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

- Remote-Training
- Occupational Health and safety
- Circulars/ directives/ instructions and procedures
- Corporate Communication and Customer Service
- Supporting remote-working and continuity plans
Occupational Health and safety

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
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
Isolation areas

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

Volunteers

- (3105) scout volunteers
- (1336) specialists
- (93) healthcare workers

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

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

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

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

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

Temperature measurement tours

More focus on the health conditions

Health conditions monitoring

Precautionary test for arrivals from areas with high-risk of infection

Raise the employees health awareness

Send awareness e-mails

Distribute educational materials

Conduct awareness lectures

Provide educational tours

Training on 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
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

Direct-training
- 7 weeks
  - Courses content 60%
  - Assessment score 60%

Transitioning period
- One week

Remote-training
- 6 weeks
  - Courses content 40%
  - Assessment score 20%

Final assessment
- 3 weeks
  - Assessment score 20%

Courses content 60%
Assessment score 60%

Courses content 40%
Assessment score 20%

Assessment score 20%

19 January 2020
8 March 2020
15 March 2020
23 April 2020
14 May 2020
Remote-Training Statistics for Technical Colleges (for Boys and Girls) and Industrial Secondary Schools

- 3,651,247 Attendance of online sessions
- 3,235,547 Login users
- 3,030,912 Panel discussions
- 52,748 Training sections
- 12,300 Male and female trainers
- 201,321 Male and female trainees
- 5,160,532 Streaming hours
- 1,639,614 Virtual classrooms

3,235,547
Login users

52,748
Training sections

201,321
Male and female trainees

1,639,614
Virtual classrooms

3,651,247
Attendance of online sessions

3,030,912
Panel discussions

12,300
Male and female trainers

5,160,532
Streaming hours
## Modifying E-Systems in Accordance With the Continuous and Final Assessment Decisions

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

<table>
<thead>
<tr>
<th>Decisions taken by training units</th>
<th>Optional courses drop request</th>
<th>Lifting the denial (DN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trainees whose records closure were cancelled due to interruption</td>
<td>Trainees whose withdrawal requests were cancelled</td>
<td>Number of trainee’s withdrawals</td>
</tr>
<tr>
<td>399</td>
<td>211</td>
<td>62</td>
</tr>
<tr>
<td>Trainees whose records closure were cancelled</td>
<td>Number of trainees using this service</td>
<td>3414</td>
</tr>
<tr>
<td>398</td>
<td>7286</td>
<td>211</td>
</tr>
<tr>
<td>Number of records closure were cancelled</td>
<td>Number of records</td>
<td>89346</td>
</tr>
<tr>
<td>398</td>
<td>24871</td>
<td></td>
</tr>
</tbody>
</table>
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

Week 9: 97.61%
Week 10: 98.57%
Week 11: 99.35%
Week 12: 99.52%
Week 13: 99.53%
Week 14: 98.16%

Weekly results of the trainees participation

Week 9: 82.01%
Week 10: 85.99%
Week 11: 87.67%
Week 12: 86.25%
Week 13: 84.38%
Week 14: 80.64%
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

- Trainees: 84.49%
- Trainers: 98.79%

Secondary Industrial Institutes (boys)

- Trainees: 67.24%
- Trainers: 97.27%

Technical Colleges for Boys

- Trainees: 66.79%
- Trainers: 95.83%

Branches of Independent Colleges (boys)

- Trainees: 63.74%
- Trainers: 93.69%
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

Final Assessments Attendance

<table>
<thead>
<tr>
<th>Category</th>
<th>First Week</th>
<th>Second Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Colleges for Boys</td>
<td>89.10%</td>
<td>91.61%</td>
</tr>
<tr>
<td>Technical Colleges for Girls</td>
<td>98.72%</td>
<td>99.22%</td>
</tr>
<tr>
<td>Institutes</td>
<td>91.71%</td>
<td>92.71%</td>
</tr>
</tbody>
</table>

90.36%  98.97%  92.21%
Final Assessment Statistics 2/2

Implementing Assessment Types

Technical Colleges for boys
- 84.10% Others
- 4.78% Reports
- 3.98% Researches
- 3.10% Oral exams
- 2.13% Electornic exams

Technical colleges for girls
- 82.23% Others
- 13.46% Reports
- 1.43% Researches
- 0.91% Oral exams
- 1.97% Electornic exams

Industrial secondary schools
- 84.72% Others
- 3.13% Reports
- 2.75% Researches
- 1.43% Oral exams
- 3.41% Electornic 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 Hour
- Launching the technical support center for remote-training on Monday 9 March, 2020

**Main Support Services**

- Follow up the exams 30%
- Monitor live streaming stability 20%
- Provide access to the sections and tools 10%
- Set-up service for beneficiaries 40%
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

<table>
<thead>
<tr>
<th>Number of training institutes and colleges that activated remote-training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical colleges operated by TVTC</td>
</tr>
<tr>
<td>International technical colleges and Applied Engineering College (TTC) international operators</td>
</tr>
<tr>
<td>Strategic partnership institutes</td>
</tr>
</tbody>
</table>

Remote training activation

- 100% International technical colleges and Applied Engineering College (TTC) international operators
- 86.8% Strategic partnership institutes
- 100% Technical colleges operated by TVTC

* 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

<table>
<thead>
<tr>
<th></th>
<th>Number of trainees</th>
<th>Number of sections</th>
<th>Number of remote-training hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>International technical</td>
<td>18,559</td>
<td>841</td>
<td>172,054</td>
</tr>
<tr>
<td>colleges and Applied</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Engineering College</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strategic partnership</td>
<td>5,635</td>
<td>366</td>
<td>58,658</td>
</tr>
<tr>
<td>institutes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Total trainees participating in the international technical colleges and Applied Engineering College (TTC)** (TVTC as an operator and international operators): 86.7%
- **Total trainees participating in the strategic partnership institutes**: 82.4%
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.

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.

The Approval of HE the Governor

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

80% Portfolio

20% Final assessment
A Platform was built to monitor the exams remotely in all the International Technical Colleges and the College of Applied Engineering.

### Continuous assessment 80%

- **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)

### 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

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.

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.

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 Approval of HE the Governor

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

- 81% Institutes that submitted their plans
- 19% Institutes that didn’t submit

Institutes that didn’t submit: 19%
Adopted Procedures for Private Training Institutes During the Suspension of Training

- **Remote-Training**
  Applying for approval to practice free e-training during the suspension of training, application and approval are online

- **Cooperative Training**
  Suspending the cooperative training course for the current trainees in all government and private institutions

- **Continuous Notifications**
  Continuing to communicate with the beneficiaries and send the updates to them via the department website, e-mail and twitter account

- **Licences Renewal**
  Continuing to renew the training licences online

- **Suspension of Training**
  Suspending the training and excluding the suspension period for institutes that did not apply for remote-training, and trainees who don’t want to have a training
Statistics of Approved Training Institutes

- **Riyadh**: 38.61%
- **Makkah**: 50.79%
- **Medina**: 100%
- **Eastern Province**: 31.41%
- **Asir**: 50%
- **AlQassim**: 30.61%
- **Tabuk**: 76.92%
- **Aljouf**: 57.14%
- **Albaha**: 77.78%
- **Jazan**: 38.10%
- **Hail**: 50%
- **Northern borders**: 25%
- **Najran**: 63.64%

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
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

1. Forming a planning committee on 12 March, 2020 to ensure working continuity during the suspension of workplace attendance

2. Developing a Continuity plan for working during the suspension of workplace attendance within a specified model

3. Assessing IT infrastructure and identifying solutions for remote-working

4. Completing the working-continuity plans for all the departments and units with a total of (54) plans

5. Adopting and announcing the remote-working policies during the suspension of workplace attendance for all the facilities of the corporation

6. Assessing the plan sustainability in case the workplace attendance continues to be suspended
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 ■

Working continuity plans
(45) plans (248) activities

- **Departments reported to HE the Governor**
  - 14 departments
  - 59 activities
  - High: 7, Medium: 12, Low: 35

- **Planning and Business Development sector**
  - 5 departments
  - 11 activities
  - High: 5, Medium: 8, Low: 8

- **RIYADAH**
  - 11 activities
  - High: 6, Medium: 5

- **Training Policies and Quality sector**
  - 4 departments
  - 20 activities
  - High: 8, Medium: 8, Low: 4

- **Support Services sector**
  - 24 departments
  - 101 activities
  - High: 35, Medium: 28, Low: 37

- **Training sector**
  - 6 departments
  - 36 activities
  - High: 13, Medium: 15, Low: 8
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.

1. The corporation's systems and services
   - The corporation's systems and services/ Internet Access
   - The corporation's systems and services/ Strix Access
   - The corporation's systems and services/ E-gate Access
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.

**Participatory work tools**

- **Ethaq Plus:** Sharing documents and using them from anywhere
- **Microsoft Teams:** A unified system that combines conversations and video meetings, files storage and integration with applications
- **Cisco WebEx:** The Best live video and audio conferencing and meeting Software
- **Skype:** A software for business video and audio meetings between two or a group of employees
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.

Virtual Private Networks (VPNs) were implemented to connect your personal device to the corporation network and to benefit from its resources and services.
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.
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.
Number of portfolios* | Existing projects | Existing initiatives
--- | --- | ---
6 | 46 | 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 COVID-19.. technology for training”**
  - for trainers and trainees

- **Workshop on “Remote- working and its technologies with Microsoft 365 solutions”**
  - for the corporation’s officials

- **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**
  - for scout leaders and female guides

- **Corona virus COVID-19**

- **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

---

43
Providing Private Training Services Remotely

- Issue training license
- Renew training license
- Add E-training activity
- Announce and open training programs
- Register the trainees in the training programs
- Approve new development courses
- Issue development courses certificates
- Record results of the final exams for diploma
- Process the settlement requests received from the training facilities to remove notification, warning or temporary suspension
- Answer the calls and respond to inquiries and suggestions
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

- Tweets: 10,077
- Internal awareness materials: 397
- News: 328
- Video and visual materials: 802
- Infographics and photos: 2,208
- Communication using social media platforms: 1,336
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)

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

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

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

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

6. Contacting all international students and sending messages and instructions to them
   Date: (25 March 2020)
Developing and implementing a security precautionary plan in the corporation's headquarter
Date: (14 March 2020)

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

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

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

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)