

**Know
How QAD
ensures
the Quality
of
Qualifications**

What is quality of qualifications?

Quality of qualifications implies the consistency of outcomes, fitness for purpose, fulfilling employers' needs and requirements, giving return on investment, initiating continuous improvements and acting as agent of transformation. In educational terms, transformation refers to the enhancement and empowerment of learners or the development of new knowledge. The quality of a qualification is measured by its impact on the development of learners, enhancement in employability, improvement of productivity and innovation.

How does QAD ensure the quality of qualifications?

QAD ensures the quality through the application of standards of TVET quality which state the expected level of performance for system and provider levels for:

- Inputs: focuses on alignment with Dubai strategic plan, reputation, financial sustainability, provisions, human and physical resources, qualifications, systems and policies.
- Processes: focuses on operational aspects such as administration, recruitment, registration, delivery, assessment, internal quality assurance, external quality assurance, compliance, learners' satisfaction and certification.
- Outcomes: focuses on effectiveness measures such as learners' success rates, review and evaluation and continuous improvements.
- Impact: Focuses on relevance measures such as learners' destination, learners' career progression, and employers' satisfaction.

The main principles employed by QAD in quality assuring qualifications are through criteria for:

- NOSS development and approval
- TVET qualification development and approval
- TVET providers approval and renewal
- Internal quality assurance
- External quality assurance and certification

QAD is supported by the Quality Assurance Board (QAB) for Technical and Vocational Education and Training. The purpose of QAB is to provide QAD with reputable, independent and national and international input and guidance on the quality of TVET provided in Dubai. QAB reviews all new TVET applications and renewal applications, and make appropriate recommendations. QAB also validate that TVET International Qualification provide a learning context and standard equivalent to that at the country of origin of the qualification.

How is the quality of NOSS development maintained?

The quality of NOSS are assured through maintaining high standards and integrity of:

- Research, labour market intelligence and industry consultation in defining occupational profiles, including undertaking a functional analysis to identify the key functions of the occupation
- Process of development of NOSS which includes benchmarking, consultation workshops, NOSS writing, validation and submission for approval by the awarding body and endorsement by Vocational Education and Training Awards Council (VETAC)

How is the quality of qualification development and approval maintained?

The quality of National Qualifications and Nationally Recognised Qualifications are assured through maintaining high standards and integrity of the process of qualification development. This includes benchmarking, consultation workshops, qualification writing, validation and submission for approval by the awarding body and endorsement by VETAC.

Approval for international qualifications requires recognition of the international awarding body and the qualification to be recognised in the UAE by VETAC and the approval of the awarding body for the delivery of the qualification.

How is the quality of TVET Providers approval and renewal maintained?

The quality of TVET providers' approval is maintained through the approval process to offer TVET qualifications. This involve meeting QAD criteria for approval which include having:

- A clear and comprehensive business plan
- A valid commercial license and/or relevant authorities' approvals
- Appropriate provisions to support the qualifications to be offered
- Clear management structure, policies and procedures
- Approved national or international qualifications
- Licensed instructors, assessors and verifiers
- A Self-Assessment Report of the applicant's compliance against the NQA Quality Assurance Standards for Registration of Training Providers (QASR) criteria.
- Details of each approved qualification – unit standards details, learning programme (curriculum / content), sample course material, sample assessments, assessment plan
- An educational service permit to offer TVET qualifications
- Full registration with NQA

All TVET providers in Dubai are required to renew their Educational Service Permit annually. Maintaining quality provisions and compliance are the main criteria for permit renewal.

How is internal quality assurance maintained?

TVET providers have key role in maintaining quality of provisions and qualifications through internal quality assurance. The head or manager of a TVET institution is formally responsible for the management and delivery of TVET qualifications by establishing appropriate systems, processes and procedures to:

- Effectively comply with all QAD quality assurance processes and inform QAD of any serious breach of approval conditions
- Ensure the provision of appropriate resources
- Recruit learners with integrity
- Provide full and fair access to assessment and maintain full and accurate records of assessment
- Ensure that all certification claims are secure and accurate
- Effectively respond to internal and external reports on quality assurance
- Deal with appeals from learners
- Investigate all malpractice allegations related to learners or members of staff
- Oversee all aspect of quality assurance which relates to the overall integrity and security of the qualifications
- Appoint an Internal Quality Manager (IQM) to act as a key point of contact with QAD

The IQM is the main person involved with Quality Review and Development and will liaise directly with the External Quality Verifier (EQV) appointed by QAD. The IQM must:

- Ensure that all qualifications delivered are approved and registrations are accurate and up-to-date
- Consistently and effectively implement all QAD's approval conditions and policy requirements
- Inform staff of the support and guidance available for them to meet the requirements
- Maintain effective assessment and internal verification of all approved qualifications
- Ensure that there are sufficient resources to deliver the qualifications
- Ensure that all Instructors, Assessors and internal verifiers are licensed and have the necessary expertise and, where relevant, qualifications for the subjects they teach or assess or internally verify
- Maintain information on which qualifications are running and when they start and finish
- Register learners onto the correct qualifications checking that these are the specific titles and versions that learners are following within one month of enrolment
- Check registrations carefully to ensure that all data is correct and follow correct procedures if amendments are required
- Review reports arising from quality assurance and ensure that appropriate actions are taken

How is external quality assurance maintained?

QAD uses external quality assurance to:

- Check that all providers are working to national standards
- Identify and provide support where it is needed in order to safeguard certification
- Ensure that correct processes and procedures are being applied consistent with qualifications levels
- Recognize, support and encourage providers to continue to deliver best practice
- Provide a detailed report on verification and assessment practice for the relevant qualifications

External Quality Verification is used to ensure that TVET providers are operating and assessing to the right standards and in a professional context. The External Quality Verifiers will support providers in demonstrating that they are working to the standards and addressing areas of weakness, through providing advice and information. The EQV also address how far a provider processes and procedures are being applied effectively and consistently in delivering and quality assuring a qualification.

Normally external quality verification takes place through bi-annual visit. If appropriate, this may be timed to fit with your assessment processes towards the end of the academic year, but this is not necessarily required.

A Provider will be notified that EQVs have been allocated to them during the

final approval process. The EQV will contact the Internal Quality Manager in the first instance and an appropriate visit date and visit plan will be agreed. The EQV will work collaboratively with the provider to consider and review the quality of the assessment planning, the validity of the assessment decisions and the consistency of the assessment process. A report on the effectiveness of processes and assessment decisions is produced by the EQV. Certification may be released if full compliance is maintained otherwise certification may be blocked until appropriate remedial action is taken.

How to get more information about QAD's quality assurance process?

For more information, please contact Qualification and Awards in Dubai (QAD) at:

Tel: +971 4 364 0000 or 800 KHDA (5432)

Email: qualificationsandawards@khda.gov.ae

Website: www.khda.gov.ae