



## Millennium Training Centre



22 – 24 September 2025



Location  
Al-Budaiya



### Learning Areas

- Leadership, Management and Human Resources Development.
- Business and Commerce.
- Distribution, Logistics and Retail.
- Banking, Finance and Accountancy.
- Media and Design.



Total Enrolment  
245

Overall effectiveness

## Outstanding

### Aspect 1:

Assessment and Learners' Achievement

### Aspect 2:

Learners Engagement and Support for Learning

### Aspect 3:

Leadership and Management

## Review Summary

The performance of Millennium Training Centre (MTC) is outstanding, driven by the effective use of comprehensive self-assessment tools to thoroughly evaluate its operations and accurately identify market needs. The outcomes are purposefully used to determine development priorities and align them with strategic planning. As a result, the Centre has achieved a number of initiatives, such as restoring its business, and governing its processes through a robust set of policies; consequently, it provides high quality programmes in a conducive learning environment that is accessible to all learners, including SEND learners. MTC utilises highly effective verification and moderation processes for summative assessments to ensure strong alignment with the Intended Learning Outcomes (ILOs) and to provide informative feedback to learners. In addition, the Centre benefits from the accurate analysis of admission tools to offer purposeful opportunities that support learners and enhance their career progression. Moreover, the Centre utilises the outcomes of staff, learners, and trainers effectively to inform decision-making, resulting in improving the quality of training. Although the Centre's overall performance is outstanding, it can further enhance its provision by challenging a few learners' abilities to enable them better acquire knowledge and skills. Furthermore, it can maintain and expand its business by taking more effective measures.



## Key Positive Features

- Effective implementation of well-structured summative assessments, systematically verified and moderated to ensure strong alignment with Intended Learning Outcomes (ILOs) and provide informative feedback.
- Learners' achievement of the qualifications they aim for in a timely manner, with the majority acquiring knowledge and skills at a high level of proficiency.
- Utilisation of effective training and assessment for learning strategies within a conducive learning environment.
- Effective use of admission outcomes to provide purposeful support and promote lifelong learning opportunities.
- A rigorous self-assessment process, with outcomes accurately used to identify priorities and set strategic direction, leading to noticeable improvement in the quality of provision.
- Close monitoring of learners', staff and trainers' performance, with outcomes critically used to inform decision making.

## Recommendations

- Further challenge abilities of a few of learners to enable them to better acquire knowledge and skills.
- Implement more effective initiatives to ensure further expansion of business and sustainability.



## Assessment and Learners' Achievement

### Outstanding

- MTC offers programmes in different learning areas. Most learners — 91% of total enrolment — are enrolled in externally accredited programmes, with the majority of them (60% of overall enrolment) are enrolled in the Open College Network Northern Ireland (OCN NI) Level 2 Certificate in Business Administration Skills. The remaining 9% are enrolled in the local achievement programme, Anti-Money Laundering.
- MTC designs a set of summative assessment methods, including pre-tests, post-tests, and portfolio. These assessments are well-administered, effectively controlled, and rigorously verified to ensure well-alignment with ILOs, a balance weightage between theoretical and practical activities, and accurate assessment of learners' acquisition of knowledge and skills. Moreover, these assessments are fairly marked using clear rubrics and are followed by written or verbal informative feedback, personalised to support and meet learners' individual needs.
- Learners proceed towards achieving the qualifications they aim for in a timely manner, and the majority of them demonstrate highly effective vocational knowledge and skills that significantly enhance their career progression. This is evident in their high proficiency rates, performance in practical work and assessment results. However, there remains a number of learners whose acquisition of knowledge and skills can be further improved.
- Learners and employers show high levels of satisfaction with the training practices and their impact in developing knowledge and skills, as well as utilising them effectively in the workplace. The vast majority of learners are committed to attend sessions on time and participate enthusiastically in classroom activities.

## Learners' Engagement and Support for Learning

### Outstanding

- Trainers demonstrate extensive subject knowledge and field experience by delivering clear explanations, incorporating real-life examples and facilitating scenario-based discussions. This creates a conducive learning environment where theoretical concepts are well-linked to practical applications.
- Trainers utilise highly effective training strategies and diverse learning resources, including role-play, purposeful discussions, and illustrative videos. In addition, they plan sessions based on learners' needs and make optimum use of learning time in ensuring smooth delivery and effective engagement of the vast majority of learners.
- Oral and written assessment for learning strategies are used purposefully to assess learners' achievement of session objectives. These are followed by constructive feedback aimed at maximising their benefit. The assessments effectively stimulate critical thinking and problem-solving skills, such as developing plans to address negative social media comments and identifying appropriate methods to ask for support from retail team, however the abilities of a number of learners can be further challenged to enhance their development.
- MTC provides a learning environment free of obvious hazards. Its premises and facilities are fully accessible to all learners, including SEND learners. Health and safety requirements are consistently followed up to ensure well-being.
- The Centre implements fit-for-purpose admission tools, such as expectation forms and Training Needs Analysis (TNA), which are critically analysed to identify areas for focus in learners' performance. The outcomes are used effectively to tailor session plans and enable staff and trainers to provide targeted support – when needed - for learners facing challenges in language, IT skills, and academic performance. Although the positive impact is evident in learners' high achievement and success rates, support opportunities can be further enhanced through more systematic documentation.
- As MTC learners are employed professionals, the lifelong learning opportunities provided are purposefully designed to support career progression. These include tailoring programmes to align with both learners' and clients' objectives, designing assessments that enhance learners' problem-solving abilities in workplace contexts, and offering guidance on learning pathways for those seeking to advance to higher levels of programmes. As a result, learners show noticeable development in their knowledge and skills.



## Leadership and Management

### Outstanding

- MTC utilises comprehensive tools to assess its current situation and identify market needs. These tools are diverse, such as SWOT analysis, annual training and performance reports, and gap analysis projects. The analysis is thorough and accurate; the outcomes are meticulously used in identifying priorities for development and to set relevant strategic goals. Moreover, implementation is rigorously monitored using different tools, such as operational and action plans. The outcomes of the follow-up are purposefully discussed in periodic meeting to make necessary updates to the strategic planning process.
- The Centre utilises a comprehensive set of policies and procedures that effectively govern its practices and systematically ensure their implementation. Driven by leadership vision and staff commitment, MTC has managed to achieve a number of initiatives, such as restoring the business and significantly improving the quality of its provision. However, it can further expand its services by implementing more effective actions and initiatives.
- MTC maintains accurate and reliable records of learners' performance and analyses them critically to inform decision-making, such as setting clear guidelines to standardise assessments designed by different trainers, thereby enhancing the quality of assessment throughout its provision. A systematic moderation process is implemented to ensure fairness in marking decisions and the provision of informative feedback; this process is highly effective and endorsed by the awarding bodies.
- The Centre has a sufficient number of staff who are capable of meeting its goals, resulting from the implementation of a systematic recruitment process. It closely monitors staff and trainers' performance using comprehensive criteria. Moreover, it accurately analyses the outcomes to identify areas for improvement in training practices and provides guidance on how to address these issues through meaningful discussions. As a result, the quality of training has clearly improved.

#### Next Actions

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