

ACTVET

Abu Dhabi Centre for  
Technical and Vocational  
Education and Training | مركز أبوظبي  
التعليم والتدريب  
التقني والمهني



LICENSED TRAINING PROVIDER (LTP)

# EVALUATION CRITERIA

For Renewal LTP



# INTRODUCTION

The purpose of the ACTVET Licensing Compliance Team site visit is to provide a quality assured evidence based inspection that offers the Licensed Training Provider (LTP) constructive feedback and support to ensure the LTP is offering high quality training course(s) / program(s) with qualified trainers in a safe and conducive learning environment to meet the needs of all learners. These defining factors contribute to achieving coherence in the quality of training provision across the Technical and Vocational Education and Training (TVET) sector in the Emirate of Abu Dhabi.

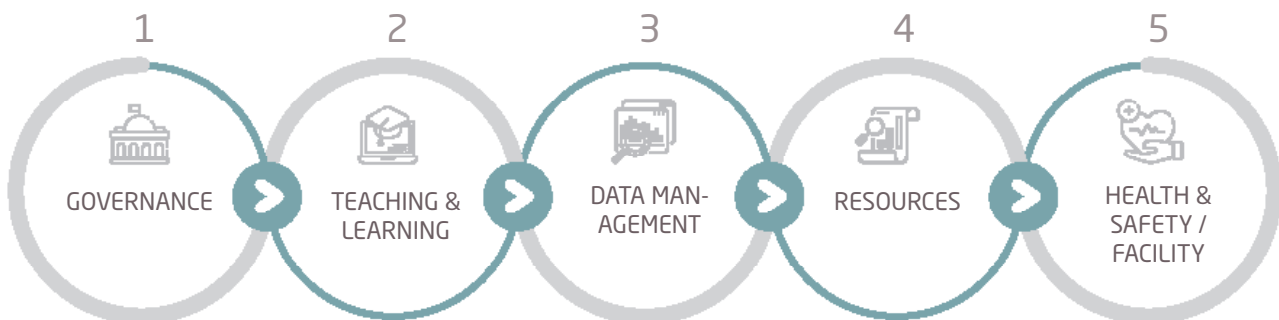


The rating model identifies a number of defining factors that are evidenced based and central to the effectiveness of the training provider. The defining factors have been carefully selected to help Compliance Officers complete the inspection process in an objective manner.

The defining factors are elements considered to be essential to any training provider that genuinely aims to meet the needs of the learners. The rating model is useful when monitoring the capacity of each licensed training provider to develop, document, control, audit, and implement training course(s) / program(s).

Monitoring also gives insights into aspects of each LTP that could be developed further. It is useful in terms of comparing different elements that are part of a training program for a range of learners in those settings enabling them to make informed decisions about the LTP.

For purposes of clarity, the defining factors have been grouped under the following themes mainly relating to:



Each theme has a number of 'key defining factors' to direct the LTP management and staff to the more crucial aspects of a Training Provider's operations. The detailed criteria of each theme is indicated on the following pages.

# LTP

## OPERATIONAL EFFECTIVENESS

The rating awarded to an LTP is a current measure of the LTP's capacity to meet quality policies, procedures, and course(s) / program(s) offered by qualified trainers. This institutional rating will provide an indication of the LTP's current position to the LTP's overall Operational Effectiveness.

We would like to emphasize that this model is not a goal in itself, but a method of motivating the LTPs to benchmark their performance against their peers in the TVET sector. The model supports the ongoing cycle of self- assessment and review, which represents good practice for all the LTPs.

The outcome of the monitoring process is the final institutional grading on a scale of 1-100. The total points of an LTP are computed as follows:



This tool will identify the LTP's strengths and areas of improvement, which will guide each LTP to improve their overall capacity. The LTP grading score and status will be exhibited on the ACTVET website, which will allow the prospective learners, companies, private sector, and public sector to make an informed decision in regards to selecting a quality ACTVET Licensed Training Provider.

Please review the 5 themes and the defining factors under each theme. The defining factors will be reviewed based on the evidence provided from the following:



The more results / analysis an LTP is able to provide will assist the ACTVET compliance officer to review all material in an objective manner. The goal for the current and upcoming compliance inspection will be for the LTP to provide evidences of implementation and / or analysis in all the 5 themes. The level of evidences of implementation and / or analysis provided will determine the final score the LTP will obtain.

We are sending you a list of items, documents, and other materials our team will be examining during your Compliance Inspection site visit. Please have all the following information inside the suggested binder as it will allow us to not waste time during our inspection site visit. If you cannot place the item(s) inside the binder then just have those items in the room atleast (example would include course materials, handouts, presentations, and other learning resources). The other items should be available in the room that has been designated for the ACTVET Licensing Inspection Team. Please make sure that the Academic Director is present during our entire inspection process.

If you need any additional information or clarification of any theme or defining factor whether in English or Arabic, please do not hesitate to contact the ACTVET Licensing Department.

# 1. GOVERNANCE

SUB CRITERIA		ELEMENTS
<b>1. Policies</b>		
1.1.1	Trainee Attendance Policy	<ol style="list-style-type: none"> <li>Attendance Policy and Procedures include: Minimum Attendance Requirement, Time Sheet (Date, Time, and Signature), etc.</li> <li>Attendance Form (Electronic or Hard Copy).</li> <li>Attendance Records (Electronic or Hard Copy).</li> </ol>
1.1.2	Refund Policy	<ol style="list-style-type: none"> <li>Detailed Refund Policy \ Cancellation \ Change (Deduction Percentage Included Based on Cancellation Timeframe).</li> <li>Refund \ Cancellation \ Change (Committee or Responsible).</li> <li>Refund Form.</li> <li>Refund Decision and Timeline.</li> <li>Record of Documentation Procedure and Implementation.</li> </ol>
1.1.3	Complaint and Appeal Procedure	<ol style="list-style-type: none"> <li>Detailed Complaint and Appeal Procedure (2 Separate Procedures).</li> <li>Complaint and Appeal (Committee or Responsible).</li> <li>Complaint and Appeal Form (2 Separate Forms).</li> <li>Complaint and Appeal Decision and Timeline.</li> <li>Record of Documentation Procedure and Implementation.</li> </ol>
1.1.4	Trainee Code of Conduct	<ol style="list-style-type: none"> <li>Detailed Trainee Code of Conduct/ Ethics.</li> <li>Responsible Representative.</li> <li>Acknowledgment of Trainee (Trainee Awareness and Signed).</li> </ol>
<b>2. Registration</b>		
1.2.1	Admission Criteria & Registration Procedure (Individual or Company Contract)	<ol style="list-style-type: none"> <li>Program / Eligibility Requirements: Education Level, Language, Minimum Age, Nationality, Work Experience, and etc.</li> <li>Clarification of Fees, Payment Method and Payment Receipts.</li> <li>List of Requirements for All Program(s) \ Course(s).</li> <li>Registration Process for Individual or Company Contract (Full Details). Detailed Service Level Agreement / List of Selected Candidates for the Particular Course (Government / Private Contract).</li> <li>Registration Form Includes: (Brief Attendance Policy / Refund Policy / Complaint-Policy / General Terms and Conditions).</li> <li>Registration System and Implementation.</li> </ol>

<b>3. Management</b>		
1.3.1	Quality Management System (QMS) (1,2,3 for External Audit) (4 for Internal Audit)	<ol style="list-style-type: none"> <li>1. QMS Certificate, Report, Recommendations and Implementation Completed (from External Audit).</li> <li>2. Quality Management System (Certificate), Report, and Recommendations (from External Audit).</li> <li>3. Audit Certificate (from External Audit).</li> <li>4. Internal Audit with Rubric (Self-Assessment Report and Recommendations).</li> </ol>
1.3.2	Improvement plan	<ol style="list-style-type: none"> <li>1. Full Improvement Plan with List of Suggestions, Timeline, and Responsible Person Over Each Area.</li> <li>2. Plan for Suggestions.</li> <li>3. All of the Actions Implemented and Recorded.</li> </ol>
1.3.3	Management Minutes of Meetings	<ol style="list-style-type: none"> <li>1. Meeting (Agenda Items, Attendees, Date, Time, and Sign in Sheet).</li> <li>2. Number of Meetings Conducted.</li> <li>3. Discussion Points.</li> <li>4. Timeline and Responsible Person Over Each Area.</li> <li>5. Action Recorded and Implemented.</li> </ol>
<b>4. Financial</b>		
1.4.1	Financial Statement	<ol style="list-style-type: none"> <li>1. Audited Financial Statement from Certified Auditor for last 2 years.</li> <li>2. Audited Financial Statement from Certified Auditor for last 1 year.</li> <li>3. Internal Financial Statement from LTP for last 2 years.</li> <li>4. Internal Financial Statement from LTP for last 1 year.</li> </ol>

## 2. TEACHING & LEARNING

SUB CRITERIA		ELEMENTS
<b>1. Course Material</b>		
2.1.1	Original Course Materials (Trainer)	<ol style="list-style-type: none"> <li>1. Learning Material for All Courses is Available (Aligned with the List of LTP courses).</li> <li>2. Original Course Materials (books, original presentation, handouts, etc..) with References (Framework and Standards Based).</li> <li>3. Lesson Plan / Detailed Course Agenda Aligned with Time Table.</li> <li>4. Assessments (Learning Objective / Outcome Measured by Theoretical / Practical Assessments).</li> <li>5. Evidence of List of Learning Tools / Materials (Videos, Audio, Games, Cases, and Other Activities).</li> </ol>
2.1.2	Original Course Materials (Trainee)	<ol style="list-style-type: none"> <li>1. Original Course Materials (Books, Original Presentation, Handouts, etc..) with References.</li> <li>2. Course Objective / Outcome.</li> <li>3. Clear and Comprehensive Explanation of the Course Contents.</li> <li>4. Latest Version, Best practices, Reference Based (Framework and Standard Based).</li> <li>5. Detailed Course Agenda Aligned with Time Table.</li> <li>6. Handouts/ Presentation/ Materials on CD/USB and etc.(Evidence).</li> <li>7. Course is Delivered in Adequate Time (Benchmark with Local and International Courses).</li> </ol>
<b>2. Curriculum Committee</b>		
2.2.1	Curriculum Review Committee	<ol style="list-style-type: none"> <li>1. Curriculum Review Committee Process (Reviews the Course(s) / Program(s) Accordingly).</li> <li>2. Committee Member Qualifications and Selection Criteria (Internal and External Members - Qualified Members from the Relevant Industry – Training &amp; Development Managers / Subject Experts / PhDs in Relevant Field and etc.).</li> <li>3. Evidence of the Review Process and Minutes of Meeting (Discussion Topics and Action Plan).</li> <li>4. Curriculum Review Discussion Points Noted and Implemented.</li> </ol>

<b>3. Learning Tools</b>		
2.3.1	Learning Styles	<ol style="list-style-type: none"> <li>1. Provide Evidence of Learning Styles: (Verbal, Visual, Aural, Physical, Kinesthetic, Logic).</li> <li>2. Creative Learning Style / Special Tools Integrated into the Training Course / Curriculum.</li> <li>3. Support Special Need Learners (Relevant Governing Authority License(s), Individual Learner Plan / Qualified Trainer / Tools &amp; Resources).</li> </ol>
2.3.2	Latest Technology into Training Program	<ol style="list-style-type: none"> <li>1. Projector/ Computers (Adequate Number of Computers Per Learners for the IT / Computer Activities).</li> <li>2. White Board/ LCD Screen.</li> <li>3. Interactive Board.</li> <li>4. Other Technology.</li> </ol>
<b>4. Learning Assessment</b>		
2.4.1	Exams (Theoretical / Practical)	<ol style="list-style-type: none"> <li>1. Sample Exams (Pre-assessment/ Theoretical / Practical / Other Exams).</li> <li>2. Sample of Graded Exams.</li> <li>3. Graded Exams - Data Analyzed.</li> </ol>
2.4.2	Measure Training Effectiveness	<ol style="list-style-type: none"> <li>1. Post Course Job Training Follow-up Survey / Measurement (Implementation of Training into the Job).</li> <li>2. Survey Analysis and Action Plan.</li> </ol>
2.4.3	Sample LTP Certificate	<ol style="list-style-type: none"> <li>1. Sample Certificate should include Institute Name/ Course Name/ Course Date (Provide Sample).</li> <li>2. Certificate Number.</li> <li>3. Institute Stamp.</li> <li>4. ACTVET License Number and Year (Certificate should state "ACTVET License number / year").</li> <li>5. Signed by Course Instructor / Academic Director.</li> </ol>



## 3. DATA MANAGEMENT SYSTEM

SUB CRITERIA		ELEMENTS
<b>1. Trainers</b>		
3.1.1	Data Management System (Real Time Data)	<ol style="list-style-type: none"> <li>1. Trainer Passport Copy, Emirate ID, Visa, Contract, CV/ Resume, Job Descript. (Electronic or Hard Copy).</li> <li>2. Level of Education (Attested Degree: PhD, Master, Bachelor) and Experience Letters.</li> <li>3. Staff Files are in a Secure and Safe Location.</li> </ol>
3.1.2	Performance Appraisal	<ol style="list-style-type: none"> <li>1. Relevant Trainer / Job Questions, Fair Scoring Rubric, Questions Correlate to their Job Aspects, and etc. (Should Have Minimum One Performance Appraisal for Each Trainer Conducted by the Academi Director).</li> <li>2. Trainer Observation Reviewed and Documented with Manager.</li> <li>3. Professional Development Assigned for Areas of Weakness.</li> <li>4. Professional Development Completed and Documented.</li> </ol>
<b>2. Trainees</b>		
3.2.1	Data Management System (Real Time Data)	<ol style="list-style-type: none"> <li>1. List of All Courses Offered (Title, Date, Time, Trainer Name, Trainee Names).</li> <li>2. Instructors Who Taught the Course (Approved by ACTVET).</li> <li>3. Trainee Registration and Payment Receipts Records.</li> <li>4. Trainee Course Attendance (Percentage).</li> <li>5. Trainee Grades (Percentage).</li> <li>6. Trainee Course Certificate (Stored All Certificates for 10 Years in Electronic or Hard Copy).</li> <li>7. Data Analysis.</li> </ol>
3.2.2	Survey (Evaluate Trainer and Course)	<ol style="list-style-type: none"> <li>1. Contain Individual / Company Demographics, Relevant Feedback Questions and Fair Scoring Rubric that Covers All Training Aspects.</li> <li>2. Surveys Conducted and Analyzed (Third Party, Trainee Employer, and etc.).</li> <li>3. Data is Analysed.</li> <li>4. Actions Plan Developed According to Data Analysis.</li> <li>5. Analysis Results are Implemented into the Improvement Plan (Documented in Minutes of Meeting).</li> </ol>

## 4. RESOURCES



SUB CRITERIA		ELEMENTS
<b>1. Licenses</b>		
4.1.1	ACTVET License & DED License	<ol style="list-style-type: none"> <li>1. ACTVET License &amp; DED License are Visible in the Reception Area.</li> <li>2. ACTVET License is Valid.</li> <li>3. The Activities are in Accordance with DED Trade License and ACTVET License.</li> <li>4. ACTVET License is Nicely Displayed in the Reception Area.</li> </ol>
<b>2. Partnership Agreements / Contracts</b>		
4.2.1	Contract(s) with the External Awarding / Professional Entities	<ol style="list-style-type: none"> <li>1. Valid Contract Signed, Dated, and Stamped from Both Parties.</li> <li>2. Contract with the Full Terms and Agreement.</li> <li>3. Contract is Relevant with LTP License and Course(s) / Program(s).</li> <li>4. Display External Awarding and Professional Entities Certificate in the Reception Area.</li> </ol>
<b>3. Marketing Materials / Tools</b>		
4.3.1	LTP Corporate Profile	<ol style="list-style-type: none"> <li>1. Vision - Mission - Values.</li> <li>2. Company History (Brief Introduction of the Company Profile, Goals, etc.).</li> <li>3. Organizational Chart.</li> <li>4. Technical and Vocational Education and Training (TVET) Objectives / Business Strategy.</li> <li>5. List of All Trainings.</li> <li>6. Highlight Achievements / Strengths / Innovation.</li> <li>7. List of External Awarding and Professional Entities.</li> <li>8. Company Details (Name, Logo, Contact Details, E-mail, Website, Address / Map Address).</li> </ol>
4.3.2	List of Course(s) / Program(s)	<ol style="list-style-type: none"> <li>1. List of All Course(s) / Program(s).</li> <li>2. Detail Description of Each Course / Program.</li> <li>3. Duration and Trainer of Each Course.</li> <li>4. Job Prospects (Job Market Needs Analysis).</li> <li>5. Skills in Demand.</li> <li>6. Course fees.</li> </ol>

4.3.3	Logo	<ol style="list-style-type: none"> <li>1. Valid for (1-10) Years Attested by the Ministry of Economy.</li> <li>2. Valid for (6) Month - Less (1) Year.</li> <li>3. Valid for Less than (6) Months.</li> <li>4. Registration in Process.</li> </ol>
4.3.4	Website and Contact Info.	<ol style="list-style-type: none"> <li>1. Updated information on Website.</li> <li>2. E-mail Address.</li> <li>3. Landline Number.</li> </ol>
4.3.5	Advertisements	<ol style="list-style-type: none"> <li>1. All Advertisements are Documented in a File (Electronic or Manual system).</li> <li>2. LTP Name, Logo and ACTVET License Number Appear Clearly on All Advertisements (Contract Available for Pictures and Partnerships that Appear in the Advertisements).</li> <li>3. Advertising within the Scope of the Licensed Activities from ACTVET and DED.</li> <li>4. Disseminate Accurate and Factual Information.</li> </ol>
<b>4. Employees</b>		
4.4.1	MOHRE	<ol style="list-style-type: none"> <li>1. Updated List from MOHRE (Less than One Month).</li> <li>2. Include all Employees in Designated Position.</li> <li>3. Include at least One Trainer for Each Activity.</li> <li>4. Sufficient Number of Staff (Based on Activities, Trainees, and etc.).</li> <li>5. Employee Timesheet (Electronic or Manual Record System).</li> </ol>
4.4.2	Trainer(s) List/ Appointment letter(s)	<ol style="list-style-type: none"> <li>1. Provide a List of All Trainers (List Full-Time, Part-Time, Free-Lance Trainers).</li> <li>2. Provide Appointment Letter for Trainers.</li> </ol>

## 5. HEALTH & SAFETY / FACILITY

SUB CRITERIA		ELEMENTS
<b>1. Documents</b>		
5.1.1	Health and Safety Policy	<ol style="list-style-type: none"> <li>Detailed Health and Safety Policies and Procedures.</li> <li>Fire Drill Procedure.</li> <li>Pre- Drill Staff Training (Documentation).</li> <li>One Practice Fire Drill a Year in Accordance with the Civil Defence and has Recorded Evidence of the Drill. (Please Get Civil Defence Approval).</li> <li>Post-Drill Staff Feedback / Report (Pictures, Documented with Date, Time, Employee Attendance.</li> <li>Time to Evacuate to Assembly Point, Participants).</li> <li>Staff Trained in Case of an Emergency (Evidence).</li> </ol>
5.1.2	Medical Procedures	<ol style="list-style-type: none"> <li>Medical Emergency Procedure.</li> <li>Medical Condition included in Registration Form (Provide Sample).</li> </ol>
<b>2. Facility / Site</b>		
5.2.1	Facility	<ol style="list-style-type: none"> <li>Adequate Facility.</li> <li>Adequate Training Room(s) (Walls and Rooms are Clean).</li> <li>Academic Director Office.</li> <li>Reception and Waiting Area.</li> </ol>
5.2.2	Learning Environment	<ol style="list-style-type: none"> <li>All Rooms and Areas are Labelled.</li> <li>Adequate Number of Tables / Desk and Chairs (Comfortable and Safe Tables and Chairs).</li> <li>Each Trainee has 0.5 sqm of Space from Other Trainee (Instructor Can Move Around in a Comfortable and Safe Manner).</li> <li>Good Ventilation, Lighting, and Hygienically Maintained.</li> <li>Flooring is Leveled /Safe and Wiring is Contained.</li> <li>Equipment is Up to Date and Functional.</li> </ol>

5.2.3	Evacuation Plan	<ol style="list-style-type: none"> <li>1. Full Floor Plan in All Rooms / Exit Signs.</li> <li>2. Plan Shows Where You are Located and Shown How to Evacuate From Your Location Through the Stairs to the Assembly Point (Staff is Trained and Aware).</li> <li>3. Plan has Emergency Numbers on it (Police, Ambulance, Fire, and etc.).</li> </ol>
5.2.4	Fire Extinguishers & First-Aid Kit	<ol style="list-style-type: none"> <li>1. Central Location (Reception Area or Visible Location(s)).</li> <li>2. Adequate to the Number of Existing Staff.</li> <li>3. Functional and Valid.</li> <li>4. Staff Member has Been Trained to use Fire Extinguisher / First-Aid Kit (Evidence).</li> </ol>

NAME	JOB TITLE	SIGNATURE	DATE
<b>Prepared by</b>			
<b>Saif Al Mutawwa</b>	ACTING Licensing Manager		16 June 2022
<b>Approved by</b>			
<b>Ziad Abu Sal</b>	Director, Licensing and Accreditation		16 June 2022



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