or residency affidavit; or when another educational facility sends a transcript; or when an employer or educational facility staff member sends a letter of recommendation; or from interviews; or when an employer or school registers a group of employees or students for an event or from student or staff conduct investigations or hearings.
- k. LLE may obtain personally identifiable information about the User from third parties, including entities that direct the User to or are accessible by way of the Sites and our affiliates and partners.
- l. When LLE verifies credentials for courses requiring a prerequisite and/or continuing education units (CEUs) or certifications.
- m. Collecting information from a variety of individuals during an accreditation process or a complaint filing.
- n. Collecting information about individuals associated with institutions that we engage.
- o. Collecting information about a User who is applying for a job with LLE.
- p. LLE is an educational institution that conducts research. At any time, LLE might conduct online surveys. It is LLE's policy only to use personally identifiable information for the research purposes specified in the survey. Answers are confidential and individual responses will not be shared with other parties unless required by the Texas Public Information Act or as otherwise compelled by law. Anonymous aggregate data from surveys may be shared with external third parties.
- q. Regarding Social Media Sites, when any sites are accessible through or link to third-party social networking sites and the User uses such features or interacts with LLEs social networking sites, LLE may have access to the

- personally identifiable information that the User provides to LLE as well as other information associated with the User's social media account such as the User's name, email address and photograph. If the User is a member of the social networking site, the social networking site may connect the User's visit to the Sites with the User's personally identifiable information.
- r. When the User visits the Sites, LLE may collect information regarding the User's means and ways of browsing the Site. Additional information is provided about this type of data collection in item #5: "What Are Cookies?"
 - s. The User can visit the Sites without disclosing any personally identifiable information. However, without the User's personally identifiable information, LLE may not be able to fulfill all of the functions described above. The User will need to supply personally identifiable information to receive any of the above benefits.

The above is not an exhaustive list of how LLE collects data that the User provides for LLE. LLE collects and processes the User's data in ways to assist the User according to LLE's Vision, Mission and Core Values.

LLE honors all requests to withhold any of the categories of personally identifiable information listed in a written request but will not assume any responsibility to contact you for subsequent permission to release that information. Nondisclosure will be enforced until you subsequently authorize its release. You may not, however, opt-out of the disclosure of your name or email address in a class/activity/event/meeting in which you are enrolled/registered. Regardless of the effect on you, LLE assumes no liability for honoring your request to restrict the disclosure of personally identifiable information.

LLE aims to provide support and communicate important information and opportunities on a regular basis so as to keep the User informed.

3. Privacy Statement:

LLE does not collect personally identifiable information about the User except when the User provides such information voluntarily, when registering on the website as indicated above or when sending an email or other communication addressed to LLE. LLE will not process or make personally identifiable information available to third parties without the prior consent of the User through electronic acceptance when entering their data within the content and functions of the website subject to these policies.

4. Purpose and the Way LLE Uses the Information:

The personally identifiable information contained in the confidential information is used:

- a. To provide the User with a personalized service in accordance with their needs, where appropriate, offering selective advertising or content that may be of interest to them.
- b. To respond to the Users online, email, telephone or in-person inquiries.
- c. To contact the User regarding LLE's services, fulfill the User's requests made on the Sites, and through other interactions with LLE.
- d. To provide the User with our informational materials.
- e. To promote, administer and conduct events, such as webinars, internet calls, and in-person events.
- f. To improve the functionality, customization, personalization, security, design, or content of the Sites.
- g. To develop new products and services.
- h. To administer, fulfill and enforce contractual obligations.
- i. To properly assess an offer of services to LLE with a view of entering into a contractual agreement.
- j. To properly assess a service for the purposes of a legitimate interest of LLE pursued by LLE.
- k. To evaluate job applicants.
- l. To be compliant with legal obligations, such as complying with legal and regulatory requirements, protecting and defending LLE and our affiliates against illegal or legal activities or claims, and preventing fraud.
- m. To contact the User regarding events, updates, programs, assistance with our Mission, or in response to a question, comment, suggestion or inquiry, when the User voluntarily provides their postal address, email address or telephone number.
- n. To Email market. LLE may contact the User for marketing purposes by email. By subscribing to LLE emails or opting into email communications from LLE, the User grants us the right to use the email for both email marketing purposes and advertisement targeting.
- o. To telephone/text market. When the User provides LLE with a mobile, home or business telephone number, LLE representatives may telephone the User about our work unless the User has told us that they would prefer not to receive such information.
- p. To postal market. LLE may send the User direct mail about our work unless the User has told us that they would prefer not to receive such information. When possible, LLE encourages the option of electronic communications to reduce the cost and environmental impact of postal mail.
- q. To take part in E-Commerce. LLE has several areas of its website that feature web forms for the purpose of secure financial transactions. It is LLE's policy that information the User inputs into these forms is used only

for the purposes described in that transaction unless an additional use is specifically stated otherwise.

- r. To perform web analytics, including analyzing usage and patterns on the Sites.
- s. For archiving purposes in the public interest, scientific or historical research purposes, or statistical purposes ('research purposes'). Appropriate safeguards when processing for research purposes may include, when possible, data minimization and pseudonyms. LLE will anonymize personally identifiable information used for research purposes whenever LLE can fulfill the purpose without the need to identify the personal data subject. Most often when LLE uses personally identifiable information for research and statistical purposes, LLE relies on aggregate data. LLE is not required to provide notice to data subjects when it further processes personally identifiable information for research purposes.
- t. Further processing of personally identifiable information for research purposes by LLE is only permitted when the purpose of the processing is to support LLE in its Vision, Mission and Core Values. Further processing of personally identifiable information for research purposes by researcher for their own research purposes is not permitted unless the researcher follows LLE's processes for human subject research, if applicable, and the researcher provides any required notice to the data subjects.
- u. Neither admissions nor employment decisions are automated.

The User accepts that LLE uses this personally identifiable information for cumulative statistical purposes to carry out market research and other related activities.

5. What Are Cookies?

Our website uses cookies, which are small data files generated on the User's computer that record their personally identifiable information when they connect to the LLE site and are modified when they leave the service and which allow us to obtain the following information:

- a. The date and time the User last visited our website.
- b. The content layout or preferences the User chose on their first visit to our website.
- c. Security elements involved in controlling access to restricted areas.

Cookies are anonymous. Access to information through cookies allows the User to be offered a personalized service as they store not only their personally identifiable information but also the frequency of use of the service and the sections of the network visited, thus reflecting their habits and preferences. Advertising networks that insert advertisements on our pages may also use their own cookies.

Cookies and Google Analytics and Other Web Analytic Services:

When the User visits the Sites, LLE may track information by way of Google Analytics and/or other web analytics cookies such as Microsoft Clarity, to administer the Sites, analyze usage and improve LLE's service according to LLE's Vision, Mission and Core Values. Examples of personally identifiable information that LLE may track include the User's internet protocol address (IP address); information about the User's device type, operating system, browser and screen resolution; the User's geographic location information; the User's age, gender and interests the User has shared with Google; the date and time of the User's visit; the name of the User's internet provider; terms the User used to search and find the Sites; the web page the User linked to the Sites from; the number of links the User clicked within the Sites; or the pages the User viewed on the Sites. The User can review how Google or other web analytic services such as Microsoft Clarity may use this information and how the User can control information collected by Google Analytics and/or other web analytic services.

Please visit Google Analytics and Microsoft Clarity terms of use and their respective privacy practices. To opt out of Google's and Microsoft's data collection read more about their respective opt-out browser add-on.

The User has the option of preventing the generation of cookies by selecting the corresponding option in the configuration of their internet browser. However, LLE is not responsible for deactivating them, as this would prevent the proper functioning of the website.

6. Confidentiality and Disclosure of information:

LLE undertakes not to share the confidential information provided by the User with any third party, except with the User's authorization. Despite its policy of not disclosing personally identifiable information, LLE may disclose such information:

- a. For selecting partners. For example, LLE may share the User's personally identifiable information with persons who volunteer with LLE and with partners that co-host events with us.
- b. When circulating personnel identifiable information among various appropriate staff in departments in LLE or partnership institutions in order to provide necessary services. Various appropriate staff and faculty may be involved in processing personally identifiable information for the purposes for which LLE obtained the data.
- c. When sharing personally identifiable information with appropriate partners/schools/colleges/higher education organizations/examination boards/testing agencies/immigration authorities/governmental bodies/third party vendors employed by LLE to assist in data processing, companies or organizations providing specific services to or on behalf of, LLE, in order to provide necessary services. Examples include receiving or giving test scores to and

from testing agencies and sending/receiving transcripts with other schools. This is done only at the request of Users.

- d. To third parties that we engage to provide services to us, such as processing payments, processing job applications, maintaining the Sites and analyzing the Sites.
- e. To third parties regarding information that has been de-identified or anonymized such that the third party cannot personally identify the User from the information LLE shares.
- f. That LLE must share or transfer, when LLE enters into a business transaction in which some or all of LLEs assets are involved or in preparation for those events.
- g. When LLE considers such information necessary to identify, communicate with, or take legal action against someone who may be harming or hindering the rights or property of LLE; or if we believe the Sites are being used to commit unlawful acts; or if disclosure of the User's information is required to comply with applicable law or regulations; or with a court or administrative order; or will help to enforce any applicable terms of use; or to protect your safety or security, including the safety and security of property; or to protect the safety and security of the Sites or third parties.
- h. As necessary to enforce and comply with the "Terms and Conditions of Use of the Website". Refer to Item E.
- i. As required by law or any Authority within its jurisdiction that requests it. As explained above, the User understands and agrees that this privacy policy does not apply to information that the User voluntarily provides when communicating with other people through electronic correspondence, chats, bulletin boards, message boards, virtual meeting spaces and discussion boards, or similar public forums provided by LLE on its website or any other entity or website. It is the User's responsibility to be prudent in the type of information that he or she provides when participating in these public activities. LLE may use personally identifiable information about you to identify you with a posting in a public forum. Any information you share in a public forum is public information and may be seen or collected by anyone, including third parties that do not adhere to our Privacy Policy. LLE is not responsible nor liable for events arising from the distribution of any information you choose to publicly post or share.
- j. Unless compelled by legal action, it is against LLE's policy to release confidential information gathered through LLE's Web, such as pages visited or personalized preferences unless LLE receives explicit written consent.

7. Data Breaches:

- a. In the event of a suspected data breach, please immediately contact LLE at info@lifelong-education.org. LLE will take action to remediate the breach, including providing any required notices.

- b. When LLE becomes aware of a data breach and a data breach results in disclosure of personal data, LLE will take action to remediate the breach, including providing any required notices, and contacting affected individuals or certain governing authorities.

8. Data Subjects' Rights and Modification/Update/Retention/Deletion of Personally Identifiable Information in Compliance with Laws:

- a. The personally identifiable information provided by the User will be part of a file containing his/her profile. By accessing it, the User can modify/update it at any time. LLE advises the User to update his/her data whenever it undergoes any modification, so this will allow us to provide a more personalized service.
- b. When processing personally identifiable information, LLE undertakes to ensure that LLE's staff and the mechanisms of the website comply with the security and confidentiality standards necessary to ensure the security, integrity, and privacy of the information collected from users on the website.
- c. Data subjects have the right to access the personally identifiable information that LLE holds about them through contacting LLE as provided in item #17.
- d. Data subjects have the right to ask LLE to correct any inaccurate personally identifiable information LLE holds about them through contacting LLE as provided in item #17.
- e. LLE will take reasonable measures to allow users to update the personally identifiable information they have entered.
- f. Data subjects may request that LLE restrict processing their personal data, or object that LLE processes their personal data.
- g. When the User so requests through contacting LLE via email in item #17, and it is in harmony of the legal scope stated above and of our Record Retention Policy, we will systematically attempt to delete the User's record and personally identifiable information from the database; however, it may be impossible to completely delete the User's personally identifiable information due to backup copies and records of deleted personally identifiable information.
- h. Certain emails we send may include an automated way for a User to opt out (unsubscribe) from our emails. In order to unsubscribe, please follow the instructions included in the email you receive.

The following items, l, j, k, l, m and n refers to data subjects located in the European Union:

- i. The GDPR is the European Union (EU) General Data Protection Regulation that went into effect May 25, 2018. The GDPR regulates the gathering, use and maintenance of personally identifiable information about a natural person and provides certain rights to the data subject, such as the right to erasure and the right to object to the use of personal data. The GDPR applies to any person, citizen or not, who at the time of the data collection is

located in the European Union. It does not require an entity, like LLE, to be located or acting within the EU for jurisdiction to attach. However, a non-EU entity like LLE must process personal data related to the offering of goods or services in the EU or to the monitoring of a person's behavior in the EU for jurisdiction to attach.

- j. Data subjects have the right to request access to, a copy of, rectification, restriction in the use of, or erasure of their information in accordance with all applicable laws. If the data subject has provided consent to the use of their information, they have the right to withdraw consent without affecting the lawfulness of LLEs use of the information prior to receipt of the data subject's request. A Data Subject may exercise their rights by contacting LLE as provided in item #17.
- k. If the data subject feels LLE has not complied with applicable foreign laws regulating such information, they have the right to file a complaint with the appropriate supervisory authority in the European Union.
- l. The State of Texas and the United States also have laws that address privacy generally and the use of certain types of records, such as educational records that contain personally identifiable information. Under USA/Texas law, LLE may have good reason to keep the information despite a conflict with the GDPR.
- m. As a general rule, in cases where Texas or Federal law conflict with the laws of other countries in regard to the processing, use or maintenance of a data subject's personally identifiable information, including provisions of the GDPR, LLE will treat Texas and Federal law as controlling.
- n. LLE employees who receive requests by Data Subjects to have their data forgotten or who have other questions regarding the rights of Data Subjects provided by the GDPR should contact LLE as provided in item #17.

LLE and our Sites do not share, sell, rent, swap, or authorize any third party to use the User's personally identifiable information without the User's permission.

9. Length of time for Subject's Data Retention:

LLE retains the User's personally identifiable information for as long as necessary to provide any information the user requests; as necessary for the performance of legal agreements; to comply with legal obligations, including document preservation practices; to resolve disputes; during applicable statutes of limitations; for legitimate purposes; and per our internal document retention policy.

10. Third-Party Websites:

The Sites may contain links (including social media widgets) that may direct the User of the Sites to other internet locations, including third-party websites. Be aware that such third parties may collect data from or about the User, which is beyond LLE's control. In some cases, a link on the Sites may direct the User to a platform under the jurisdiction of our service provider which has its own privacy

policy. LLE is not responsible nor liable for any use or misuse of personally identifiable information by third parties. We may also provide information at the Sites about programs and events sponsored by or co-sponsored with other firms or organizations. If the User registers for any of these programs or events, we may have no control over the third-party sponsors' use of your personally identifiable information. Users should always review the privacy policies of third parties before providing any personally identifiable information or complete any transaction with such parties, whether the User is linked to a new website or a platform operated by a service provider from the Sites.

11. Security of personally identifiable information:

The information given by the User is protected by various security mechanisms, through which the User may access it. Because no internet transmission can guarantee 100% security, LLE cannot guarantee that the information transmitted using its service is completely secure, and the User therefore runs his or her own risk. The User is solely responsible for keeping their password and account information secret, which LLE may assign to him or her at any given time. To reduce risks, LLE recommends that the User log out of their account and close their browser window when they finish their activity, especially if the User shares their computer with someone or uses a computer in a public place such as a library or internet cafe. Also, LLE is not responsible for any personally identifiable information shared on any social media platform including our own as indicated in items #2q and #2r or #6i.

12. Minors:

All persons must be at least 18 years of age in your application jurisdiction to enter into a contract, whichever is older, to use the Sites. None of the content and information on the Sites is targeted toward children under 13 years of age. However, if you become aware that LLE has collected personally identifiable information from a minor through the Sites without your consent or other legal justification, and you are the minor's parent or guardian, please contact us at the email address listed in Item #17.

13. United States Policy:

LLE is organized in the United States of America. Personally identifiable information provided in jurisdictions outside of the United States will be transferred to and processed in the United States and other locations. By providing us with your personally identifiable information, you consent to the transfer to and processing of your personally identifiable information in the United States. We make no representation that the practices described in this policy comply with the laws outside of the United States that apply to the collection, security, use and disclosure of information. If you are located outside the United States, please be advised that some jurisdictions do not consider the privacy protections in the

United States are adequate. When information is transferred to the United States, it will be handled in accordance with the laws of the United States.

14. Acceptance of the Terms:

This confidentiality/privacy statement, which describes LLE's Privacy Policy, constitutes a valid agreement between the User and LLE; if the User uses LLE's services, it means that he/she has read, understood, accepted and consequently agreed with LLE the terms set out above. In the event of not agreeing with them, the User should NOT provide any personally identifiable information, nor use this service or any information related to the website.

15. Effective Date:

This Privacy Policy is effective January 15, 2025.

16. Privacy Policy Revisions:

This Privacy Policy is effective as of the date first written above in Item #15. LLE reserves the right to modify this Policy at any time. Changes in the Policy shall become effective as of the date they are posted on all or any of the Sites. Users, please review this Policy periodically to ensure familiarity with its terms. By continuing to access or use the Sites after changes are effective, the User agrees to be bound by the terms of the revised Policy.

17. Contact us:

If the User has any questions, comments or concerns regarding this Policy, the practices of this site, or dealings with this website, please contact us at:

Email: info@lifelong-education.org

E. WEBSITE TERMS OF USE POLICIES

1. Terms of Use

LLE appreciates each User's visits to our website, www.lifelong-education.org (the "Website"). The Website is operated by Lifelong-Education (LLE). The User's access to and use of the Website is subject to the following terms of use ("Terms of Use") and all applicable laws.

2. Agreement

Access to and use of the LLE Website and the information, materials, products and services available through this Website are subject to all applicable laws and regulations and to these Terms of Use. By accessing, browsing, and shopping at this Website, the User accepts, without limitation or qualification, these Terms of Use, which form a legal binding agreement. If the User does not agree with any of these Terms of Use, then they should not use the Website.

LLE reserves the right to update or modify these Terms of Use at any time without prior notice. The User's use of this Website following any such change constitutes their agreement to follow and be bound by the Terms of Use as changed. For this reason, LLE encourages the User to review these Terms of Use whenever using this Website.

3. Ownership

Unless otherwise indicated, this LLE Website and its design, text, photography, video, content, selection and arrangement of elements, organization, graphics, design, compilation, and other matters related to this Website ("Content") are protected under intellectual property laws, including without limitation those of the United States, and all Content and intellectual property rights therein are the property of LLE.

The Content and site as a whole of this Website, is intended only for personal, noncommercial use by the users of our Website. A User may download, print and store selected portions of the Content, provided the User only uses these copies of the Content for their own personal, noncommercial use.

Except as noted above, a User may not copy, download, reproduce, modify, publish, distribute, transmit, transfer or create derivative works from the Content without written permission from LLE.

F. SOCIAL MEDIA POLICIES

Website: www.lifelong-education.org

Facebook: <https://www.facebook.com/UAELifelongEducation/>

1. Introduction:

Social Media sites are public sites. Any information a User shares is public information. The following guidelines include a Code of Conduct and the relationship (or lack thereof) between Social Media sites, including those of Lifelong Education (LLE), and Privacy Policies:

2. Code of Conduct on LLE Social Media sites:

- a. Use courteous oral and written language on all LLE social media sites.
- b. There are consequences to using discourteous, defaming, racist, bigoted, misogynistic, gossipy language. Depending on the severity and number of offenses, consequences may range from a written notice, to a time-out cooling down period, or if severe, expulsion from the social media site until resolution has been made through the staff of LLE.
- c. Get the facts checked before making or responding to questionable comments.
- d. Be an ambassador of good will.
- e. Be kind.
- f. Be prudent.
- g. Protect privacy. Do not reveal another's personally identifiable information on social media such as names, addresses of any kind, telephone numbers, photographs, etc without their prior written consent.
- h. Do not share any of LLE's coursework and course materials on social media. Sharing may violate copyright laws and there are legal consequences to those violations.
- i. Suggestions and grievances can be addressed at info@lifelong-education.org.
- j. Be mindful. Contribute to the happiness and well-being of others through your communications.

3. Use of Social Media as Related to the Privacy Policy:

- a. Regarding Social Media Sites, when any sites are accessible through or link to third-party social networking sites and the User uses such features or interacts with LLEs social networking sites, LLE may have access to the personally identifiable information that the User provides to LLE as well as other information associated with the User's social media account such as the User's name, email address and photograph. If the User is a member of the social networking site, the social networking site may connect the User's visit to the Sites with the User's personally identifiable information.

- b. When the User visits the Sites, LLE may collect information regarding the User's means and ways of browsing the Site. Additional information is provided about this type of data collection in the Privacy Policy item #5: "What Are Cookies?"
- c. The User can visit the Sites without disclosing any personally identifiable information. However, without the User's personally identifiable information, LLE may not be able to fulfill all of the functions described above. The User will need to supply personally identifiable information to receive any of the above benefits.
- d. As explained in the Privacy Policy, items #2q, #2r and #6i, the User understands and agrees that this privacy policy does not apply to information that the User voluntarily provides when communicating with other people through electronic correspondence, chats, bulletin boards, message boards, virtual meeting spaces and discussion boards, or similar public forums provided by LLE on its website or any other entity or website. It is the User's responsibility to be prudent in the type of information that he or she provides when participating in these public activities. LLE may use personally identifiable information about you to identify you with a posting in a public forum. Any information you share in a public forum is public information and may be seen or collected by anyone, including third parties that do not adhere to our Privacy Policy. We are not responsible for events arising from the distribution of any information you choose to publicly post or share.
- e. Unless compelled by legal action, it is against LLE's policy to release confidential information gathered through LLE's Web, such as pages visited or personalized preferences unless LLE receives explicit written consent.

4. Communications regarding Lifelong-Education's social media sites can be addressed at: info@ifelong-education.org.

G. INTERACTIVE DISTANCE LEARNING (IDL) POLICY:

1. Introduction, Definition and Purposes:

This Interactive Distance Learning Policy, henceforth known as “IDL,” sets forth the IDL standards for the UAE-Lifelong Education (“LLE”). By definition, IDL is a way and means of providing educational delivery that is conducted through an electronically facilitated environment, such as online instruction or audio or audio-visual conferencing accessible to students who are separated by physical distance for all or part (blended) of the offering.

IDL supports and enhances regular and substantive interaction between the students and the instructor(s), either synchronously or asynchronously, as well as student-to-student interaction. Computerized electronic technologies utilized for IDL instruction, interaction between students and instructors, and interaction between students may include the internet, audio or audio-visual conferencing, and one-way or two-way transmission through cable, fiber optics, and/or satellite or wireless communication devices.

E-learning, correspondence learning of some form, and self-study are not IDL, in that there is insufficient interaction between the instructor(s) and students.

2. Clock Hours and/or Credit Hours Requirements:

To ensure that IDL training is appropriate in content and length, including those offered online, in synchronously or asynchronously delivery mode, LLE will verify that clock hours and/or credit hour requirements are met, and that they are appropriate and educationally sound.

- a. Conversions from clock hours to credit hours are only permitted for programs of study that meet at least 10 weeks for quarter credit-hour programs and at least 15 weeks for semester credit-hour programs.
- b. Clock Hour and Credit Hour, gives the following conversion formula based on the Carnegie Clock hours to credit hours formula:
 - 1) Lecture Credit Hours to Semester Credits – Must teach a minimum of 15 lecture hours to award one semester credit hour (divide lecture hours by 15).
 - 2) Lecture Credit hours to Quarter Credits – Must teach a minimum of 10 lecture hours to award one quarter credit (divide lecture hours by 10)

Methods are utilized by LLE and partner institutions to verifiably track and monitor student progress and attendance for online, synchronous and asynchronous training that involve verifiable tracking of student log-in time in conjunction with active student participation in faculty-facilitated discussion forums and direct assessments such as testing, assignments and projects.

3. General Requirements:

LLE strives to demonstrate successful outcomes of LLE graduates from IDL programs and courses based on a comprehensive report.

4. Compatibility with LLE Vision, Mission, Core Values and Planning:

LLE has a Vision, Mission and Core Values and ethics and an effective planning process to enhance and improve LLE and its education, training and services. LLE operates with integrity in all matters.

a. Compatibility with LLE Vision, Mission and Core Values

- 2) LLE establishes clear and written Vision, Mission, and Core Values that are made public and a written strategic planning process to enact them.
- 3) The Vision, Mission and Core Values define LLE's purpose and provides a definitive basis upon which to deliver and assess its educational and training programs.
- 4) LLE establishes and utilizes specific criteria to measure its Vision, Mission, and Core Value's achievements.
- 5) The education and training provided by LLE are consistent with its Vision, Mission and Core Values. As it becomes available, LLE provides supportive documented evidence of continued need, including successful student outcomes, projected market demand, and positive market experience.
- 6) The reasons for offering IDL courses and programs and their specific methodologies are consistent with the Vision, Mission and Core Values and serve a comparable but remote target population to be enrolled in courses and programs offered at a distance.

b. Planning

- 1) LLE utilizes a strategic planning process, consistent with its scope and size to establish an institutional effectiveness plan that supports LLE's Vision, Mission and Core Values.
- 2) The plan is updated at least annually, implemented for the purpose of improving LLE and reviewed at least bi-annually to assess progress in achieving written goals.
- 3) LLE establishes a sound, written plan that identifies specific and measurable educational, curricular, technological, marketing and business objectives and goals to achieve in 1 year and multi-year increments. Each goal in the plan includes operational strategies, projected time frames, required resources, methodologies for subsequent evaluations including references used to measure progress in goal achievement and stated rationales for using specific methodologies.

5. Governance and Management:

LLE is capably and responsibly managed.

a. Governance

- 1) In its ByLaws, Minutes and other documents, LLE has clearly identified and accountable governance structure, appropriate to its size, that delineates authority for the approval of institutional policies and responsibilities for the overall direction and effectiveness of LLE.
- 2) LLE's management structure and written documents and records, ensure the integrity and capability of the institution and its State, Federal and local compliance with statutory, regulatory, and accreditation requirements.
- 3) LLE maintains all legal records as a Texas State chartered educational institution and a Federally USA chartered 501c3 non-profit educational institution.
- 4) LLE maintains written policies and supporting procedures that guide the establishment, organization, funding and management of its programs.

b. Institutional and Operational Management

- 1) LLE's management is responsible for developing and effectively implementing policies and operational systems within an organizational framework that is clearly defined, understood, and effective.
- 2) Written policies and procedures guide the day-to-day operations of LLE, ensure the effective operation of LLE and are readily accessible to appropriate board members, faculty and staff.
- 3) LLE's organizational structure systems support the IDL programs.
- 4) LLE's operational management oversees the effective implementation of systems to guide the daily operations of IDL courses and programs.
- 5) LLE's operational management facilitates relationships between instructional staff, technical support services, and student services.

c. Records

- 1) LLE has an organized record-keeping system that ensures all records are maintained in an accurate, orderly and up-to-date manner.
- 2) The record-keeping system facilitates and enables ready access and review of these records by appropriate parties.
- 3) All LLE records are protected from unauthorized access and undue risk of loss.
- 4) Appropriate staff, employees, students and board members have appropriate access to information contained in their files.
- 5) Records are maintained for a length of time consistent with applicable statues, regulations, and sound business and educational practices.
- 6) Resources are available to provide appropriate access to electronic records such as student/faculty computerized databases, for students, regulatory bodies and licensing and/or certification agencies.
- 7) Back-up copies are scheduled, produced and maintained off-site.

- 8) Electronic records are keyed and retrievable, both by student number and name.
- 9) Records can be selected by start date or scheduled-to-graduate date cohorts, and by program or area of study.
- 10) Student and faculty databases are highly organized in a describable manner.
- 11) Written operational safeguards and procedures are in place in the Record Retention Policy, to ensure the integrity of and access to electronic IDL student records in the event of equipment problems or school closure.

d. Professional Relationships

- 1) LLE establishes relationships, memberships, limited partnerships and affiliations with professional and other organizations within the education/training and employer/industry, and community network.
- 2) LLE's relationships are maintained, utilized and documented in order to enhance the quality of the education, training, and student services.
- 3) LLE's cooperative relationships with other IDL institutions, vendors, sponsoring organizations and networks are maintained for the duration necessary. Such relationships are used to develop institutional expertise in the design and delivery of quality supportive materials, technologies, and training that use effective IDL technologies.
- 4) LLE forms and provides written description of professional relationships with other organizations and describes how they enhance the quality of the educational design and methodology of the IDL programs.

6. Financial Capacity and Responsibility:

LLE is fiscally sound and demonstrates ethical financial practices.

a. Financial Procedures and Responsibilities for LLE

- 2) LLE assesses its finances at adequate intervals of at least quarterly.
- 3) LLE has written policies and procedures for proper financial controls and the supervision of financial management staff.
- 4) LLE applies tuition charges fairly and consistently.
- 5) LLE ensures that all financial transactions, including all charges and payments of tuition and other program costs are properly recorded and tracked on individual student ledgers.
- 6) LLE has written cancellation and refund policies that are fair and equitable and are consistently administered; and comply with statutory, regulatory and accreditation requirements.
- 7) LLE has qualified and capable individuals who manage and evaluate the effectiveness of the financial operations and practices.
- 8) LLE maintains effective oversight of the financial status of its IDL programs and implements procedures to timely determine the enrollment status of students relative to their financial obligations and graduation processes.

- 9) LLE has written budget plans for including IDL programs in LLE's overall budget.
 - 10) LLE can demonstrate that its budget provides for appropriate updating of the technologies adopted for IDL programs.
 - 11) Financial policies, procedures and reporting comply with local, Texas State and USA federal agencies.
 - 12) LLE establishes written, fiscally sound, mutually beneficial, financial partnerships with appropriate professional, educational, institutions.
- b. **Financial Policies, Procedures and Responsibilities for Students:**
- 1) LLE has the means for determining the last date of student attendance.
 - 2) LLE and partner institutions monitor student attendance.
 - 3) LLE establishes and enforces a written, contractual, financially mutual cooperative component relationship between the direct student User and LLE.
 - 4) LLE has the means of identifying dropouts and making timely refunds.
 - 5) LLE and partner institutions provide the means to conduct initial and exit counseling.

7. Curriculum Design and Development:

LLE's curriculum design and instructional materials are up-to-date, educationally sound, and appropriate for the expected outcomes of the program or course.

a. Educational Goals and Objectives

- 1) LLE's programs and courses have appropriate and measurable educational goals and objectives.
- 2) LLE's curriculum content and learning experiences are preplanned, written, and present a sound, systematic, and sequential learning experience for students.
- 3) LLE's course or program curriculum content and length of the program ensure that sufficient and appropriate knowledge and skill elements are included to meet the specific and measurable performance outcomes expected for the course and programs.
- 4) LLE demonstrates that the length of the program/course is appropriate to provide a student with the requisite knowledge and skills of the course and programs.
- 5) LLE's curricular content and learning experiences are structured to fit an IDL form that is commensurate with institution-wide standards. The structure is demonstrated to be well suited to the technology selected to deliver the training.
- 6) LLE lists courses and programs offered in whole or in part via IDL.
- 7) LLE describes in each course or program how the clock hour length and appropriate credit hour attribution are determined for the IDL program or portion of the program.

- 8) IDL has developed a written policy and procedure for course design and development. The process ensures that the technology used in course delivery is appropriate for the course content.

b. Program/Instructional Materials

- 1) Program materials may include syllabi, lesson plans, instructional guides, videos and texts.
- 2) They demonstrate the appropriate scope, sequence and depth of each course or program as they relate to specific goals and objectives.
- 3) Program materials clearly guide student through courses and program and may have been adopted or adapted. They demonstrate effectiveness and appropriateness to the selected technology/methodology.
- 4) Instructional materials may include supplementary textbooks, software, learning objectives, visual aids, electronic links and other teaching tools that support the goals and objectives.
- 5) All materials are relevant, up-to-date, easily available, and facilitate positive learning outcomes.
- 6) Course materials and syllabi contain clear directions and helpful guidelines that support IDL students' effective use of the selected technology/methodology.
- 7) Course materials provide a structure that enables interaction between students and instructors.
- 8) LLE has written policies and procedures for ensuring that program materials such as videos and textbooks are delivered timely to students, and identify whether program materials are delivered electronically or in hard copy or both.
- 9) LLE provides a library and other electronic resources available to support the curriculum requirements of IDL students.

8. Instructional Delivery and Resources:

LLE utilizes appropriate and effective instructional methods and other resources to ensure sound instructional delivery. Various delivery modes may include traditional classroom/lab instruction, interactive distance learning, and blended instruction.

a. Instructional Methods:

- 2) Written policies and procedures are in place to ensure that curricula are followed and consistently applied by all instructors.
- 3) LLE's instructional methodology is consistent with contemporary training industry standards and appropriate to its educational goals and curricular objectives and facilitates learning.
- 4) The methodologies serve the individual learning needs and objectives of students. They provide encouragement, challenges and learning opportunities/activities/experiences for all enrolled students. They consider different learning abilities and styles, prior levels of achievement and different learning modalities such as visual, audio and kinesthetic.

- 5) LLE's instructional methods suit the delivery of the materials, the information being conveyed and the stated outcomes of the courses/ programs.
- 6) LLE's instructional methods are appropriate for IDL offered courses/ programs.
- 7) The importance of synchronous or asynchronous, appropriate participatory interaction between instructors and students, and among students, is reflected in the design of the program and courses and in the technical facilities and services provided.
- 8) Any portions of the courses or programs that are contracted out to third parties must meet and comply with LLE written standards and align with LLE's vision, mission and core values.
- 9) The technology used to mediate the courses/programs supports an effective and dynamic virtual classroom environment.
- 10) Provisions are made in the program design and course syllabi for faculty-student and student-student interaction.
- 11) Written procedures are used to ensure that the faculty implements the technology/methodology consistently.
- 12) Techniques are developed that require students to adhere to a structured timeline that defines daily, weekly and term objectives.

b. Equipment, Supplies and Learning Resources

- 1) Equipment, supplies and other learning resources support the program and course goals and objectives offered by LLE.
- 2) Adequate, appropriate, up-to-date, and functional equipment, supplies, learning resources, and furnishings are readily available for instructor use and for the effective delivery of LLE's education and training.
- 3) LLE provides a consistent and coherent technical framework for student and faculty use.
- 4) Changes in technologies are systematically and effectively implemented to minimize the impact on students and faculty.
- 5) LLE utilizes Zoom and Moodle to aid the IDL program or course as the Learning Management Systems (LMS) for administration and to document, track and deliver.
- 6) Provisions have been made to assure a robust and secure technical infrastructure, providing maximum reliability and privacy for students and faculty through LLE's secure website, Zoom and Moodle.
- 7) Staff and faculty are advised and form agreements with LLE regarding hardware and software requirements.
- 8) Prior to enrollment, students are advised of hardware and software requirements.
- 9) Faculty members and students are oriented and trained in the use of the technologies required for successful course participation.

- 10) Effective, measurable technical support is available prior to and as needed during course and program delivery with support available for later viewing of the course by faculty and students.
- 11) Software technologies are generally consistent for faculty and students. Instruction is available when there are software changes.

9. Qualifications and Supervision of Instructional Personnel:

LLE ensures that qualified instructors, under professional and capable direction, effectively deliver educational and training services.

a. Supervision of Instruction:

- 1) Instructional personnel are supervised by individuals with relevant education and experience in instructional delivery methods and management.
- 2) Supervisors of LLE instructional personnel demonstrate effective and productive evaluation and direction of such personnel.
- 3) At least annually, qualified supervisors conduct and provide written documentation of a LLE in-class observation. They review with the LLE instructor that classroom observation, which also includes any administrative responsibilities as applicable to LLE and any collected student feedback.
- 4) Individuals in harmony with LLE's Vision, Mission and Core Values and relevant education and experience in IDL, are effectively utilized in planning, developing, implementing, and monitoring the IDL courses and programs.
- 5) LLE describes the education and experience of each instructional supervisor and course designer relative to IDL expertise and provides a resume and/or Faculty/Administrative Personnel Form for each.
- 6) LLE provides a copy of their written policy and procedure for the observation of IDL classes. LLE describes how the results of the observations are used to improve the performance of LLE instructors.

b. Instructor Orientation and Training

- 1) LLE develops and implements written policy for the effective orientation and training of LLE instructional personnel to ensure consistent and effective instruction.
- 2) Regular and relevant internal training by qualified personnel and/or external professional development of LLE instructional personnel are conducted and written documentation is provided.
- 3) IDL class instructors for LLE are appropriately oriented and trained in the effective use of technology and methodology utilized, to ensure a high level of instructional quality and effective communication with students.
- 4) LLE provides a copy of LLE's written policy and procedure for instructor orientation and training activities that prepare the faculty to teach via IDL courses and programs.

- 5) LLE establishes provisions that ensure that adequate attention is given to teaching methods that are either unique to IDL or desirable for effective teaching in the IDL environment.
- 6) LLE encourages and provides for continuing professional development opportunities for LLE instructional staff to enhance skills in distance learning methodology. LLE provides written assessments measuring the effectiveness of this professional growth and development. LLE provides documentation demonstrating the completion of relevant professional development by LLE's IDL faculty and staff over the most recent 12 months.

10. Admissions and Student Services:

LLE recruits and enrolls only qualified students who can reasonably be expected to benefit from the education and training services and provides student services appropriate to their needs.

a. Recruitment

- 2) All advertising, promotional materials, and representation made by or on behalf of LLE for recruiting purposes also include such items as web content, catalog, and social media postings. All of them must make only justifiable and provable claims regarding the courses, programs, costs, location(s), instructional personnel, student services, outcomes, and other benefits.
- 3) All LLE communications with prospective students are ethical, honest, and consistent with LLE's Vision, Mission, and Core Values and consistent with recognized professional certification institute's standards and policies.
- 4) For LLE programs and courses that require both resident and IDL participation, LLE properly provides information to the prospective student prior to enrollment.
- 5) LLE does not state or imply that employment, occupational advancement, and/or certification and licensing are guaranteed.
- 6) All advertising, promotional materials, and other representations by or on behalf of LLE, clearly indicate which courses or programs are offered in whole or in part in an IDL format. These materials and representations include reference to any requirements unique to students enrolled and engaged in courses or programs taught via IDL.
- 7) LLE demonstrates that prospective students receive all necessary information to make an informed choice prior to enrollment, including, but not limited to, the following disclosures:
 - a) The level of technical competence required for successful engagement,
 - b) The hardware and software capabilities necessary for successful participation,
 - c) The estimated timeline for course or program completion,

- d) The library and other learning services either required or available to support IDL students, and the skill necessary to access them,
- e) Arrangements for interactions with the faculty and fellow students, and
- f) Information to assist prospective students in understanding learning expectations.

b. Admissions and Enrollment

- 1) LLE's written policies for admissions and enrollment are readily available, clearly stated, defined, and in compliance with statutory, regulatory and accreditation requirements.
- 2) Reliable and regular methods are utilized to ensure that, prior to acceptance, all applicants are able to benefit from LLE's education and training services, consistent with industry professional standards.
- 3) LLE's enrollment process, including any online process, is preplanned, effective, and regularly monitored by LLE to ensure its integrity.
- 4) LLE's written enrollment agreement, contract, and/or application, as applicable, is furnished to appropriate parties before any payment or obligation is made and clearly identifies the rights, obligations, and responsibilities of all parties. LLE's such documents include, at a minimum, (a) all costs stated in clear and explicit language, and (b) cancellation and refund policies that comply with statutory, regulatory, and accreditation requirements.
- 5) LLE's admission policies, procedures, and documents, including enrollment agreements and catalogs, fully and clearly represent the conditions and requirements related to IDL.
- 6) LLE has established published criteria for determining a student's eligibility for admission to the IDL courses and programs.
- 7) LLE has established written, published, specific enrollment criteria for international students in IDL programs.
- 8) LLE provides a copy of the cancellation and refund policies and procedures specific to IDL students, as stated in the enrollment agreement and student handbook located on this public website.
- 9) All LLE's policies and procedures related to enrollment are located in the public Student Handbook and/or Policy and Procedure Manual located on the LLE website: www.lifelong-education.org. Prospective students are advised to read all relative enrollment policies and procedures prior making any obligation with LLE.
- 10) LLE has established policies regarding the issue of electronic signatures and electronic enrollment agreements.
- 11) LLE provides IDL students with the following:
 - a) Admission counseling as requested,
 - b) Application and registration processing,
 - c) Any entrance examinations, and

- d) Financial counseling as requested, including access to secure payment arrangements.
- 12) LLE has established the following methods to:
 - a) Verify the identity of students to ensure that the student who registers for a program or course delivered by IDL is the same student who participates/engages in and completes the course or program and, if applicable, receives the academic credit.
 - b) Protect the privacy of LLE students enrolled in IDL training, and
 - c) Notify prospective students, prior to enrollment in IDL training, of any projected additional student charges associated with the verification of student identity.

c. Student Services

LLE student services are provided consistent with the Vision, Mission and Core Values and programmatic learning objectives of LLE and include such services as student orientation, academic and non-academic advising, tutoring, and extracurricular activities as applicable.

- 1) Appropriate LLE services are available for students of IDL programs, both off and/or on the institution's and/or partner's institution's physical campus.
- 2) The following is a list of services that LLE provides to IDL students:
 - a) Academic advising
 - b) Tutoring
 - c) Online books and book service recommendation,
 - d) Complaint procedures that comply with industry standards.
 - e) Questionnaires for students to give feedback on courses.
 - f) Opportunities during the courses to give feedback.
- 3) LLE has developed policies and procedures to meet challenges such as identifying students at risk and taking steps for counseling and advising them in order to maximize retention.

11. Student Assessment and Achievement

LLE utilizes appropriate and educationally sound methods to assess student performance, attendance, and achievement.

a. Attendance

- 7) LLE has performance measurements that are periodically evaluated and updated to ensure instructional effectiveness.
- 8) LLE has an educationally sound, written assessment system that appropriately relates to the performance objectives of the program or course.
- 9) LLE includes at a minimum, the grading scale, grading criteria and weighting, and means of assessment such as tests, quizzes, reports, projects, attendance, and participation.
- 10) LLE clearly and effectively communicates the assessment system to students at orientation and/or the beginning of the course or program.

- 11) LLE has established policies for expected levels of student participation in IDL courses and programs. All students and LLE faculty are aware of these policies, which are consistently and accurately administered, monitored, and documented.
- 12) LLE defines and monitors IDL student's attendance accounting for the students' time on task compared to the clock hours comprising the courses and programs and has a place for maintaining attendance records.
- 13) LLE has policies and procedures for monitoring student participation and the completion of assignments.

b. Student Progress

- 1) LLE effectively monitors, assesses, and records the progress of enrolled students by utilizing an educationally sound and clearly defined assessment system established by LLE.
- 2) Semester credits, quarter credits, clock hours and or certification of course completion diplomas and or continuing education units are used to denote the successful completion of the LLE (or LLE and Partner) education and training services.
- 3) LLE student progress is documented consistently in accordance with institutionally established performance outcomes and is communicated to all LLE students.
- 4) LLE students are informed of their progress at regular and timely intervals.
- 5) LLE publishes a clear description of its requirements for satisfactory student progress, as well as the consequences for failure to meet these requirements.
- 6) LLE utilizes sound written policies and procedures to determine student compliance with these requirements and to have written documented results.
- 7) LLE policies, procedures and practices have written documented results and are consistently implemented to reliably measure student progress within the context of the IDL format.
- 8) LLE examinations may take the form of paper examinations, online examinations, writing assignments, demonstrations of competency and other forms. When they are utilized they take place within circumstances that include verified student identity. LLE otherwise seeks to assure the integrity of student work.
- 9) LLE utilizes secure, specific methods that provide their students with information about their assignments, progress and grades, including specific feedback on assignment results and clear instructions on how to submit their assignments.
- 10) LLE has established safeguards and measures to ensure the authenticity of the student's work and that the enrolled student is the individual completing assignments, tests and evaluations. LLE includes evidence

- 11) that they verify the identity of a student who participates in class or coursework by using, at the option of the institution methods, such as (a) a secure login and passcode; (b) proctored examinations; and © new or other technologies and practices that are effective in verifying student identity.
- 12) An Instructor response time ratio to student assignments/tests/ evaluations is measured and evaluated according to industry standards.
- 13) LLE has developed policies and procedure processes for administering student examinations and assure the identity of the LLE student and the integrity of student work.
- 14) LLE has developed the means for tracking LLE student satisfactory academic progress (SAP) including how LLE identifies and counsels IDL students who fall behind in their work and/or struggling academically. LLE has SAP policies and procedures for (a) tracking student participation and satisfactory academic progress and (b) providing student counseling to remedy academic deficiencies.
- 15) LLE has written retention strategies and policies and procedures to ensure students' academic achievement and successful completion of the IDL programs and courses.

12. Institutional Effectiveness:

LLE utilizes appropriate methods of evaluation to assess institutional effectiveness and to ensure that student outcomes are consistent with LLE's mission and the benchmarks established by the Accrediting Commission.

a. Student Satisfaction

- 1) LLE establishes and implements written policies and procedures that provide an effective ways and means to regularly solicit, assess, document, and validate student satisfaction relative to the quality of the education, training, and student services provided.
- 2) LLE maintains open lines of communication with LLE students and demonstrates responsiveness to student issues.
- 3) As appropriate to the program or course length, LLE conducts interim LLE student evaluations and a final evaluation upon completion of the enrollment term measuring the totality of the student experience.
- 4) LLE student feedback is utilized to improve the education, training, and student services provided by LLE.
- 5) LLE's processes for measuring and analyzing student participant satisfaction yield useful data specific to the IDL technology and methodology and the student experience interacting with instructors and other students within the virtual classroom environment.
- 6) LLE has established written procedures for obtaining feedback from IDL students. This feedback is used to evaluate the course content and to assess and improve the effectiveness of course design, materials, and the technology and methodology utilized in the IDL environment.

- a) Questionnaires for students to give feedback on courses.
- b) Opportunities during the courses for student feedback.

c. Completion

- 1) LLE follows written policies and procedures that provide effective ways and means of regularly assessing, documenting, and validating the quality of the education and training services provided relative to completion as applicable.
- 2) LLE strives for the number of participants who complete the LLE programs and courses in which they enroll to be consistent with the benchmarks established by the Accrediting Commission.
- 3) LLE has established a definition for a completer of its IDL course or program in order to calculate completion rates and monitors completion rates for students in each IDL course or program.

H. POLICY FOR RECRUITMENT, ADVERTISEMENT, AND PROMOTIONAL PRACTICES:

1. Introduction:

UAE-Lifelong Education, (hereafter UAE-LLE) exercises due diligence to ensure that clear and accurate information is provided to prospective, current and former students, the public, and all interested parties and to guard against any misrepresentation.

2. General Policies and Procedures:

UAE-LLE systematically and effectively implements policies and procedures that ensure their educational program offerings, charges, and services are fully and accurately described in an ethical manner in order to permit prospective students to make informed enrollment decisions. All communication with prospective students are ethical and honest, including communications through social media, the internet, websites, advertising, and promotional materials. UAE-LLE does not state or imply that employment, occupational advancement, certification, and/or licensure are guaranteed. UAE-LLE's recruiting efforts also ensure that prospective students can reasonably be expected to benefit from the training offered.

- a. UAE-LLE and/or its representatives do not make misrepresentations including any false, erroneous or misleading statements in writing, visually, orally, or through other means that have the capacity, likelihood, or tendency to deceive or confuse a student, prospective student, member of the public, or accrediting, federal, or state agencies. Misrepresentations are prohibited in all forms, including advertising, promotional materials, or in the marketing or sales of UAE-LLE's courses and/or programs.
- b. UAE-LLE only makes justifiable and provable claims. UAE-LLE refrains from utilizing superlatives which create a factual impression that may be misleading.
- c. UAE-LLE prohibits unethical and predatory conduct in promoting and advertising its programs and services.
- d. UAE-LLE may use external agencies for the distribution of advertising and promotional materials. UAE-LLE sufficiently controls and monitors the external agencies to ensure honest and ethical practices. UAE-LLE is responsible for the representations made on its behalf by external agencies. Only UAE-LLE can enroll its participants.
- e. All advertising, promotional literature, and websites include the name of UAE-LLE and not any unapproved names.
- f. All promotional materials, such as brochures, flyers, catalogs, student handbooks, websites, and other advertising materials contain an accurate representation of the educational programs and services consistent with federal and state approval, as applicable. Program names and lengths are advertised and promoted consistent with these program/course approvals.

- g. There is no confusion or misrepresentation regarding what constitutes UAE-LLE's approval. Websites and other marketing mediums may not portray an approved program as an accredited entity, but must clearly present it as a non-profit corporation organized under the Texas Business Organization Code and federal Internal Revenue Service certified charitable and educational non-profit 501c3 institution.
- h. There is no confusion or misrepresentation regarding business endeavors that are outside of the institution's scope of accreditation. Websites and marketing for these business endeavors may not falsely suggest or imply that they are accredited by an accrediting institution.
- i. UAE-LLE clearly identifies any programmatic or specialized accreditation it may have and protects against any misrepresentation or misunderstanding regarding that accreditation.
- j. UAE-LLE discloses to prospective students any conditions that may adversely impact the students' ability to benefit from the training, sit for certification/licensure examinations, if applicable, and/or work in the field (e.g. felony convictions).
- k. UAE-LLE does not attempt to recruit participants in or around locations operated by a governmental or charitable agency that assists the economically disadvantaged or underprivileged, unless UAE-LLE has express permission from the governmental or charitable agency. Examples of such prohibited locations are welfare offices, unemployment offices, soup kitchens, rescue missions, public housing projects, and Salvation Army cot houses.
- n. UAE-LLE only uses classified sections in newspapers or other media to attract participants and advertises under headings such as, "Education," "Schools," or "Instruction," that are intended to advertise for participants in education and training. Headings such as "Help Wanted," "Employment," or "Business Opportunities" are only used to procure employees for the institution.
- o. Letters of endorsement, commendation, or recommendation are used in advertising and promotional materials provided that: (a) prior consent of the author is obtained, (b) no remuneration is given for the consent, and (c) they are strictly factual and portray UAE - LLE's current conditions and circumstances. Such letters of endorsement, commendation, or recommendation and the written consent are kept on file and subject to review for a period of one year after last use.
- p. UAE-LLE does not represent or create the slightest impression that a participant will be paid for enrolling in or attending the institution.
- q. UAE-LLE's website, advertising, and promotional materials clearly state that training or education, rather than employment, is being offered. An institution cannot guarantee or otherwise assure that its graduates will become employed.

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- r. UAE-LLE's website, advertising, and promotional materials clearly state requirements for individual course Certificates of Completion, CEUs, or graduation.
- s. Reference to financial aid availability includes the disclaimer "for those who qualify."
- t. If UAE-LLE or its affiliates misrepresent its accredited status, services, policies, practices, costs, or any other aspect of its operations it will demonstrate that it has ceased such conduct and that correct information has been publicly disseminated in a manner to correct the misperceptions so created.

I. UAE-LLE POLICY FOR ENROLLMENT AGREEMENT CHECKLIST:

Institution Name: _____

Institution Address: _____

Institution Contact Information: _____

ENROLLMENT AGREEMENT CHECKLIST:

An enrollment agreement is a contract between UAE - Lifelong Education (hereafter “UAE - LLE” and the prospective student. It is clearly written and easily understood. The following components are disclosed and appear in the pre-enrollment information though not necessarily in this order, so that the student is fully aware prior to making an application for enrollment.. Also the following components are disclosed and appear in the enrollment agreement, though not necessarily in this order. If an item listed does not apply, “N/A” is written in the blank and provides an explanation as to why it is not applicable.

___ 1. Institution information:

- ___ The name of UAE - Lifelong-Education.
- ___ The online address or complete physical address with street, city, state, & zip code of the institution.
- ___ The area code and telephone number of UAE - LLE or the online contact information.

___ 2. Student information:

- ___ A space for where the student’s name will appear on the agreement.
- ___ A space for the address with street, city, state, & zip code of the student.
- ___ A space for telephone with country and area code
- ___ A space for email address
- ___ A space for country of citizenship.
- ___ A space for legal immigrant status.
- ___ A space for legal non-immigrant status. Visa, etc.
- ___ A space for identifying languages in which student has fluency (if applicable).
- ___ A space for recording last four digits of the student’s social security number.
- ___ A space for the birth date of the student.

___ 3. All costs clearly itemized and defined for each applicable program of study and with any non-refundable items explicitly indicated:

- ___ Tuition
- ___ Application/Registration Fee.
- ___ Books & Supplies.
- ___ Other (please specify)
- ___ Deposit & Balance

___ **4. Tuition payment periods.** If an institution charges tuition by payment periods or periods of obligation (e.g. term, semester, module or session), a description of how/when all the program costs identified above are charged students to include:

___ The schedule of payment; and

___ The impact of these payment periods or periods of obligation on the institution's cancellation and refund policy.

___ **5. Methods for payment.** A space for listing the methods of student payment accepted by the institution (e.g. cash, check, charge, money order, credit card, etc.).

___ **6. Class schedule.** A space for the class schedule of the enrolled student (e.g. times of day and days of the week).

___ **7. Course name and clock hours.** A space for the name of the program of study in which the student is enrolling plus the clock hours and, if applicable, the credit hours.

___ **8. Class start date.** A space for the enrolled student's start date.

___ **9. Graduation date.** A space for student's scheduled/projected graduation date.

___ **10. Assessment.** A space for the assessment type to evaluate a student's progress.

___ **11. Awards.** A space for certification or CEU, and graduation award requirements.

___ **12. Disclaimer.** An employment, certification, graduation or prerequisite fulfillment guarantee disclaimer.

___ **13. A "Buyers Right to Cancel"** as defined by the FTC and/or any applicable state or local statute or regulation. If the institution uses a cancellation policy beyond the minimums established in federal, state, or local requirements, it must comply with the provisions of an accrediting institution such as ACCET.

___ **14. A refund policy** compliant with federal, state, and local requirements. If the policy used is not entirely compliant with the provisions of an accrediting institution like ACCET, the agreement states that both UAE - LLE and the accrediting institution policy are applied and the one more lenient to the individual student is used. UAE - LLE include in the cancellation and refund policy, the terms and conditions regarding:

___ Cancellations due to: (a) rejection of an applicant by the institution; (b) program cancellation by the institution, (c) cancellation by a student during any established cancellation period, and (d) no show/student never starts training

___ Withdrawals or terminations after the start of class and after the cancellation period.

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___ 15. **Legal and binding contract.** A statement that the agreement becomes a legal and binding contract once completed and signed by both parties.

___ 16. **Student signature and date.** A signature line(s) and a space for the current date for the student and the student's parent or legal guardian if the institution's policy permits enrollment of applicants under the age of contractual consent.

___ 17. **UAE - LLE signature.** A signature line and title for the school official authorized to accept the enrolled agreement.

___ 18. **P & P M understanding.** A statement of Understanding verifying that the student has received, read and understood the current Policy and Procedure Manual.

___ 19. **Enrollment agreement understanding.** A statement verifying that the student has read, understood, and received a copy of the completed and executed agreement.

___ 20. **Pagination** – If the enrollment agreement is longer than one side of one page, each side of each page should: (a) refer to the conditions on that side as being part of the agreement; and (b) be numbered: “page 1 of ,” “page 2 of ,” etc.

___ 21. **COMMENTS:**

J. CANCELLATION AND REFUND POLICY for AVOCATIONAL PROGRAMS:

1. POLICY GUIDELINES:

UAE - Lifelong Education (hereafter LLE) seeks to promote goodwill through the use of explicitly stated, clearly defined, equitable, uniformly administered, cancellation and refund practices pertaining to cancellations, withdrawals, and terminations that take into consideration:

- The legitimate reasons why an applicant or student may not be able to either start or complete the course or training; and
- The reasonable expenses incurred by UAE - LLE.

Legal Compliance: LLE abides by cancellation and refund policies that comply with applicable USA federal and State of Texas laws and regulations and the Accrediting Council for Continuing Education and Training (ACCET).

Comparative Analysis: LLE uses a comparative analysis to federal and state versus ACCET standards and follows the policy that is most lenient towards the student. LLE's written refund policies are provided to students in the enrollment agreement, along with notification that a comparison will be made and the policy that is most beneficial to the student will be used.

Minimum Standards for LLE Retention of Tuition Related to Refunds: To demonstrate goodwill, the requirements in this LLE policy are the minimum acceptable standards for making refunds.

LLE provides information in English, to prospective student with enrollment agreements and documents required for programs and courses which include the cancellation and refund policy along with all program costs, including tuition, fees, and any other costs. The prospective student verifies and attests in writing that he or she was given ample opportunity to review and understand the terms and conditions of enrollment, including the institution's refund policy and that they understand the content.

Regarding a Foreign Language Student enrollment: LLE's enrollment documents, including enrollment agreements, online or physical catalogues, are provided in a language the student can understand. If the enrollment documents are not translated into a prospective student's native language, then the student signs an attestation that s/he was provided the enrollment documents and given ample opportunity to review and understand the terms and conditions of enrollment, including the institution's refund policy, prior to signing the enrollment documents.

No Written or in-person Notification Required: LLE does not require written notification or in-person notification of cancellation or withdrawal for making refunds nor does LLE charge any penalty for non-written and/or non-in-person notifications of cancellation or withdrawal.

12 Month or Less Student Obligation: LLE does not obligate a student for more than 12 months at a time. Refund computations apply to the stated charges attributable to the given period of financial obligation.

Fair and Equitable Treatment to Students: LLE treats students fairly and equitably relative to tuition, other charges, and refunds. In no case, is a student treated differently with respect to charges and refunds based on the source of funding or the timing of disbursements or payment. Except as noted below, students are not treated differently based solely on their visa status.

Refund Calculations: LLE completes and documents refund calculations for each student who cancels, withdraws, or is terminated from training. This documentation is enough to demonstrate that refunds are timely and accurate, including but not limited to documentation regarding:

- a. Start date
- b. Last Date of Attendance (LDA)
- c. Date of Determination (DOD) (Date student gave verbal or written notice of withdrawal or the date LLE terminates the student by applying LLE's attendance conduct or Satisfactory Academic Progress policy)
- d. Charges to the student
- e. Total amount paid
- f. Weeks earned and resulting percentage of program completed
- g. Calculation of refund

Authorized overseas agent: If LLE uses an authorized overseas agent for recruiting students, LLE informs the student of its relationship with the agent and how their relationship affects the ability of the student to obtain a refund, if there is any affect. In addition, if applicable, LLE documents that the refund has been made on behalf of the student to the agent.

2. REFUND DUE DATES:

If an enrollee applicant never attends class (no show) or cancels the contract prior to the class start date, all refunds due are made within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.

For an enrolled student, the refund due date is calculated using the last date of attendance (LDA) and be paid within forty-five (45) calendar days from the documented date of determination (DOD). If a student gives advanced notice of withdrawal such that the 45-day window for refund processing ends before the last date of attendance, the refund is paid within forty-five (45) calendar days from the last date of attendance.

3. CHARGES OTHER THAN TUITION:

- a. All extra costs, such as books, supplies, equipment, laboratory fees, rentals and any similar charges not included in the tuition price, are clearly stated in the enrollment agreement and/or enrollment documents. Non-refundable charges are explicitly itemized in the catalog or student handbook, enrollment documents and the enrollment agreement. Charges that are non-refundable are limited to those materials that are distributed and attributable to the portion of the program attended by the student.
- b. If applicable, a student is bound by the terms as defined in any student housing agreement.

4. CANCELLATIONS:

- a. **Rejection of Applicant:** If an applicant is rejected for enrollment by LLE, or if a prospective international student has his/her visa application rejected, a full refund of all monies paid is made to the applicant, less a maximum application/registration fee of \$500 if such charges are clearly itemized in the enrollment agreement as non-refundable. The \$500 maximum application/registration fee may be significantly reduced depending on many factors determined by LLE. Said fee is determined in each course and clearly stated in each course description.
- b. **Program Cancellation:** If LLE cancels a program subsequent to a student's enrollment, LLE refunds all monies paid by the student.
- c. **Cancellation Prior to the Start of Class or No Show:** If an applicant accepted by LLE cancels prior to the start of scheduled classes or never attends class (no show), LLE refunds all monies paid, less a maximum application/registration fee of \$500 or less, if such charges are clearly itemized in the enrollment agreement as being non-refundable; and any actual costs incurred by LLE are also deducted.
- d. **Exception to International Students: Cancellation Prior to the Start of Class or No Show (initial I-20):** The exception is an international student who receives an I-20 from LLE, and who enters the United States on an I - 20, and subsequently cancels prior to the start of the scheduled class or is a no-show who never attends a class, LLE may retain:
 - 1) For an enrollment period of fewer than 12 weeks, all the tuition charges for up to four weeks of the first term/session, actual housing costs incurred by LLE, and a maximum total of \$500 for any charges clearly identified and itemized in the enrollment agreement as being non-refundable, including any application/registration fee, courier fees, and travel cancellation insurance.
 - 2) For an enrollment period of 12 weeks plus, all tuition charges for up to six weeks of the first term/session, any housing costs incurred by LLE, and a maximum total of \$500 for non-refundable charges, including any application or registration fee, courier fees, and travel cancellation insurance if such charges are clearly itemized in the enrollment agreement as non-refundable.

- e. **Exception to International Students: Cancellation Prior to the Start of Class or No Show (Change of Status):** If an applicant receives approval for a change of visa status with an I - 20 issued by LLE and subsequently cancels prior to the start of the scheduled class or is a no-show who never attends a class, LLE may retain:

- 1) For an enrollment period of fewer than 12 weeks, all the tuition charges for up to four weeks of the first term/session, actual housing costs incurred by LLE, and a maximum total of \$500 for any non-refundable charges clearly identified and itemized in the enrollment agreement as being non-refundable, including any application/registration fee, courier fees, and travel cancellation insurance.
- 2) For an enrollment period of 12 weeks or more, all the tuition charges for up to six weeks of the first term/session, any actual housing costs incurred by LLE, and a maximum total of \$500 for non-refundable charges, including any application/registration fee, courier fees, and travel cancellation insurance if such charges are clearly itemized in the enrollment agreement as being non-refundable.

- f. **Cancellation After the Start of Class (Optional Student Trial Period):** LLE may consider a withdrawal as a cancellation or no show (for example, within the first week of the program), provided this process is fully delineated in writing as part of the refund policy and provided to all students at or before enrollment.

A student who is considered a cancellation or no show under such a policy has all charges refunded and all payments returned to the individual or the applicable funding source less the maximum allowable application/registration fee of \$500, if such charges are clearly itemized in the enrollment agreement as being non-refundable and any actual costs incurred by LLE.

Cancellations processed in accordance with this trial period section are not treated as a start by ACCET and therefore, do not negatively impact LLE's completion rate.

- g. **Withdrawal or Termination After the Start of Class and After the Cancellation Period:**

- 1) **Avocational program less than 300 clock hours (or the credit hour equivalent):**

For short-term avocational programs such as workshops, seminars, and similar programs, LLE establishes a refund policy in accordance with all guidelines outlined above in this document in order to promote good will through a fair and equitable policy.

- 2) **All Avocational Programs 300 clock hours or greater:**

For other programs, LLE establishes a minimum following refund policy:

- a) Refund amounts are based on a student's Last Date of Attendance (LDA). When determining the number of weeks completed by the student, LLE may consider a partial week the same as if a whole week were

completed, provided the student was present at least one day during the scheduled week.

- b) After the Start of Class and through 50% of the period of financial obligation, tuition charges retained do not exceed a pro rata portion of tuition for the training period completed. LLE may assess an administrative fee associated with withdrawal or termination not to exceed \$100.
- c) After 50 percent (50%) of the period of financial obligation is completed by the student, LLE may retain the full tuition for that period.
- d) LLE lists the full tuition for the entire program on enrollment documents including enrollment agreements, catalogues, and student handbooks, etc. LLE also lists on the enrollment agreement, if applicable, the financial obligation that LLE approves for the student in the case of obligating a student for only a portion of the program. When calculating a refund, the percentage of tuition retained by LLE is based on the portion of the program the student was attending through his or her last date of attendance when the student dropped. It is not based on the tuition charged for the entire program as listed on enrollment documents or enrollment agreements.

Example: A student attends 8 weeks of a 24 week, 300+ hour program. The student was financially obligated for 33 1/3% of the program.

Number of weeks student is financially obligated:	8 weeks
Number of weeks of full course attendance:	24 weeks
Pro rata portion of financial obligation based on 8 weeks:	33 1/3%

33. 33% of \$7500 = earned tuition	\$2500
Owed to LLE by student	\$2500
Student payment	\$2500

Student attended for 2 weeks or 25% of the 8 weeks.	
Pro rata fee retained by LLE is 25% of \$2500	\$ 625
Non-refundable registration fee to LLE for less than 50% attendance as stated in the enrollment agreement:	\$ 100
LLE retains a total of:	\$ 725
Refund to student within 45 days of DOD =	\$1775

5. DEFINITIONS:

Cancellation: A student who never attends classes at LLE after enrolling and informs LLE, except as noted in the section entitled, "Cancellation After the Start of Class (Optional Student Trial Period)."

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No Show: A student who never attends class at LLE after enrolling and does not inform LLE. Note that the ACCET policy treats no shows identical to cancellations.

Withdrawal: A student who attends at least one class at LLE, but does not complete his/her program.

Termination: A type of withdrawal initiated by LLE due to failure to meet one or more institutional policies.

Period of Financial Obligation: The portion of the program for which the student is legally obligated to pay, which may be less than the full program and may not under any circumstances exceed a period of 12 months.

Last Date of Attendance (LDA): Last date on record that the student attended class.

Date of Determination (DOD): Date student gave verbal or written notice of withdrawal or the date LLE terminates the student by applying LLE's attendance conduct or Satisfactory Academic Progress policy.

K. STUDENT ATTENDANCE POLICY:

UAE - LLE has the following student attendance policies that are necessary to establish protocols for clock hour or credits granted, graduation, certification, advancement to a more advanced related class,, and/or student completion and/or financial status, and/or the cancellation and refund policy.

1. Verifiable Measurement of attendance and participation in courses in clock hours or credit hours.

e. Clock hours vs. Credit hours:

- 2) Conversions from clock hours to credit hours are only permitted for programs of study that meet at least 10 weeks for quarter credit-hour programs and at least 15 weeks for semester credit-hour programs.
- 3) Clock Hour and Credit Hour, gives the following conversion formula based on the Carnegie Clock hours to credit hours formula:
 - a) Lecture Credit Hours to Semester Credits – Must teach a minimum of 15 lecture hours to award one semester credit hour (divide lecture hours by 15).
 - b) Lecture Credit hours to Quarter Credits – Must teach a minimum of 10 lecture hours to award one quarter credit (divide lecture hours by 10)

b. UAE - LLE provides an Orientation meeting prior to the first lesson of a course and provides:

- 1) An introduction to the teaching team
- 2) An overview of the course
- 3) Training in navigating the coursework
- 4) An overview and training regarding sessions with an associate teacher, as applicable
- 5) Training in the navigation of the Learning Management System platform
- 6) Training in accessing appropriate student records.

c. UAE - LLE keeps class attendance records for each student for each class lesson or associate teacher session.

d. UAE - LLE measures what percentage of clock time or credit hours are given for student to instructor or associate teacher in participation and describes how they interact.

e. UAE - LLE measures what percentage of clock time or credit hours are given for student to student interaction and participation and describes how they interact.

2. Verifiably Monitoring and Tracking student attendance:

- a. UAE - LLE verifiably monitors and tracks student attendance at each lesson and participatory period.
- b. UAE - LLE monitors the person attending to verify they are the actual student who enrolled.
- c. UAE - LLE requires personal passwords used to log in to the class.

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- d. UAE - LLE requires personal passwords used to log in to the class.
- e. UAE - LLE requests that personal cameras be turned on during the class as their wifi connection allows.
- f. UAE - LLE monitors the amount of time that a student stays logged in to the class either synchronously (at the time of the meeting) or asynchronously (attending the lesson later).
- g. UAE - LLE monitors that students are actually present while staying logged in.

3. Verifiably monitoring and tracking student participation (required in IDL courses):

- a. UAE - LLE monitors and tracks student participation with the associate teacher and fellow students.
- b. UAE - LLE has a regular time to hold these participation times such as a question, comment and answer period after each lesson or at another time.
- c. Some courses may have break room times where students participate with one another for a few minutes in small break room groups.
- d. Some courses may provide for group participation as a large group together.
- e. UAE - LLE monitors each student's participation in these.
- f. UAE - LLE provides direct assessments of course information absorption (learning) given to each student such as tests, assignments or projects.
- g. UAE - LLE describes the tests, assignments and projects and their grading scale and grading criteria and means of assessment for each course.
- h. Proof is provided that the person doing the assessment is the person enrolled in the course.

4. Student Assessment and Achievement

- a. LLE has written performance measurements that are periodically evaluated and updated to ensure instructional effectiveness.
- b. LLE has an educationally sound, written assessment system that appropriately relates to the performance objectives of the course.
- c. LLE includes at a minimum, the grading scale, grading criteria and weighting, and means of assessment such as tests, quizzes, reports, projects, attendance, and participation.
- d. LLE clearly and effectively communicates the assessment system to students at orientation and/or the beginning of the course or program.
- e. LLE has established policies for expected levels of student participation in IDL courses and programs. All students and LLE faculty are aware of these policies, which are consistently and accurately administered, monitored, and documented.
- f. LLE defines and monitors IDL student's attendance accounting for the students' time on task compared to the clock hours comprising the courses and programs and has a place for maintaining attendance records.
- g. LLE has policies and procedures for monitoring student participation and the completion of assignments.

L. SATISFACTORY STUDENT PROGRESS POLICY:

1. INTRODUCTION:

The following document is an expression of the UAE - LLE vision, mission and core values. It follows ACCET Document 2 – Standards for Accreditation, Standard VIII.

UAE-LLE Avocational Programs recognize their obligation to ensure that enrolled students have the ability to successfully complete their program. UAE-LLE procedures are clearly defined for determining a student's satisfactory progress based upon established criteria. UAE-LLE's criteria address the required elements outlined below.

2. POLICY REQUIREMENTS

- a. **Satisfactory Progress** policies and procedures are published in the UAE - LLE's Policy and Procedure Manual.
- b. **Specific expectations of students** including requirements for Certificates of Completion, CEUs, graduation, or qualitative measurements in some form that may be needed to meet course transfers to other institutions or prerequisite requirements for additional UAE - LLE courses, or meet other needs, are published in specific Course descriptions.
- c. **Inclusive Satisfactory Progress policies** are cumulative, include all periods of attendance at UAE - LLE, and are applied consistently to all students attending similar programs.
- d. **General Elements of Satisfactory Progress (SP) Policy:**
 - 1) **Qualitative Standard**

The policy includes a qualitative measure of the student's progress, such as a grade point average (GPA) or letter grade, work projects completed, or comparable factors that are measurable against generally accepted criteria. The policy requires all students to have a minimum grade point average or equivalent by completion. If an institution uses a method of evaluation other than letter or numeric grades, the policy must define and include a rationale for the evaluation method.
 - 2) **Quantitative Standard**

The policy includes a quantitative measure that defines the total length of the program in clock hours as well as the number of clock hours for each level and/or term.
 - 3) **Evaluation of Student Progress**

The policy divides the program into evaluation periods based upon the published program length. For programs with terms of more than four weeks in length, a formal mid-term evaluation of student progress must occur by the end of the first half of each term.
 - 4) **Progression through Academic Proficiency Levels**

Academic proficiency levels are defined in accordance with sound educational standards and practice for Intensive English Programs (e.g., beginner, intermediate, advanced) and nuances thereof (pre-intermediate,

upper intermediate, etc.). Students must demonstrate normal progress through academic levels in a sequential manner (intermediate follows beginner, etc.). Levels may be repeated, based on a sound written and well-documented rationale established by the institution, provided that the student's maximum cumulative total length of the language training is no more than 36 months at the institution. A documented learning plan must be prepared by the institution and available for those learners who are required to repeat a level more than once.

e. **Leave of Absence and Vacation Policies**

Institutions with SEVIS approval to enroll F, M, or J non-immigrant students are required to have a leave and vacation policy in accordance with ACCET Document 36.IEP – Leave of Absence, Medical Leave, and Vacation Policies.

f. **Administrative Withdrawal**

In accordance with Document 31.ESOL – Cancellation and Refund Policy, an institution must automatically administratively withdraw a student after s/he has been absent for a maximum of 30 consecutive calendar days (excluding any scheduled breaks of the institution).

g. **Consequences of Failure to Meet Satisfactory Progress Standards**

- 1) **Consequences:** The policy states the consequences of failure to meet the satisfactory progress standards and how the student is notified.
- 2) **Probation:** If the policy has a probationary period, it specifies the following:
 - a) the length of time,
 - b) the terms or conditions,
 - d) the consequences for failure to meet the terms of probation.
- 3) **Appeals:** The policy includes specific procedures under which a student may appeal a determination that he or she is not meeting the Satisfactory Progress standards. The procedures must:
 - a) require written appeals,
 - b) require substantiating documentation, where appropriate,
 - c) provide a time frame for the student to make the appeal,
 - d) indicate which school official(s) is responsible for deciding the appeal,
 - e) provide a time frame for UAE-LLE to decide the appeal and notify the student in writing.

M. POLICY FOR INSTRUCTIONAL MATERIALS:

UAE - LLE Name: _____

City/Location: _____

Program/Course: _____

Reviewer: _____

- YES NO A. Instructional materials demonstrate the appropriate scope, sequence, and depth?
- YES NO B. Instructional materials are readily available to students at the start of program/course?
- YES NO C. Instructional materials are free from grammatical, spelling, and typographical errors?
- YES NO D. Instructional materials are compliant with copyright and software licensing requirements?

E. Rate Instructional Materials in the Following Areas by Checking Appropriate Number : 1. Exceeds 2. Meets, 3. Needs Improvement:

- 1 2 3 Instructional materials support the objective(s) of the program/course.
- 1 2 3 Instructional materials are aligned with the institution's methodology and curriculum.
- 1 2 3 Instructional materials are relevant and up to date.
- 1 2 3 Instructional materials provide relevant learning activities.
- 1 2 3 Instructional materials are organized in a logical, sequential manner.
- 1 2 3 Instructional materials include diverse exercises and activities.
- 1 2 3 Instructional materials are engaging and user friendly.

Comments: _____

N. POLICY FOR INTERACTIVE DISTANCE LEARNING: GUIDELINES FOR INSTRUCTOR'S CURRICULUM AND DELIVERY:

1. INTRODUCTION

The following are guidelines for Interactive Distance Learning class instructor's and teaching assistants in their curriculum development and delivery to the students. It is recommended that periodically supervisors observe and review a class. The following are guidelines from the accrediting institution: ACCET.

CHOOSE ONLY THE INSTRUCTOR OR TEACHING ASSISTANT TO RATE ON EACH RATING DOCUMENT.

Reviewer (observer): _____

City/Location: _____

In physical classroom: ___ Yes ___ No On-line: ___ Yes ___ No

Date: _____ Time: _____

Instructor's Name: _____ OR

Teaching Assistant's Name: _____

Program/Course: _____ # Students: _____

2. RATE THE INSTRUCTOR OR TEACHER'S ASSISTANT IN THE FOLLOWING:

- YES NO A. The instructor uses a pre-planned lesson plan to guide the content and activities of the lesson.
- YES NO B. The instructor demonstrates enthusiasm for the subject being taught.
- YES NO C. The instructor demonstrates professionalism.
- YES NO D. The instructor's delivery or closed captioning is clear and understandable.
- YES NO E. The instructor's word/vocabulary or closed captioning selection is appropriate to the context.

COMMENTS:

3. RATE THE INSTRUCTOR OR TEACHING ASSISTANT (ONLY ONE OF THEM) IN THE FOLLOWING SYNCHRONOUS ACTIVITIES:

- In Class, physical or online Online Tutoring

INSTRUCTOR'S NAME: _____

OR TEACHING ASSISTANT NAME: _____

IS CLOSED CAPTIONING USED ? : _____ YES _____ NO

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3 = Exceeds; 2 = Meets; 1 = Needs Improvement

Before each letter OR star asterisk number rate: 3 2 1 N/A

- a. Instructor or teaching assistant maintains a positive rapport with the class.
- b. Instructor or teaching assistant demonstrates mastery of the lesson content/ subject matter being taught.
- c. Instructor delivers content consistent with the stated lesson objectives, syllabus, and curriculum.
- d. Instructor illustrates lesson concepts with relevant examples and/or draws significant connections to related material.
- e. Instructor demonstrates a student-centered focus:
 - 1) • Facilitates class discussion/activities
 - 2) • Checks for understanding beyond rhetorical questions
 - 3) • Employs appropriate error correction techniques (ESOL)
- f. Instructor employs effective classroom management techniques:
 - 1) • Maintains students' attention (e.g., controls technology use)
 - 2) • Adjusts pacing of the lesson to meet student needs
 - 3) • Facilitates organized transitions between activities/stages
 - 4) • Effectively monitors student practice activities, if applicable
- g. Instructor demonstrates the ability to effectively instruct and manage students at different levels and/or abilities.
- h. Instructor demonstrates the effective use of various learning modalities, technologies, and software to address the different learning styles of students including auditory, visual and kinesthetic.

COMMENTS:

4. RATE THE INSTRUCTOR OR CLOSED CAPTIONING OR TEACHING ASSISTANT, AS APPLICABLE, IN THE FOLLOWING ASYNCHRONOUS ACTIVITIES (Online in Learning Management System)

INSTRUCTOR'S NAME: _____

CLOSED CAPTIONING: _____ YES _____ NO OR

TEACHING ASSISTANT'S NAME: _____

Before each letter rate: 3 2 1 N/A

- a. Recorded lectures are relevant to course objectives and appropriate in content and length.
- b. Recorded lectures use relevant examples and/or draw significant connections to related material.

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- c. Instructor is effective and follows all applicable institutional policy guidelines within the asynchronous classroom.
- d. Discussion responses are timely, substantive, and personalized.
- e. In discussions, the instructor encourages student-to-student interaction.
- f. The instructor responds to student communication in a timely fashion.
- g. Instructor grading and feedback are timely, substantive, and personalized.

COMMENTS:

O. RECORD RETENTION POLICY:

1. EXPLANATIONS:

UAE - Lifelong Education (hereafter UAE-LLE) will retain records for the period of their immediate or current use, unless longer retention is necessary for historical reference or to comply with legal, contractual, or audit requirements. Records and documents outlined in this policy include paper and electronic files. Per federal requirements, 501C3 Tax Exempt Nonprofit Educational Organizations must maintain complete and accurate records.

COPIES OF RECORDS: Copies of Student Records are made and maintained in a separate electronic file for safe-keeping and to ensure the integrity of and access to student electronic records. Records are updated, at minimum, at the beginning and ending of each course and copies are made and sent to this separate electronic file.

RECORDS TO BE KEPT:

In an effort to minimize the accidental destruction of records, the tables below identify the retention period for different types of

1. UAE - Lifelong Education (hereafter UAE-LLE) documents and
2. UAE - LLE School file documents towards the end of the table.

PURPOSE OF RETENTION OF UAE - LLE SCHOOL FILE POLICY DOCUMENTS TOWARDS THE END OF THE TABLE:

The purpose of this UAE - LLE school file policy is to provide guidance to designated staff regarding documentation that must be maintained in the files of UAE - LLE and the documentation that must be maintained when purging the files of member/ applicants that are no longer active applicants/students.

UAE - LLE RETAINED DOCUMENT RECORDS:

2. TYPE OF UAE - LLE DOCUMENTS	RETENTION PERIOD
Accounts receivable/payable ledgers and schedules	7 years
Bank reconciliation	7 years
Bank statements, deposit records, electronic fund transfer documents, and cancelled checks	7 years
Chart of accounts	4 years
Contracts, mortgages, notes, loans, and leases	7 years after expiration
Deeds and bills of sale	Permanently

TYPE OF UAE - LLE DOCUMENTS	RETENTION PERIOD
Depreciation schedules	Permanently
Donations	7 years
Equal Employment Opportunity Commission (EEOC) reports	Permanently
Financial Audit reports, financial statements (year end), general ledgers, trial balance, and journals	Permanently
I - 9s	1 year after termination of employment
Insurance policies (expired)	Permanently
Insurance records, current accident reports, claims, policies	Permanently
Invoices (to active customers, students, members)	10 years after date of last member, enrollee activity
Invoice payable (from vendors)	7 years
Inventory records	7 years
Letters of endorsement, commendation, or recommendation are used in advertising and promotional materials	Subject to review for a period of 1 year after last use
Minutes summarizing meetings of UAE - LLE Board, Planning and Executive Committees	7 years
Organizing and governing documents including articles of incorporation, bylaws, tax exemption, non-profit organization, and other incorporation records	Permanently
Payroll records and summaries including records related to employee's leave (Equal Pay Act, FLSA)	7 years
Personnel files (Title VII, ADA, ADEA)	7 years after termination of employment
Real property records including record of the acquisition, improvement, and disposition of real property	7 years after disposition of property
Other property records including record of the acquisition and disposition of any stock or other investment	7 years after disposition of property
Retirement and pension records including summary plan descriptions (ERISA)	Permanently

TYPE OF UAE - LLE DOCUMENTS	RETENTION PERIOD
State and local compliance filings	7 years
Tax returns including Form 990, tax return worksheets, and exemption recognition applications	Permanently
Timeheets	7 years
Trademark registrations and copyrights	Permanently
Withholding tax statements (FICA, FUTA, Federal Income)	7 years
Workers compensation documentation	7 years
3. TYPE OF UAE - LLE SCHOOL FILE DOCUMENTS	RETENTION PERIOD
School files of active UAE - LLE members/students dating back to the first application for course enrollment	Retain indefinitely
School files of former UAE - LLE members/students	10 years after termination of membership or last course completed After 10 years retain only the letter of UAE - LLE final action.
School files of initial applicants that were denied admission or withdrew from course(s) after a UAE - LLE exit counseling session	5 years from the date of UAE - LLE final action. After 5 years retain only the letter of UAE - LLE final action.
School files of all other initial applicants not achieving completion of courses (no shows, withdrawals, cancellations, etc)	2 years from the date of UAE - LLE final action. After 2 years retain only the letter of UAE - LLE final action.
Copies of Student Records are made and maintained in a separate electronic file for safe-keeping and to ensure the integrity of and access to student electronic records. Records are updated, at minimum, at the beginning and ending of each course and copies are made and sent to this separate electronic file.	Retain indefinitely