



Golden Trust Training and Consultancy



26 - 28 May 2025



Location
Diplomatic Area



Learning Areas
Leadership, Management and
Human Resource Development



Total Enrolment
139

Overall effectiveness

Outstanding

Aspect 1:
Assessment and Learners'
Achievement

Aspect 2:
Learners Engagement and
Support for Learning

Aspect 3:
Leadership and
Management

Review Summary

Golden Trust Training and Consultancy (GT) exemplifies high-quality training provision with a strategic focus on continuous improvements, supported by a rigorous self-assessment process and robust quality assurance practices. The systematic and data-driven approach to monitoring the performance of learners, staff, and trainers drives substantial improvement initiatives, enhancing both learners' outcomes and the overall quality of training. Training is delivered in an engaging and supportive environment, where a comprehensive and well-structured assessment process is implemented to effectively evaluate learners' acquisition of Intended Learning Outcomes (ILOs) and measure their skills development. Learners receive targeted guidance, constructive feedback, and coaching, which support the practical application of their skills, improve their performance, and help them achieve their professional and personal goals. This focused approach has enabled most learners to acquire relevant knowledge and competent vocational skills, allowing almost all of them to achieve their qualifications in a timely manner. To maintain its high standards, GT should continue to ensure the consistency and effectiveness of its current practices and procedures.

Key Positive Features

- A robust and well-structured assessment process is implemented to effectively and progressively evaluate learners' acquisition of the programme's ILOs and measure their skills development.
- Training is delivered in an engaging and supportive learning environment, where learners receive targeted guidance, constructive developmental feedback, coaching, and opportunities for lifelong learning to enrich their experience.
- Most learners acquire relevant knowledge and competent vocational, managerial, and leadership skills, enabling almost all of them to successfully achieve their qualifications in a timely manner.
- A rigorous self-assessment process, aligned with a focused strategic direction and supported by robust quality assurance practices, has enabled the Institute to maintain continuous improvement across the provision.
- Monitoring of learners, staff and trainers' performance is systematic and data-driven, purposefully utilising the outcomes to enhance learners' performance and the overall quality of training.

Recommendations

- Maintain the consistency and effectiveness of current good practices to sustain the Institute's quality of provision.

Assessment and Learners' Achievement

Outstanding

- GT offers a diverse range of short and very short local achievement and attendance programmes in Leadership, Management and Human Resource Development. These programmes are carefully designed and contextualised to align with learners' professional prospects and developmental needs, ensuring relevance and applicability in the workplace environment.
- GT implements a comprehensive and well-structured assessment process to evaluate learners' progress and attainment throughout their learning journey. A variety of effective formative assessments, including pre- and post-tests and non-graded activities, are utilised across all programme types to monitor learning during the instructional process. In addition, GT incorporates robust summative assessments within its local achievement programmes to accurately measure learners' progressive acquisition of ILOs and their development of essential skills and competencies. The summative assessment structure integrates rigorous methods and criteria that reinforce both theoretical knowledge and practical competencies, employing tests, quizzes, and performance-based assessments.
- Most assessments are conducted online with the support of the Training and Learning Management Systems (TMS/LMS). This centralised platform streamlines the administration, control, and grading of assessments, facilitating timely and personalised developmental feedback, whether automated or instructor provided. This approach effectively supports learners in their training pursuits, ensuring that their work is evaluated fairly and consistently according to established, predefined grading criteria, rubrics, and answer keys.
- Most learners develop a strong foundation of knowledge and competent vocational, managerial, and leadership skills that reflect the standards of assessments, enabling almost all learners to successfully achieve their qualifications in a timely manner.
- Learners and employers report high levels of satisfaction with the knowledge and skills acquired through these programmes, highlighting a significant positive impact on career advancement and professional development. Learners exhibit strong commitment to their learning experience, as evidenced

by regular attendance and active participation in discussions and in-class activities, often sharing insights from real-life and work situations.

Learners Engagement and Support for Learning

Outstanding

- GT exemplifies high standards in training delivery within a well-equipped, supportive, and engaging environment, whether at the Institute's premises or external venues. These settings promote a learner-centred approach that encourages active participation and productive engagement among the vast majority of learners.
- Learners have access to comprehensive information about available programmes through the Institute's website and social media platforms, which assists them in making informed decisions regarding programme selection. Although there are no specific entry requirements for GT programmes, a consistent admission process ensures that learners are enrolled in programmes tailored to their needs and aligned with employers' requirements.
- Learners begin their journey at GT with an effective induction, followed by well-structured support and guidance to enhance their learning. This includes technical support with the LMS, access to supplementary resources, and personalised one-on-one sessions as needed. The GT hotline and WhatsApp groups offer convenient channels for real-time assistance, fostering a supportive and responsive learning environment.
- Learners are offered purposeful opportunities to promote lifelong learning and expand their career prospects. This includes participation in the recently launched GT Community Hub, designed to foster networking and sustained engagement among peers and industry professionals. Additionally, well-organised coaching sessions, guest speaker events, and field trips enhance learners' skills and support the practical application of acquired knowledge.
- Trainers at GT possess extensive subject knowledge and expertise, delivering well-planned training sessions. They utilise engaging resources and training strategies that integrate real-life scenarios and workplace dynamics, enhancing the relevance and applicability of the learning experience. Techniques such as interactive discussions, role-playing, problem-based learning, and thought-provoking group activities are effectively employed to engage learners during training.

- Trainers employ various assessments for learning strategies to evaluate learners' understanding and enhance their comprehension through planned questioning, group and individual activities, and industry-specific case studies. They provide insightful responses to critical thinking questions and provide prompt, constructive verbal feedback to support learners.

Leadership and Management

Outstanding

- The leadership and management team at GT demonstrates a strong commitment to continuous quality improvement by leveraging their expertise, professional networks, and thorough understanding of clients' needs. This commitment is reinforced by a systematic and purposeful self-assessment process that employs a variety of constructive tools and metrics to evaluate the quality of provision. The outcomes of these evaluations - including regular action reports, in-depth analyses of learners' performance, and stakeholder feedback - are utilised to guide strategic planning and implement substantial improvement actions.
- A prominent initiative is the implementation of the integrated TMS/LMS with Microsoft Power BI, providing a live dashboard of the Institute's operations. This digital transformation has streamlined processes, enhanced operational agility, and improved training quality, ultimately contributing to a more effective learning environment. Supporting this initiative are robust quality assurance policies and procedures governed by a structured Quality Management System (QMS), which ensures high consistency and effectiveness across the provision. In addition, GT has successfully placed two programmes on the National Qualifications Framework (NQF): the Level 6 Award in Sales Management and the Level 5 Award in Sales, with two cohorts recently completing the latter. Furthermore, GT has taken significant steps to diversify its programme offerings and accreditations with recognised awarding bodies, including the National Open College Network (NOCN), the General Council for Islamic Banks and Financial Institutions (CIBAFI), and the International Artificial Intelligence Driving License (IAIDL). While a few improvement initiatives are still in development or awaiting execution, their full impact is yet to be realised.
- GT adopts a comprehensive analytical approach to monitor learners' performance and the quality of training through interactive reporting and real-time insights. Accurate and detailed data is maintained, aggregated, and analysed across all programmes using various metrics. These outcomes are

purposefully utilised to inform decision-making and drive continuous improvements in training quality and learner support.

- GT maintains qualified and sufficient human resources to meet its provision requirements. Staff and trainers are recruited through rigorous procedures and provided with thorough induction into clearly defined roles and responsibilities, ensuring alignment with institutional objectives and quality standards. Their performance is systematically monitored using various tools, including performance appraisals, formal session observations, informal walk-throughs, and feedback from learners and assessment results. Continuing professional development opportunities are offered to staff, ensuring sustained growth and alignment with their assigned responsibilities.

Next Actions

The Institute must submit an Action Plan within 30 days from receiving the draft report.