



Strategic Priority: **SP3- Organizational Sustainability**

Project Name

Optimize English Course Completion for Safety & Security (S&S) Staff

Site

Riyadh

Department

Education Allied Health Programs Department-T&D

Project Status

Completed

Project Start Date

07-09-2017

Project End Date

01-21-2018

Problem: Why the project was needed?

English language was a major hindrance for Safety & Security staff in workplace environment. In collaboration with S&S a customized Intensive English Course program was designed for a period six months to be given in five sessions. Drop out rate was very high at the beginning of the program.

Aims: What will the project achieve?

Increase the completion rate of English language Courses among Safety & Security staff to reach 100% by January 2018.

Benefits/Impact: What is the improvement outcome?
(check all that apply)

- Contained or reduced costs
- Improved productivity
- Improved work process
- Improved cycle time
- Increased customer satisfaction
- Other (please explain)

Ability to perform formal verbal interactions confidently and concisely with English Speakers at the workplace environment.

Quality Domain: Which of the domains of healthcare quality does this project support?

(Select only one)
Effective

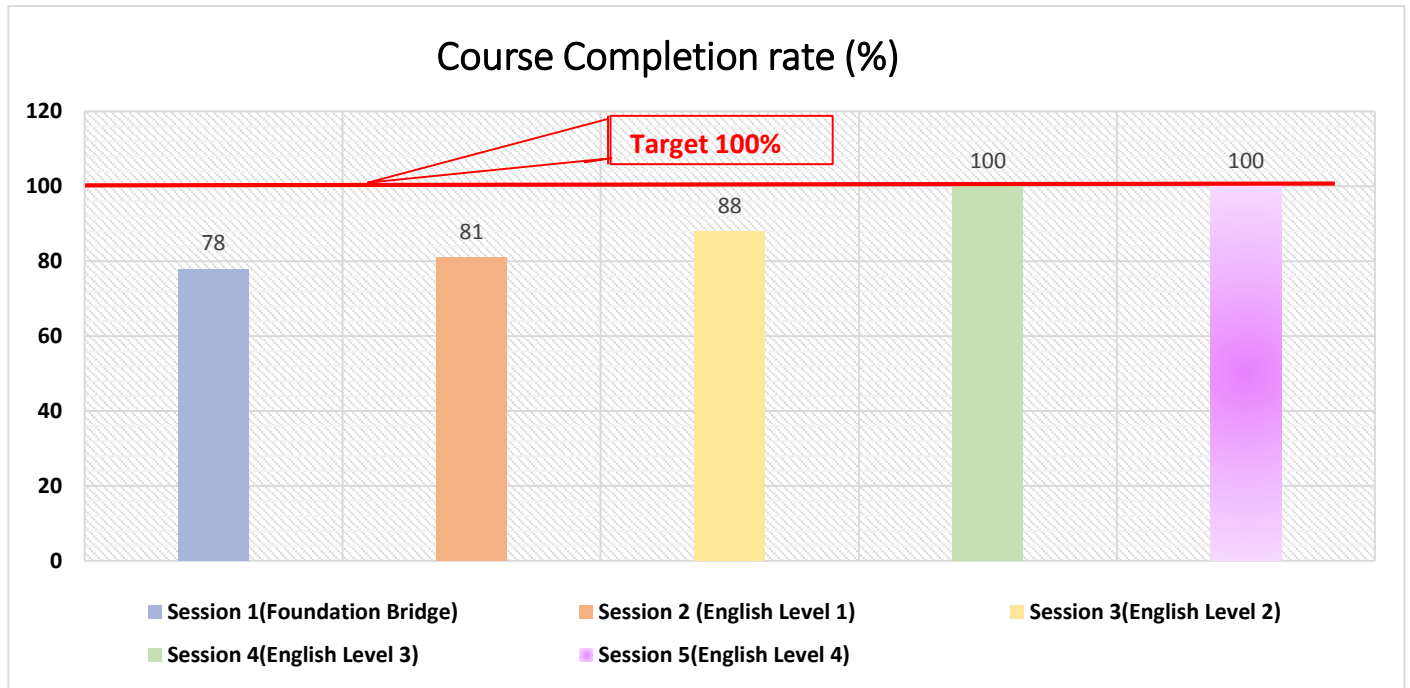
Measures: Performance metrics to be evaluated	Targets: Expected outcomes
% Completion Rate	100%

Interventions: Overview of key steps/work completed

- Monitor daily to weekly the progress of instructor and S&S Staff.
- Meet weekly with the Senior Security manager to discuss the weekly progress (attendance, attitude, academic reports, and general observations and advices).
- Generate monthly report on students' progress with the Educational committee which includes the attendance, progress report, cases that needs counseling.
- Conduct Ten (10) hours course in the Study Skills.
- Introduce motivation technique of linking the passing score in the Intensive English program with the staff promotion.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(Insert relevant graphs, data, charts, etc.)

- % of completion rate: is by achieving a passing score of $\geq 70\%$ in each subject per each session until the Safety and Security staff graduate from the Intensive English program.
- # of registered staff: fourteen (14) Safety and Security staff.
- # of staff who completed the course and reached Session 3, 4 & 5: eight (8) Safety and Security staff.



Project Lead

Name

(person accountable for project)
Amina Gaddourah

Team Members

Names

(persons involved in project)
Mr. Emad Halawi
Ms. Eman AlGaai