

## **Vision Statement**

To become a leading and distinguished name in the Middle East in early childhood training, technical and vocational education, institutional performance development, and the organization of high-impact conferences.

## **Mission Statement**

To bring a pioneering perspective to training, consultation, and research across the Middle East, empowering individuals and institutions through innovation, professional development, and measurable impact.

## **Values**

Partnership

Respect

Teamwork

Credibility

Integrity

## **HC Scope of Services**

### **1. Educational & Training Services**

- Educational Quality Advisory Services for:
  - General education schools
  - Technical and vocational schools
  - Kindergartens (KGs)
  - Technical Vocational Institutes
- Training support activities for educational institutions
- Professional development programs and workshops in:
  - Education
  - Leadership
  - Management and Governance
  - Media and Communication
  - International Relations and Protocol
  - University-level Research

## **2. Consultancy Services**

- Educational Quality Assurance consultancy for Higher Education Institutions (HEIs)
- Measurement and Evaluation consultancy within the education sector
- Healthcare management consultancy, including:
  - Caregiving services
  - Nursing assistant services
- Business management consultancy

## **3. Additional Services**

- Translation services
- Conference organization

## **Code of Conduct**

- Professional behavior is expected from all clients and participants.
- Any form of harassment, discrimination, or violence will lead to immediate dismissal.
- The company reserves the right to terminate services in cases of misconduct without refund.

## **Client Responsibilities**

- Provide accurate registration details.
- Adhere to attendance requirements.
- Maintain respectful behavior during sessions.
- Notify the company in advance of cancellations or rescheduling
- Comply with payment and certification policies.
- The amount of 50 B.D. is to be paid as a deposit before the consultation agreement begins. Upon successful completion of the consultation, this amount will be incorporated into the total consultation charges.
- The client shall pay 50% of the total consultation fee at the start of the first phase, 30% upon completion of the first phase, and the remaining 20% upon full completion of the consultation.

- A double charge applies for expedited translation services and for translations requested during weekends.

### **Training, Attendance, and Certification**

- Participants must attend at least 90% of the sessions to qualify for a certificate.
- Webinar certificates are optional and issued upon request
- Names must be registered accurately for certification; no re-issuance due to errors.
- Certificates are non-transferable and for personal use only.
- Accredited course certificates are not included in the course fee and must be requested separately.

### **Payment Policy**

- Full payment is required 48 hrs. before the training begins.
- Accepted methods: Bank transfer, credit/debit cards, digital wallets
- Proof of payment must be submitted before session access is granted.
- Late payments may result in the denial of access.
- Refunds are only available if the course is canceled by the company.
- The amount of 50 B.D. is to be paid as a deposite before the consultation agreement begins. Upon successful completion of the consultation, this amount will be incorporated into the total consultation charges.
- The client shall pay 50% of the total consultation fee at the start of the first phase, 30% upon completion of the first phase, and the remaining 20% upon full completion of the consultation.

- A double charge applies for expedited translation services and for translations requested during weekends.

### **Confidentiality and Intellectual Property**

- All course materials and consultations are the property of the company.
- Clients and participants may not reproduce, share, or distribute content without written permission.
- Any breach of confidentiality will lead to legal consequences.

### **Liability Disclaimer**

- The company is not liable for decisions made by clients based on training or consultations.
- The use of information and tools provided is at the client's discretion and responsibility.

### **Feedback and Continuous Improvement**

- Feedback is encouraged at the end of every course, webinar, or consultation.
- Suggestions are reviewed regularly to improve the quality of services.