

ACTVET

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



LICENSED TRAINING PROVIDER (LTP)

# EVALUATION CRITERIA

For New 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 at least (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 include: Minimum Attendance Requirement, Time Sheet (date, time, and signature), etc.</li> <li>Procedures.</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 <b>(Form only)</b>.</li> <li>Refund Decision and Timeline <b>(included in the form)</b>.</li> </ol>
1.1.3	Complaint and Appeal Policy	<ol style="list-style-type: none"> <li>Detailed Complaint and Appeal Procedure <b>(2 Separate Procedures)</b>.</li> <li>Complaint and Appeal Form <b>(2 Separate Forms)</b>.</li> <li>Complaint and Appeal Decision and Timeline <b>(included in the form)</b>.</li> </ol>
<b>2. Registration</b>		
1.2.1	Admission Criteria and 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 <b>(Form only)</b>.</li> <li>List of Requirements for all program(s) \ course(s).</li> <li>Registration Process for Individual or Company Contract (Full Details) <ul style="list-style-type: none"> <li>Detailed Service Level Agreement / List of Selected Candidates for the Particular Course (for Government / Private Contract).</li> </ul> </li> <li>Registration System.</li> <li>Registration Form includes: (Brief Attendance Policy / Refund Policy / Complaint Policy / General Terms and Conditions).</li> </ol>
<b>3. Financial</b>		
1.3.1	Financial Statement	<ol style="list-style-type: none"> <li><b>Projected</b> Financial statement for 3-5 years,</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 <b>(Form only)</b>.</li> <li>4. Sample 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 (Form only).</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. Learning Tools</b>		
2.2.1	Latest Technology into Training Program	<ol style="list-style-type: none"> <li>1. Projector/ Computers (adquate number of computers per learners for the LTP with IT/Computer activities).</li> <li>2. White Board/ LCD Screen.</li> <li>3. Interactive Board.</li> <li>4. Other technology.</li> </ol>
<b>3. Learning Assessment</b>		
2.3.1	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. Space for ACTVET License Number and Year (Certificate should state "ACTVET License number / year").</li> <li>5. Space for Course Instructor / Academic Director Signature.</li> </ol>

## 3. DATA MANAGEMENT SYSTEM

SUB CRITERIA		ELEMENTS
<b>1. Trainers</b>		
3.1.1	Performance Appraisal	1. All Trainer, relevant feedback questions, fair scoring rubric, questions correlate to their job aspects, and etc. <b>(Form only)</b> .
<b>2. Trainees</b>		
3.2.1	Data Management System (Real TimeData)	<ol style="list-style-type: none"> <li>1. List of All Courses Offered (Title, Date, Time, Trainer Name, Trainee Names) <b>(Form only)</b>.</li> <li>2. Trainee Course Attendance (Percentage).</li> <li>3. Trainee Grades (Percentage).</li> </ol>
3.2.2	Surveys (evaluate trainer and course)	1. Contain individual / company demographics, relevant feedback questions and fair scoring rubric that covers all training aspects. <b>(Form only)</b> .

## 4. RESOURCES CRITERIA

SUB CRITERIA		ELEMENTS
<b>1. Marketing Materials/ Tools</b>		
4.1.1	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 fee.</li></ol>
4.1.2	Logo	<ol style="list-style-type: none"><li>1. Initial approval (registration receipt or letter).</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> </ol>
5.1.2	Medical Procedures (for Trainee & Staff)	<ol style="list-style-type: none"> <li>Medical Emergency Procedure.</li> <li>Medical Condition included in Registration Form (Provide Sample).</li> </ol>
<b>2. Place/ 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>Full Floor Plan in All Rooms / Exit Signs.</li> <li>Plan Shows Where You are Located and Shown How to Evacuate From Your Location Through the Stairs to the Assembly Point.</li> <li>Plan has Emergency Numbers on it (Police, Ambulance, Fire, and etc.).</li> </ol>
5.2.4	Fire Extinguisher & First-Aid Kit	<ol style="list-style-type: none"> <li>Central Location (Reception Area or Visible Location(s)).</li> <li>Adequate to the Number of Existing Staff.</li> <li>Functional and Valid.</li> </ol>

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



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