

أكاديمية  
أنور قرقاش  
الدبلوماسية

ANWAR GARGASH  
DIPLOMATIC  
ACADEMY



# Staff Handbook

2023 – 2024

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## Overview of AGDA

The Anwar Gargash Diplomatic Academy (AGDA), formerly the Emirates Diplomatic Academy, was established as an independent federal entity under Cabinet Decision No. (29) of the year 2014, by His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai. AGDA provides a combination of diplomatic education and training. A prestigious platform that combines the best of academia, research and practice, AGDA equips the UAE's current and future diplomats with the knowledge and multi-disciplinary skills to effectively serve their nation.

In our rapidly evolving and highly interconnected global environment, national security and prosperity depend on knowledgeable and informed government leaders, policymakers and diplomats. The ability to promote the UAE's interests on the world stage and find innovative solutions to the most pressing global issues, while maintaining positive strategic relations with regional and international partners, has never been more important or complex than it is today. Diplomats are the highly skilled agents who enable states to effectively carry out their agenda.

Accordingly, diplomats must receive specific trainings: they need to be equipped to understand global developments and have the requisite skills to present their countries in the best possible way. Leadership is a critical component of any successful diplomat because they must possess great integrity, be dedicated, have significant knowledge, be innovative, have sophisticated communication skills and have the ability to make quick and incisive judgments.

AGDA aims to promote the capacity of the UAE's diplomatic leadership. Through its nine-month Post-Graduate Diploma (PGD) programme in UAE Diplomacy and International Relations, its Master of Arts (MA) programme in Global Affairs and Diplomatic Leadership and its Master of Arts (MA) programme in Humanitarian Action and Development, AGDA equips junior UAE diplomats with the essential theoretical knowledge and practical skills needed to succeed in the world of international affairs and diplomacy.

AGDA is the academic home of 60-80 students, taught by a combination of resident, visiting faculty and visiting experts involved in diplomatic practice. In addition, AGDA functions as a platform for thought leadership and relevant research on international relations and diplomacy in the region. Its research faculty provides curricular input through co-delivering some courses and engaging the students in AGDA research. AGDA also provides short-term executive training courses to its students and current employees of the Ministry of Foreign Affairs (MoFA), and others interested in diplomacy and international relations.

## Institution Vision

A world-class diplomatic academic institute that influences and drives the development of the next generation of foreign policy leaders and thinkers and plays a dynamic role in shaping the global foreign policy landscape.

## Institution Mission

To deliver internationally recognised education and training for diplomats and to advance the UAE's foreign policy priorities; to produce innovative thought leadership that furthers the understanding of diplomacy and international relations in the region and beyond.

## AGDA Board of Trustees

Governing Board Member	Board Position	Affiliation
His Highness Sheikh Abdullah bin Zayed Al Nahyan	Chairman of the Board	Minister of Foreign Affairs
His Excellency Dr. Anwar Bin Mohammed Gargash	Deputy Chairman of the Board of Trustees	Diplomatic Advisor to His Highness the President of the UAE
H.E. Dr. Sultan Ahmed Al Jaber	Board Member	Minister of Industry and Advanced Technology
H.E. Zaki Anwar Nusseibeh	Board Member	Cultural Advisor to the UAE President
H.E. Khalifa Shaheen Almarar	Board Member	Minister of State
H.E. Ali Mohammed Al Shamsi	Board Member	Secretary General of the Supreme Council for National Security
H.E. Lana Nusseibeh	Board Member	Assistant Minister of Foreign Affairs for Political Affairs and Permanent Representative of the UAE to the United Nations
H.E. Omar Saif Ghobash	Board Member	Advisor to the Minister of Foreign Affairs and Ambassador to the Holy See, Ministry of Foreign Affairs
H.E. Abdul Nasser Al Shaali	Board Member	Ambassador of the UAE to the Republic of India
H.E. Hend Mana Al Otaiba	Board Member	Ambassador of the UAE to France
H.E. Dr Eman Al Salami	Board Member	UAE Ambassador to the Republic of Tunisia

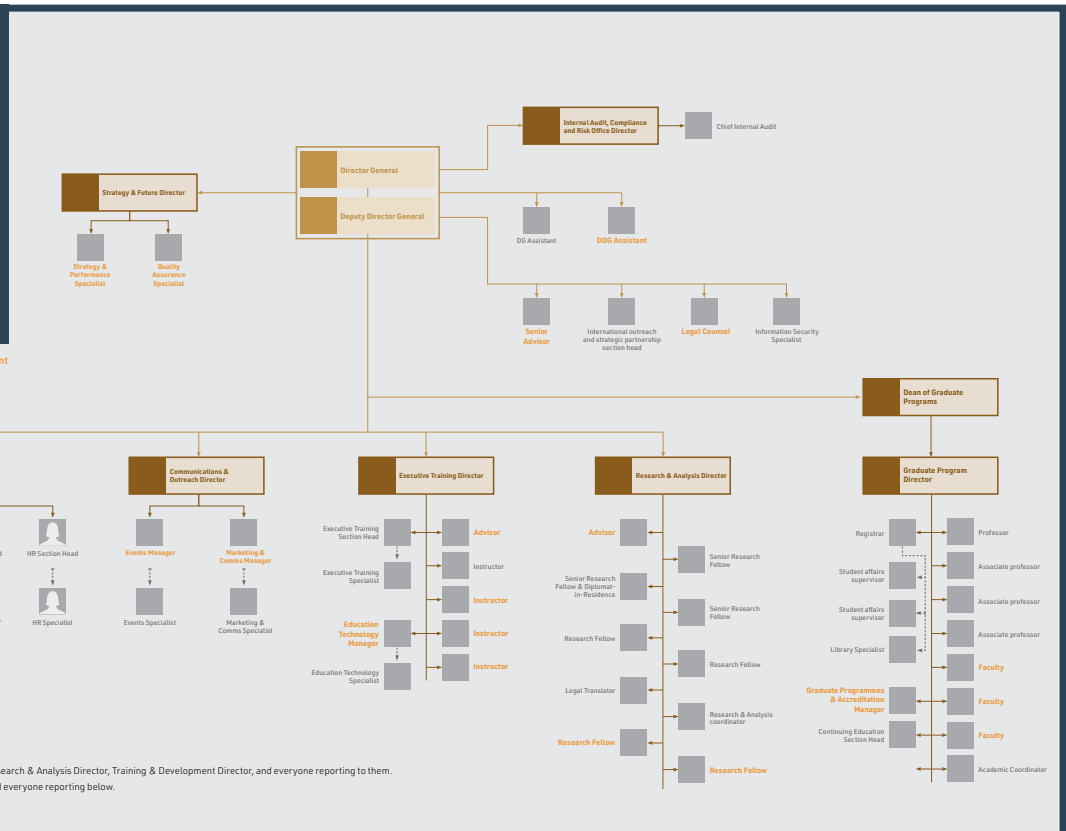
# Organizational Chart

## AGDA Organization Chart

- \*Total Positions: 68
- \*Core: 37
- \*Corporate: 17
- \*Support Services: 13

\*Numbers include filled positions and vacant positions

Leadership Senior Management Staff Vacant



**Core positions** include Dean, Academic & Student Affairs Director, Research & Analysis Director, Training & Development Director, and everyone reporting to them.  
**Support positions** include Operations & Support Services Director and everyone reporting below.  
**Corporate positions** include everyone else in the chart.

## Code of Ethics

1. Academy administrative staff s shall read the code of ethics & professional conduct document and public job ethics approved by the Federal Government and pass training in accordance with HR procedures of the Federal Government.
2. Academy HR Division shall provide a means for any administrative staff who cannot train on Code of Ethics, so that he/she can understand and sign the same.
3. Administrative staff who fails to read and train on this code within the specified timeframe shall be referred to the violation committee.

## Concept of Professional conduct and public job ethics Code

The administrative staff shall perform the work duties honestly, impartially and objectively, work continuously to achieve the objectives of the Academy, work within the limits of the powers vested thereto, perform its work in good faith, avoiding ill-intention, negligence, violation of the law or harm the public interest, in order to achieve a special interest for it or for others.

## Basic Values of Professional Conduct and Public Job Ethics

The basic values of the professional conduct and public job ethics to be performed by the Academy administrative staff s during the performance of their duties are as follows:

• Truthfulness and honesty	• Transparency	• Integrity	• Neutrality
• Objectivity	• Excellence	• Diligence	• Efficiency
• Justice and Equality	• Leadership	• Economization	

## Role and Responsibilities involved in application of the professional conduct code

The following table summarizes the administrative staff role and responsibilities in application of the professional conduct code at the Academy:

<b>Academy Management</b>	<ul style="list-style-type: none"> <li>• Approve the code as a basic reference in assessing an administrative staff 's professional and career behavior.</li> <li>• Establish rules, principles and standards for professional conduct and public service ethics in a detailed manner, according to the work nature of the work entity, in coordination with the Federal Authority for Government Human Resources.</li> <li>• Submit Periodic reports on compliance with the code to Federal Authority for Government Human Resources.</li> </ul>
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<b>HR Division</b>	<ul style="list-style-type: none"> <li>• Raise awareness of the culture and principles of professional conduct and public job ethics in the institution.</li> <li>• Oversee enforcing of the code and disseminate it among administrative staff s in the appropriate manner</li> <li>• Compel all administrative staff s to read the code and know its content and provide the required training thereon and sign the same.</li> <li>• Keep the signed copy of the administrative staff file.</li> </ul>
<b>Administrative staff</b>	<ul style="list-style-type: none"> <li>• Review the code and know its contents and abide by the provisions contained therein.</li> <li>• Sign a commitment to comply with the code.</li> </ul>

## Work Relationships

Academy Management shall create a working environment through which the objectives of the Government and its administrative staff s can be achieved. Such environment shall be distinguished with the following:

1. Motivate administrative staff s to make distinctive and innovative suggestions and ideas.
2. Provide equal opportunities for the development and improvement of the administrative staff s through the continuous consultation with them.
3. Be safe and fair and fulfill the main requirements of the administrative staff s.
4. Consider the cultural diversity and the individual differences of the administrative staff s.
5. Provide opportunities for the administrative staff s to participate in submitting the proposals related to the improvement of services and development of objectives.
6. Provide an environment suitable for the professional health.

## Personal Behavior

The administrative staff shall behave properly in agreement with the behavior standards approved for public jobs. Particularly, the administrative staff shall adhere to the following:

1. Respecting the laws, regulations and statutes related to performance of the job duties and responsibilities and code of professional conduct principles and public job ethics.
2. Performing the works entrusted thereto with full accuracy, care, and integrity in order to achieve the Academy objectives and interests.
3. Practicing the job tasks with good faith, avoiding the bad faith, negligence, violation of this manual or damage to the public interest.
4. Providing distinguished services in a professional, balanced, and friendly manner.
5. Acting in a way maintains the reputation of the government in general and Academy in particular.
6. Adhering to the highest ethical standards in its behavior and conduct.



7. Respecting the rights and duties of the coworkers and treating them with full decency.
8. Using the public funds as per the requirements of the honesty and diligence and avoiding the wasting.
9. Not exploiting the information obtained during the performance of its duties.

## Adherence to the applicable legislations

1. The administrative staff members shall adhere to the legislations applicable within UAE.
2. Each administrative staff breaching the laws and work statutes, or job requirements shall be punished by the administrative penalties stipulated therein without prejudice to any procedures or punishments stipulated in any other legislations.
3. An administrative staff shall not use its position or relationships established thereby during its work to effect or intervene improperly in the procedures performed by the competent investigation authorities whether from inside or outside the work entity.

## Information Disclosure

1. During its service at the Academy and after the termination thereof, an administrative staff shall not disclose or reveal any secret information whether it is written, electronic, oral or in any other forms, unless it obtains a written permission from the competent authority and whether such information is related to the Academy or any other entity in accordance with board of director governance statute.
2. Immediately upon the termination of its service for any reason, an administrative staff shall handover to its Line Manager all documents, files, materials, tapes, CDs, programs, and any properties owned by the Academy or by any other entities in the government, even if they don't contain confidential information.

## Customer Service

The Academy administrative staff shall serve the customers according to the best standards and procedures in an effective method fulfills their aspirations by establishing distinguished relationships with them. In order to achieve this matter, the administrative staff shall perform the following:

1. Not to engage in any promotional activity related to customers, and to adhere to total neutrality in dealing with them.
2. Reject any attempt made by the customers to submit any seductions or personal benefits with the purpose of receiving a special dealing. In all cases, the administrative staff must inform its Line Manager, the concerned organizational unit manager or the senior management of such attempts.

## Gifts and Bribes

1. The administrative staff shall not accept any gifts unless it is a promotional or advertising symbolic gift and holds the name and logo of the entity providing thereof. The chairman shall determine the organizational unit or persons allowed to accept the gift on its behalf or on behalf of the Academy to distribute the same according to the controls and standards the chairman determines.

2. The gifts shall be submitted and distributed only in the name of the Academy and by the competent authority in the Academy.
3. Subject to the legislations applicable within UAE, an administrative staff shall not accept, take, submit, or request any bribes.
4. The bribe here means the submission of any financial amount, specific service or anything that have material or moral value to any public administrative staff in order to spoil the course of action through taking any procedure that:
  - A. Accelerates any work that the administrative staff shall perform by virtue of his job.
  - B. Results in the administrative staff's failure to perform an assigned work.
  - C. This leads to an administrative staff mediates with another administrative staff to complete the transaction or act violating the applicable legislation.
5. In all cases, all suspected or reported bribery cases shall be investigated. If the investigation result proves, or if there is strong evidence, that the administrative staff has requested, accepted, received, or paid any other administrative staff any bribe, it shall refer to the competent judicial authorities, without prejudice to the Academy right to take the procedures related to violations against the violating administrative staff in accordance with the procedures and controls provided herein.

## Conflict of Interest

While performing its job duties, an administrative staff shall avoid any conflict of Interest between its private activities and the government interests and processes. In addition, the administrative staff shall avoid any work that may raise suspicions regarding the conflict of Interest. The administrative staff shall especially avoid the following:

1. Participation in any process or official resolution affects directly or indirectly on the success of a contractor or supplier of its relatives till the fourth degree.
2. Participation in any decision that may lead to granting any benefits to any of its relative till the fourth degree.
3. Participation in any process or official decision affects directly or indirectly on the success of a contractor, supplier, or project, in which the administrative staff is partner in whatsoever way and leads that the administrative staff receives any percentage, share or material benefit, whether directly or indirectly.
4. Exploiting its job position or disclosing any information received thereby by virtue of its work to achieve specific targets or obtain any special service or transaction from any whatsoever entity.

## Working for third parties and owning shares in companies

A UAE national administrative staff shall not have any interest in any private company or institution, manage such companies or institutions or work for third parties with or without salary, unless otherwise provided by the laws or decisions of the Academy. In all cases, it is conditioned that the administrative staff shall fulfill the following conditions to work for third parties or to own share in private companies or institutions.

- A. Notify the concerned organizational unit and obtain its prior consent.
- B. The work shall be done outside the official working hours.
- C. Such work or ownership shall not adversely affect its duties and job tasks and shall not adversely affect the status of the Academy.
- D. Its work shall not be linked or in any way related to its official job and shall not affect or be affected thereby.

## Appointment of relatives

Administrative staff relating to each other under a marital, family or affinity relationship to the second degree shall not be appointed in the same organizational unit or within the same direct supervisory relationship. In all cases, the administrative staff shall not participate in any decisions or recommendations concerning the appointment, transfer, or promotion of any of them.

## Maintenance of Public Funds

The administrative staff shall maintain buildings, vehicles, devices, equipment, and other public property of the Academy and use the same for business purposes, and in accordance with applicable laws and regulations.

## Health, Safety and Environment Policy (HSE)

1. All administrative staff s and customers shall adhere to the approved environmental policies and regulations in order to maintain the environment, safety and well-being of these administrative staff s and customers, provided they shall fulfill their responsibilities in achieving that objective.
2. It is the responsibility of the Academy Management to create and maintain a safe and healthy working environment in accordance with the policy approved by the Government or the Academy in this regard.
3. The administrative staff shall be liable to administrative punishment or legal prosecution in case it violates any of the approved policies and regulations.

## Academy Management Responsibility

In order to achieve the objectives of the HSE policy, the Academy shall:

- A. Develop health and safety standards and rules, including the procedures and practices governing them.
- B. Inform administrative staff s, customers and visitors of health and safety procedures.
- C. Provide training and guidance to administrative staff s on approved safety procedures.
- D. Provide administrative staff s with appropriate safety equipment according to work requirements.
- E. Ensure that all equipment, machinery, and tools are in good condition.

- F. Ensure that all hazardous materials are stored according to safety standards and rules.
- G. Investigate immediately any accident or error and take the necessary action to avoid its recurrence.
- H. Ensure its administrative staff's against injuries and accidents occurring during work.

## **Administrative staff Responsibilities**

The administrative staff shall:

- A. Adhere to the health and safety policy approved by the Academy.
- B. Perform its duties in a manner that ensures its safety and safety of others.
- C. Refrain from undertaking any hazardous tasks that they are not qualified to carry out.
- D. Not misuse the safety equipment and tools provided by the Academy.

## **Official working days and hours**

The number of official working hours and hours at the Academy shall be determined throughout the year as follows:

1. Official working hours as per FAHR.
2. The weekly vacation at the Academy shall be Saturday and Sunday.
3. The Public holidays shall be as per the Cabinet decree accounted every year.

## **Compliance with official working hours**

1. All administrative staff's shall comply with the prescribed working hours and sign, electronically or by any other means, of the actual time of attendance and departure on scheduled dates. Senior position administrative staff's and the like shall be exempted from the signing obligation.
2. The Chairman may exempt any administrative staff's it deems fit from this obligation if the work nature so requires.
3. An administrative staff who is unable to attend and leave on the official times for urgent matters, shall inform its Line Manager, provided that not exceeding 8 hours through the month and maximum two hours per day.
4. The working hours should be allocated for performing the work duties and the workplace may not be left during the official work hours unless a prior permission is obtained from the Line Manager.

# Recruitment

HR Division of the Academy shall be responsible for managing and coordinating employment process to fill vacancies and provide technical assistance and advice to the organizational units and their directors in order to meet their needs of suitable candidates.

## 1. General Appointment Policies

- The work shall be commenced within two months from the date of issuance of the appointment decision unless another date is specified in the contract. This period may be extended for a similar period upon consent of both parties and in disturbance to the Academy work.
- A national administrative staff shall be appointed under a three-year contract, renewable for other similar terms, except those employed under temporary or special contracts.
- An expatriate administrative staff shall be appointed under one-year contract, renewable for other similar terms, except those employed under temporary or special contracts.
- All types of contracts shall be subject to the provisions set forth herein and also to the Performance Management System and other related systems and provisions contained in contract forms approved by the federal government.
- Military or civil retirees may be appointed in the Academy according to provisions set forth in laws governing this matter.
- The Academy shall select and appoint the best qualified candidates who have the experience, scientific achievement, skills, and practical experience required by the Academy, while adhering to the criteria of excellence, efficiency, fairness, and objectivity throughout the appointment process.
- Priority of appointment in the vacancies shall be given to candidates from the Academy, where HR Division shall communicate with the candidate administrative staff department and the requesting organizational unit in which the vacancy exists and shall take the transfer or promotion procedures in accordance with the provisions and procedures set forth herein.
- In the absence of suitable candidates for the vacancy from within the Academy or absence of those who meet the conditions of transfer or promotion, HR Division shall search for suitable candidates from other external sources.

- The appointment decision shall be based on the actual Academy needs of the human resources approved in the job budget.
- A candidate may be appointed for any job title only if it has an approved job description or the position is among the jobs included in the approved job budget prepared on the basis of the approved organizational structure of the Academy.
- At least (3) candidates must be called (if possible) to be tested, interviewed, and then select the most suitable one.
- In all cases, priority of appointment in any job in the Academy shall be given to UAE nationals.
- The diversity of the nationalities of the expatriate's administrative staffs in the Academy shall be considered, and not focusing on a specific nationality.
- The appointment contract with the candidates may be signed only after issuance of the employment decision by the competent authority.
- The administrative staff appointment shall not be confirmed unless it has passed the probation period successfully based on the evaluation of its Line Manager.
- The termination provisions set forth herein shall apply to contracts.
- An Academy administrative staff may be re-employed in a vacant job without the need to complete the appointment procedures under the following conditions:
  - A. None of the following shall be a reason for its termination:
    1. Dismissal due to failure to perform duties.
    2. Dismissal due to disciplinary judgment or decision.
    3. Dismissal due to being sentenced with a custodial penalty for a crime, felony, or misdemeanor prejudicial to honor or honesty, unless otherwise is proven by bringing a certificate of good conduct from the competent authorities.
    4. The period elapsed since leaving the service in the vacant job shall not be more than three years.

- If a job candidate is a male national and within the age group specified in the National and Reserve Service Law, it shall have a national service card or submit a certificate indicating its status. In accordance with procedures adopted by the National Service and reserve.

## **2. General Conditions of Appointment**

- Candidates from outside the Academy to fill a vacant job shall submit supporting documents, considering the following:
  - A. Be of good behavior/conduct.
  - B. Be of 18 years of age
  - C. The maximum age for full-time appointment at the Academy shall be 59 years for nationals and 55 years for expatriates. Expatriates over 55 years may not be appointed unless it has the special expertise and skills required by work and it is difficult to provide thereof. It shall be appointed under a special contract in accordance with the conditions mentioned herein.
  - D. Possess the required qualifications and work experience certificates, duly authenticated, and equalized by the competent authority in UAE. Provide certificates of practical experience certified by the competent authority and required for the job.
  - E. Successfully pass all tests and interviews relevant to the job.
  - F. Be physically fit to perform the duties and tasks of its job, according to a report issued by an official medical authority.
  - G. Not have been convicted of a custodial penalty in a crime or felony involving breach of honor or honesty, unless pardoned or rehabilitated based on a Criminal Record Search Certificate by the competent authority.
  - H. Not have been dismissed from the previous service for grave workplace violations, or due to being finally convicted by a competent court of a crime.
  - I. Not have filed a lawsuit against the Academy unless a final judgment has been rendered in that lawsuit.

- The appointment of any vacancy shall be recommended by the Director of Operations and Support Services.
- The below procedures shall be adhered to complete employment and appointment processes and, if any exceptions are required, a prior approval of the Director-General must be obtained.

## Employment Contract Signing

1. All administrative staff s who are on duty at the time of issuing this manual shall be obliged to sign contracts forms approved by the Academy in accordance with their work, in a manner that does not contradict the provisions set forth herein.
2. HR Division shall refer any administrative staff who has not signed the contract within the prescribed time frame to the violation committee to take the necessary action.

## Probation Period

1. Except for a Director General position, all administrative staff s appointed for the first time shall be subject to a six-month probation period, extendable for three months and commences from the actual commencement date of work
2. During the probation period, an administrative staff may be terminated if it is proven to be incompetent or unfit for performing its duties or because of its unsatisfactory performance by a decision of the appointment authority, provided that it shall be given a period of notice for five working days.
3. If an administrative staff desires to submit its resignation during the probation period, it shall inform the Line Manager before five working days from the date of its desire to leave the service.
4. The academic staff member may resign from its job during the probation period, provided that the semester shall be completed in order to give the Academy the opportunity to take the necessary action and not to harm the general interest of the students.
5. The entitlements of the administrative staff whose services are terminated for being incompetent to the job during the probation period shall be calculated according to the following:
  - A. Gross monthly salary due until the end of the last working day.
  - B. A travel ticket allowance for it and its entitled family members to leave UAE, if so, provided in the employment contract.



6. The administrative staff probation period shall be extended to the extent of any leave granted thereto during the probation period.

## Administrative staff Regularization

The administrative staff who successfully passed the probation period shall be regulated and notified in writing with approval of the Director-General submitted the Department Director and the Deputy Director-General.

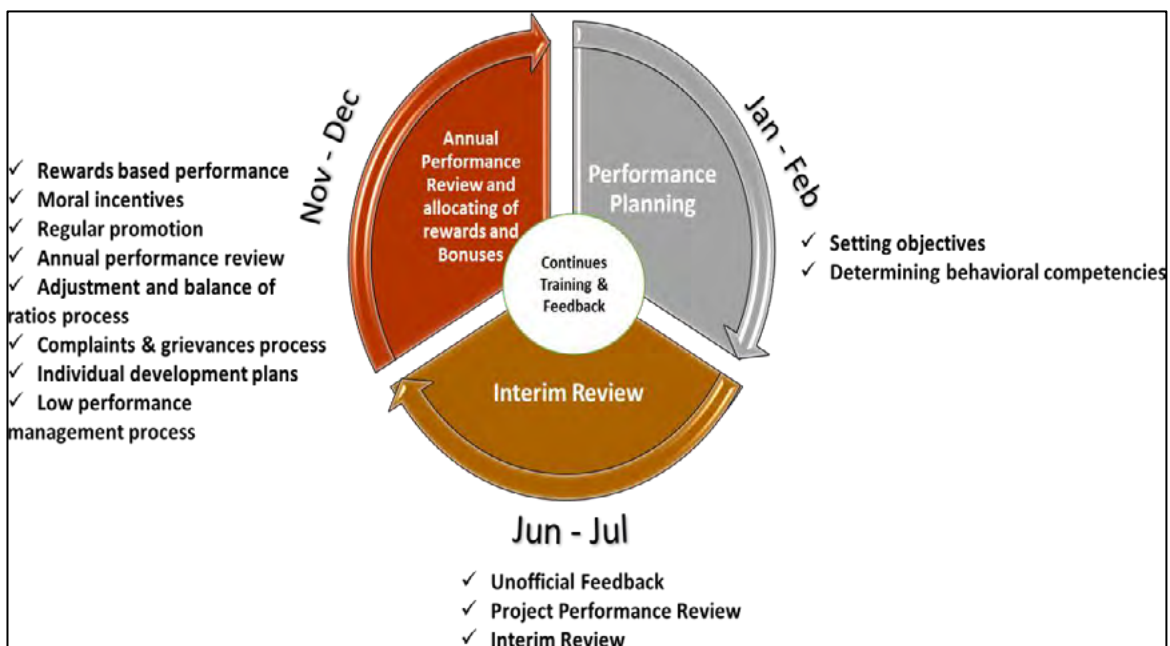
## E-mail and Internet Usage

- e-mail, Internet, or any other software shall be used in an optimal manner and for work interest and purposes.
- It is prohibited to access any website that are not work related or use the Academy e-mail for personal usage.

## Performance Management System

Performance Management System "System" is a process through which administrative staff performance is evaluated against key performance indicators and goals that are identified and agreed upon in advance. This process is carried out in partnership between the administrative staff and the Line Manager at the beginning of the year for the period during which the evaluation is performed and subject to constant updating during the performance period.

- The system is a transformation of all stages of planning in the Academy, to achieve a goal "results".
- The Academy management shall be guided by the system prepared by the Federal Authority for Human Resources, which comes in line with the modern administrative concepts that the government seeks to implement and in implementation of Federal Law No. 11 of 2008 on human resources in the federal government.
- The following figure illustrates a simplified summary of the annual cycle of the system:



1. Performance Management System "System" is a process through which administrative staff performance is evaluated against key performance indicators and goals that are identified and agreed upon in advance. This process is carried out in partnership between the administrative staff and the Line Manager at the beginning of the year for the period during which the evaluation is performed and subject to constant updating during the performance period.
2. The Academy Performance Management System aims to:
  - A. Establish a scientific approach to reward outstanding achievements and results.
  - B. Develop administrative staff performance through a periodic evaluation consistent with the objectives of the Academy.
  - C. Match the individual objectives of the administrative staff with the objectives of the Academy.
  - D. Encourage individual achievement and team spirit.
  - E. Encourage continuous learning and development.
3. The performance management system is based on the performance measurement criteria described in the approved job description and its amendments.
4. The performance evaluation report after the probation period determines the possibility of administrative staff continuity to work or terminating its service at the Academy, and the administrative staff will be notified of the same in writing.
5. The administrative staff, who's reported "Below Expectation", may file a complaint to Director of Operations and Support Services / Director General within one month from the date of being notified thereof, which in turn shall submit the complaint to the Director-General, whose decision shall be final in this regard. The grievance shall be decided on one month from the date of submission.
6. The administrative staff, who's reported "Below Expectation", shall be deprived from the first periodic allowance due thereto after submitting the report. If the periodic allowance becomes due before deciding on the grievance submitted by the administrative staff in case of grievance, the allowance shall be suspended until the grievance

is decided.

7. If the administrative staff receives two successive reports with a weak evaluation, its case shall be considered, whether to terminate its services or transfer it to another job, based on a decision approved by the Director General / chairman after the research and investigation therewith, subject to compliance with the legal warning period stipulated in the employment contract or civil service law.
8. Service Termination for lack of job inability and professionalism shall not be considered as disciplinary dismissal and shall therefore not result in depriving an administrative staff of end of service gratuity or any of its entitlements.

## **Job Promotions**

Job promotions shall be made through the following methods:

1. Promotion to a vacant job according to the following conditions:
  - A. The promotion shall be promoted to the next grade directly.
  - B. The administrative staff shall achieve the performance levels required to promotion according to the performance management system.
2. Promotion to a new vacant job due to restructuring or reallocation of duties and responsibilities in accordance with the following conditions:
  - A. Promotion to a newly created vacant job.
  - B. Promotion shall be to only one higher grade.
3. Promotion shall be made through granting the administrative staff the starting salary determined for grade to which it is promoted, or through granting it 10% of the basic salary of the grade to which it is promoted, whichever higher.

## **Financial Promotion**

The chairman may grant an administrative staff a financial promotion at the same grade, not exceeding 10% of the basic salary, provided that the administrative staff shall achieve the required performance levels for promotion in accordance with the performance management system.

## Exceptional Promotions

Under the chairman approval, a distinguished administrative staff may be promoted exceptionally according to the Performance Management System as follows: A job promotion (With the exception of senior position holders) with no more than two grades to a vacant post, provided that the administrative staff is granted a starting salary determined for grade to which it is promoted, or 20% of his current basic salary, whichever is higher. In this case, the administrative staff shall have the skills and abilities to suit the new job requirements.

- A. An exceptional financial promotion that does not exceed 20% of the basic salary of the same grade.
- B. An administrative staff may not get an exceptional promotion unless three years at least elapsed after the last exceptional promotion.
- C. An exceptional promotion and financial promotion shall not be combined

## Leave Types

Below table shall summarize all leave types, policies, and regulation for each leave:

Remarks	Number of Days	Beneficiary	Leave Type
<ul style="list-style-type: none"> <li>❖ Leave entitlement:</li> <li>• Availability of Leave Balance</li> <li>• Direct Manager Approval</li> <li>• HR Acceptance</li> <li>• Annual Leave can be taken in full or partially according to work requirement</li> </ul>	30 Working Days	Director General & Senior Official & special grade	Annual Leave
	22 Working Days	Other Administrative staff s	
For granting the summer vacation, the academic staff hired under full time contracts shall complete the academic year up to the date of the vacation commencement, otherwise it is considered leave without pay	Based on Academic Year Calendar	Academic Staff	

Remarks	Number of Days	Beneficiary	Leave Type
No Holidays and Weekends shall not be compensated if occur during sick leave	according to a medical report approved by the official medical authority if a sick leave does not exceed five (5) consecutive working days at a time and a maximum of (15) working days per year	All Administrative staffs	Sick Leave
<ul style="list-style-type: none"> <li>❖ The weekends and public holidays occurred during the maternity leave shall be calculated as part of the leave period</li> <li style="padding-left: 20px;">as well as the weekends and official holidays that occur at the beginning or end of the leave</li> <li>❖ may be granted two weeks before expected date of delivery, based upon a</li> <li style="padding-left: 20px;">medical report submitted by the physician</li> </ul>	3 months	The Married female administrative staff appointed in a permanent job	Maternity leave
A live baby was born inside the UAE	Three working days to be taken consecutively or separately during the first month of the child's birth	administrative staff appointed in a permanent job	Paternity leave
<ul style="list-style-type: none"> <li>A. The death of first-degree relatives</li> <li>B. The death of second-degree relatives</li> </ul>	<ul style="list-style-type: none"> <li>A. 5 Working Days</li> <li>B. 3 Working Days</li> </ul>	All Administrative staffs	Compassionate leave
Leave shall start from the date of husband death	Four months and ten days	Muslim female administrative staff	Iddat leave

Remarks	Number of Days	Beneficiary	Leave Type
twice as a maximum throughout his service, provided that the period separating the two times is not less than ten years	15 working days leave on full pay	Muslim administrative staff	Hajj leave

### ***Child Benefit***

A UAE administrative staff shall be entitled to a child allowance of AED 600 for each child, and such allowance shall be paid in accordance with applicable rules issued by relevant authorities, in accordance with the human resources policies and procedures manual at the Academy.

### ***Increment Pay***

1. Administrative staffs will be entitled to an increment pay at the beginning of January of each year, upon passage of at least one year from the appointment date, in accordance with the Academy's Human Resources Policies and Procedures Manual

### **Children Education Allowance**

1. AGDA will pay an education allowance to the children of its administrative staffs, who are studying at private schools in the UAE from kindergarten to high school. Such fees shall be paid directly to schools as per supporting documents issued by such schools, in accordance with AGDA applicable rules and regulations.
2. The children education allowance shall be paid upon employment confirmation and shall be paid on a pro rata basis for the remainder of the academic year.
3. An administrative staff may not obtain two education allowances; the education allowance paid by AGDA, and any other education allowance paid to the administrative staff or any of their family members from any other agency.
4. If the service of an administrative staff ends during an academic year, the children education allowance shall be recovered from such administrative staff on a pro rata basis for the remainder of the school year.

### ***Furniture Shipping Allowance***

Non-UAE administrative staffs shall be entitled to a cash in lieu allowance for furniture shipping upon recruitment for one time in accordance with AGDA applicable rules and regulations.

1. AGDA may provide a flight ticket for a job candidate who is recruited from overseas.
2. The travel class of administrative staffs at the administrative track who are recruited from overseas as well as those travelling on business trips overseas shall be as set in the UAE Cabinet Resolution No. (1) of 2018 on the implementing regulations of the Federal Decree-Law No. (11) of 2008 on Human Resources at the Federal Government, and its amendments.
3. The travel class of administrative staffs at the academic track who are recruited from overseas as well as those travelling on business trips overseas shall be in accordance with AGDA applicable rules and regulations.

### ***Hotel Accommodation for Overseas Recruitment***

AGDA will provide hotel accommodation for non-UAE administrative staffs who are recruited from overseas for up to one month.

### ***Medical Insurance***

AGDA will provide medical insurance for non-UAE administrative staffs and their family members (husband/wife and all children under 18 years of age).

## **Training and Development**

The Academy Management shall train its administrative staffs, develop their knowledge, skills, and capabilities in their jobs or in the higher jobs that they are planned to assume the responsibilities and tasks thereof according to the training and development system approved by the chairman and in consistent with the principles of the training and development system approved by the federal government.

### **Conditions for Delegation to Training Courses and Programs**

1. Obtain the approval of the training entity through the competent authority to attend the training course or program.
2. The training course or program, seminars, workshops, and forums have a direct relationship to the work carried out by the delegate or to which it will join in accordance with its career path and the individual development plan determined by the performance management system in the Academy and the principles of the training and development system adopted by the federal government.
3. It shall be familiar with the language, in which the training course or program will be performed, to an extent enables it from utilizing the same.

### **Delegate's Duties in Training Courses and Programs**

1. Attending the training course or program.
2. Maintaining the reputation of UAE.
3. Respecting the laws and traditions of the country, where it is delegated
4. Filling out the return notice immediately upon returning to work and submit the same to HR Division.
5. Submitting a detailed report on the training course or program, to which it is delegated.
6. In the event of breaching these duties, the course shall be terminated, and the delegate shall refund all financial allocations paid thereto, after presenting the case to violation committee

### **Allocations of Training Courses and Programs**

The daily allowance shall be paid as per Academy HR Policies & Procedure Manual.

## Travel Tickets Related to Training Courses

The administrative staff delegated in a training course or program, seminars, workshops, and forums shall be entitled to the following tickets:

1. Travel ticket for the administrative staff from the work headquarter within the UAE to UAE, where it is delegated and vice- versa.
2. One travel ticket will be given for a family member of the female administrative staff to accompany her during her participation in any training course or program, seminars, workshops, and meetings outside UAE, whatever its period, with the same travel class travel as the delegated administrative staff .
3. The travel class of the delegate in a training course or program or seminars, workshops and meetings outside the UAE shall be as per Academy HR Policies & Procedure Manual.

## Termination of Administrative staff Training Course Participation

In accordance with the Delegation of Authority (DoA), an administrative staff participation in a training course or program may be terminated if its circumstances, work need, or public interest require so.

### Delegate's Duties

1. Observe ethical conduct standards in all their acts, in a manner that reflects the civilized image of UAE.
2. Devote its time for the purpose for which it is delegated, be of a good conduct and maintain the reputation of UAE, respect the traditions of UAE, where it is delegated.
3. Notify their Entity regarding any obstacles that may be encountered during the delegation so as to overcome them through official channels
4. Fill out a return notice and submit, immediately upon return, a detailed report about the results of the official task to which it is delegated.
5. Close any advance payments related to the business trip upon return.

## Delegation Expenses

The allowances shall be given to the Heads of Delegations charged with representing UAE in an official task outside UAE as per Academy HR Policies & Procedure Manual.

## Travel tickets for official Task Delegation

The travel class of the delegate in an official task outside the UAE shall be as per Academy HR Policies & Procedures Manual.



## Work Grievances

- Grievances: A Process required by the administrative staff against administrative penalties and procedures that caused him/her not to receive the full agreed rights or entitlement.
- An administrative staff may lodge a grievance, in writing, to the Grievance Committee pursuant to HR procedures and electronic and digital system adopted in the Federal Government, on penalties imposed upon him by the Violations Committee, or on any other administrative procedure or decision issued against him other than that issued by the Violations Committee, within a period of two weeks as of the date of receiving the notification of penalty. However, the provisions of this Article shall not apply to grievances related to performance appraisal, which is conducted according to the Performance Management System.
- The administrative staff may object in writing to the decision made by the Grievance Committee with penalties other than the penalties of written attention drawing and warning, by submitting an objection in accordance with HR mechanisms and electronic or digital systems adopted by the federal government to the objection committee formed by the Authority within a period not exceeding three weeks from the date of notification of the decision, otherwise the grievance committee decision shall be final.

### ***Service Termination***

The administrative staff service shall end for the following reasons:

- A. Resignation.
- B. Attaining retirement age.
- C. Death.
- D. Medical unfitness.
- E. Unsatisfactory or poor job performance.
- F. Issuance of federal decree.
- G. Dismissal by virtue of Cabinet Resolution.
- H. Dismissal by virtue of a decision relating to an administrative violation or a judicial judgment.
- I. Withdrawal or loss of the UAE nationality.
- J. Non renewing the contract or termination thereof before its expiration.
- K. Absence from work without acceptable reason for consecutive ten working days or twenty interrupted working days per year.
- L. Restructuring.
- M. Replacement, pursuant to the policy of Emiratization. In such a case, an administrative staff shall be given a two-month notice before termination of service.

## End of Service Gratuity

1. The benefits of a national administrative staff shall be calculated at the end of its service in accordance with the provisions of the Pensions and Social Security Law.
2. An expatriate administrative staff shall be entitled to an end of service gratuity according to the following:
  - A. One-month basic salary for each of the first five years of service, provided that it shall be calculated on the average of the last 5 years, or the number of service years that it has spent if it is less than such period.
  - B. One-month and half basic salary for each of the first five years of service, provided that it shall be calculated on the average of the last 5 years.
  - C. Two months basic salary for each year of service exceeds such period, provided that it shall be calculated on the average of the last 5 years.
3. An administrative staff shall not be entitled to end of service gratuity if its period of service is less than one continuous year.
4. For the purpose of calculating end of service gratuity, the notice period and cumulative leave shall be considered a part of the service period and a part of the month shall be considered a full month.
5. The end of service gratuity shall be paid to an administrative staff who acquires the UAE nationality on the basis of the last basic salary average for the last five years preceding its acquisition of the UAE nationality or its service period if it less than such period.

أكاديمية  
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