**Training Policy**

**1. Purpose**

To establish a structured framework for planning, delivering, and evaluating training programs at TQTI, ensuring consistency, quality, and alignment with national standards and industry needs.

**2. Scope**

This policy applies to:

* All training programs (short and long duration)
* All trainers, assessors, and support staff
* Internal and external quality assurance activities

3. **Training Types**

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| **Type** | **Description** |
| Short Courses | Focused skill-based sessions |
| Long Courses | Comprehensive programs with assessments |

**4. Training Objectives**

* Deliver competency-based training aligned with awarding bodies and industry standards
* Ensure trainers are qualified and assessments are valid
* Promote bilingual accessibility (English and Arabic)
* Support continuous improvement through feedback and evaluation

**5. Trainer Requirements**

* Must hold relevant qualifications and industry experience
* Must complete internal induction and standardization
* Must adhere to TQTI’s Code of Conduct and Assessment Policy

**6. Training Delivery Standards**

* Use approved curriculum and materials
* Apply varied teaching methods (e.g., practical, theoretical, blended)
* Maintain accurate attendance and assessment records
* Ensure cultural diversity and inclusivity

**7. Assessment & Evaluation**

* Assessments must be fair, valid, and reliable
* IQA sampling will be conducted for both short and long courses
* Learner feedback will be collected and reviewed after each course

**8. Monitoring & Review**

* Training delivery will be monitored by the IQA staff
* Trainers will be evaluated using the Appraisal Form
* Policy will be reviewed annually or as required

**9.** **Roles & Responsibilities**

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| **Role** | **Responsibility** |
| Manager | Oversight of planning, delivery, compliance and monitor quality |
| Trainer | Deliver training and maintain records |
| Admin Staff | Support logistics and documentation |

**10. Learner Induction**

All learners shall understand a structured induction process prior to the beginning of training. This includes orientation on institute policies, health and safety procedures, training objectives, and available support services.

* **Induction Form**: For long term courses, each learner must complete and sign the Learner Induction Form to confirm understanding and participation.
* **Record Keeping**: Completed forms shall be retained in the learner’s training file and reviewed during internal audits.

**11. Learner Guidance & Support**

The institute is committed to providing continuous guidance and support to all learners throughout their training journey.

* **Access to Trainers and Coordinators**: Learners may seek academic or administrative support from assigned trainers or training coordinators.
* **Learners with Special Needs:**  
  Each training session will include a minimum of 30 additional minutes to accommodate trainees requiring special care. Furthermore, individualized tutoring will be provided for at least 30 minutes to support their learning needs.
* **Monitoring**: Learner progress and concerns shall be monitored and documented to ensure timely intervention and support.

**12. Customer Satisfaction & Feedback**

To support quality and continuous improvement, the institute actively gathers and reviews feedback from learners.

* **Candidate Feedback Form**: All learners are encouraged to complete the Candidate Feedback Form at the end of their training program.
* **Suggestion Box**: A Suggestion Box is available at the reception area for anonymous input, comments, or improvement ideas.
* **Review Process**: Feedback is reviewed monthly by the Quality Assurance team and used to inform corrective actions and service enhancements.

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

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**Dr. Samir Al Bahrani**

**Manager of Institute Next Review 25 / June / 2026**

**25 / June / 2025**