

LEARNER REGISTRATION POLICY

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RED DUNE

Learner Registration Policy

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RED DUNE TRAINING CENTRE

1. Purpose & Scope

The purpose of this policy is to set a clear, consistent, and fair framework for how Red Dune Training Centre (Saudi Arabia) registers learners onto our qualifications and courses. It ensures every registration is accurate, timely, compliant with Saudi TVTC requirements, and aligned with international awarding-body rules and with our management systems under ISO 9001 (quality), ISO 14001 (environment), and ISO 45001 (occupational health & safety). The policy protects learners' rights, exam integrity, and personal data, while supporting our commitment to safe, sustainable, and lawful operations across all delivery modes.

Scope — What the policy covers

This policy applies to the end-to-end registration process for all learning we offer, including:

- **Programs and qualifications:** International certificates/diplomas and any TVTC-approved programs.
- **Short courses and CPD:** Open, in-house, blended, and e-learning short courses, toolbox talks, and workshops.
- **Assessments and exam bookings:** Registration for centre-marked assessments, practicals/simulations, computer-based tests, and paper-based exams with external awarding bodies.
- **Associated services:** Identity verification, recognition of prior learning/credit transfer (where permitted), reasonable adjustments and special consideration applications, transfers/deferrals/resits, cancellations, and refunds where applicable.
- **Data and records:** Creation and maintenance of learner records, submission of details to awarding-body/TVTC portals, results and certification name checks, and secure retention/archiving per our document control procedures.

Scope — Who the policy applies to

This policy applies to all parties engaged in, or affected by, the registration process:

- **Prospective and enrolled learners:** Individuals applying directly or via employers/agents, including learners needing reasonable adjustments, special consideration, or recognition of prior learning.
- **Employers/sponsors/clients:** Organizations funding or nominating learners, responsible for providing accurate learner data, approvals, and any workplace access/PPE needed for practical components.
- **Approved agents/representatives:** Third parties authorized by Red Dune to promote intakes or collect applications, who must follow our due-diligence, anti-misrepresentation, and data-protection requirements.
- **Centre staff:** Admissions/Office Coordinator, Exams Officer, Tutors/Assessors, Quality Lead/IQA, Centre Manager, Head of Centre, HSE Officer, and IT/Finance teams—each with defined roles for data accuracy, eligibility checks, exam security, HSE controls, and record keeping.
- **External stakeholders:** Awarding-body verifiers, auditors, and TVTC representatives who may review registration evidence, timelines, and compliance.

Boundary conditions

This policy governs only the registration phase and its immediate linked processes. Academic delivery, assessment decisions, appeals, complaints, safeguarding, fees/refunds, data protection, health & safety, and environmental management are covered in their respective policies but are cross-referenced here to maintain consistency. Where awarding-body or TVTC rules impose stricter

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requirements or specific deadlines, those requirements take precedence. Where there is any conflict with Saudi law, Saudi law prevails.

Outcome

By defining purpose and scope, this policy ensures learners are registered correctly the first time, assessments are booked within the correct windows, and all parties understand their responsibilities—supporting valid certification, exam integrity, and continuous improvement of our services.

2. Policy Principles

Red Dune Training Centre bases learner registration on the following principles to ensure compliance with TVTC expectations and international awarding bodies, and to support ISO 9001 quality, ISO 14001 environmental, and ISO 45001 occupational health and safety management.

Fairness

Eligibility criteria, prerequisites, and evidence requirements are published in advance and applied consistently. Reasonable adjustments are considered on documented need without lowering assessment standards. Fees, deadlines, and consequences for late actions are proportionate and clearly stated.

Transparency

All application steps, required documents, processing timelines, and decision outcomes are communicated in plain Arabic and English or other language. Learners receive written confirmation of their registration status, exam entry status, and any conditions. Channels for queries, corrections, and appeals are clearly signposted.

Non-discrimination

Access to programmes is offered without discrimination based on personal characteristics or background. Decisions are based only on published entry requirements, competence, and safety considerations. Concerns about bias can be raised confidentially and will be investigated independently.

Data privacy

We collect only the data needed to register, enter, assess, and certify learners. Personal data is safeguarded through secure systems, access controls, and retention schedules. Sharing with awarding bodies and regulators is limited to what is required for legitimate purposes. Learners can request access, correction, or deletion where legally permissible.

Exam integrity

Registration processes protect the authenticity of identities and submissions. We verify identity using acceptable KSA documents, capture compliant photographs, and ensure names match certification rules. Conflicts of interest are declared, duplicate records prevented, and any malpractice indicators escalated. Changes after the cut-off follow auditable controls.

Health, safety, and environmental considerations

Registration includes declarations and guidance required for safe participation in practical activities: medical fitness where relevant, PPE expectations, site rules, and emergency contacts. We design access arrangements to be safe, inclusive, and environmentally responsible—preferring digital documentation, reducing printing, and managing secure disposal of paper records.

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Continual improvement

Principles are reviewed through feedback, internal audits, and external reports. Trends in registration errors, late entries, data queries, and access requests inform corrective and preventive actions. Updates are approved by the Head of Centre and communicated to staff and learners before the next intake.

Responsibilities and accountability

Communications use info@reddune.org and admissions@reddune.org; sensitive issues may be directed to complaints@reddune.org. Centre Manager owns this policy, Data Protection Lead and Exams Officer monitor compliance.

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3. Definitions

To keep our processes clear and consistent across TVTC and international awarding bodies Red Dune Training Centre uses the following terms:

Registration

The act of creating a learner record on Red Dune systems and, where required, on an external awarding-body or TVTC portal. Registration confirms intent to study a specific programme but does **not** guarantee exam entry or certification until all entry conditions are met.

Enrolment

The point at which the learner is formally accepted onto a scheduled cohort, has met entry requirements, completed identity checks, and agreed to Centre terms (including HSE/site rules). Enrolment enables access to classes, materials, and assessments linked to that cohort.

Unique Learner Number (ULN) / Learner ID

A unique identifier issued by Red Dune and, where applicable, by an awarding body or TVTC system. This ID must appear on attendance registers, assessment packs, and certification records. Name/ID details must match official KSA identification (Iqama/National ID/Passport).

Reasonable Adjustment

pre-planned changes that remove or reduce barriers for a learner with a disability or long-term condition without changing the learning outcomes or the standard being assessed. Examples include additional time, assistive technology, or accessible formats. Requests require timely disclosure and supporting evidence; approval follows awarding-body/TVTC rules.

Special Consideration

A post-assessment adjustment applied when temporary illness, injury, or other adverse circumstance affected performance, or where approved reasonable adjustments could not be fully implemented. It cannot be used to compensate for lack of ability or preparation and must be evidence-based and requested within set timelines.

Recognition of Prior Learning (RPL)

A structured process that evaluates prior, relevant learning (formal, non-formal, or experiential) against the outcomes of a program or unit to grant exemption or credit where permitted. Evidence must be authentic, current, sufficient, and valid. Not all qualifications allow RPL; limits are defined by the awarding body or TVTC.

Sponsorship

Where an employer or third-party funds part or all of a learner's fees and may receive progress or outcome updates under a written authorization. Sponsorship does not override learner privacy; data sharing must follow consent and data-protection rules.

Cohort (Intake)

A defined group of learners enrolled to start and finish within the same delivery window, tied to a timetable and assessment schedule.

Assessment Entry / Exam Booking

A separate step after enrolment that places a learner into a specific assessment event or exam window with the awarding body or TVTC. Entries are subject to deadlines, fees, and eligibility checks (attendance, ID, prerequisites).

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Deferral

An approved move of learning or assessment to a later cohort or exam window due to valid reasons and within published cut-offs.

Withdrawal

Formal removal from a course or assessment before completion. Refunds, if any, follow the Centre's refund rules and awarding-body constraints.

Data Controller (Centre)

Red Dune's role in determining how learner data are collected, used, stored, and shared for registration and certification, in line with applicable data-protection requirements.

These definitions guide our forms, communications, deadlines, and decisions so that all learners and sponsors understand each stage of the registration journey.

4. Eligibility & Entry Requirements

To define fair, transparent entry criteria for all Red Dune Training Centre programmes and assessments in Saudi Arabia, consistent with TVTC expectations and the rules of international HSE awarding bodies, and aligned to ISO 9001 (competence), ISO 14001 and ISO 45001 (safe, responsible delivery).

Age

- Minimum age is set by the qualification/awarding body and relevant Saudi law/site rules.
- As a guide: entry-level awareness courses may accept 16+, while operational/practical courses (e.g., lifting operations, confined space, electrical work) normally require 18+.
- Where a host site/client mandates a higher age limit, that limit applies.

Academic/Technical Prerequisites

- Course-specific prerequisites are stated in each program specification. Typical expectations:
 - Introductory/awareness: basic literacy and numeracy.
 - Technician/operative: prior relevant training or successful completion of an entry course.
 - Supervisory/management or diploma level: secondary education or higher, plus ability to interpret technical/HSE guidance.
- Some qualifications may require prior completion of a specific unit or certificate; evidence must be supplied during registration.

Equipment & PPE for Practicals

- As specified in course joining instructions. Typical minimum: safety footwear, long work trousers, long-sleeve top, high-visibility vest, safety helmet, eye protection, and gloves appropriate to task.
- Additional PPE (e.g., hearing protection, respiratory protection, harnesses) will be listed for relevant practical; fit testing is required where applicable.
- Learners must be medically fit to participate in practical tasks and disclose any condition that could affect safety; alternative assessment methods may be offered where permitted.
- Non-PPE equipment (e.g., approved scientific calculator, notebook/laptop) may be required for some assessments.

Verification & Exceptions

- Identity and prerequisite checks (ID, certificates, experience) are completed before exam registration.
- Exceptions or RPL (Recognition of Prior Learning) are considered case-by-case in line with awarding-body/TVTC rules and recorded through controlled forms.
- Where requirements are not met, an alternative pathway or pre-course support will be offered where feasible.

5. Identity Verification

To confirm each learner's identity in a manner acceptable to TVTC and international awarding bodies, and to protect assessment integrity while meeting ISO 9001 (process control), ISO 45001 (safe conduct on site), and ISO 14001 (efficient, low-impact administration).

When ID is Verified

- **At registration** (account creation/booking).
- **Before admission to class** (first session).
- **At each assessment/exam** (entry and re-entry from breaks).
- **Before certification** (final name check for printing).

Acceptable Primary Photo ID (original, valid, unexpired)

- **National ID** (citizen and International) or **Iqama** (ksa based resident).
- **Passport** (any nationality).
Where an ID is near expiry, learners must provide an additional government photo ID or official renewal receipt.

Secondary ID (if requested)

- Driving license, employer ID (with photo), or bank card with matching name. Not used alone for exam entry.

Name and Data Rules

- The **legal name** as it appears on the primary ID will appear on the certificate.
- Any **name change** must be supported by official documents before the exam entry cut-off.
- Arabic and English spellings must be aligned; we record both where available.

Photo Capture Requirements

- A **live headshot** is taken at registration or first attendance (plain background, uncovered face except permitted religious coverings revealing full face on request for verification by a same-gender staff member).
- For remote/CBT exams (if used), a live photo is required on the exam day.
- Photos are used for identity cards, exam registers, and awarding-body uploads as required.

Exam-Day ID Checks

- Learners must present the **same primary ID** used at registration.
- Invigilators compare ID photo, live appearance, and registration photo; discrepancies trigger a secondary check by the Exams Officer/Quality Lead.
- **No ID = no entry.** Late ID presentation is not accepted once the secure materials are issued.

Special Cases

- **Damaged/expired ID:** case-by-case with documented evidence; exam entry may be deferred.

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- **Name order/transliteration issues:** resolve before exam booking; otherwise, certificate delays may occur.

Fraud, Impersonation, or Misuse

- Suspected cases lead to immediate removal from the exam room, incident logging, and escalation under malpractice procedures; awarding bodies and TVTC will be notified where applicable.

Data Protection & Retention

- ID images and verification logs are controlled records, stored securely with restricted access and retained only for required audit periods. Deletion/rectification requests are handled via our data protection procedure.

6. Data Protection & Learner Consent

To explain what personal data Red Dune Training Centre (Saudi Arabia) collects at registration, why we collect it, how we share and retain it, and the rights available to learners—supporting compliant delivery under TVTC oversight and international awarding-body rules, and aligned with ISO 9001 (controlled processes), ISO 14001 (responsible information handling), and ISO 45001 (OH&S considerations for practical activities).

Data We Collect at Registration

- Identification and contact details: full name (as on ID), national ID/Iqama/passport number, date of birth, photo, phone, email, address, sponsor/employer (if applicable).
- Program details: course, cohort, exam/assessment entries, prior learning, language needs.
- HSE/fitness declarations for practical (e.g., PPE sizes, accessibility needs), and any reasonable adjustment requests with supporting evidence.
- Payment/sponsorship information and communications history.

Lawful Basis for Processing

We process data to:

1. perform a contract with you (course delivery, exam entry, certification);
2. comply with legal/regulatory duties (TVTC reporting, exam security, audit);
3. pursue our legitimate interests (quality assurance, Centre security, improvement), balanced against your privacy; and
4. with your explicit consent where required (e.g., use of images for marketing—optional and separate from learning).

How We Use and Share Data

- **TVTC and Awarding Bodies:** to create/maintain learner registrations, schedule exams, manage reasonable adjustments/special consideration, issue results/certificates, and support audits or investigations.
- **Service providers:** secure learning platforms, invigilation services, ID verification, printing/courier partners—under confidentiality and data-processing controls.
- We do not sell personal data. Any international transfers follow the receiving party's compliance requirements and contractual safeguards.

Retention

Records are retained only as long as necessary for regulatory, awarding-body, and audit purposes (including appeals/malpractice timeframes and certificate verification lifecycles). Once expired, records are securely deleted or anonymised per our Records Retention Schedule.

Learner Rights

Subject to applicable law and awarding-body/TVTC rules, you may request access to your data; correction of inaccuracies (including name-on-certificate changes with evidence); restriction or objection to certain processing; and, where permissible, deletion. Some data (e.g., exam records) must be kept for compliance and cannot be erased on request.

Security

We apply role-based access, strong authentication, encrypted systems, secure disposal, and staff

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training. Breaches are managed through a documented incident process with notification where required.

Contact & Consent Management

Questions, corrections, or rights requests: admin@reddune.org or support@reddune.org. Optional consents (e.g., marketing) are clearly separated from learning needs and can be withdrawn at any time without affecting your enrolment.

7. Registration Windows & Deadlines

To set clear registration and exam-entry timeframes for all Red Dune Training Centre programmes in Saudi Arabia, ensuring compliance with TVTC requirements and the rules of international awarding bodies. Where an awarding body specifies stricter timelines, those take precedence.

Course Intake Cut-offs

- **Published calendar:** Each intake date appears on our website and joining instructions.
- **Standard cut-off:** Learner registration closes **7 working days** before the course starts to allow ID verification, reasonable adjustments planning, materials issue, and HSE/venue readiness.
- **Capacity rule:** Registration closes earlier if a cohort reaches its safe and approved capacity.
- **Late requests:** May be considered case-by-case where learning quality, exam security, and HSE controls are not compromised and where the awarding body permits late enrolment.

Exam Entry Deadlines

- **Centre deadlines:** We set an internal **pre-deadline** prior to the awarding body's official deadline to complete data checks (names as per ID, ULN, photo standards) and obtain learner confirmations.
- **Awarding-body deadlines:** Entries are submitted according to each body's published schedules. Where an awarding body imposes a blackout period or fixed booking window, those rules apply in full.
- **Resist/deferrals:** Follow the next available window for that qualification; seat availability and venue/HSE constraints may apply.

Late Fees & Constraints

- **Late fees:** If an awarding body applies late or amendment fees, these are charged to the learner/sponsor at cost as per the body's schedule.
- **Restrictions:** Some bodies prohibit late entries, candidate swaps, or name changes after their cut-off. In such cases we cannot accept late requests.
- **Corrections:** Post-deadline data changes (e.g., spelling) are processed only if permitted and may incur fees; certificates may be delayed.

Public Holidays, Time Zone & Communications

- All deadlines use **Asia/Riyadh (KSA)** time and exclude official public holidays.
- Official notices are sent to the registered email/phone; learners must monitor messages and confirm details promptly.

Responsibilities & Escalation

- **Exams Officer/Admissions:** publish windows, validate data, submit entries.
- **Learners/Sponsors:** provide complete documents and payments before cut-offs.
- **Queries:** admissions@reddune.org (course registration); exam@reddune.org (exam entries); support@reddune.org (technical help).
- Disputes about missed windows follow the Complaints & Appeals policies; awarding-body decisions on late entries are final.

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Continuous Improvement

Deadlines and internal buffers are reviewed after each exam cycle; trends, late-entry outcomes, and error rates feed into CAPA and staff CPD to improve future scheduling.

8. Application Channels & Forms

Channels

Learners may apply through:

1. **Online Portal** at (reddune.org) using the “Apply / Register” link.
2. **Email Submission** to admissions@reddune.org (with info@reddune.org in copy for general queries). For assessment/exam bookings, copy exam@reddune.org. Employer-sponsored cohorts may submit via a single consolidated spreadsheet agreed with the Centre.

Required Fields (all applications)

- Full legal name (as per passport/Iqama) and preferred name (if different).
- National ID/Iqama or passport number, nationality, date of birth, gender.
- Current address, email, and mobile/WhatsApp contact.
- Course/qualification title, intake/date, delivery mode (classroom/virtual/blended).
- Prior education/experience relevant to entry criteria; language proficiency.
- Special requirements (access arrangements, reasonable adjustments).
- Emergency contact details.
- Employer/sponsor details (if applicable) and invoicing information.

Mandatory Documents (clear scans or photos)

- Valid **Iqama/National ID** or **passport** (ID page).
- Recent **passport-style photograph** (plain background; head and shoulders, no filters).
- Highest relevant qualification or experience letter (where entry criteria require).
- **Sponsor authorization letter** (if employer-funded).
- For practical/HSE courses: declaration of **fitness to participate** and **PPE** availability.
- Where claiming RPL/credit transfer: mapped evidence and translations (if not in Arabic/English).
- For access arrangements: supporting medical/educational evidence (within awarding-body rules).

Form Standards & Version Control

Only **current, Centre-controlled forms** (version/date on footer) may be used. Obsolete forms will be rejected. Online fields mirror the controlled templates to maintain data integrity and audit trails.

Signatures & E-Signatures

- The Centre accepts **typed, drawn, or certificate-based e-signatures** obtained through the portal or approved tools, provided they include signer identity, timestamp, and IP/transaction audit trail.
- **Wet signatures** may be required where an awarding body, TVTC, or sponsor explicitly mandates them (e.g., certain exam declarations).
- By signing, the applicant confirms the **accuracy of information**, acceptance of the **Learner Agreement/Code of Conduct**, and consent to **data processing** for registrations with awarding bodies and TVTC.

Submission Review & Acknowledgement

Admissions verifies completeness and ID match, returns any queries within **two working days**, and issues joining instructions upon acceptance. Incomplete applications are placed **on hold** until all fields/documents are received.

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Records & Security

Applications and consent records are retained under our **Document Control & Data Protection** procedures, ensuring confidentiality, controlled access, and audit readiness.