



TUV SUD Middle East Training Center



14 December 2025



Location
Al Hidd



Learning Areas

- Health & Safety
- Quality



Total Enrolment
669

Overall Judgement
In Progress

Review Summary

The Centre received an 'Inadequate' judgement in its last review visit, conducted in July 2024, which subjected it to this visit. This current visit aims to verify the progress in its performance according to the review's recommendations and the improvements made in them.

The Overall Outcomes of the Monitoring Visit

- TUV SUD Middle East Training Center has implemented several measures that sufficiently address the majority of the recommendations, particularly by enhancing the monitoring of learners' attainment of programme Intended Learning Outcomes (ILOs) and the maintenance of achievement records.
- As a result, these efforts have sufficiently enhanced the monitoring of learners' performance and informing decision-making to support the development of skills and knowledge. However, a few areas show only partial improvement.
- There remains room for the full implementation of self-assessment practices, ensuring that insights are clearly leveraged to drive strategic planning and direction. Additionally, as the Centre has recently revised its quality assurance policies and procedures, the full impact of their implementation on the overall quality of provision has yet to be realised.



Recommendation (1): Improve learners' mastery of skills and progressive acquisition of the programmes' Intended Learning Outcomes (ILOs), particularly in long programmes.

'Sufficient Improvements'

After reviewing and verifying all the procedures carried out by the centre, the team reached the following conclusions:

- The Centre's progress in measuring the attainment of ILOs, combined with established practices for monitoring achievement, has resulted in a positive impact on learner outcomes. The majority of learners successfully acquire the knowledge and skills relevant to their programme level. Learners maintain a positive attitude toward their learning, as evidenced by regular attendance and adequate participation. These findings are supported by the scrutiny of learner work, analysis of performance records, and results from observed sessions.
- Considering the programme durations, learners generally proceed toward achieving their qualifications in a timely manner. For longer programmes, such as National Examination Board in Occupational Safety and Health (NEBOSH), learners successfully attain their intended qualifications; however, records indicate that achievement often occurs after several attempts.

Recommendation (2): Enhance the mechanism to measure learners' attainment of ILOs throughout the programme.

'Sufficient Improvements'

After reviewing and verifying all the procedures carried out by the centre, the team reached the following conclusions:

- TUV SUD has achieved sufficient improvements in assessment standards. Externally accredited programmes in the Health and Safety sector account for 91% of the Centre's total offerings, of which 84% are very short programmes and 7% are longer programmes. These programmes employ final summative assessments that are designed and verified by the respective awarding bodies, ensuring clear alignment with the ILOs. The assessments are administered in accordance with awarding bodies' requirements, and results are issued in line with their final decisions.
- Within local achievement programmes, learners are evaluated through suitable summative assessments designed to adequately measure attainment of the ILOs. These include post assessments and practical evaluations, which are developed by qualified and experienced trainers to ensure appropriate alignment with programme levels. Learner work is generally evaluated according to predefined grading criteria and answer keys to ensure consistency. However, there remains an opportunity to introduce explicit rubrics and marking schemes for written assessments, which would further enhance marking precision and transparency.

Recommendation (3): Improve leadership and management by conducting an inclusive and rigorous self-assessment process and using the outcomes to inform strategic planning and continuous improvement of the provision.

'Partial Improvements'

After reviewing and verifying all the procedures carried out by the centre, the team reached the following conclusions:

- TUV SUD has established several self-assessment practices to support continuous improvement. The outcomes of these practices, combined with learner performance analysis, provide a suitable approach to evaluating learner achievement and satisfaction. However, gaps remain in their full implementation and in leveraging these insights to drive strategic planning.
- General overarching strategic targets are established at the corporate level by the TUV SUD Group. The Centre has initiated positive actions through recent developments, including new programme approvals, a few digitalisation efforts, and infrastructure upgrades. However, these improvement initiatives are currently pending full implementation. Consequently, there remains a recognised opportunity to further align these developments with a formalised process for setting and monitoring specific strategic objectives.
- The Centre continues to benefit from the direct guidance and expertise of senior staff within the TUV SUD Group. Internally, operational management roles remain in a developmental phase as the Centre continues to mature its internal organisational structure and governance.

Recommendation (4): Improve leadership and management by developing internal quality assurance arrangements with a set of policies and codes of practice in relation to learning and training aspects, particularly the assessment verification and moderation processes and monitoring of performance.

'Partial Improvements'

After reviewing and verifying all the procedures carried out by the centre, the team reached the following conclusions:

- TUV SUD has taken positive steps to address this recommendation by developing updated policies and procedures to support training and learning. However, these policies are not comprehensive and remain partially implemented, particularly in relation to alignment with the National Qualifications Framework (NQF) requirements such as internal assessment moderation and learner entry levels.
- The Centre currently maintains assessment levels through external awarding-body processes and the professional expertise of trainers. Structured guidelines for programme development have been initiated but are not yet fully implemented. While internal moderation and verification practices provide oversight of achievement outcomes, they do not consistently ensure the rigour and validity of all internal assessment decisions.
- There is scope for the Centre to reinforce its moderation and verification policies, especially for local programmes, by developing more detailed procedures that ensure consistent implementation and structured follow-up on outcomes.

Recommendation (5): Improve leadership and management by enhancing the mechanism for maintaining accurate records and monitoring learners' achievement to inform decision-making and support learners better.

'Sufficient Improvements'

After reviewing and verifying all the procedures carried out by the centre, the team reached the following conclusions:

- The Centre maintains records of learner performance at the individual level, including final assessment results, attendance logs, and awarding-body results. Analysis is primarily conducted by comparing pre- and post-test scores, with the outcomes used as indicators of the progress made by learners in their acquisition of knowledge.
- Achievement outcomes are analysed at the institutional level to produce reports, such as the "Achievement KPI" report, which evaluates average programme results alongside learner and stakeholder satisfaction. The outcomes of these reporting tools are used to guide follow-up actions and inform decision-making. Consequently, the monitoring of learners' performance is reflected in their achievement across the programmes.