

المؤسسة العامة للتدريب التقني والمهني
Technical and Vocational Training Corporation

المؤسسة العامة للتدريب التقني والمهني
Technical and Vocational Training Corporation



Technical and Vocational Training Corporation

Remote Training and Working

During Covid19 Crisis



Introduction

In the context of the efforts made by the government of the Kingdom of Saudi Arabia to control and limit the spread of the Corona Virus (Covid19), the Ministry of Education, in accordance with the preventive and precautionary measures provided by the competent health authorities in the Kingdom, issued a decision to temporarily suspend education in all the regions and provinces of the Kingdom from Monday, 9 March. 2020. This decision includes the Technical and Vocational Training Corporation with all its programs, training facilities, strategic partnerships institutes, colleges of excellence, and private institutes.

HE the Governor of Technical and Vocational Training Corporation directed to update the contingency plan, intensify the efforts, take precautionary measures, raise the level of readiness, implement awareness and educational campaigns, and prepare all stakeholders and working environments for remote-training and working, accordingly, the following committees were formed (including all the TVTC departments):

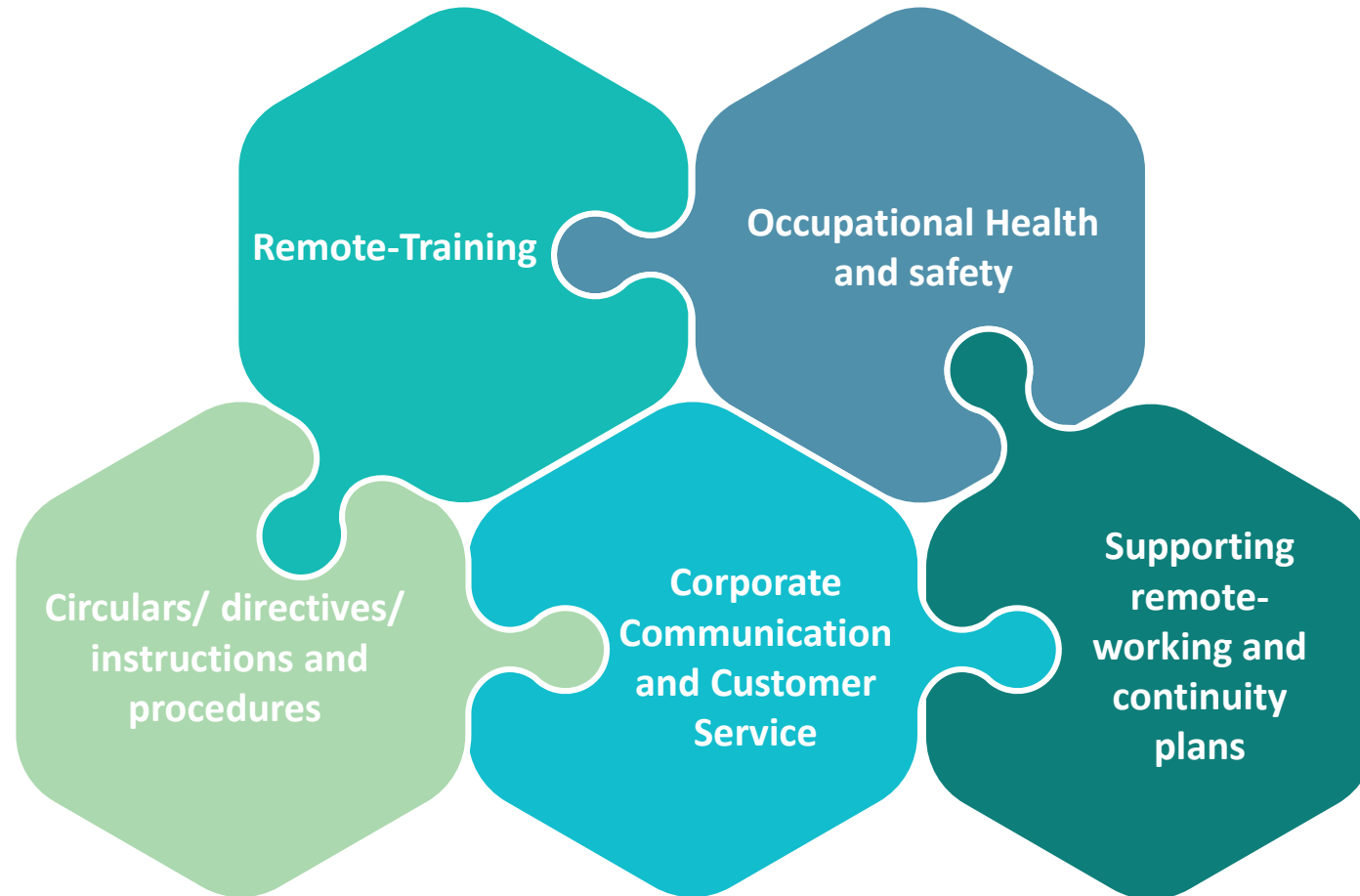
Deputies Committee
and relevant
committees

A Higher Committee
chaired by HE the
Governor

Training Committee
and its Subcommittees



All the Technical and Vocational Training Corporation's Departments made a Significant Efforts in Addressing the Impacts of COVID19 According to the Following Classifications:





Occupational Health and safety

٢٠٢٠/٢٠٢١



المؤسسة العامة للتدريب التقني والمهني
Technical and Vocational Training Corporation
الإدارة العامة للصحة والسلامة المهنية






TVTC Contingency Plan in Addressing COVID19 Crisis

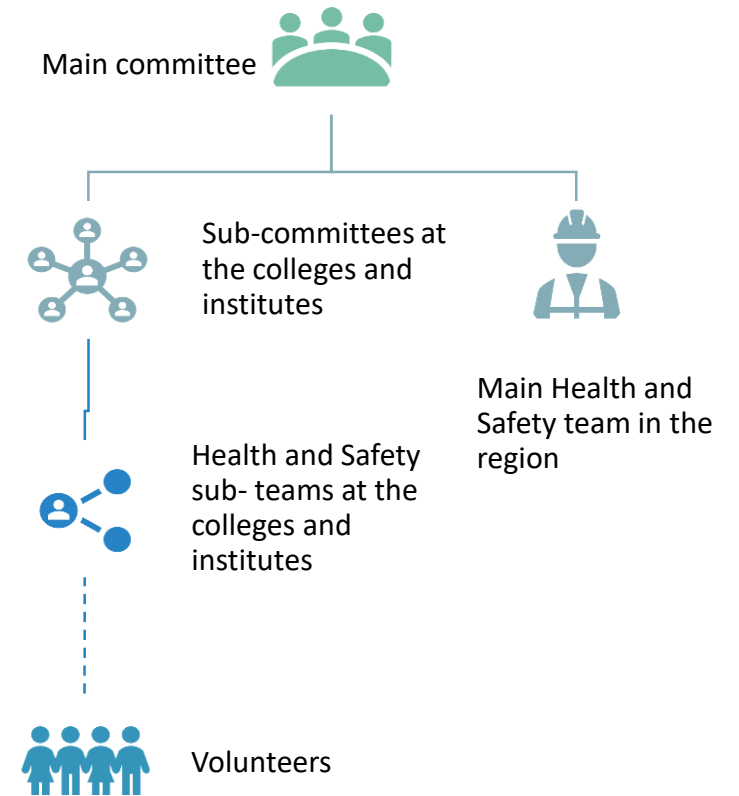




TVTC Contingency Plan in Addressing COVID19 Crisis

Forming main committees and sub-committees in the regions









-  Activate the contingency plan in the training and administrative units
-  Coordinate with the relevant authorities
-  Handle the new cases
-  Take the appropriate measures with coronavirus cases
-  Activate the role of Health and Safety teams in the region and training units

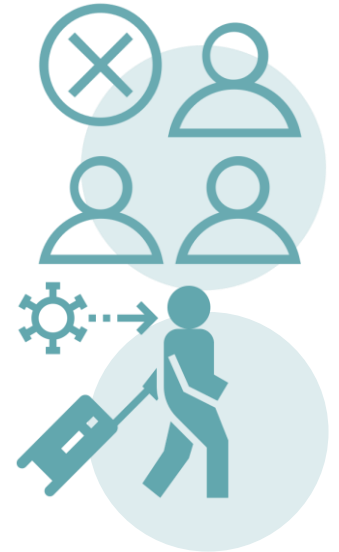




TVTC Contingency Plan in Addressing COVID19 Crisis

How to respond to the suspected cases




-  Isolate the suspected case
-  Use the personal protective equipment and call the Saudi Red Crescent Authority to handle the case
-  Contact the family of the case (employee or trainee)
-  Contact the General Directorate of Occupational Health and Safety
-  Follow up with the hospital and the suspected case
-  Trace contacts of infected patient (name- mobile number)
-  If the case is confirmed, the Ministry of Health will take the appropriate measures
-  If the case is confirmed, the General Directorate of Occupational Health and Safety will be informed to take the necessary measures





TVTC Contingency Plan in Addressing COVID19 Crisis

Isolation areas

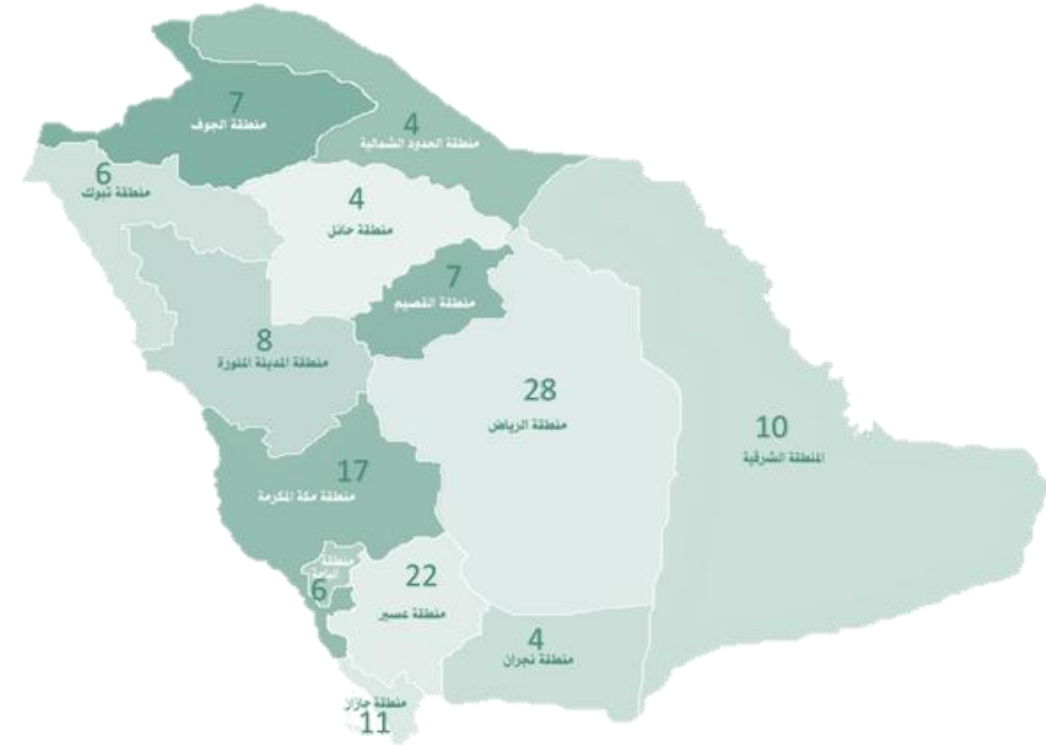
-  Single room isolation for suspected cases
-  (134) group isolation centers in all the training units of the regions
-  (84) clinics



Buses



(136) buses with a capacity of 26 passengers





TVTC Contingency Plan in Addressing COVID19 Crisis

Safe and clean environment



- Improve the level of hygiene and sterilization in all the facilities of the training and administrative units such as classes, halls, offices, restaurants, stairs, elevators, doors and toilets

Awareness and Guidance



- Raise the employees health awareness
- Send awareness e-mails
- Distribute educational materials
- Conduct awareness lectures
- Provide educational tours
- Training on personal protective equipment

Monitoring and controlling procedures



- Temperature measurement tours
- More focus on the health conditions
- Health conditions monitoring
- Precautionary test for arrivals from areas with high-risk of infection

Providing personal protective equipment



Providing personal protective equipment:

- Hand and surfaces sanitizers
- N95 masks for healthcare workers and regular face masks
- Medical goggles for healthcare workers
- Gowns for healthcare workers



Remote-Training





Remote-Training

Saudi Arabia issued a precautionary decision to temporarily suspend the educational institutions in all the cities and provinces of Saudi Arabia in the 8th week of the 2nd semester of 2020. After one week, all the corporation's training facilities turned to remote-training. However, to ensure training continuity in these exceptional circumstances, HE the Governor, deputies, assistant deputies and TVTC leaders were constantly monitoring and supporting the training process. All the TVTC's departments and training facilities were keen to work side by side and contribute effectively in addressing and facing this crisis, also dealing with its impacts in full awareness and with a sense of national, social and training responsibility.

TVTC ended the second semester of 2020 by completing the training process in accordance with the training calendar, achieving positive results and enhancing the e- training as a strategic choice in the future and as a main training pattern not only as an alternative solution in crisis.



Activation of the Remote-Training Program in the E-training Center

1

Implement the e-training program in all the training units

2

Develop the e-training program plan

3

Create a tasks document for stakeholders that includes interaction paths of the trainer and trainee

4

Design and publish guidance manuals and educational videos on all the available channels

5

Enable Streaming all the sections (total of 48,000 sections) on the e-training platform

6

Communicate with the relevant departments in the TVTC and training facilities to follow up, discuss the updates and to provide support

7

Develop alternative plans to increase the capacity

8

Create prototypes reports to measure the progress of the E-training process

9

Provide a direct technical support for trainers and trainees

10

Conduct workshops to enable male/ female managers of sub-centers to provide support

11

Create evaluation and follow-up forms for the training facilities leaders

12

Request to double the number of servers to support E-training process

13

Provide frequent questions page and manuals on the website

14

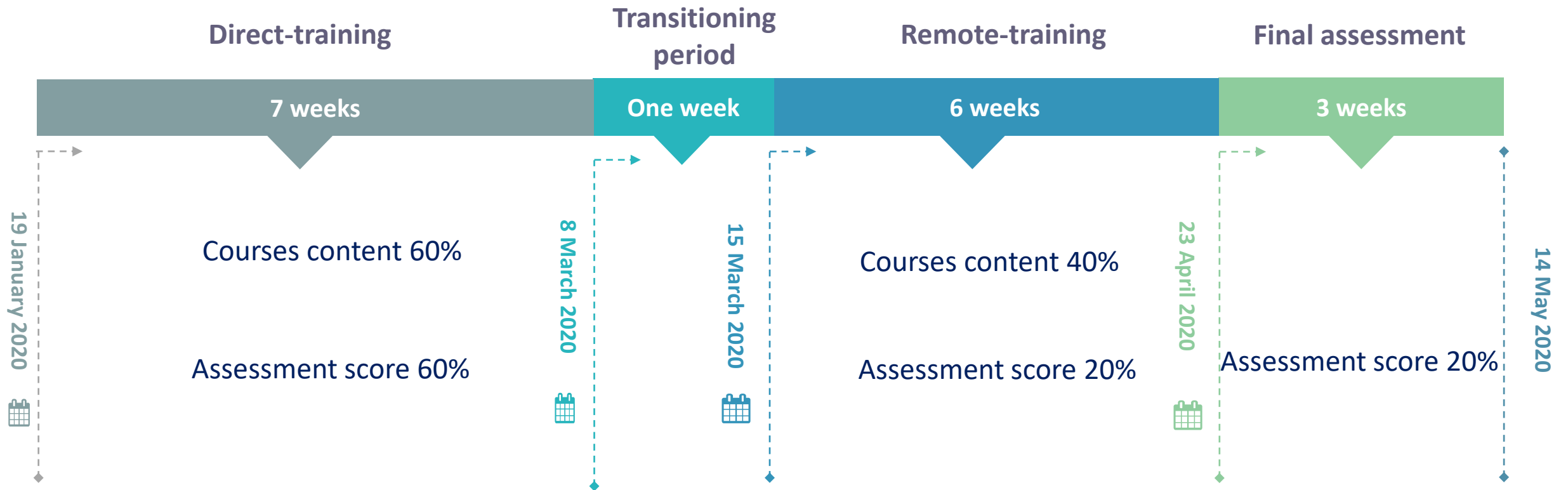
Activate the center's twitter account to increase the interaction and support the training facilities and employees

15

Conduct workshops for trainers on how to use remote- training platform tools

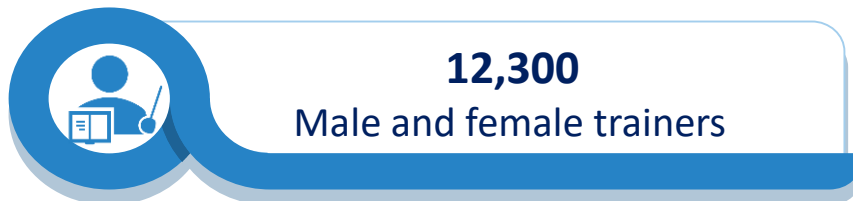
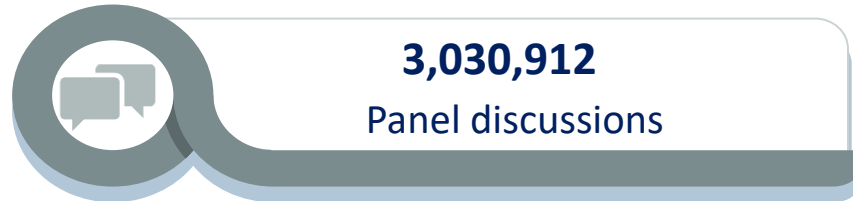
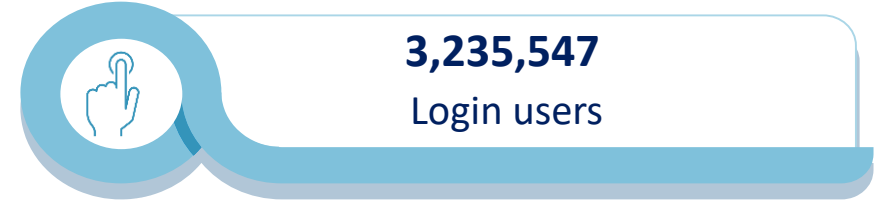


Schedule of the Second Training Semester 2020





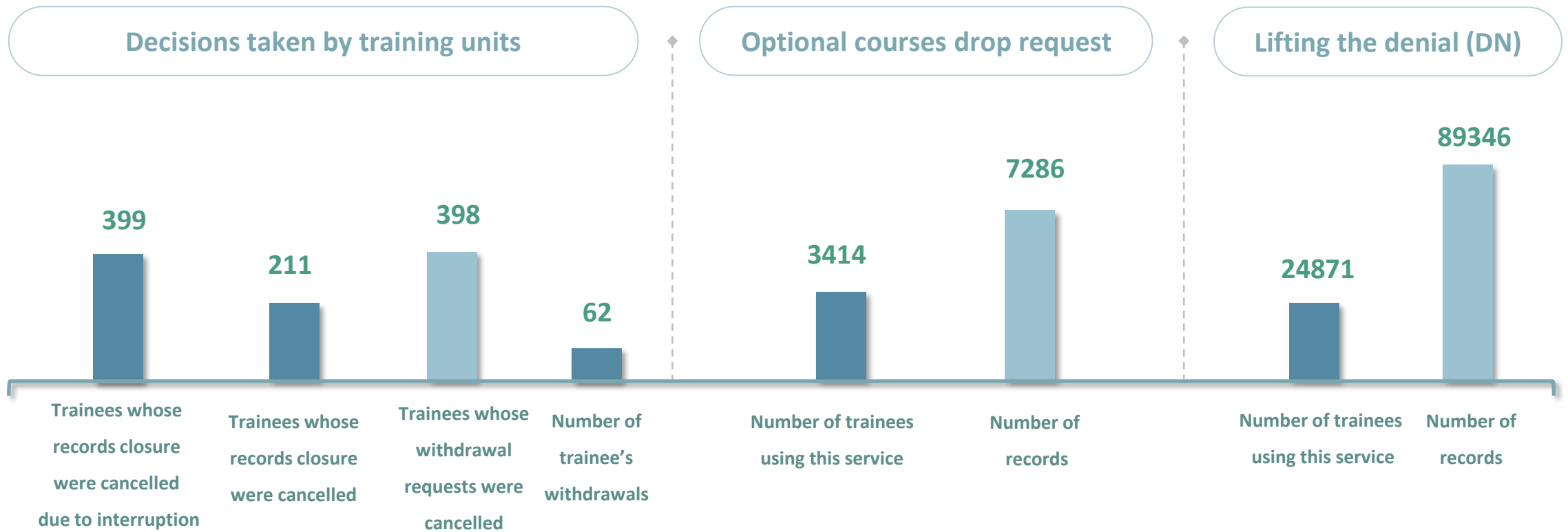
Remote-Training Statistics for Technical Colleges (for Boys and Girls) and Industrial Secondary Schools





Modifying E- Systems in Accordance With the Continuous and Final Assessment Decisions

Statistics of services provided to trainees during the remote-training process

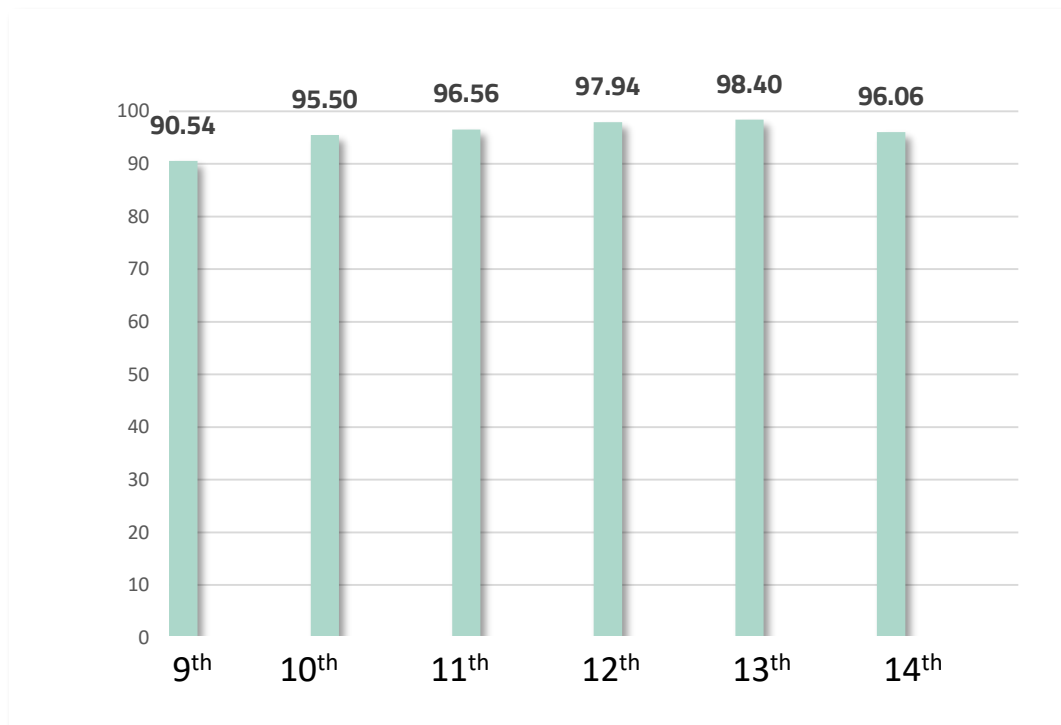




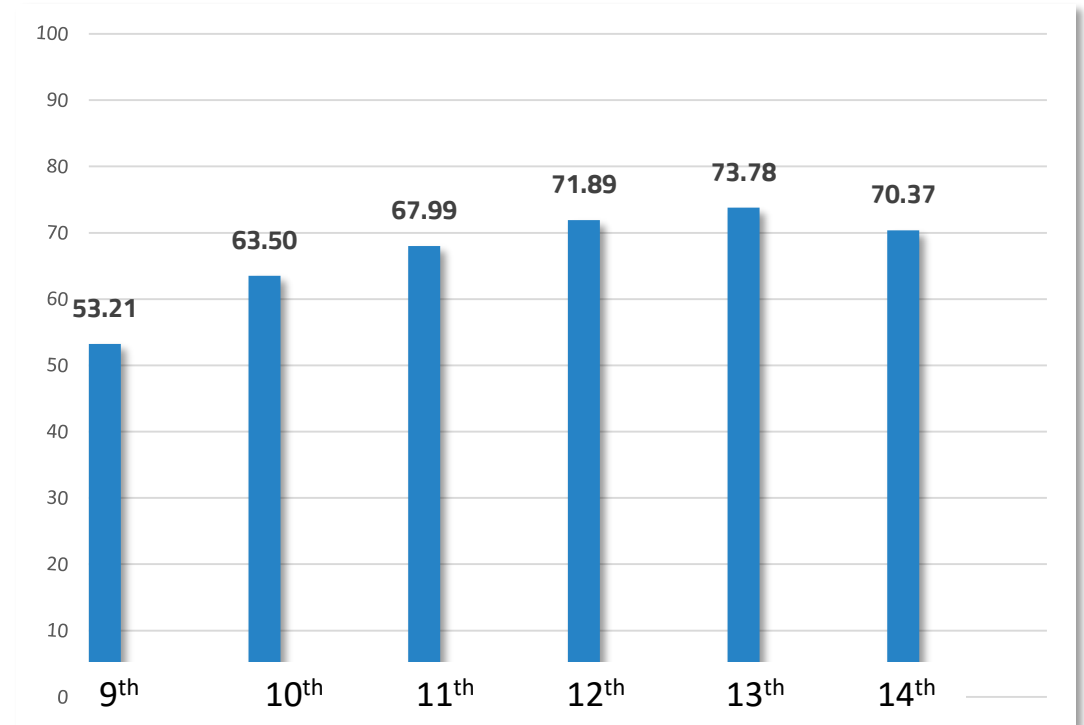
Weekly Reports to Measure the Effectiveness of the Remote-Training Attendance

Technical Colleges for Boys

Weekly results of the trainers participation



Weekly results of the trainees participation

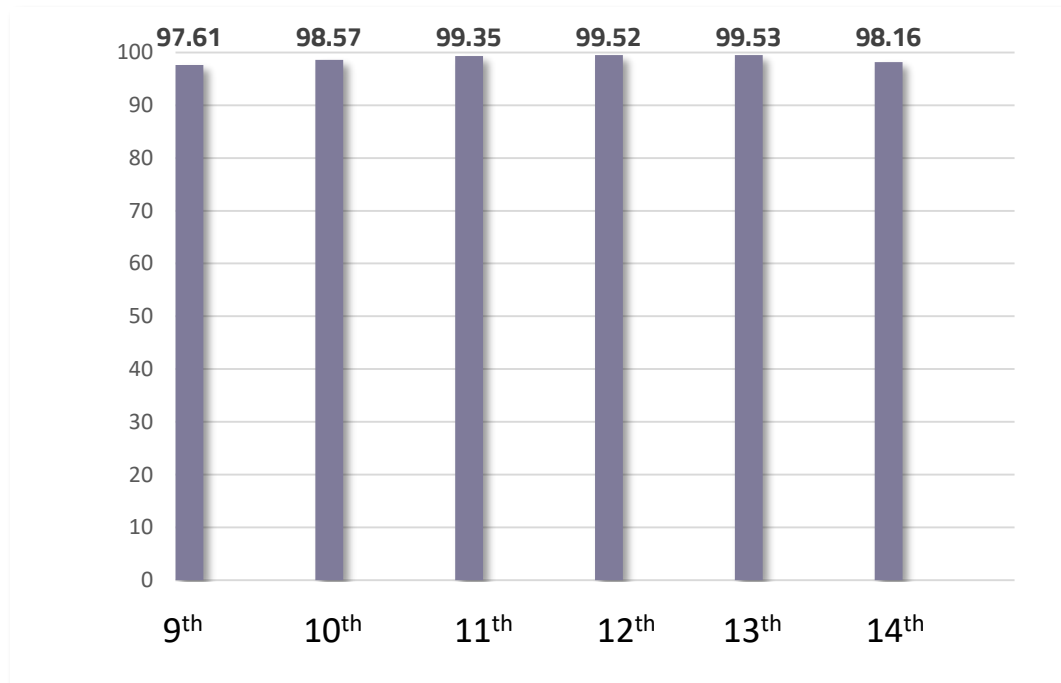




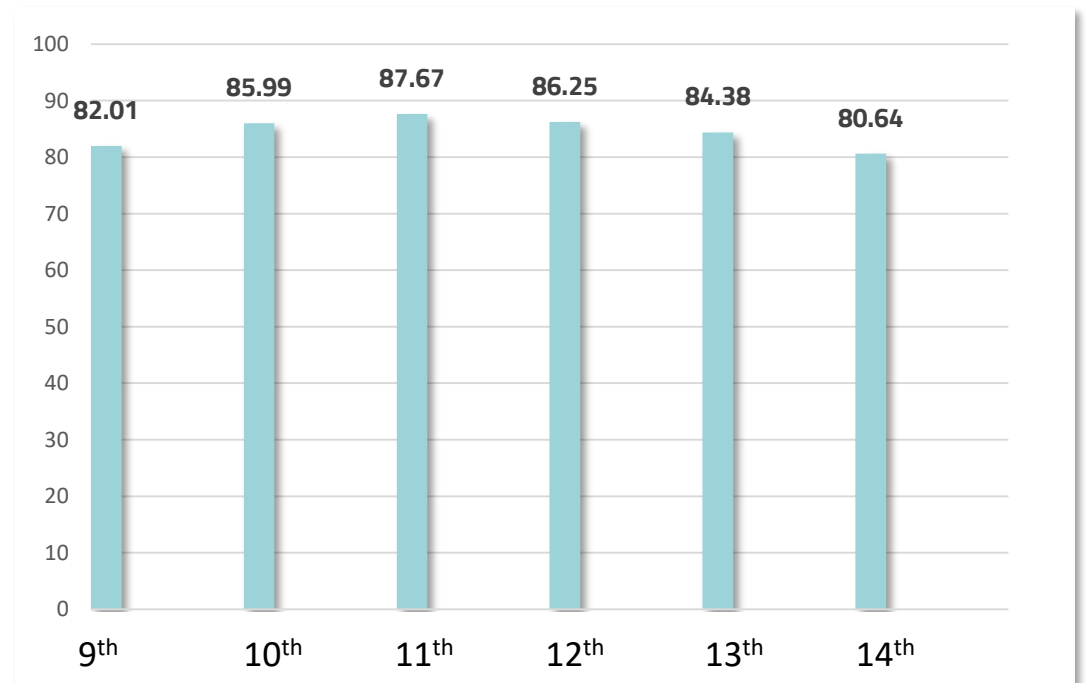
Weekly Reports to Measure the Effectiveness of the Remote-Training Attendance

Technical colleges for Girls

Weekly results of the trainers participation



Weekly results of the trainees participation

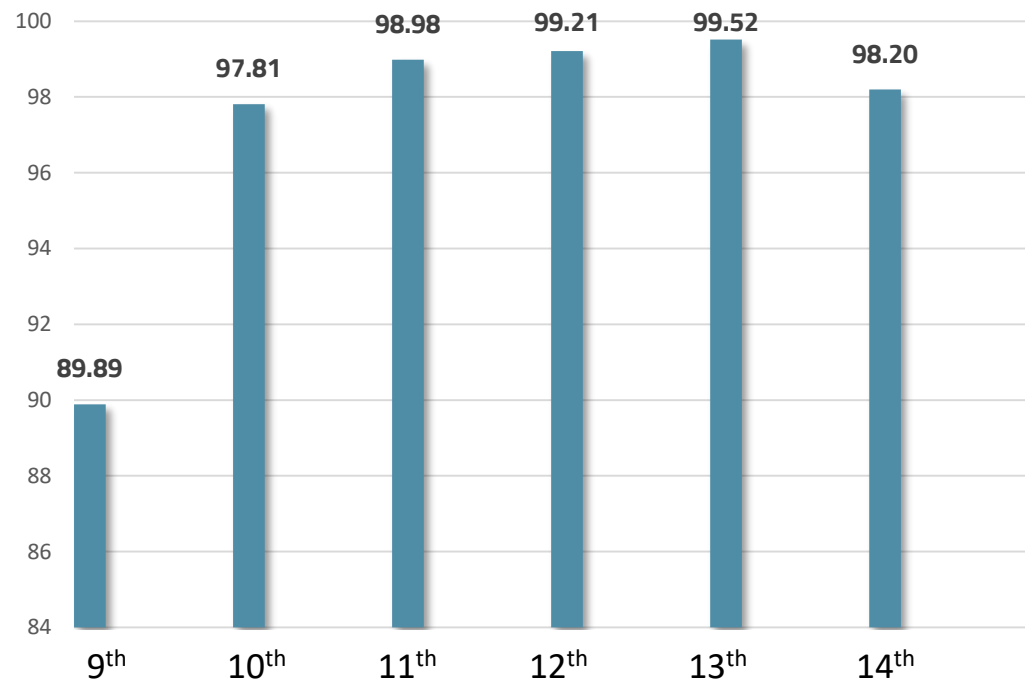




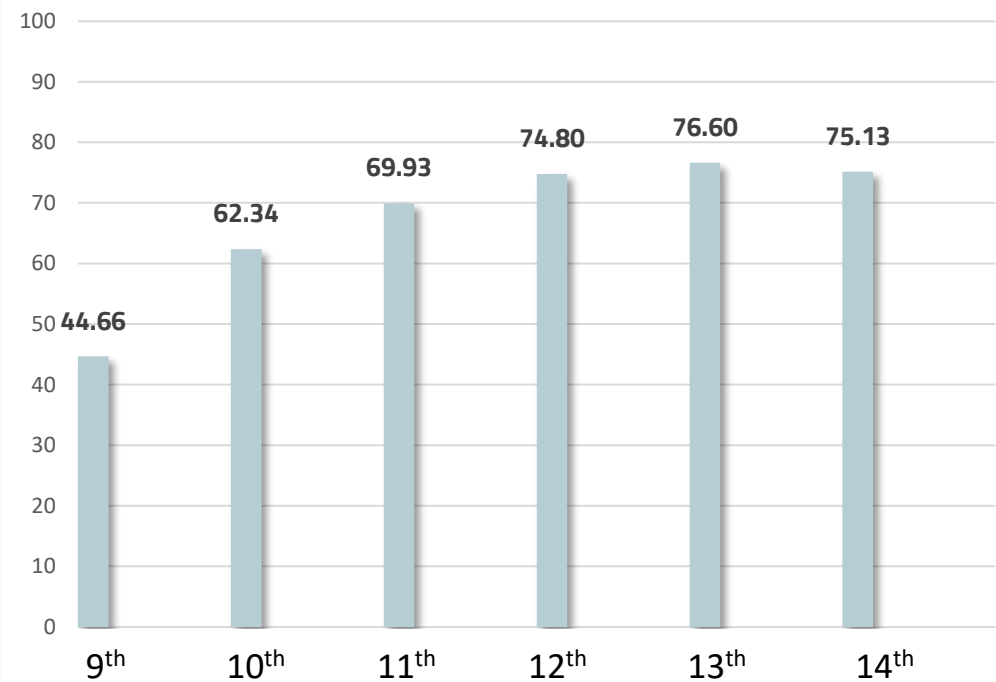
Weekly Reports to Measure the Effectiveness of the Remote-Training Attendance

Secondary Industrial Institutes

Weekly results of the trainers participation



Weekly results of the trainees participation

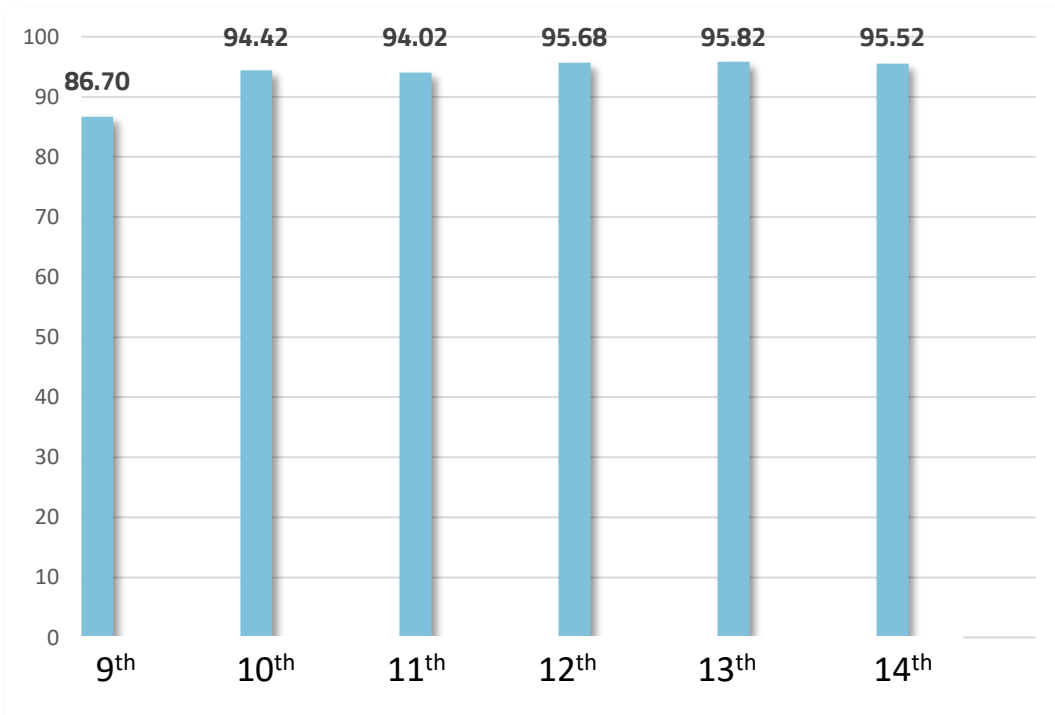




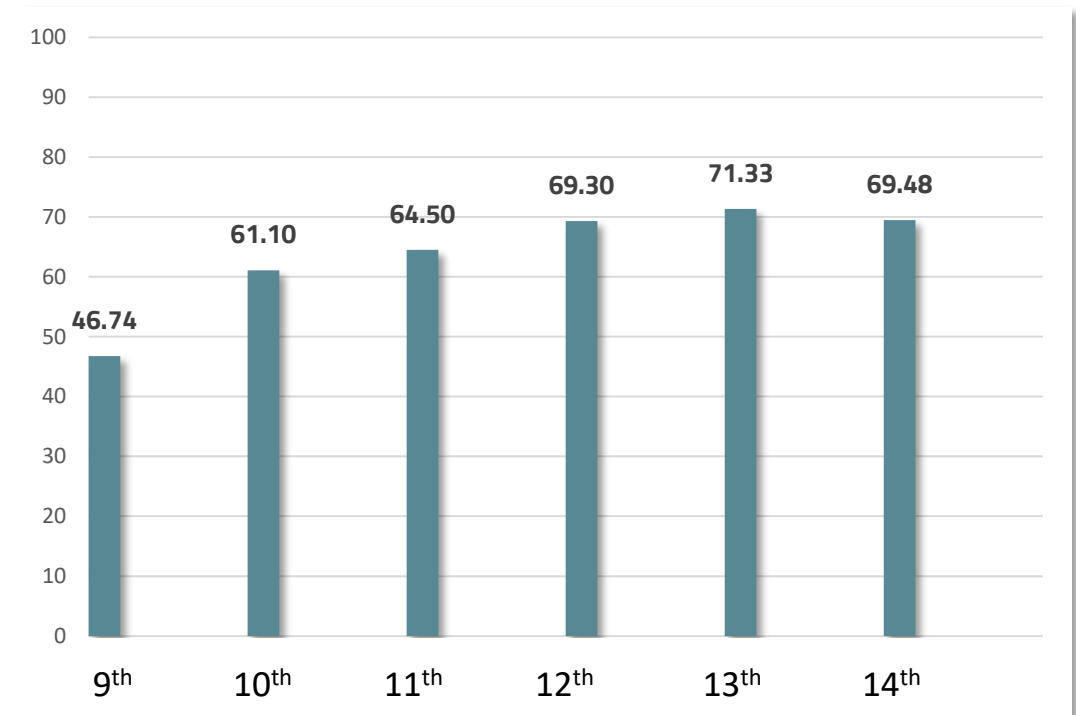
Weekly Reports to Measure the Effectiveness of the Remote-Training Attendance

Branches of Independent Colleges

Weekly results of the trainers participation



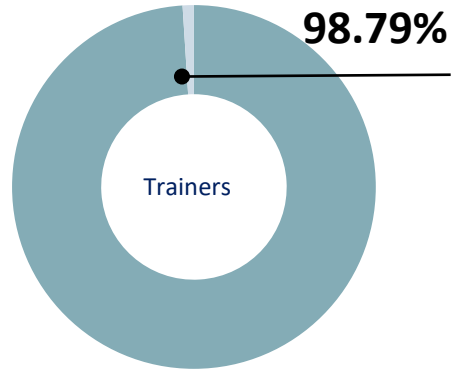
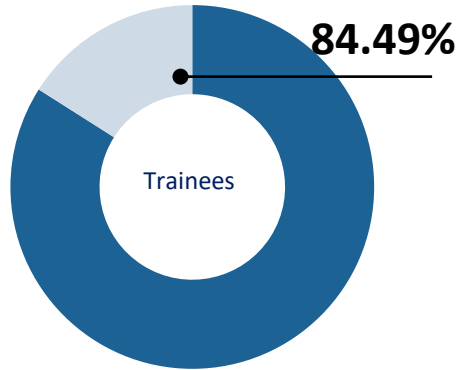
Weekly results of the trainees participation



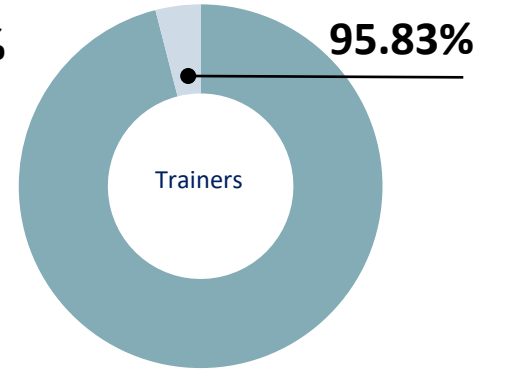
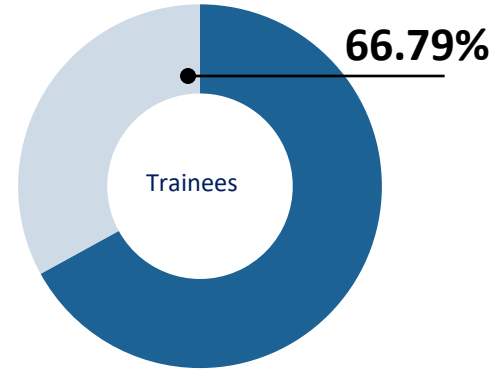


Final Results Comparison for the Remote-Training Attendance of the Training Facilities

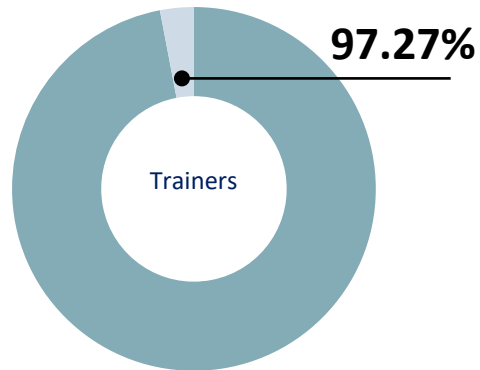
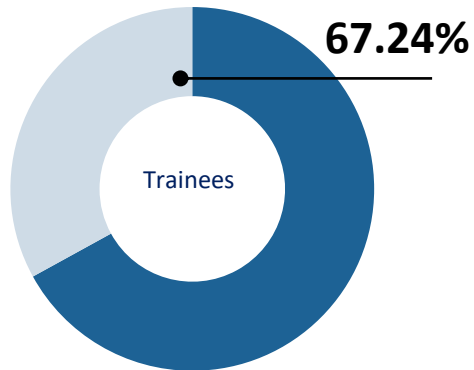
Technical colleges for Girls



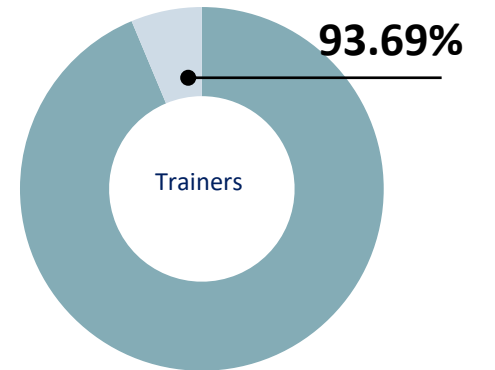
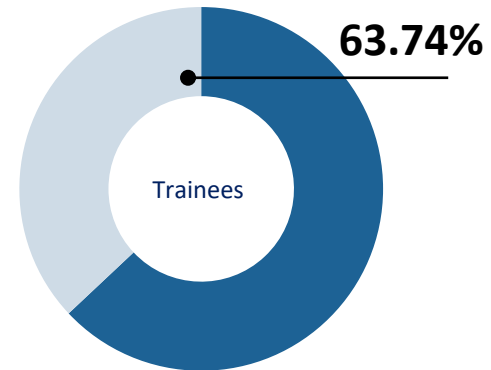
Technical Colleges for Boys



Secondary Industrial Institutes (boys)



Branches of Independent Colleges (boys)

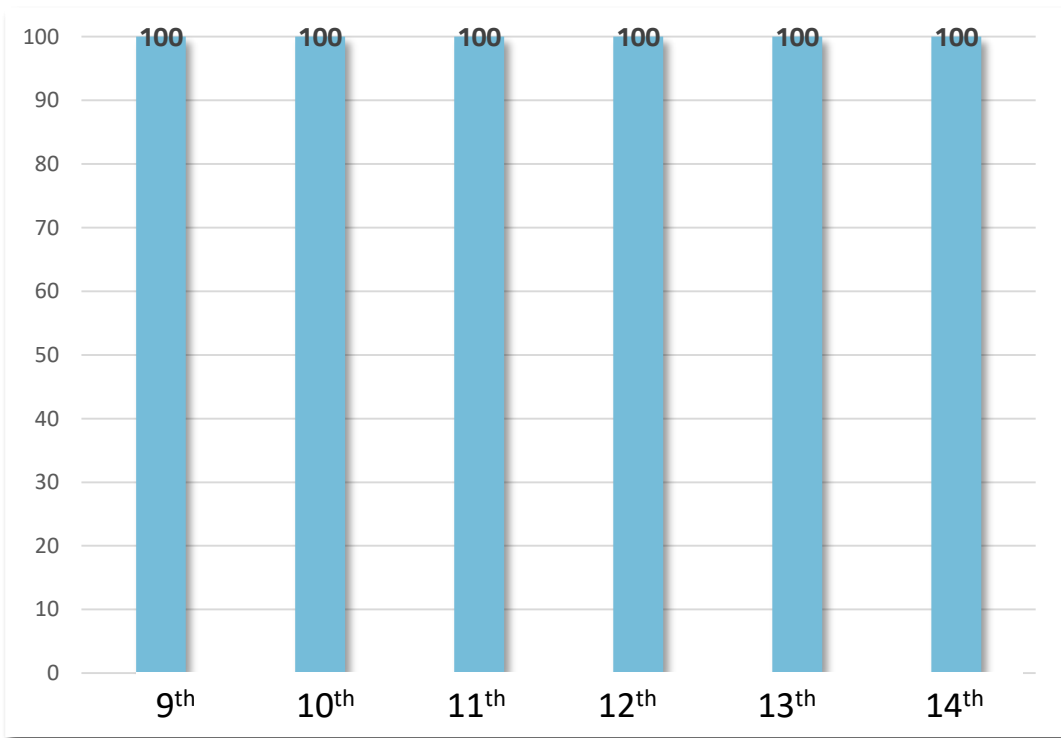




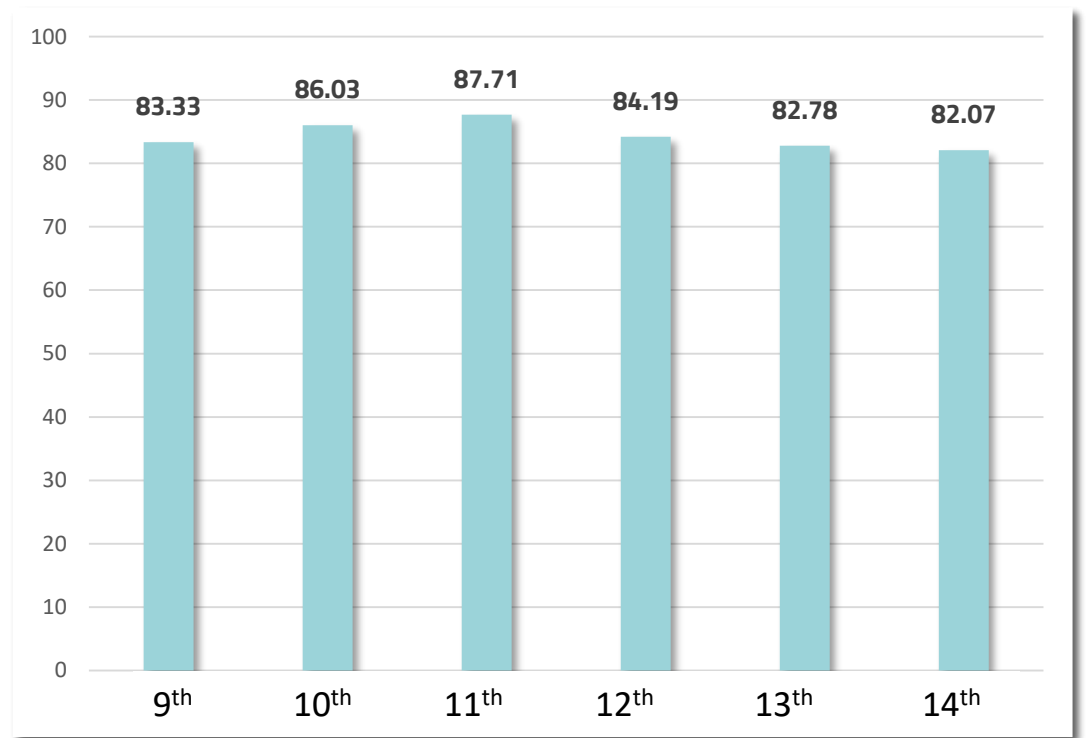
Weekly Reports to Measure the Effectiveness of the Remote-Training Attendance

Branches of the English language programme -boys and girls

Weekly results of the trainers participation



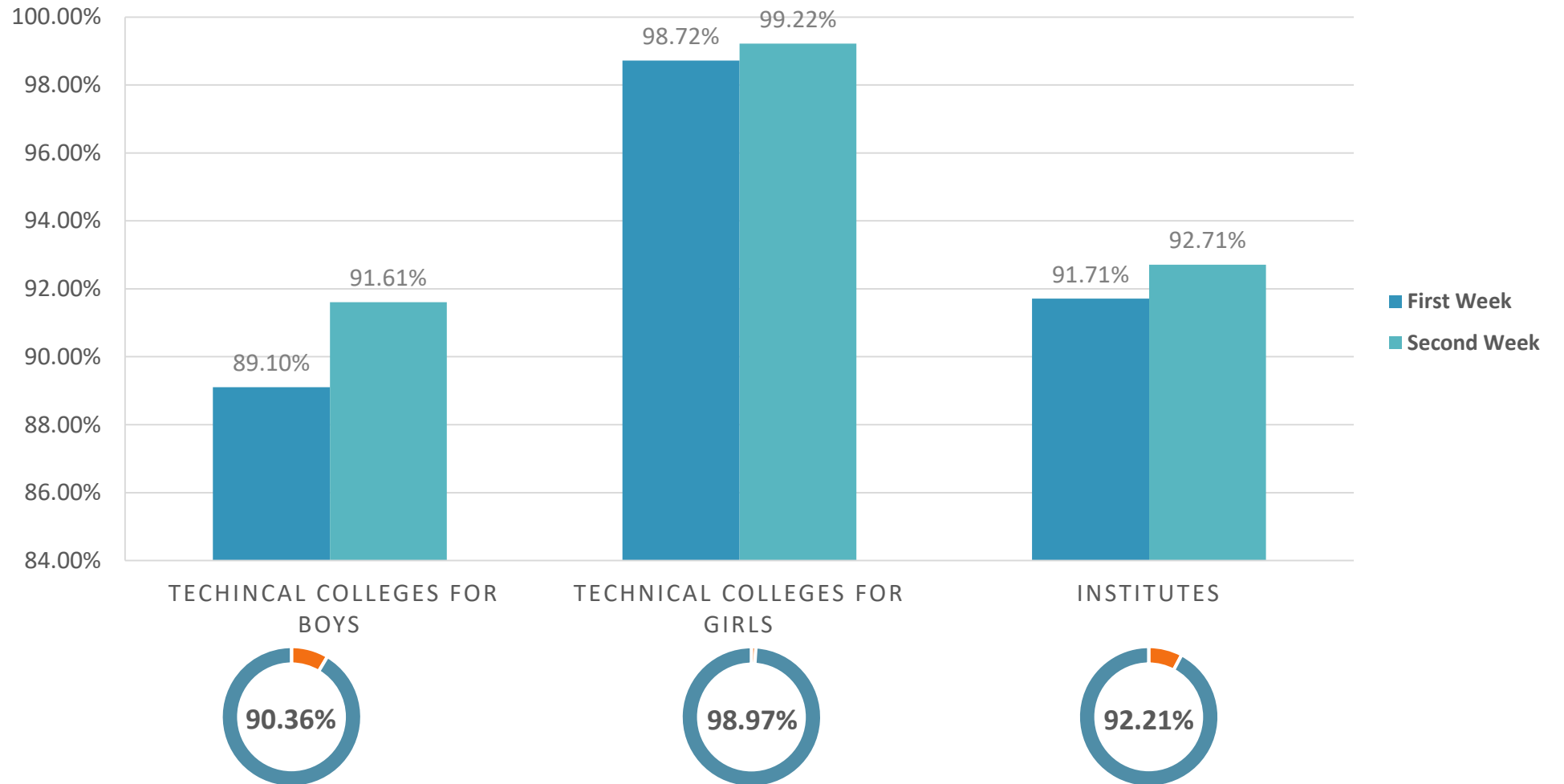
Weekly results of the trainees participation





Final Assessment Statistics 1/2

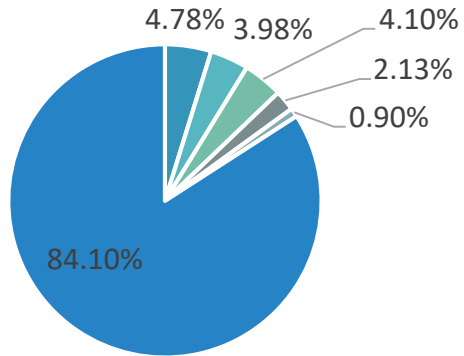
◆ Final Assessments Attendance ◆





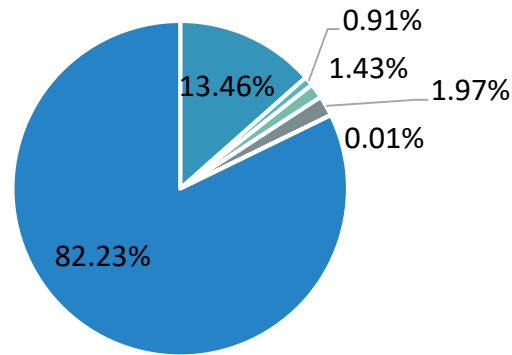
Implementing Assessment Types

Technical Colleges for boys



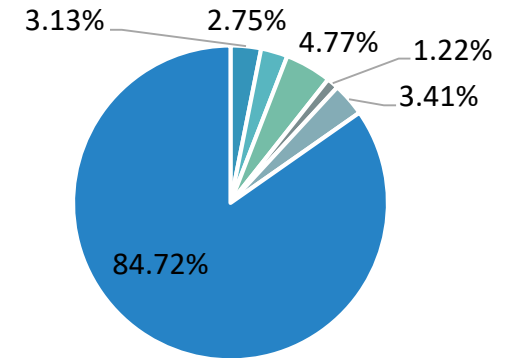
- others
- Reports
- Researches
- Projects
- Oral exams
- Electronic exams

Technical colleges for girls



- others
- Reports
- Research
- Projects
- Oral exams
- Electronic exams

Industrial secondary schools



- others
- Reports
- Research
- Projects
- Oral exams
- Electronic exams



Preparing Remote-Training Platforms



Technical Support Centre

for remote-training and exams



The technical support team consists of

12 Employees



Solving all the inquiries and problems of the support tickets, which reached

62,000



Providing continuous support service

24 Hourse



Launching the technical support center for remote-training on

Monday 9 March, 2020

Main Support Services

30%

Follow up the exams

20%

Monitor live streaming stability

10%

Provide access to the sections and tools

40%

Set-up service for beneficiaries



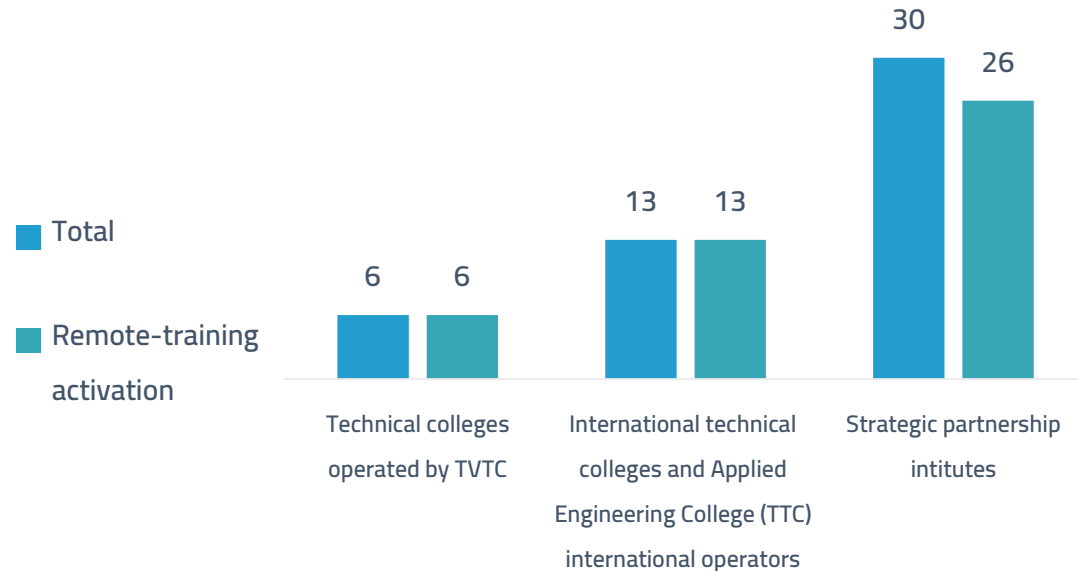
Remote-Training Statistics for International Technical Colleges and Strategic Partnership Institutes

* **35** Strategic partnership institutes

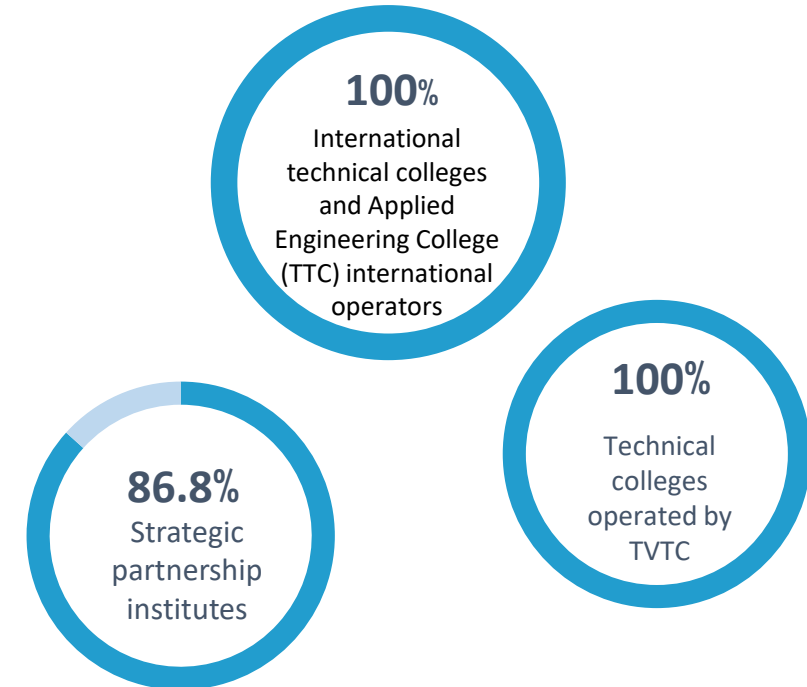
13 International technical colleges and Applied Engineering College (TTC) international operators

6 Technical colleges operated by TVTC

Number of training institutes and colleges that activated remote-training



Remote training activation

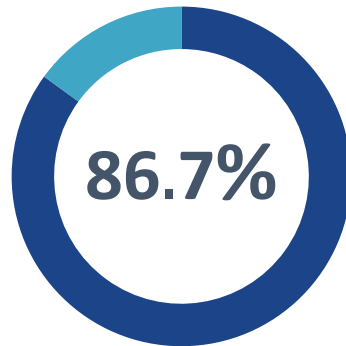


* The international technical college in Aljuaimah (Itqan Institute) was included within the international technical colleges (international operators)

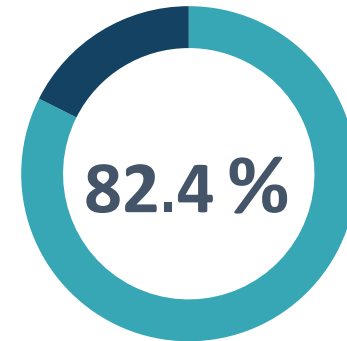


Remote-Training Statistics for International Technical Colleges and Strategic Partnership Institutes

	Number of trainees	Number of sections	Number of remote-training hours
International technical colleges and Applied Engineering College	18,559	841	172,054
Strategic partnership institutes	5,635	366	58,658



Total trainees participating in the international technical colleges and Applied Engineering College (TTC)
(TVTC as an operator and international operators)

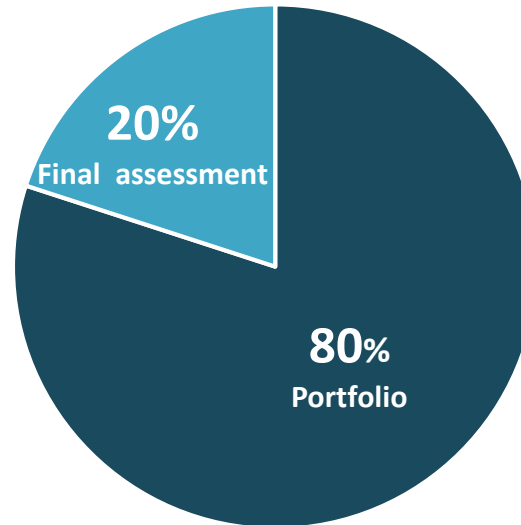


Total trainees participating in the strategic partnership institutes



The Approval of HE the Governor

for the exams mechanisms of the international technical colleges in accordance with the ministerial decision



1

Relying on the professional portfolio assessment that includes knowledge and skills assessment before the suspension of training, as well as the remote-training assessment. They represent 80% of the overall assessment

2

Conducting the final exams as scheduled for practical exam (Capstone) and theoretical exam (CBT) to measure the knowledge and skills. They represent 20% of the overall assessment



Exams and Assessment Statistics for International Technical Colleges and the College of Applied Engineering



A Platform was built to monitor the exams remotely in all the International Technical Colleges and the College of Applied Engineering

Continuous assessment 80%



Colleges that conduct exams remotely

18 colleges

- 17 International Technical Colleges (ITC)
- 1 College of Applied Engineering (TTC)

Professional Portfolio

5,335 Male and female trainees

24 Qualifications

16 International Technical Colleges
(Colleges 1 to 16) *

Final exams 20%



Professional skills (Capstone)

5,335 male and female trainees

24 Qualifications

16 International Technical Colleges
(Colleges 1 to 16)

Professional knowledge (CBT)

5,335 male and female trainees

24 Qualifications

16 International Technical Colleges
(Colleges 1 to 16)

English language

4,597 male and female trainees

18,388 Exam sessions
For skills (listening, reading, writing, speaking)

17 International Technical Colleges
(Colleges 1 to 17) **

Professional exams in the College of Applied Engineering (TTC)

526 trainees

3,620 exams sessions

7 majors

Note:

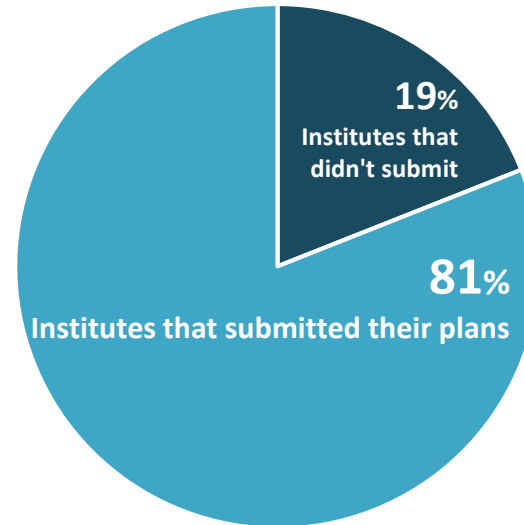
- The international technical colleges (1-16) have a professional portfolio, but there is no professional portfolio in the International Aviation Technical College in Riyadh and the College of Applied Engineering
- ** English language exams are only for international technical colleges (1-17)
- The international technical college in Aljuaimah (Itqan) implements the trimester training system ,note that the third training semester is still ongoing



Adopted Exams Mechanism for the Strategic Partnership Institutes

The Approval of HE the Governor

of the exams mechanisms for the international technical colleges in accordance with the ministerial decision



1

2

Circulating the decision to the strategic partnership institutes and requesting them to share their plans for the remainder of the semester and the exams and assessment mechanisms on 05, April, 2020

Collecting the strategic partnership institutes plans for the remainder of the semester and the exams and assessment mechanisms. Plans of 21 institutes were received, and the collecting process is still ongoing *



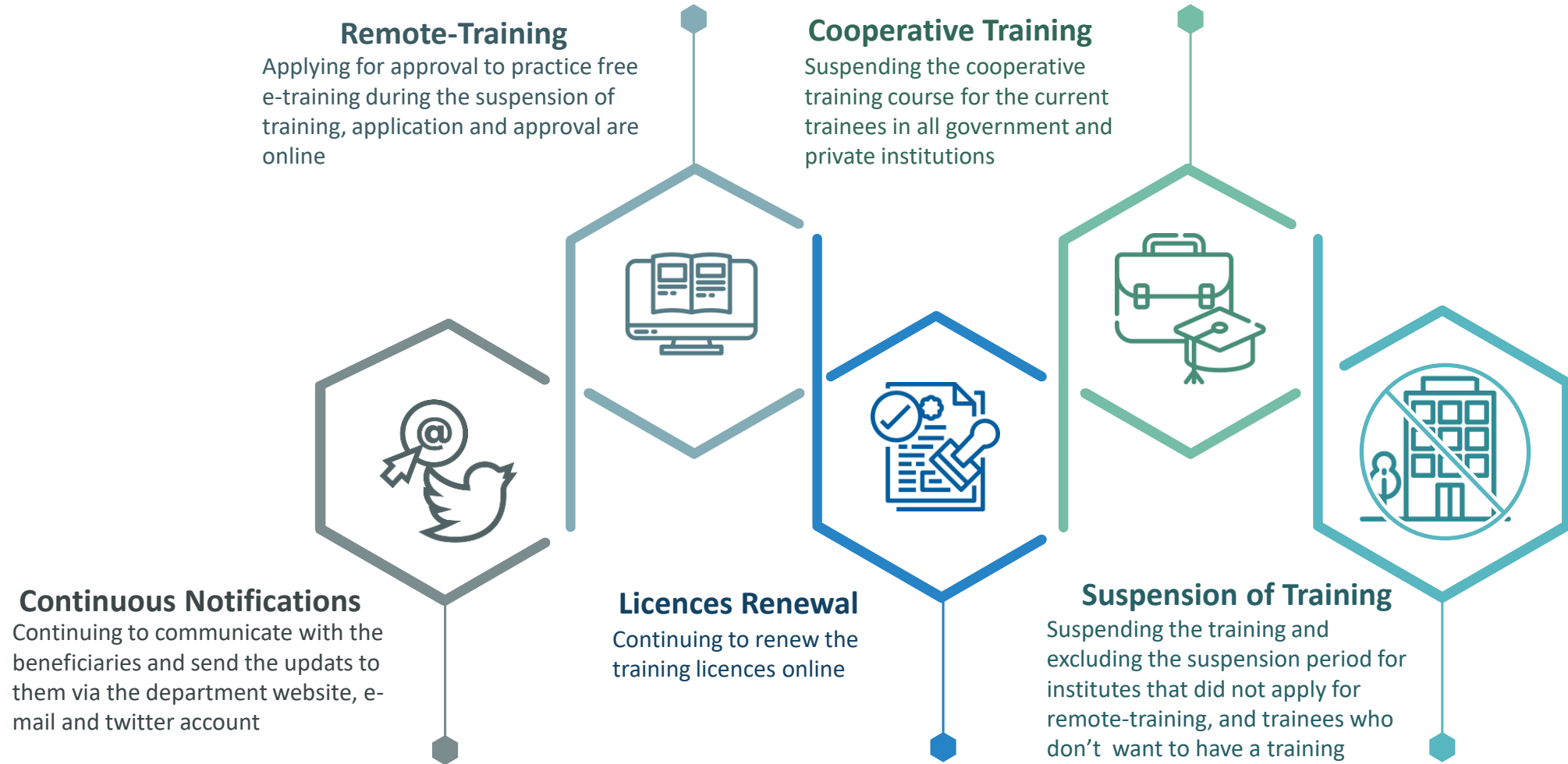
The strategic partnership institutes relied on the mechanisms of continues assessment, short tests, and conducting exams as scheduled according to the institute training calendar which varies based on the adopted training system



The assessment statistics of the strategic partnership institutes are currently not available due to the different training systems as some institutes are still continuing the training process because they adopt the trimester system



Adopted Procedures for Private Training Institutes During the Suspension of Training

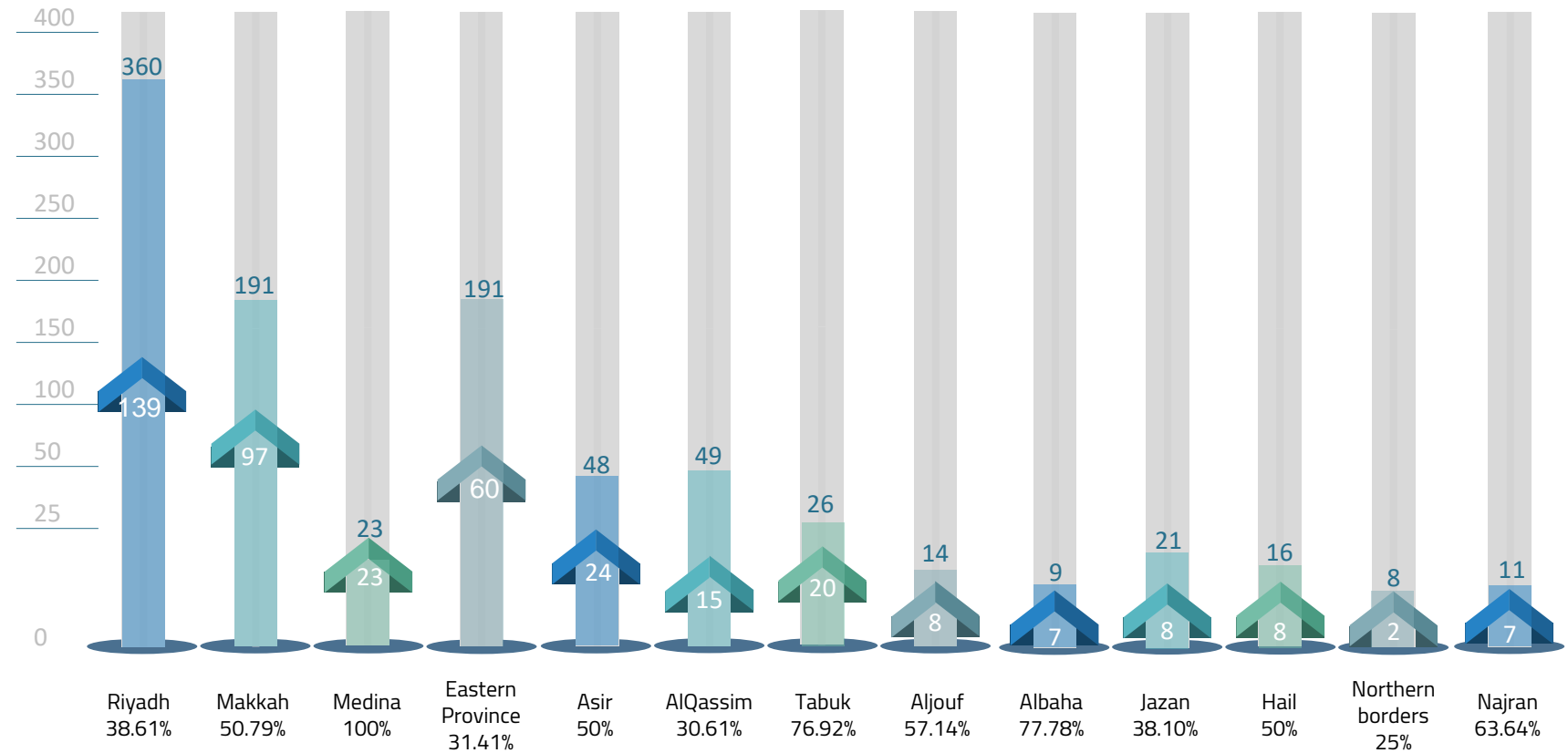




Statistics of Approved Training Institutes

 Total number in each region

 Number of approved e-training institutes





Lessons learned from Implementing Remote-Training System



- Creating a remote- training culture for the employees and trainees
- Commitment of all trainees and trainers to the remote-training model within a short time
- Enhancing the infrastructure of the corporation and its training facilities, and increasing the corporation's readiness level for this type of training
- Innovative solutions and creative models in training packages and assessment work provided by some trainers
- Providing an opportunity to adopt e-training in the short term as one of the main training model in the corporation
- Employees use of different applications and systems for remote-training and working and communication
- Big Data in remote-training is available to be analyzed and benefit from its results



Supporting remote- working and continuity plans





Supporting Remote-Working and Continuity Plans

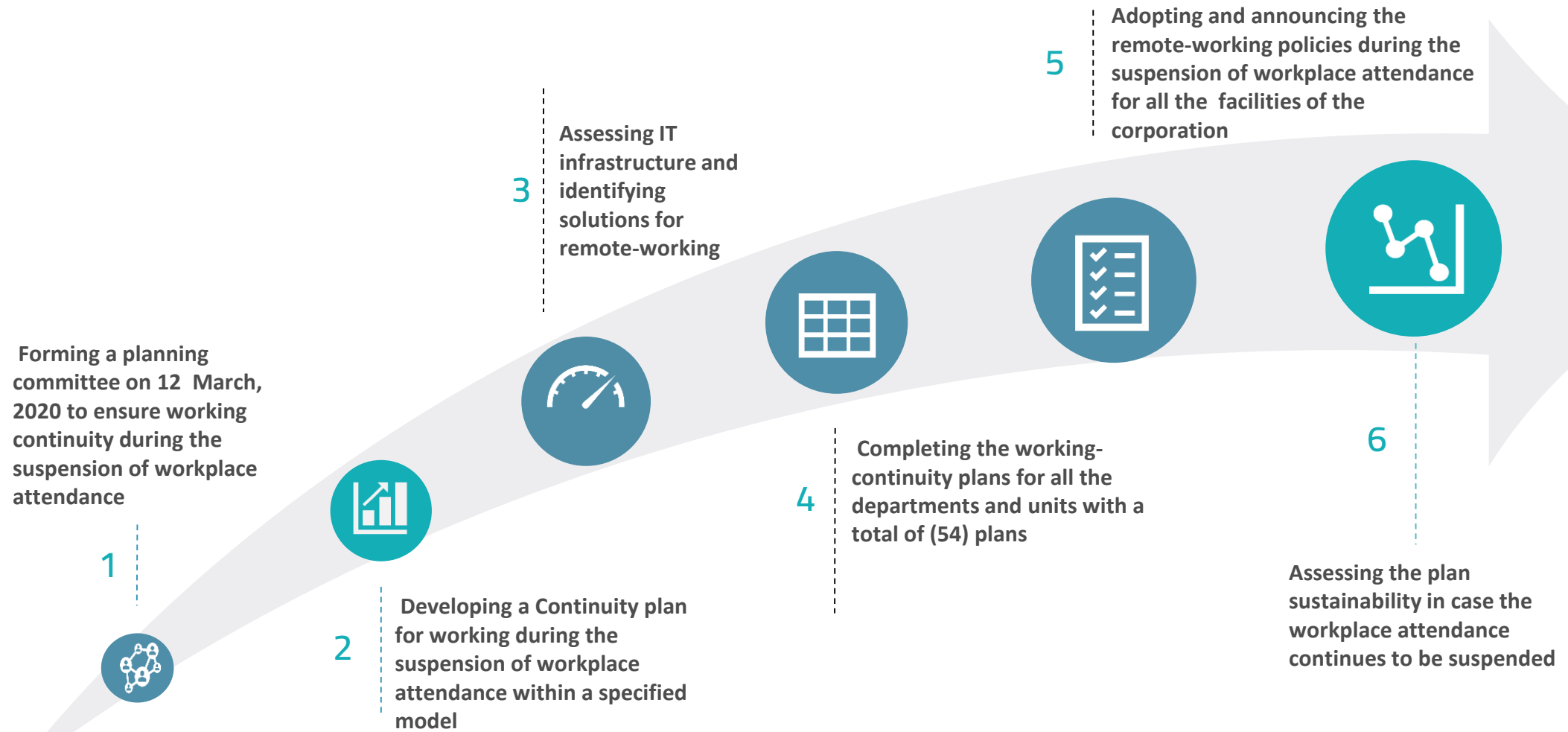
Since the beginning of (Covid19) pandemic, the corporation started the preparations and the efforts and still continues to the present. The corporation created a proactive plan to ensure remote-working continuity including all the TVTC's departments, training facilities and strategic and development projects, in order to ensure the continuity of the training process, major operational works and technical works.

This plan, with its procedures and measures, focused on supporting remote-training and working by identifying training solutions, allowing access to the corporation's systems and e-services, and developing necessary working policies during the suspension of the employees attendance.

Over the past period, all the TVTC departments, programs, training facilities, strategic partnership institutions, international colleges and private training institutions continued to work and provide services to the TVTC's internal and external costumers in accordance with approved policy and through several e-services and technical systems provided by the corporation. In addition, training plans for the coming year were prepared that include the admission plans in colleges and institutions and the operation of new colleges.



Procedures for Planning Remote-Working Continuity During the Suspension of Workplace Attendance





Procedures for Planning Remote-Working Continuity During the Suspension of Workplace Attendance

Creating a continuity plan for working during crisis for the corporation's departments and training facilities

The plan includes the officials contact numbers for emergency

The plan shows the major activities and the importance of their continuity, also the automated and non-automated works

Classifying the importance level of work continuity in emergency situations as follows: High ■ Medium ■ Low ■



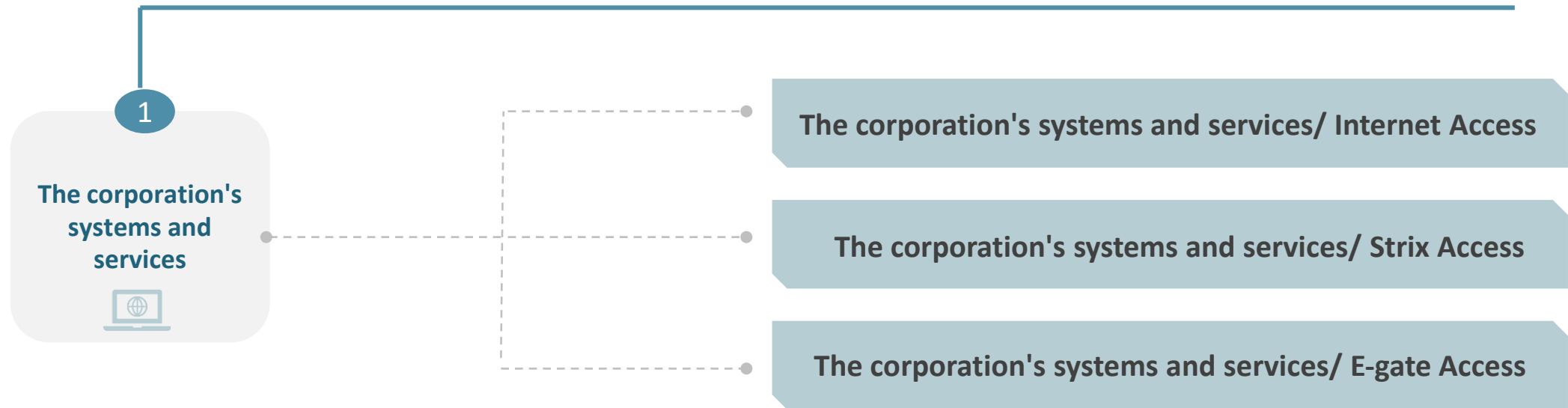


To support remote- working, solutions in remote-working were identified and access to the corporation's systems and e-services was provided in order to continue remote-working





To support remote- working, solutions in remote-working were identified and access to the corporation's systems and e-services was provided in order to continue remote-working



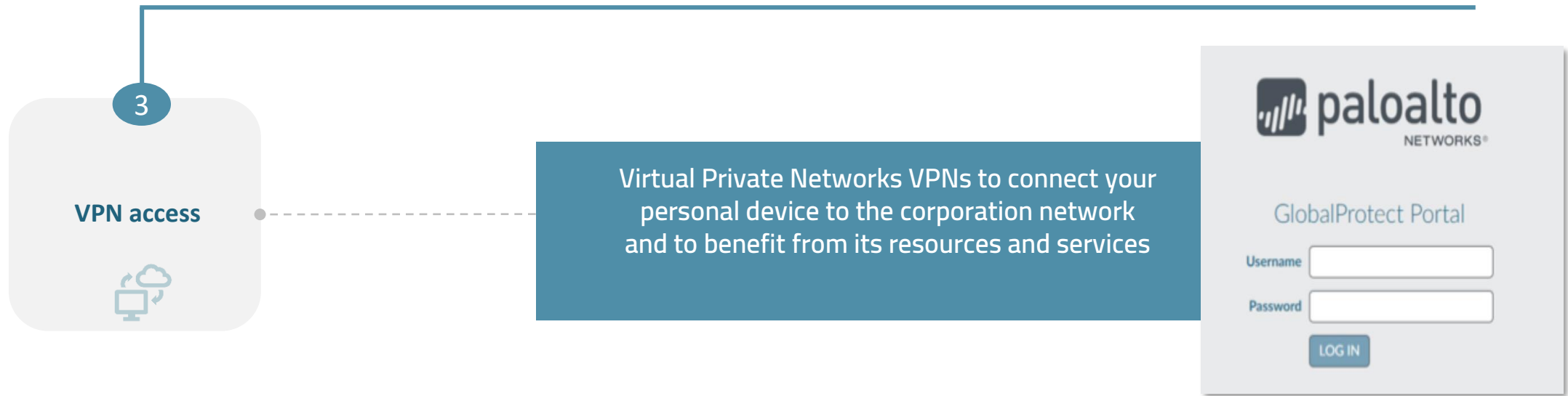
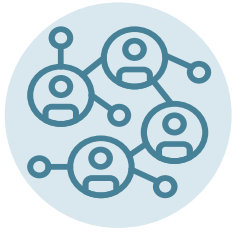


To support remote- working, solutions in remote-working were identified and access to the corporation's systems and e-services was provided in order to continue remote-working





To support remote- working, solutions in remote-working were identified and access to the corporation's systems and e-services was provided in order to continue remote-working





Supporting the Implementation of Remote-Working Solutions and its Available Tools and Providing Supports



- 1** Preparing remote-working manual- short guide that includes the policies and tools of remote-working, as well as a list of the corporation's applications, services, communication channels and instructions on how to use them
- 2** Conducting e-seminars and e-workshops
- 3** Providing and publishing visual materials on how to hold remote meetings and workshops and exchange documents remotely while maintaining the reliability and cyber security procedures
- 4** Launching the remote-working gate to support all the corporation's employees



Operating New Technical Colleges

HE the Governor approved the operation of two digital colleges for girls in Riyadh and Jeddah for the next semester, offering diploma and bachelor programs in the digital fields to meet the labor market's needs

The Digital Technical College for girls in Riyadh will offer significant majors such as, web technologies and computer network systems management, with a capacity of 1,700 trainees

The Digital Technical College for girls in Jeddah has a capacity of 2,200 trainees, and will offer majors, such as networks systems management, software and multimedia





TVTC Development Initiatives and Projects & COVID19 Impacts

Number of portfolios*

6

Existing projects

46

Existing initiatives

17

- All existing initiatives and projects of the corporation continued without interruption during the suspension of workplace attendance except for the project of the ninth technical conference, which was postponed due to the circumstances related to COVID19 crisis
- Several projects and initiatives were launched during this crisis in order to benefit from remote-working and training experience, as follows:
 1. Big Data project that aims to study and analyze huge data which helps in decision making
 2. E-training project that aims to expand the scope of remote-training for a number of courses after returning to the direct training

* Portfolio: is a collection of projects or programs that are linked together to facilitate the management of work to achieve the strategic objectives



E- Seminars and E- Workshops

E-seminar on
"E-training platforms in
addressing COVID19.. technology
for training"



for trainers and trainees

workshops to enable male/
female managers of e- training
sub-centers to support their
training units



for managers of e-
training sub-centers

Electronic scout camp
Corona virus COVID-19



for scout leaders and female
guides

Workshop on
"Remote- working and its
technologies with Microsoft 365
solutions"



for the corporation's officials

E-seminar on
"Crisis management in
addressing challenges in the
educational and training
institutions"



public seminar

E-seminar on
"preparing the graduate for the
labor market"



for graduates



Providing Private Training Services Remotely



Issue training license



Add E-training activity



Register the trainees in the training programs



Issue development courses certificates



Process the settlement requests received from the training facilities to remove notification, warning or temporary suspension



Renew training license



Announce and open training programs



Approve new development courses



Record results of the final exams for diploma



Answer the calls and respond to inquiries and suggestions



Corporate Communication and Customer Service

- www.tvtc.gov.sa

Official website



- @tvtcweb

Twitter account





Communicating with employees (administrators and trainers) by sending awareness emails about occupational health and safety and the importance of continuing the workflow remotely, and clarifying the mechanisms



Communicating with the external audience through news, twitter account and local accounts



Sending messages through the social media accounts that urge the trainees to continue the training remotely, also using the remote-training platforms to provide technical support and to raise awareness



Corporate Communication Statistics





Customer Service Statistics



The customer service office
received (10263) cases



Total cases received by email

1149



Total cases received by Contacts Us service

2377



Total cases received by customer service account on twitter

6737



Customer satisfaction survey

85%



Main regulatory and precautionary circulars, procedures, instructions and approaches that support working requirements during Covid19 crisis:

1

Resuming work for the administrative staff in the training institutes
No. (32\129357), date (12 March 2020)

4

Suspending all unnecessary meetings of the committees
No. (82903), date (23 March 2020)

2

Notifying all the employees to declare the countries they recently visited
No. (32\130050), date (15 March 2020)

5

Reducing the number of employees for tasks that require workplace attendance
Date: (25 March 2020)

3

Attendance management policies (remote-working)
No. (32\130253), date (16 March 2020)

6

Contacting all international students and sending messages and instructions to them
Date: (25 March 2020)



Main regulatory and precautionary circulars, procedures, instructions and approaches that support working requirements during Covid19 crisis:

7

Developing and implementing a security precautionary plan in the corporation's headquarter
Date: (14 March 2020)

10

Requesting for urgent advance payments for all the training units to fulfill the preventive hygiene requirements
Date: (17 March 2020)

8

Developing and implementing a precautionary plan for maintenance and cleaning services in the corporation's headquarter
Date: (14 March 2020)

11

Informing the corporation training institutes to postpone the training programs until further notice
Date: (9-12 March 2020)

9

Informing the security services operators to ensure the continuity of the security guard services in the training units during the suspension of training
Date: (11 March 2020)

12

Informing the units which have self operated security system to notify the security guard supervisors to ensure the continuity of the security guard services in the training units during the suspension of training
Date: (11 March 2020)