



Al Mashreq Training



10 - 12 February 2025



Location

- Seef District (Main Branch)
- Asker (Technical Branch)



Learning Areas

- Health & Safety
- Leadership & Management
- Insurance



Total Enrolment

10184

Overall effectiveness

Outstanding

Aspect 1:

Assessment and Learners' Achievement

Aspect 2:

Learners Engagement and Support for Learning

Aspect 3:

Leadership and Management

Review Summary

Al Mashreq Training (Al Mashreq) exemplifies an 'Outstanding' provision, reinforced by strategic leadership that prioritises meticulous performance monitoring and continuous improvement across all aspects of learning and training. The Institute's success is heavily attributed to its experienced and knowledgeable trainers, who excel at actively engaging learners throughout their learning journey. They employ highly effective training and assessment strategies while providing targeted, individualised support and guidance through closely monitoring learners' performance. This focused approach enables most learners to acquire proficient vocational knowledge, skills, and competencies, facilitating timely achievement of their qualifications, with a significant minority attaining high proficiency levels in their final examinations. To sustain its high performance and 'Outstanding' rating, Al Mashreq should continue to ensure the effectiveness and consistency of its practices and procedures while further enhancing learners' attainment of Intended Learning Outcomes (ILOs) and their theoretical knowledge acquisition.

Key Positive Features

- Robust and well-structured internal and external assessment process that precisely measures learners' acquisition of the programme's ILOs and progressively evaluates their competence levels.
- Most learners acquire proficient vocational knowledge, skills, and competencies, enabling the vast majority to successfully achieve their qualifications in a timely manner, with a significant minority earning a 'Distinction' in their final examinations.
- Utilisation of highly effective training and assessment for learning strategies, complemented by constructive feedback that fosters productive engagement and stimulates learners' analytical and critical thinking skills.
- Conducive and highly supportive learning environment reinforced by a systemic admission process, personalised support, and purposeful lifelong learning opportunities.
- Comprehensive and rigorous self-assessment process aligned with focused strategic direction, enabling the Institute to sustain continuous improvement and maintain consistent quality assurance practices across its provision.
- Close monitoring of learners' and trainers' performance, with outcomes critically utilised to further enhance learners' achievement and the overall quality of training.

Recommendations

- Further enhance learners' attainment of ILOs and their acquisition of theoretical knowledge.
- Ensure the sustainability of the highly effective and consistent practices and procedures.

Assessment and Learners' Achievement

Outstanding

- Al Mashreq primarily offers programmes in Health and Safety, with total enrolment almost evenly distributed between externally accredited and local achievement programmes. The externally accredited programmes are offered in affiliation with several reputable awarding bodies, including the National Examination Board in Occupational Safety and Health (NEBOSH), the Institution of Occupational Safety and Health (IOSH), the National Open College Network (NOCN) and Highfield. Notably, a significant minority of Al Mashreq's programmes are placed on the National Qualifications Framework (NQF), with the 'Level 2 Award in Confined Space Entry and Rescue' programme accounting for (43%) of total enrolment across all offerings.
- Al Mashreq employs a robust and well-structured assessment process that accurately evaluates learners' achievement and skills development throughout the programmes. This process encompasses a diverse range of highly relevant internal and external formative and summative assessments, including pre-and post-tests, theoretical final examinations, scenario-based assignments, case studies, and performance-based assessments.
- Learners' practical and theoretical work is assessed fairly and consistently using clear rubrics, predefined grading criteria, and key answers. They receive timely, constructive feedback tailored to the type of assessment, which supports their learning and guides their improvement.
- Most learners acquire highly relevant knowledge and demonstrate proficient vocational skills and competencies, enabling the vast majority to successfully achieve their desired qualifications in a timely manner. Notably, a significant minority of learners pass their final examinations with 'Distinction'.
- Success and retention rates have consistently maintained very high across different training programmes over the years, accurately reflecting the standards of assessments and learners' outcomes. For instance, pass rates for NEBOSH programmes, which constitute approximately (6%) of total enrollment, are comparable to or exceed international averages.
- Learners and employers express high satisfaction with the technical skills and vocational knowledge acquired, highlighting the significant positive impact on their professional and academic pursuits. Learners show high commitment towards their learning experience, evident through regular attendance and active participation in discussions and in-class activities, confidently presenting their perspectives and drawing on examples from their workplaces.

Learners Engagement and Support for Learning

Outstanding

- Training at Al Mashreq is delivered in a conducive and highly supportive environment that promotes effective learning and encourages productive engagement of learners throughout their learning journey. The facilities are well-equipped with relevant resources that enhance both theoretical and practical learning experiences.
- The admission process is systematic and well-implemented, utilising effective tools such as application tests, subject knowledge assessments, and English language proficiency tests. This structured approach, along with targeted guidance, ensures that learners are enrolled in programmes that align with their abilities and backgrounds.
- Learners receive personalised support to meet programme requirements, overcome learning challenges, and improve their performance. This includes comprehensive induction sessions, refresher programmes, compensatory and revision sessions, and constructive feedback on formative assessments and mock examinations. Additional support is provided for specific programmes, such as extra hours for Technical English training in the 'Safety Officer - Work Readiness' programme. Furthermore, learners are provided with a variety of purposeful opportunities for lifelong learning and skills enhancement, including guidance on learning pathways in Health and Safety and related industries, employment opportunities, free consultations, and career progression advice.
- Al Mashreq trainers possess extensive knowledge and experience in their respective fields. They skilfully integrate theoretical concepts with practical learning through real-life examples and work-related scenarios, providing detailed explanations and insightful responses to learners' questions. The training sessions are systematically structured and progressively delivered, with proactive adjustments made to accommodate learners' varying levels and needs.
- Trainers utilise purposeful learning resources and highly effective training strategies that stimulate learners' interest and address their needs. Methods include guided investigations, live scenarios, and role-playing, which create an interactive classroom environment that encourages active participation. Practical sessions incorporate simulators to facilitate hands-on learning experiences.

- Trainers implement a variety of assessment for learning strategies to effectively evaluate learners' understanding and application of concepts. Techniques include directed questioning, brainstorming, and challenging scenarios, complemented by immediate constructive feedback and further explanations to deepen comprehension.

Leadership and Management

Outstanding

- Al Mashreq's leadership and management team demonstrates a strong commitment to continuous improvement and adaptability to market trends. Their ambitious vision to be the premier choice for training and consultation in the Gulf region has led to significant milestones in improving training quality and learners' outcomes. The Institute has launched new programmes like 'Solar Photovoltaic Systems Installation and Operation' and 'RoSPA Defensive Driving' and partnered with several reputable awarding and accreditation bodies including the Offshore Petroleum Industry Training Organisation (OPITO). This success is supported by the leadership's extensive experience in Health and Safety, insights into market dynamics, and strong cross-sector relationships.
- Al Mashreq conducts a rigorous and systematic self-assessment process that employs various tools to evaluate all aspects of its provision. This includes learner feedback analysis, session observation outcomes, standardised quality forms, annual internal evaluations, and audit reports from awarding bodies. This critical assessment informs strategic and action plans aimed at addressing areas for improvement, leading to improvement initiatives like establishing a new technical site to enhance practical training.
- The Institute has established comprehensive Standard Operating Procedures (SOPs) that govern all learning and training practices. These procedures are diligently implemented and monitored, ensuring high consistency and effectiveness across the provision and facilitating the achievement of NEBOSH Gold Partnership status.
- Learners' achievement is closely monitored through data aggregation and critical performance analysis, with outcomes purposefully utilised to inform decision-making and improvement actions. The Institute conducts a regular and effective moderation process for internal formative and summative assessments and actively collaborates with awarding bodies to ensure compliance with their requirements.

- Al Mashreq employs a sufficient number of competent staff and maintains a diverse pool of highly qualified, experienced, and certified trainers to support training and learning processes. Recruitment, retention, and professional development are governed by comprehensive Human Resources (HR) procedures that are consistently implemented.
- Al Mashreq effectively assesses staff performance through regular appraisals, evaluating personal qualities and task completion capabilities. Trainers' performance is rigorously monitored, with clear and objective developmental feedback linked to Continuing Professional Development (CPD) opportunities.

Next Actions

Action plan to be submitted by the Institute, within 30 days from the receipt of the draft review report.