



## TUV Nord Training Centre



11 December 2024



Location  
Ma'ameer  
Industrial Area



Learning Areas

- Health & Safety
- Business & Commerce



Total Enrolment  
1934

### Overall Judgement **In Progress**

#### Recommendation (1)

Sufficient Improvement

#### Recommendation (2)

Partial Improvement

#### Recommendation (3)

Sufficient Improvement

#### Recommendation (4)

Sufficient Improvement

#### Recommendation (5)

Sufficient Improvement

#### Recommendation (6)

Partial Improvement

### The Overall Outcomes of the Monitoring Visit

The TUV Nord Training Centre has implemented several measures to sufficiently address the majority of the recommendations, particularly by enhancing training methodologies and assessment standards to improve learners' engagement and foster the development of the necessary skills and knowledge. However, there are still a few areas where improvements are only partial. There remains considerable potential for further enhancement in record-keeping, aggregation, and analysis of learners' performance data to better inform decision-making. Moreover, although the Centre has recently finalised its updated quality assurance manual, the full impact of its implementation on the overall quality of provision has yet to be realised.



Sufficient Progress



In Progress



Insufficient Progress

## Recommendation (1):

Ensure that learners improve relevant knowledge, develop effective skills, and achieve ILOs and/or the qualifications they aim for through assessing learners' achievement via rigorous assessment mechanisms

### Sufficient Improvement

- TUV Nord has made sufficient improvements in assessment standards, resulting in enhanced learners' performance and positive outcomes. Approximately (65%) of TUV Nord's provision consists of very short-duration and externally accredited programmes in Health & Safety, with final summative assessments developed, verified, and primarily marked by the awarding body. These assessments are well-structured, aligned with the Intended Learning Outcomes (ILOs), and administered in accordance with the awarding body's standards and requirements.
- For the local achievement programmes, the Centre employs fit-for-purpose internal summative assessment tools developed by its qualified and certified trainers, in alignment with the programme level, duration and ILOs. These tools include pre-and post-tests and practical evaluations, suitably assessing learners' performance based on programme requirements. Generally, learners' work is marked and evaluated fairly, following pre-defined grading criteria and key answers.
- Analysis of learners' work, available performance records, and outcomes from the observed sessions indicate that the majority of learners successfully acquire the knowledge and skills relevant to their programmes and achieve their qualifications in a timely manner.

## Recommendation (2):

Ensure that learners improve relevant knowledge, develop effective skills, and achieve ILOs and/or the qualifications they aim for through maintaining, aggregating, and analysing learners' performance reliable data to inform decision-making

### Partial Improvement

- The Centre maintains sufficient records of learners' performance, aggregated at the institutional level on an annual basis. These records include individual learners' attendance and punctuality, scores from both internal and external summative assessments, and achievement levels.
- Based on these records, a report for the year 2023 has been generated, detailing the total number of programmes conducted, the number of enrolled learners, and the overall attendance and pass rates. Nevertheless, comprehensive performance records for 2024 have yet to be fully aggregated and analysed. While positive steps have been taken to address this recommendation, there remains significant potential to enhance record-keeping, aggregation, and analysis of learners' performance data at both individual and programme levels. This improvement would facilitate better decision-making and more effective performance monitoring, ultimately leading to further improved learners' achievement.

## Recommendation (3):

Enhance planning, structuring, and delivery of courses through improving training methodologies to engage and motivate learners productively throughout the session

### Sufficient Improvement

- TUV NORD has implemented relevant measures to improve the planning and delivery of its programmes, beginning with utilising structured and fit-for-purpose session plans and specifications that reinforce the overall programme structure.
- The Centre has expanded its pool of trainers by recruiting certified professionals with extensive expertise in Health, Safety, and Environment (HSE) and Management. The quality of training and trainers' performance is sufficiently monitored through tools such as the 'Trainer Performance Form' and 'Class Observation', though the feedback provided to trainers occasionally lacks the critical detail necessary to address key areas for improvement.
- These initiatives have led to sufficient improvement in the training methodologies, as evidenced by session observations during the visit. The trainer effectively leveraged his extensive vocational experience and available learning resources to foster productive engagement and participation among learners throughout the sessions.

## Recommendation (4):

Enhance planning, structuring, and delivery of courses through enhancing utilisation of local market needs analyses to inform decision-making

### Sufficient Improvement

- TUV Nord has taken relevant actions to enhance the planning, structuring, and delivery of its programmes. This effort is informed by the outcomes of market and feasibility studies, as well as a Training Needs Analysis (TNA). These insights have been sufficiently utilised to shape the Centre's offerings, leading to the launch of new, in-demand programmes in the HSE field. Additionally, the Centre has established affiliations with additional awarding bodies, including the National Plant Operators Registration Scheme (NPORS).
- The Centre has also leveraged its strategic business plan, and findings from market and feasibility studies to identify essential improvements in its curricula, infrastructure, and resources. This includes the integration of HSE technical and management training into the curriculum, as well as pursuing approvals for qualifications in Occupational Health and Safety (OHS), Heavy Equipment, and Management Systems. In addition, the Centre has invested in enhanced learning resources, equipment, and facilities, such as the newly installed confined space and gas tester simulator, along with a practical area to support the delivery of these new programmes.

## Recommendation (5):

Improve leadership and management by ensuring strategic planning focuses on improving learners' achievement

### Sufficient Improvement

- TUV Nord has conducted a useful SWOT analysis to assess its current situation; nevertheless, the linkage between this analysis and the development of the strategic plan (2023-2024) has been inconsistent. This disconnect has impacted the consistent achievement of its vision to improve learners' achievement.
- The Centre has made sufficient progress in aligning its programme offerings with relevant market needs analysis and improving learners' skills development and knowledge acquisition through enhanced training and assessment strategies. This reflects adequate improvements in several practices. Nonetheless, challenges remain in effectively monitoring learners' performance. Specifically, there is a need to better maintain, aggregate, and analyse performance data to strategically utilise the outcomes for driving further improvements.

## Recommendation (6):

Improve leadership and management by developing internal quality assurance arrangements, particularly the moderation and verification, documentation, and follow-up

### Partial Improvement

- The Centre has taken positive action to address this recommendation by developing an updated version of the quality assurance manual, supported by an appropriate set of policies and procedures that covers essential aspects of training and learning. However, the manual has yet to be implemented, pending final approval from the TUV Nord Group. This delay has hindered the enhancement of quality assurance arrangements and practices, particularly in the verification and moderation of assessments.
- Currently, the Centre relies on the specifications and standards set by awarding bodies for assessments in externally accredited programmes, along with the expertise of its certified trainers, to structure assessments in local achievement programmes. Additionally, a second marking practice is used as a moderation mechanism in these programmes. Nevertheless, there is a significant need to formalise and document these practices to enhance consistency, which would strengthen the Centre's efforts in monitoring learners' achievement and utilising the outcomes to drive further improvements in its provision.
- Furthermore, there is an opportunity to refine the relevant policies for moderation and verification, especially concerning local achievement programmes, by establishing more detailed procedures to ensure consistent implementation and proper follow-up on outcomes.

#### Next Actions

The Institute will be scheduled for a review as per BQA's policies and procedures.