

ORGANIZATION CHART

THIS PROCEDURE IS CONTROLLED BY THE INDUSTRIAL TECHNICAL TRAINING INSTITUTE (ITTI) AND MAY NOT BE AMENDED, REVISED OR ALTERED IN ANY OTHER WAY WITHOUT THE AUTHORIZATION OF THE COMPANY.

THE SIGNATURES BELOW AUTHORISE ALL PAGES OF THIS PROCEDURE FOR USE FROM THE DATE OF APPROVAL SHOWN

Activity	Prepared by	Approved by
Name	Naimat Ullah Khan	Akram Ullah
Designation	Centre Manager	Centre Head
Signature		
Date	20 May, 2022	28 May 20, 2022
		13 Feb, 2022

REVISION HISTORY

REVISION	DATE	REMARKS
1	07 July, 2024	
2	13 July, 2025	

RED DUNE

Organization Chart

REDDUNE TRAINING CETNER

Contents

1. Head of Centre	3
2. Lead Tutor.....	4
3. Quality Assurance / Internal Quality Assurer (IQA).	5
4. Assessor.....	6
5. Finance Head.....	7
6. Centre admin	8
7. Centre Coordinator.	9

1. Head of Centre

Provide strategic, academic, and operational leadership for Red Dune Training Centre (Saudi Arabia) to ensure compliant, safe, and high-quality delivery of international qualifications and TVTC-approved programs, aligned with ISO 9001 (quality), ISO 14001 (environment), and ISO 45001 (OH&S).

Accountability & Reporting

- Accountable to the Board/Owner for Centre performance, compliance, and learner outcomes.
- Line-manages the Quality Lead/IQA, Lead Tutors/Assessors, HSE Officer, Centre Administration, and Marketing & Client Relations.
- Chairs the termly Quality Review Meeting and signs the Annual Management Review.

Key Responsibilities

- **Governance & Compliance:** Ensure policies, assessment practices, facilities, and records meet international awarding body, TVTC, and ISO requirements; maintain approvals, audits, and corrective actions.
- **Quality & Standards:** Approve assessment plans, results release, and certification; oversee internal verification, standardization, malpractice prevention, appeals handling, and continuous improvement (PDCA).
- **Safety & Environment:** Ensure risk assessments, emergency preparedness, waste management, and operational controls for training/assessment activities.
- **People & Competence:** Recruit, induct, and appraise staff; ensure role competence, safeguarding, and annual CPD plans; approve tutor/assessor deployment.
- **Resources & Finance:** Set budgets, allocate resources, and approve procurement affecting learning, safety, or environment.
- **Stakeholder Engagement:** Act as main contact for international awarding bodies, TVTC, auditors, employers, and regulators; approve public information and website accuracy.

Authority & Decision Rights

- Suspend delivery or assessment where safety, integrity, or compliance is at risk.
- Authorize assessment instruments, results, and corrective/preventive actions.
- Nominate deputies during absence and approve succession/contingency plans.

Competence (Minimum)

- Degree or equivalent in HSE/education/management; recognized teaching/assessing/IQA credential; 5+ years in vocational/HSE training leadership; audit experience.

KPIs

Compliance findings closed on time, learner achievement & satisfaction, assessment turnaround, incident rate, and staff CPD completion.

Records

All decisions, meetings, audits, and approvals are documented and controlled per the Centre's Document Control Procedure.

2. Lead Tutor.

The Lead Tutor provides academic leadership for all international programs at Red Dune Training Centre, ensuring delivery and assessment meet international awarding expectations, TVTC requirements, and ISO 9001/14001/45001 principles.

Reporting Line

Reports to the Head of Centre. Line-manages Tutors/Assessors and collaborates with the Quality Lead (IQA), Centre Administrator, and Health, Safety & Environment (HSE) Officer.

Authority

Approves delivery plans, assessment schedules, lesson materials, and practical assessment arrangements. Recommends staff deployment and assessor standardisation actions. May pause delivery where risks to quality, environment, or OH&S are identified.

Key Responsibilities

- Translate awarding body syllabi into Centre schemes of work and session plans.
- Ensure valid, reliable, fair assessments with reasonable adjustments where appropriate.
- Lead standardization and tutor briefings before each cohort.
- Integrate environmental and OH&S controls into learning and assessment activities.
- Monitor teaching quality through observations, learner feedback, and KPI reviews.
- Coordinate marking timelines and support timely results and feedback.
- Contribute to internal quality assurance sampling and address actions promptly.
- Maintain secure, controlled learning and assessment resources.
- Communicate updates from TVTC and awarding bodies and embed changes in delivery.

Competence & CPD

Essential: degree or recognized HSE qualification; recognized teaching/assessing qualification; recent sector practice. Desirable: Arabic/English bilingual, IQA experience. Minimum 30 CPD hours annually focused on technical HSE updates, pedagogy, assessment, and Saudi regulatory changes; evidence of impact required.

Interfaces

Works with employers/clients to contextualize learning; supports learners with academic guidance and welfare signposting; liaises with external verifiers/auditors during visits.

Deputy

Designates a qualified deputy to cover absences and sustain teaching, assessment, and learner support during leave, travel, or temporary disruption.

Records & Improvement

Maintains lesson records, observation outcomes, action logs, and CPD evidence. Reviews performance termly, contributes to management review, and drives corrective and preventive actions within a plan-do-check-act cycle.

3. Quality Assurance / Internal Quality Assurer (IQA).

The IQA function sits within the Quality Unit of Red Dune Training Centre (Saudi Arabia) and reports directly to the Head of Centre. The IQA is independent of day-to-day delivery and assessment to protect objectivity. Where teaching duties exist, a conflict-of-interest declaration and alternative sampling are applied.

Purpose

To ensure assessments and certification processes are valid, reliable, fair, safe, and compliant with awarding-body requirements, TVTC expectations, and our integrated management system aligned to ISO 9001, ISO 14001, and ISO 45001.

Key Responsibilities

- Design and maintain the Centre's IQA strategy, risk-based sampling plan, and standardization calendar.
- Sample assessment decisions (pre-, in- and post-assessment), verify marking consistency, and sign off results for certification release.
- Lead standardization meetings, maintain assessment guidance, model answers, and exemplars.
- Observe assessors/tutors, provide feedback, agree corrective and preventive actions and verify their effectiveness.
- Monitor learner journey data (access arrangements, authenticity, appeals, malpractice logs, resist).
- Track awarding-body/TVTC updates and integrate changes into instruments, rubrics, and procedures before the next cohort.
- Coordinate external quality assurance (EQA) and TVTC audits; close action points to agreed timelines.
- Maintain controlled records: sampling forms, observation notes, standardization minutes, and approval signoffs.
- Escalate serious nonconformities and recommend suspension of an assessment instrument or assessor where needed.

Competence & CPD

The IQA must hold appropriate assessor/IQA qualifications (or recognized equivalent), current sector expertise in HSE, and demonstrate annual CPD covering assessment practice, Saudi regulatory updates, and quality/audit skills. Impact of CPD on practice is reviewed at appraisal.

Authority & Interfaces

The IQA has authority to request evidence, delay certification until issues are resolved, and require retraining or redesign. Interfaces include Assessors/Tutors, Quality Lead, Admin/Certification, Health & Safety, and Environmental Management to ensure controls for practical assessments are safe and environmentally responsible.

Improvement Cycle

Using PDCA, the IQA analyses trends and KPIs, proposes improvements, and reports quarterly to the Head of Centre; agreed actions are tracked to closure and communicated to staff and stakeholders.

4. Assessor.

Assessors report to the Quality Lead/Internal Quality Assurer (IQA) and are operationally supported by the Centre Manager. They work alongside tutors, invigilators, and admin staff, and interface with external verifiers/ international awarding bodies and TVTC auditors when required.

Purpose of the Role

To design, conduct, and judge assessments that are valid, reliable, fair, and safe for all Red Dune Training Centre programs, including international qualifications and TVTC-approved courses. Assessors protect the integrity of assessment decisions and uphold learner confidentiality and equality of access.

Key Responsibilities

- Prepare assessment briefs, marking guides, and practical checklists in line with approved syllabi and Centre procedures.
- Conduct assessments (theory/practical/simulation), ensuring safe conditions and appropriate resources.
- Mark consistently against published criteria; provide timely, constructive feedback.
- Participate in standardisation, assessor observations, and IQA sampling; act on feedback and actions.
- Escalate suspected malpractice, reasonable adjustment needs, or safeguarding concerns.
- Maintain accurate assessment records and submit results within agreed timelines.
- Contribute evidence to external quality assurance and TVTC reviews.

Authority and Independence

Assessors have authority to make assessment decisions within approved instruments and rubrics. They must declare conflicts of interest and avoid any activity that could compromise impartiality (e.g., assessing close relatives). Final certification decisions remain subject to IQA and awarding-body controls.

Competence and CPD

Minimum: subject-matter expertise in the HSE area assessed; recognised assessor training/experience; current industry practice. Ongoing CPD is mandatory to remain current with regulatory, occupational, and assessment best practice. The Centre tracks competence and assigns mentoring or retraining where gaps are identified.

HSE, Quality, and Environmental Integration

Assessors plan and run practical assessments with due regard to health, safety, and environmental controls, report incidents/near misses, and support continual improvement through feedback and data.

5. Finance Head.

Lead financial planning, control, and stewardship for Red Dune Training Centre to ensure sustainable operations, compliance, and value for learners, aligned with our quality (9001), environment (14001), and OH&S (45001) management systems and international awarding bodies and TVTC requirements.

Reporting Line

Reports to Head of Centre/CEO. Line-manages Accounts Officer(s), Procurement & Stores, and Fees Administration. Works cross-functionally with Quality Lead/IQA, Centre Manager, and HSE Lead.

Key Responsibilities

- Develop annual budgets, forecasts, and cash-flow, present monthly management accounts and variance analysis.
- Implement internal controls, segregation of duties, and document control for all financial records, fees, refunds, and supplier payments.
- Ensure timely statutory filings, taxation/zakat, and Saudi payroll compliance; maintain supplier vetting and ethical procurement.
- Set transparent pricing, discounts, and scholarship rules; authorize refunds per policy.
- Support audits (internal/external/TVTC/awarding bodies), ensuring traceable evidence and corrective actions.
- Embed lifecycle cost thinking for facilities, labs, and practical assessments, including waste minimization and safe procurement.
- Manage insurance, asset register, depreciation, and capital approvals.
- Oversee trainer/assessor contracts, sessional pay, and invigilation costs; verify delivery against purchase orders before payment.
- Maintain financial risk register (fraud, liquidity, FX, credit); conduct quarterly risk reviews.
- Champion digital security of financial data; control access and retention per document control procedure.

Authority

Co-signatory on bank accounts per mandate; approves purchases within delegated limits; may pause spending when risks to compliance, safety, or environment are identified.

Competence & CPD

Professional finance qualification or equivalent experience; knowledge of Saudi regulations and training-sector nuances. Completes annual CPD on audit, procurement ethics, data protection, and ESG finance.

KPIs

Budget adherence; on-time reporting; audit findings closed; DSO and supplier days; zero material control breaches; cost-per-learner trend; timely refund cycle; procurement sustainability metrics. Supports continuous improvement and transparent stakeholder communication practices.

6. Centre admin

Provide controlled, accurate, and timely administrative support across training operations so that enrolment, assessment, certification, and facility arrangements run smoothly and comply with Centre procedures and applicable requirements aligned with recognized quality, environmental, and OH&S management practices.

Core responsibilities

1. **Learner & course administration:** manage enquiries, admissions, identity checks, enrolments, attendance, transfers, withdrawals, and course files.
2. **Assessment logistics:** schedule assessments, invigilation rosters, room/IT bookings, materials issue/return, scripts tracking, results entry, and certification requests.
3. **Records & document control:** maintain controlled registers (courses, learners, assessors, invigilation, appeals, malpractice, CPD), ensure version control, retention, and secure archiving; release only approved documents.
4. **Quality support:** collate KPI data, IQA sampling packs, and external audit evidence; log nonconformities and track corrective/preventive actions to closure.
5. **HSE & environmental support:** keep training-room checks, emergency equipment logs, visitor inductions, and practical-session risk records; raise facility issues for timely action.
6. **Supplier & facility coordination:** liaise for classrooms, housekeeping, stationery/consumables, and calibration/service records for training/assessment equipment.
7. **Finance coordination:** raise POs/GRNs, reconcile attendance for invoicing, maintain fee receipts and refunds log in line with Centre finance rules.
8. **Data protection & ethics:** safeguard personal data, maintain confidentiality, and report any suspected breach immediately.
9. **Communication:** issue joining instructions, timetables, results notifications, certificates-dispatch updates, and service announcements.

Competence & CPD

- Proven administrative experience; proficiency with MIS/office tools; strong written/spoken English (Arabic an advantage).
- Annual CPD to maintain competence in records control, assessment administration, customer service, and safety awareness.

Authority & escalation

- May halt issue of uncontrolled documents, request immediate corrective actions for record gaps, and escalate risks to the Centre Manager/Quality Lead.

KPIs

On-time enrolment processing, error-free records, assessment logistics accuracy, action-closeout timeliness, learner response time, audit findings cleared at next review.

Interfaces

Quality (IQA), Tutors/Assessors, Registry/Reception, IT, Facilities, and Finance.

7. Centre Coordinator.

To provide day-to-day administrative coordination that supports compliant delivery of training and assessments at Red Dune Training Centre (Saudi Arabia), ensuring document control, learner services, facilities readiness, and HSE-conscious office operations in line with TVTC expectations and ISO 9001/14001/45001.

Key Responsibilities

1. **Front-desk & Learner Services:** Manage enquiries, registrations, intake checklists, ID verification, attendance logs, certificates collection scheduling, and learner feedback capture.
2. **Document & Data Control:** Issue, collect, and archive controlled forms (applications, assessment packs, IQA sampling outputs) using approved templates and version codes; maintain registers and trackers; ensure only current documents are in use.
3. **Scheduling & Logistics:** Coordinate classrooms, equipment, and invigilation rosters; confirm trainer availability; arrange site access, visitor passes, and hospitality for external verifiers/TVTC reviewers.
4. **Quality Support:** Prepare meeting packs for standardization and Quality Review Meetings; update action trackers; chase closures and file evidence; support internal audits and external visits.
5. **HSE & Environmental Coordination:** Assist the HSE Officer with inductions for staff/visitors, emergency roll calls, and office inspections; log incidents/near-misses; coordinate waste segregation, printer-use controls, and energy-saving reminders within the office.
6. **Supplier & Facilities Interface:** Raise maintenance tickets; track calibration/service dates for learning aids; monitor stationery and PPE stock; ensure classrooms are clean, safe, and accessible.
7. **Confidentiality & Ethics:** Protect personal data, examination security, and commercial information; escalate conflicts of interest.

Authority

- Publish and withdraw controlled administrative documents under the Centre Manager's direction.
- Refuse use of obsolete forms; halt reception processes that breach data or exam-security rules; request corrective action for unsafe conditions.

Competence & CPD

- Minimum: diploma/degree or TVTC-recognized administrative qualification; 2–3 years' coordination experience.
- Mandatory: training in document control, data protection, exam security, and basic HSE awareness.
- CPD: annual refreshers on quality procedures, customer service, and HSE/environmental practices; records maintained in the CPD log.

KPIs & Records

- On-time class setup, zero use of obsolete documents, accurate registers, timely audit evidence, closure of actions, learner service satisfaction.
- Records retained per the Document Control and Records Retention procedures.