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“Linking Human Capital Development with Employability, Organisational & National Competitiveness for Sustainable Growth and Social Cohesion”

*CSEND Panel <
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Implementing ISO 10015+ in Qatar Foundation... *Motive & Gain*

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الأساسية قطر
Qatar Foundation
www.qf.org.qa

إطلاق قدرات الإنسان.
Unlocking human potential.

The Presentation:

- Qatar Vision 2030 & human capital development
- Who we are...
- Why did we adopt AQTE ISO 10015+ quality standard ...
- How this has impacted us...
- Q&A

Qatar Vision 2030



- The 2030 Vision put human capital - and its further development through science, research and first-rate education - at the heart of everything Qatar is trying to achieve.
- National Vision 2030 gave Qatar Foundation a new and exciting mandate: to be the 'engine' driving the development of human capital in Qatar. We call this mandate 'unlocking human potential,' and we have now become a strategic center for education, research and community *development*.

Qatar Foundation Vision

- *Through education and research, Qatar Foundation leads human, social, and economic development of Qatar; making Qatar a nation that can be a vanguard for productive change in the region and a role model for the broader international community.*

Qatar Foundation Mission

- *Qatar Foundation is a private, non-profit organization that serves the people of Qatar by supporting and operating programs in three core mission areas:*
 - *EDUCATION*
 - *RESEARCH*
 - *COMMUNITY DEVELOPMENT.*

Qatar Foundation Mission...cont.

- *The Foundation strives to nurture the future leaders of Qatar. By example and by sharing its experience, the Foundation also contributes to human development nationally, regionally, and internationally.*
- *In all of its activities, the Foundation promotes a culture of excellence in Qatar and furthers its role in supporting an innovative and open society that aspires to develop sustainable human capacity, social, and economic prosperity for a knowledge-based economy.*

The Qatar Foundation Three Pillars

- *Through our three pillars – Education, Science & Research and Community Development, we aim to ally world-class education with research that will give birth to scientific breakthroughs, projects and partnerships that will benefit not only Qatar, but the world.*

Examples of Qatar Foundation Achievements



The more you know,
the more you dare®



كلية طب وايل كورنيل في قطر
Weill Cornell Medical College in Qatar



أكاديمية قطر للقادة
Qatar Leadership Academy



The Learning
Center

TEXAS A&M
UNIVERSITY at QATAR



كلية الدراسات الإسلامية
FACULTY OF ISLAMIC STUDIES

VCU Qatar



NORTHWESTERN
UNIVERSITY
IN QATAR



REACH OUT TO ASIA
أيادي الخير نحو آسيا

جامعة كارنيغي ميلون في قطر
Carnegie Mellon Qatar

Qatar Academy



THE DOHA
DEBATES

Member of Qatar Foundation



الجمعية القطرية للسكري
Qatar Diabetes Association

جامعة جورجتاون

GEORGETOWN UNIVERSITY
كلية الشؤون الدولية في قطر
SCHOOL OF FOREIGN SERVICE IN QATAR

Our Practices before, the ISO 10015+... (THEN).

- In 2009 we have trained around 984 employees
- Organized 25 *successful* in-house classes, maintaining an overall average of “Very Good”
- Demonstrated great customer service, approving and processing most requests fast.
- Policies and procedures were created and put in place regulating the learning and development interventions

Our Practices before, the ISO 10015+... (*THEN*).

- But...
- What did all that really mean ?!
- How could we IMPROVE it ?!

Our Practices before, the ISO 10015+... (The Background).



- In order to improve we needed three simple steps:
 1. Knowing where we stand in relation to best practice or international standards.
 2. Understanding the “GAP” between where we are and where we aim to be
 3. Taking a conscious decisions to reach “our GOAL”...



Our Practices before, the ISO 10015+... *(The Background)*.



- After simple research... we decided to take on the adventure of the AQTE ISO 10015+ :2009 Quality Standard

Adopting the AQTE ISO 10015+ :2009 Quality Standard ... *(The Background)*.

- The decision to embrace such a certification was due to our need to find a standard or a framework to aid with the following:
 - Transforming training investments and interventions into efficient output and increased performance whether on individual, departmental or organizational scale which would directly or indirectly feed in QF's operational needs and/or strategic objectives

Adopting the AQTE ISO 10015+ :2009 Quality Standard ... *(NOW)*.



- After the first Gap analysis done in Jan 2010 and after handwork , efforts, ups and downs, we can say we have come a long way...
- Now, we can ask structured questions, that would lead to quality answers and solutions.
- In other words, we got equipped with a thinking outline or framework that enables us to investigate the purpose / goal of a learning intervention and tracking in a systematic way whether the target has been achieved accordingly or not? And most importantly, why?

Adopting the AQTE ISO 10015+ :2009 Quality Standard ... *Training Effectiveness*



- Level 1: Reaction
 - Maintained a **96%** satisfaction score on all our in-house courses
- Level 2: Knowledge Gain
 - Marked an average of **38%** knowledge gain on all our in-house courses
 - Few courses were marked with particularly low knowledge gain of an average of % only such as MS applications . This lead to decisions regarding further investment in the same

Adopting the AQTE ISO 10015+ :2009 Quality Standard ... *Training Effectiveness*



- Level 3: Application
 - **82.1 %** of our attendees found the courses attended to be practical and effective, as it impacted their work performance after returning to the workplace
- Level 4: Results
 - **75 %** of the supervisors of our attendees found that the training attended by their subordinates had direct impact on their performance and most importantly has contributed to the fulfillment of their tasks after returning to the workplace

Organizational & Departmental needs

- Further more we can now align group training interventions either to departmental objectives, business plans or even up to QF's enabling strategies that will be further developed and implemented during the next 10 years:
 - Clear, Efficient Governance
 - Sustainable Financing
 - Balance of Autonomy and Central Management
 - Program Review
 - Communications
 - Human Resources
 - Security and Safety

In a nutshell...



	Before	After
1.	More of a reactive approach towards learning interventions requests.	More proactive approach toward gathering and analyzing the Purpose and business gain from learning interventions
2.	Focused more on satisfaction scores and individual impact of training	More focus is given to the “Effectiveness of Training” and its alignment and impact on the organization as a whole or the department and to the satisfaction of expectations of clients (supervisors and trainees)
3.	We were performing to the best of our knowledge	We have a clear, international and structured standard to follow.

“Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a life time” *Chinese proverb*

ISO 10015+ did not give us answers but provided us with a tool to investigate and ask the correct questions reaching our own conclusions and answers