Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET)

Request to Add or Remove Trainer Request Formative EV Visit

User Guide – Ver 0.2

Last Update; Sept 2022

Contents

Document Type:	☐ Secret	☐ Sensitive	☐ Confidential	☒ Open

Introduction

Through TAMM, you can access services and features from the Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET).

The following ACTVET services and features are covered in this user guide:

- Request to Add or Remove Trainer - Through this service, you can add or remove a trainer.
- Request Formative EV Visit – Through this feature, you can request a formative external verification visit from ACTVET.
- Book School Inspection – Through this feature, you can request a school inspection from ACTVET.

Pre-requisite

Your valid **UAE Pass** account credentials are needed to sign in and access ACTVET's digital services.

For a personalised experience, sign in to access My Locker, your documents, continue services and so much more. Don't have an account?

🔒 Sign in with UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

What is UAE PASS?

UAE PASS is collaboration between Smart Dubai, Telecommunications Regulatory Authority and Abu Dhabi Digital Authority, aiming to provide a single trusted digital identity solution for service providers in the UAE, while maintaining a high level of security assurance and seamless user experience. UAEPASS is a fundamental enabler for digital transformation initiatives, and a contribute towards achieving the goals of UAE Vision 2021, UAE Centennial 2071, and sustainable development.

Benefits

- Access different services across all sectors
- Authenticate to service providers using your smartphone
- Digitally sign and validate documents
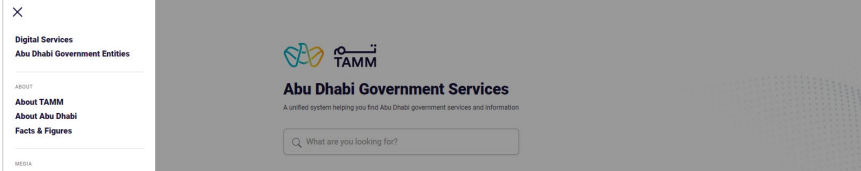
Sign into TAMM Digital Services

Click **Sign in with UAE PASS** using your valid credentials.

Getting Started

This section explains the step-by-step procedure to access the ACTVET Services.

Find the Service on TAMM

1. On TAMM home screen, click the menu icon on the left and select **Digital Services**.

2. Scroll to find **Abu Dhabi Center for Technical and Vocational Education and Training** from the list and click **VIEW SERVICES**.

3. Scroll to find your specific service from the list and click **APPLY**.

This section explains the step-by-step procedure to access the ACTVET features.
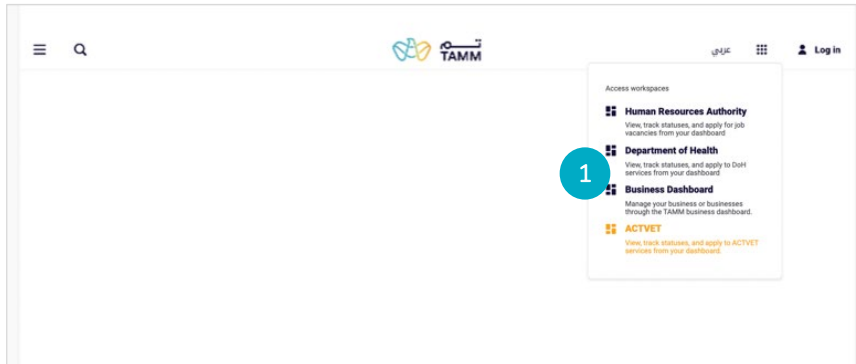
Find the Feature on TAMM

Through the ACTVET Dashboard

1. Click the **square** icon located on the top right of the TAMM website and click **ACTVET** from the drop-down list.
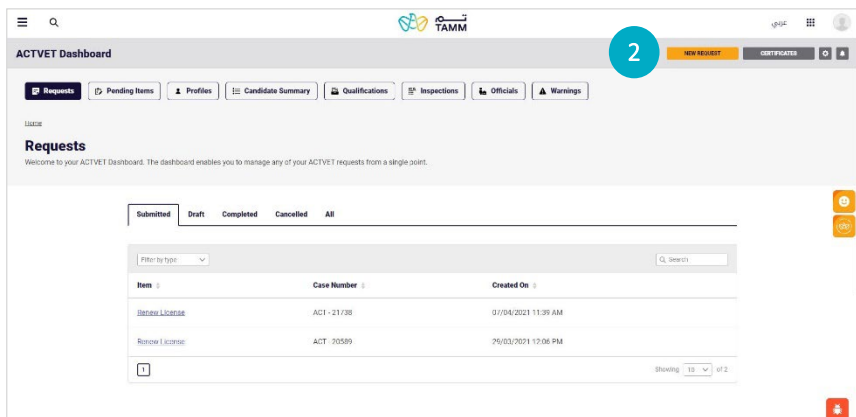
2. Click NEW REQUEST.
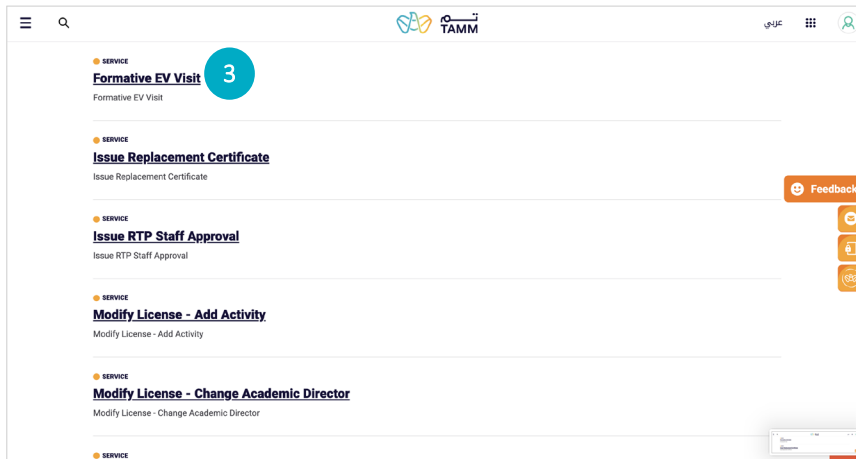
3. Scroll to find the specific feature from the list and click the feature.

Request to Add or Remove Trainer

1

| START | 🕐 Under **6 min** | 🖨 Approx. cost **AED 500** |

Request to Add or Remove Trainer

Start Service Request

1. On the service landing page, click **START** to request a new training licence.

The following screen displays the '*Select a Service*' section.

Select a Service

Select the type of service you want to proceed with.

2

● Add Trainer   ○ Remove Trainer

3

| NEXT → | Cancel |

Select a Service

2. Select a service from the following options:
   o Add Trainer
   o Remove Trainer

3. Click **NEXT** to proceed.

   o To close the application, click **Cancel**.

Notes:
• Based on the service selected, the following screen displays:
   o For Add Trainer - the *'Request to Add Trainer'* section.
   o For Remove Trainer - the *'Request to Remove Trainer'* section.

Select Trainer

Select the type of trainer and an existing contact to add. Note that only completed contacts are available in the dropdown for role assignment. To create a new contact, go to the dashboard's profile section or use the button below.

TRAINER TYPE

LTP Visitor Trainer ⌄

CONTACT

Mariella ⌄

If the contact you wish to add is not available in the list, please click 'ADD NEW CONTACT'.

Identity Type	**Passport Number**
Identity Number	XXXXXXXX
Email Address	email@email.com

ADD NEW CONTACT

Terms and Conditions

In order to proceed with your application, you are required to read and accept the terms and conditions.

ACCEPT ON BEHALF OF

Khaled ⌄

☑ I have read and agree to ACTVET's Terms and Conditions

NEXT → Cancel

Request to Add Trainer - Select Trainer

4. Select the trainer type from the following 2 options:
   a. LTP Visitor Trainer
   b. LTP resident trainer

5. Select the contact to assign as trainer. Once a contact is selected, the contact's details will populate in a table containing Identity Type, Identity Number and Email Address.

Note: If the contact is not available in the drop down list, the user should click the 'ADD NEW CONTACT' button to be redirected to the 'Add Contact' dashboard feature. The user will need to complete this request for ACTVET approval, once approved, the contact will be available in the list.

6. Read and accept the **Terms and Conditions** by selecting the check box.

Note: The acceptance of terms and conditions is controlled by ACTVET on a case by case basis. If for any request, the terms and conditions are not applicable, the '**Accept Terms and Conditions**' section will be hidden.

7. Click **NEXT** to proceed.
   o To close the application, click **Cancel.**
   o To go back to the previous page, click **BACK**.

The following screen displays the *'Select Activity'* section.

Select Activity

Select the activity that will be handled by the trainer and add a description about the trainer's responsibility, if applicable.

Case Number	Created On
ACT - 27514	**7 June, 2021 03:13PM**

ACTIVITY

⑧
Artificial Intelligence ▾

ADDITIONAL COMMENT ABOUT ACTIVITY OR TRAINER (OPTIONAL)

⑨
Describe any additional information you would like to provide for this service.

0/500

⑩ ← **BACK**   **NEXT →**   Cancel

Request to Add Trainer – Select Activity

Review the following request details:
- Case Number
- Created On

8. Select the activity which needs to be added from 'Activity' drop-down.

9. Provide any comments related to the activity in the '**Additional Comment About Activity or Trainer**' text box, if required.

10. Click **NEXT** to proceed.
    - o To close the application, click **Cancel.**
    - o To go back to the previous page, click **BACK**.

The following screen displays the '*Assign Courses*' section.

Assign Courses

Assign courses to the trainer by clicking on 'ASSIGN COURSE' and add the courses one by one. Once all the desired courses have been added, click on 'Next' to proceed with the service.

Case Number	Created On
ACT - 27514	**7 June, 2021 03:13PM**

Assigned Courses List

Filter by ▾		🔍 Search

Course Name (English) ⇕	Course Name (Arabic) ⇕	Actions

You have not assigned any course to the trainer. Click 'ASSIGN COURSE' to start.

⑪ | ASSIGN COURSE |

⑫ ← **BACK**   NEXT →   Cancel

Request to Add Trainer – Assign Courses

11. Click the '**ASSIGN COURSE**' button to begin assgining courses to the trainer. Added course details can be viewed in the 'Assigned Courses List' table.

Note: Once a course is assigned, it can be removed by clicking the delete icon which appears under 'Actions'.

12. Click **NEXT** to proceed.
    - o To close the application, click **Cancel**
    - o To go back to the previous page, click **BACK**

The following screen is diplayed:
- The '*Assign Course*' screen, if '**Assign Course**' button is clicked.
- The '*Upload Documents*' screen, if the '**Next**' button is clicked.

Assign Course

Select the course you wish to add for the trainer and click on 'ADD'. You can filter the list of courses or search for a specific course using the table below.

Case Number	Created On
ACT - 27514	7 June, 2021 03:13PM

Courses

Filter by ▾		Q Search

	Course Name (English) ⇕	Course Name (Arabic) ⇕
○	cxzx	عربي
○	test	عربي

1		Showing 10 ▾ of 2

← BACK   ADD   Cancel

Request to Add Trainer – Assign Course

11.1 Select a course to add from the 'Courses' table.

13. **Note:** Only one course can be added at a time.

11.1 Click **ADD** to add the course and go back to the *'Assign Courses'* page.
- o   To close the application, click **Cancel**
- o   To go back to the previous page, click **BACK**

Upload Documents

Upload the requested documents below and add any additional information, if applicable.

EXPERIENCE LETTER

⬆ SELECT FILE   or drop file(s) here

File types .jpg .pdf .png   Max. 5MB per file

🗑 **Experience Letter Copy.docx** 715 KB

DEGREE

⬆ SELECT FILE   or drop file(s) here

File types .jpg .pdf .png   Max. 5MB per file

🗑 **Degree Copy.docx** 715 KB

ADDITIONAL NOTES (OPTIONAL)

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

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☑ I have read and agree to ACTVET'S additional clauses.

← BACK   NEXT →   Cancel

Request to Add Trainer – Upload Documents

13.   Upload the required documents by clicking the '**Select File**' button.

Notes:
- o   All mandatory documents must be uploaded to proceed
- o   Maximum file of 5 MB is allowed.
- o   Allowed formats are: PDF, JPEG and PNG

14.   Enter any notes, if required in the '**Additional Notes (Optional)**' text box

15.   Read and accept **Additional Clauses** by selecting the check box.

16.   Click **NEXT** to proceed.
- o   To close the application, click **Cancel**
- o   To go back to the previous page, click **BACK**.

The following screen displays the *'Pay Trainer Fees'* section.

Pay Trainer Fees

Review the stated fees and proceed to agree to the terms and conditions to initiate payment.

Case Number	Created On
ACT - 27568	8 June, 2021 10:26AM

Payment Summary

Description	Fees
Appointing Trainer/ Lecturer	AED 500.00
Tax (5%)	AED 25.00

TOTAL
AED **525.00**

17 ☐ I have read and agree to ACTVET's Terms and Conditions for payment.

18 ← **BACK**   PAY   Cancel

Take Satisfaction Survey

Answer all the questions listed below based on your experience of using this service to help us serve you better in the future.

Case Number	Created On
ACT - 27568	8 June, 2021 10:26AM

19

The service information is clear and simple

○ Strongly Disagree   ○ Disagree   ○ Agree   ● Strongly Agree

The digital channels are user friendly

○ Strongly Disagree   ○ Disagree   ○ Agree   ● Strongly Agree

The response to inquiries and complains is quick and effective

○ Strongly Disagree   ○ Disagree   ○ Agree   ● Strongly Agree

RECOMMENDATIONS FOR IMPROVEMENT (OPTIONAL)

Enter

0/500

20   **SUBMIT**

Request to Add Trainer – Take Satisfaction Survey

19. Select the appropriate option to answer the survey questions.

Note: You may optionally enter any improvements or suggestions if applicable in the '**Recommendations for Improvement**' text box.

20. Click **SUBMIT** to send the survey response and proceed to the **NEXT** page.

The following screen displays the *'Notice Page'*.

✓

Your Request Has Been Submitted Successfully

Reference number: **ACT - 27568** Submitted on: **8 June, 2021**

Your request to add trainer has been submitted successfully. An appointment letter has been sent to your email address. Kindly note, this appointment letter is valid for one year from the above mentioned date for the Resident Trainer or for one visit for the Visiting Trainer, if applicable. You can continue to manage the remainder of the application services as required through the 'To-Do List' section in the dashboard.

Request Summary	
Trainer's Full Name	**Mariella Clerico**
Activity Name	**Artificial Intelligence**

21   **GO TO TO-DO LIST**

Request to Add Trainer – Notice Page

Upon submission, the confirmation message is displayed along with the following information:

- o Reference Number
- o Submitted On

Review the request summary containing the following information:

- o Trainer's Full Name
- o Activity Name

21. Click '**GO TO TO-DO LIST**' to go back to the To Do list page.

ACTVET
مركـز أبوظبـي
للتعليـم والتدريـب
التقنـي والمهنـي
Abu Dhabi Centre for
Technical and Vocational
Education and Training

TAMM
نعم

Accept Terms and Conditions

In order to proceed with your application, you are required to read and accept the terms and conditions.

22 ☐ I have read and agree to ACTVET's Terms and Conditions.

23 NEXT → Cancel

Select Trainer

Select the trainer to be removed in the table below. You can view the assigned activity next to the respective trainer's name. Please note that you must include at least one trainer per activity before you choose to remove a trainer. You can add a new trainer for that activity using the 'Request to Add Trainer' service before removing the existing trainer.

Case Number	Created On
ACT - 27528	7 June, 2021 04:21PM

24 ### Select Trainer

Filter by ⌄		Q Search
Full Name	**Activity Name**	
○ MAHMOUD	Information and Communication Technology	
○ MAJED		
○ Muna		
○ Mohamed		
○ GIHAN		

1 2 3 4 5   Showing 5 ⌄ of 22

25 ADDITIONAL NOTES (OPTIONAL)

Describe any additional information you would like to provide for this service.

0/500

26 ☑ I have read and agree to ACTVET's Additional Clauses.

27 ← BACK   NEXT →   Cancel

Upload Documents

Upload the requested documents below, if applicable.

Case Number	Created On
ACT - 27528	7 June, 2021 04:21PM

REMOVE TRAINER LETTER FROM TRAINING PROVIDER (SIGNED BY LEGAL REPRESENTATIVE) (OPTIONAL)

(28)

⬆ SELECT FILE   or drop file(s) here

File Types .jpg .pdf .png   Max. 5 MB per file

🗑 **Capture.PNG** 14.55 KB

(29) ← BACK   NEXT →   Cancel

Take Satisfaction Survey

Answer all the questions listed below based on your experience of using this service to help us serve you better in the future.

Case Number	Created On
ACT - 27569	8 June, 2021 10:39AM

The service information is clear and simple

(30)   ○ Strongly Disagree   ○ Disagree   ○ Agree   ● Strongly Agree

The digital channels are user friendly

○ Strongly Disagree   ○ Disagree   ○ Agree   ● Strongly Agree

The response to inquiries and complains is quick and effective

○ Strongly Disagree   ○ Disagree   ○ Agree   ● Strongly Agree

RECOMMENDATIONS FOR IMPROVEMENT (OPTIONAL)

Enter

0/500

(31) SUBMIT

Request to Remove Trainer – Take Satisfaction Survey

30. Select the appropriate option to answer the survey questions.
Note: You may optionally enter any improvements or suggestions if applicable in the '**Recommendations for Improvement**' text box.

31. Click **SUBMIT** to send the survey response and proceed to the **NEXT** page.

The following screen displays the '*Notice Page'*.

Your Application Has Been Submitted Successfully

Reference number: **ACT - 27569**   Submitted on: **8 June, 2021**

Your request to remove trainer has been submitted successfully. You can continue to track your request in the dashboard.

Request Summary	
Trainer's Full Name	**Mohamed null**
Activity Name	

GO TO DASHBOARD

Request to Remove Trainer – Notice Page

Upon submission, the confirmation message is displayed along with the following information:
- o   Reference Number
- o   Submitted On

Review the request summary containing the following information:
- o   Trainer's Full Name
- o   Activity Name

32.   Click '**GO TO DASHBOARD**' to go back to the Dashboard.
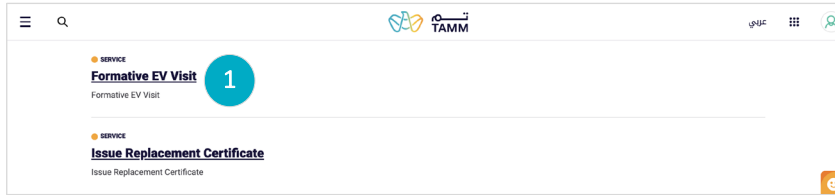
Request Formative EV Visit

Start Feature

1. On the service landing page, click **Formative EV Visit** to start feature.

The following screen displays the *'Select RTP Qualification'* section.

Select RTP Qualification

2. Select a qualification from the table to request the Formative EV Visit.

Note: Only one qualification can be selected per request.

3. Enter any comments in the '**Institution Notes (Optional)**' text area.

4. Read and accept the **Terms and Conditions** by selecting the check box and selecting a contact to accept the terms and conditions on behalf of.

5. Click **NEXT** to proceed.
   o To close the application, click **Cancel**

The following screen displays the '*Take Satisfaction Survey'* section.

Take Satisfaction Survey

Provide your feedback on your interaction with this service to help us make improvements in future.

6

The online service is user friendly

○ Strongly Agree   ◉ Agree   ○ Disagree   ○ Strongly Disagree

The service process is easy to follow

○ Strongly Agree   ○ Agree   ◉ Disagree   ○ Strongly Disagree

The time spent to complete the service is satisfactory

○ Strongly Agree   ○ Agree   ◉ Disagree   ○ Strongly Disagree

The service has met your expectations

○ Strongly Agree   ◉ Agree   ○ Disagree   ○ Strongly Disagree

7   **SUBMIT**

Take Satisfaction Survey

6. Select the appropriate option to answer the survey questions.
Note: You may optionally enter any improvements or suggestions if applicable in the '**Recommendations for Improvement**' text box.

7. Click **SUBMIT** to send the survey response and proceed to the **NEXT** page.

The following screen displays the '*Notice Page*'.

✓

Your EV Visit Request Has Been Submitted Successfully

Reference number: **ACT - 27507**   Submitted on: **7 June, 2021**

You have successfully requested a formative EV visit from ACTVET, you can continue to manage the remainder of the application services as required through the 'To-Do List' section in the dashboard.

8   **GO TO TO-DO LIST**

Notice Page

Upon submission, the confirmation message is displayed along with the following information:

o   Reference Number
o   Submitted On

8. Click '**GO TO DASHBOARD**' to go back to the Dashboard.

TAMM

خدمات أبوظبي الحكومية
Abu Dhabi Government Services