



# Recruitment Policy

## Introduction

Total Quality Training Institute (TQTI) is dedicated to attracting, selecting, and appointing the most capable and qualified individuals. This policy defines the principles, standards, and procedures governing the recruitment process to ensure consistency and quality in staffing.

## Purpose

This policy aims to promote transparency, equity, and strict adherence to the labor laws and regulatory requirements of the Sultanate of Oman throughout the recruitment process.

## Policy Guidelines

### 1. Equal Employment Opportunity

TQTI upholds a strong commitment to equal opportunity and diversity. No individual will face discrimination based on race, color, religion, gender, nationality, age, disability, or any other legally protected status.

### 2. Pre-request

Identity card & CV is mandatory to submit before employment, ROP clearance is pre-request for all staff. In addition to the Fitness to Work Report.

### 3. Job Descriptions

Prior to initiating recruitment, clearly defined and current job descriptions shall be prepared for all positions. Each description will detail the essential responsibilities, qualifications, and competencies required for roles such as Soft Skills Instructor, HSE Instructor, Manager, Centre Coordinator, Accountant, Helper, and Receptionist.



#### 4. Vacancy Announcements

Vacancies will be advertised using appropriate communication channels including online platforms, print media, the institute's website, and social media. Each announcement will include a concise role summary, eligibility criteria, and application instructions.

#### 5. Selection Criteria

Sometimes, selection of employees depending on recommendations. Candidates might be referred by trusted professionals on the same field that job offered. Selection benchmarks will be established based on the approved job descriptions. Criteria may encompass academic qualifications, professional experience, technical competencies, interpersonal skills, and relevant certifications.

#### 6. Application Review and Shortlisting

Applications submitted within the stipulated timeline will be assessed by the recruitment team. Shortlisting will be conducted based on alignment with the job-specific qualifications and experience.

#### 7. Interview and Evaluation

Shortlisted candidates will be invited for interviews and evaluations, which may include technical tests, practical demonstrations, and/or behavioral assessments. Panels comprising qualified personnel will oversee the interviews to ensure impartiality. Details of interview will be recorded on the Interview Form.

#### 8. Reference Verification

Before finalizing appointments, comprehensive reference checks will be conducted to verify prior employment, qualifications, and character.

#### 9. Job Offer and Appointment



Successful candidates will receive a formal employment offer detailing compensation, benefits, and role expectations. Upon acceptance, relevant contractual and onboarding documentation will be completed.

#### 10. Regulatory Compliance

TQTI will fully comply with all applicable legal and regulatory frameworks issued by the Ministry of Labor, ensuring compliance in documentation and employment standards.

#### 10. Record Retention

Recruitment documentation, including applications, resumes, interview evaluations, reference checks, and offer letters, will be securely stored and maintained with strict confidentiality, in line with data protection standards.

#### 11. Promotion & Perks

TQTI recognizes and rewards internal talent through structured promotion pathways:

Area	Details
Promotion Criteria	Demonstrated leadership, contribution to institutional goals, and skill development
Perks	May include salary increment, title upgrade, professional development opportunities, and access to additional benefits (e.g., travel allowance, training sponsorship)
Review Cycle	Promotions are reviewed annually or as part of strategic staffing plans



## 12. Continuous Improvement

TQTI remains committed to refining its recruitment practices. Feedback from both applicants and interviewers will be used to evaluate and enhance recruitment strategies and practices.

This policy is shared with all relevant stakeholders and serves as an essential reference for recruitment activities within the institute. It will be reviewed periodically to ensure relevance and compliance with evolving legal and institutional standards.

Dr. Samir Al Bahrani

Manager of Institute    Next Review 25 / June / 2026

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