

Internal Quality Assurance Policy

Date created: Wednesday 20th, January 2016

Version: V1.1

Applicable to: Al Rowad Consulting

Approved by: Mr. Mostafa Abdo

Updated: Sunday 20th, May 2018

Review Date: Monday 20th, May 2019

Policy Statement:

Al Rowad Consulting manages a robust assurance system, to maintain the consistency and accuracy of assessments.

Internal Quality Assurance (IQA) is the process of ensuring that training delivering and assessment practice is monitored in order to guarantee that all meet client standards.

Our Mission;

To provide professional and strategic consultancy and training services at ambitious levels, to a global circle of clients in a way that adds high-term value to their organization

- Perform – to be the best that you can be
- Develop a positive “can do” approach – to see the possibilities in everything
- Improve well-being

Our Objective;

- To provide a continuous check on the consistency and quality of delivery and the flexibility, quality, and fairness of recognizing, assorting and overall assessment of training as per agreement with the client.
- To meet and exceed the requirements placed upon us by Clients, the awarding bodies, and the Trainers agreement.



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- To ensure that valid analysis decisions are reached for all our clients and that of all internal requirements are fully met.
- To support staff in their classroom delivery by providing them the opportunity to receive critically supportive explanation and to be able to conduct peer remark as per training objective.
- To support staff in their assessment delivery by providing them the opportunity to receive critically supportive explanation on decisions reached as per agreed training objective.

The key features of an effective system are that it must:

- combine the monitoring of evaluations and a way of standardizing assessment recommendations.
- assessments on a 'developmental' basis, therefore given feedback to trainers on an ongoing basis (Including Pre-Post assessment in the process).
- support and develop the training & development team.
- be accurately recorded to provide a clear audit trail.
- be carried out by suitably qualified and occupationally acceptable staff as per the project requirement.

Scope;

For the purpose of this policy, the term IQA encompasses all forms of activity that check and validate assessment. It may be implemented through the systems of verification as required or laid down by examining or awarding bodies, or it may occur through shared observation of trainer's exercises.

Any task, activity, essay or project that offers to the trainer or core skill will the scope of this policy.

Responsibilities;

The Training & Development Manager & Corporate Consultant of Al Rowad has the responsibility to ensure that all IQA policies are being followed and that the appropriate evidence is being accurately performed and presented.

- The IQA policy is integral to the induction process and all associated staff have a responsibility to give full and active support for the policy by ensuring that it is known, understood and implemented by all.





Trainers;

- Ensure that each trainer's are aware of his/ her responsibility for the collection and performance while training.
- Provide learners with prompt, constructive feedback.
- Maintain accurate and verifiable attendance and achievement records.
- Make themselves available for discussion with the Internal Quality Assurer/Qualification Coordinator and/or External Quality Assurer.
- Ensure maintenance of confidentiality for sensitive information.

Monitoring and Evaluation;

This policy will be monitored by the General Manager & Training Development manager and through established quality audit procedures.

Where discrepancies are found, or evidence of malpractice or maladministration is found, then the appropriate policy will be initiated by the Managing Director of Al Rowad Consulting Comply with Qatar law.

- **Records of observations by Internal Quality be maintained for sampling by the External Quality Assurer.**

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Internal Quality Assurance for Trainers Policy

Date created: Tuesday 15th, March 2016

Version: V1.1

Applicable to: Al Rowad Consulting

Approved by: Mr. Mostafa Abdo

Updated: Thursday 7th, June 2018

Review Date: Sunday 9th, June 2018

Trainers Policy:

This is the Quality Assurance of Trainers Policy for trainers delivering all types of training at:

Al Rowad Consulting.

Responsibility for connecting with trainers/instructors & standards arrangements is assigned to:

Mr. Shanavas Purahil

Overall and final responsibility for Quality of training and arrangement is that of:

Mr. Josue Sarandona Raniezes II

Day-to-day responsibility for ensuring this policy is put into practice is delegated to:

Mr. Mostafa Abdo

This Policy will be monitored by the Training & Development Manager and through established quality Trainers Selection is directed by: **Mr. Ahmad Khan**

Quality Assurance of Trainers (Part One)

Al Rowad Consulting values a high quality of training provided by our employed and self-employed instructors (Freelancer, Sub-Contractor). Our objective is to ensure the trainee(s) successfully obtain qualification and enjoy their training sessions. All trainers/ instructor will be:

- Assessed and monitored on basis of the job assigned.
- Feedback will be sought from all participant.

- Quality assurance & Training development team will talk to discuss changes and ideas.
- Evidence of monitoring and shortfalls/changes will be recorded in the trainer's records for auditing both internally and externally.
- Any practice with Al Rowad shall be in terms & condition as per Internal Quality Assurance (V.1.1).

A) Selection of Trainers:

- Part I – Identifying trainers for training & accomplishing competencies requirement.
- Part II – Behavioral based Interview & Invitation.
- Part III – Candidate Presentations.
- Part IV– Selection.

Part I – Identifying trainers for training & accomplishing competencies requirement;

- Employed and self-employed trainers such as (freelancer, Contractor) are hired on determining the client's requirement; Understanding of Al Rowad policy as referred in Internal Quality Assurance (v.1.1).
- Trainers should be shortlisted following the brief presented by Business development team such as (engaging in seminars, coaching either participating in training).
- Member of a team representing selection committee must ensure the obtained information & terms are as referred in Internal Quality Assurance (V.1.1).

Part II – Behavioral based Interview & Invitation

- A concourse will be held in the result of shortlisted trainers & telephonic interview should be carried as part of the selection process.

Upon achievement of shortlisted trainers based on client requirement, all necessary documents should be obtained & verified before an invitation.

Part III – Candidate Presentations

Cont'd - P3

•a) SCOPE:

- To recognize the match of competencies
- To appreciate the importance of the selection process
- To understand the methodology commonly used in Training

b) Presentations:

- Trainers are required to present their specialization during the performance of the programme delivery at Al Rowad Office.
- Committee team will guarantee that all terms agreed between Al Rowad & service provider are successful.

Part IV– Selection

- Chosen trainers will be subjected to all terms & agreement implemented by Al Rowad including methods as directed on SOW, Contractor resources.

Quality Assurance of Trainers (Part Two)

All instructors conducting any courses will be assessed/monitored by the Manager Training & Development

Mr. Mostafa Abdo and Mr. Ahmad Khan

- Intervals for monitoring must be at least once every 12 months for existing instructors where no complaints are reported from trainees in the case of classroom training, also members/ organizer/partner of such events.
- the feedback forms are sought from trainees to assess and if the performance from a trainer is rated as poor or very poor by examining overall impact of the course on the group/ individual in one training session including Pre & Post assessment provided to individual/group during the Course.

The Instructor will hold responsibility for any potential causes of the complaint.

- Any complaints from the organizer/partner of such events will be evaluated by the Managing Director and if it's felt necessary this may result in necessary actions as per Qatar law.

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