

1. Description of the Service

- 1.1 The programme will be delivered face to face in a workshop style led by an instructor.
- 1.2 The programme must consist of pre and post-test to measure knowledge gained. A report must be submitted to us after the programme.
- 1.3 The programmes are to be delivered in English Language. All learning materials are to be designed in English Language. (Unless otherwise informed)
- 1.4 A programme session plan must be given to all participants at the beginning of the programme.
- 1.5 Certificate of completion must be given to all participants and a copy submitted to the talent section.
- 1.6 The programme must be interactive in design and delivered in methods complying with adult learning.
- 1.7 Handouts/manuals must be interactive workbook style in design. Additional materials and presentation slides to be given in soft copy.
- 1.8 **During the programme implementation, the selected training provider will undertake the following activities.**

A pre-workshop client briefing to agree and align on the following items.

- i. Programme objectives
- ii. Programme content
- iii. Trainer
- iv. Session plan
- v. Pre and post training activities
- vi. Course notes and handout

A pre-workshop kit to be distributed to the participants before the programme. The kit will include trainer's profile with photo, program introduction, objectives, pre-workshop assignments and preparatory study material to candidates (if any).

Participant handouts and presentation materials both soft and hard copies.

A 30 minutes video conference (for trainers outside of Oman) between the trainer and the SMC training team to set expectations. A face to face meeting for trainers based in Oman (if needed)

Deliver the classroom training led by an instructor.

Post training activities detailing the activity, method, and how it is measured and monitored.

Course materials to be sent 3 weeks before the programme

2.7.1 The following need to be included in the proposal:

- a) Program objectives and content.
- b) Programme session plan (the minimum requirement shall include objectives, date, time, content and instructional methodology presented in a table format).
- c) Trainers CVs detailing qualifications, industry and training experience.
- d) Training delivery methodology that will be used throughout the session.
- e) Participant handouts and presentation materials.
- f) Pre and post training activities.
- g) Details program plan
- h) Programme certification and accreditation. (if applies)
- i) Participant certificate.

2. Best Practices, Standards and Specification

2.1 Instructional Methodology:

The Training Provider will develop and deliver the Training Programme in accordance with best practice of program delivery that include two-way communication. The training instructional strategies shall be interactive, hands-on, experiential, peer-sharing, reflective and self-directed.

The training delivery shall reflect interactive methodologies such as video/case study/group dynamics/learning games/reflective question and answer/peer exchange/role-play/demonstration/skills practice/story telling.

Participants are engaged from the outset and ready to apply what they've learnt as soon as they're back at their workplace. Overall, the training should **be not less than 70% experiential.**

2.2 Participant Handout:

Participant handouts shall be interactive by design. It shall be designed in a workbook style promoting active, group and self-directed learning. It should also promote reasoning and thinking skills. The workbook is mainly used to capture responses to group discussions, self and group thoughts and learning points from key topics.

- a) Detailed notes/text on the subject is to be given in a soft copy saved in a pen drive. Training provider will provide the pen drives for participants.
- b) The handout design should follow the recommended format:
 - i. The program schedule presented in a timetable format

- ii. What is expected from the learner as a participant?
- iii. Ground rules for learning
- iv. Overall program objectives
- v. Program outline
- vi. Every module should have:
 - Module objectives
 - Key ideas, discussion points and key learning points
 - Space for participants' to make notes own their experience, reaction and learning
 - Module test (testing participants on key points)
 - Personal action plans at the end of every module
 - A learning log and action plan at the end of the program

2.3 **Programme Certification:** an International Accreditation Body shall accredit the Training Programme and the certificate for participants. This is to be reflected in the certificate of completion. (If applies)

- a) The program must have attendance criteria and passing mark to qualify for the Certificate.

2.4 **The Trainer:** The trainer delivering the programme must be a subject matter expert.

- a) The trainer delivering the program shall have Train the Trainer Certification issued by a credible local or international organization.
- b) The trainer delivering the program shall be familiar with adult learning principles and learner centered delivery strategies.
- c) The trainer delivering the programme shall have a minimum of 5 years' experience delivering similar programme and be fluent in English.
- d) The trainer delivering the programme shall be competent in the use of the Kirkpatrick Assessments and Evaluation methods level 1, 2 and 3.

3. Constraints on How the Training Provider is to provide the Service

- 3.1 During the proposal technical evaluation, SMC may request for a 15 to 30 minutes telephone interview with the trainer.
- 3.2 The implementation engagement will commence once the Purchase Order has been issued.
- 3.3 We have reserve the right to request a replacement trainer in the event of adverse or negative feedback from the participants during the course of the programme. Any costs incurred as a result of replacing a trainer shall be borne by the Training Provider.

4. Provision by Training Provider

- 4.1 The training shall be conducted in Salalah or at an alternative suitable venue chosen by SMC.
- 4.2 The Training Provider includes and makes allowance for all necessary flights, subsistence, accommodation, and travel to and from the SMC head office or the training venue, courier, taxes, medical and life insurance and all other expenses incurred to complete all of his services relating to the training programme.

5. Timing

- 5.1 The Training Provider completes all his services relating to the training programme as per the agreed commencement date for each programme and based on a working day of 0800 – 1600 Sunday to Thursday.

6. Completion

The Training Provider's services will be complete when he has completed post training evaluation level 1, 2 and the training summary.

7. Evaluation Criteria

	Documents/Information to be submitted by Tenderer	Evaluation Score %
2	Relevant training programme experience conducting similar programmes	20
3	Key certified Personnel CV's with picture a) CV must reflect experience conducting similar program b) Relevant academic and professional qualifications and industry experience	20
4	Course Outline a) Program objectives b) Session plan presented in table format with date, time, content and instructional methodology c) Program outline detailing what will be covered	30
5	Training Evaluation Methodology a) A detail explanation on what are the post training activities	20
6	Handout Design a) A detail explanation on participant handout design	10