**Comprehensive Proposal for Developing Functional Standards for Workers in the Pilgrimage Sector and Training Personnel**

**Introduction**

This project aims to establish functional standards for personnel working in the pilgrimage sector and to train them through an analysis of priority jobs offered by non-profit sector institutions. The project seeks to enhance the quality of services provided to pilgrims by improving the capabilities of workers and providing specialized training programs. The importance of this project lies in its ability to improve service quality by equipping workers with the necessary knowledge and skills. It also aims to enhance the trust of non-profit organizations in the qualifications of job applicants, provide a reference framework that assists non-profit organizations in their recruitment processes, and raise awareness of the importance of planning education and training.

Providing a reference framework for recruitment

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| **Milestone** | **Duration (Months)** | **Start Date** | **End Date** |
| Planning | 3 | 01/01/2024 | 31/03/2024 |
| Job Analysis | 6 | 01/04/2024 | 30/09/2024 |
| Qualification Placement | 4 | 01/10/2024 | 31/01/2025 |
| Implementation of Training Programs | 12 | 01/02/2025 | 31/01/2026 |
| Monitoring and Control | 5 | 01/02/2026 | 30/06/2026 |
| Project Closure | 1 | 01/07/2026 | 31/07/2026 |

**Project Requirements**

The project requirements encompass several critical areas. For job analysis, data collection will involve surveys and interviews with sector workers to identify priority jobs related to the pilgrimage service program. Additionally, job descriptions will be crafted according to Saudi standards. For qualification placement, it is crucial to register qualifications in accordance with the National Qualifications Framework (SAQF) and define the standards required for each position. Regarding training programs, the suitable training courses for each job will be identified and executed in collaboration with educational and training entities.

Collaboration with educational institutions

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| **Requirement Area** | **Details** |
| Job Analysis | Collection of data from surveys and interviews |
| Qualification Placement | Registration according to SAQF |
| Training Programs | Identification and implementation of suitable training programs |

**Vertical Technical Architecture**

The following VERTICAL diagram shows the proposed system architecture with layered design:



Note: The diagram is designed VERTICALLY to clearly show different system layers and top-to-bottom data flow.

The following vertical diagram illustrates the proposed system architecture with top-to-bottom data flow showing system layers.

System layers and external integrations

**Implementation Methodology**

The implementation methodology comprises meticulous steps. For job analysis, data collection will be conducted through surveys and interviews, followed by data analysis to determine tasks and responsibilities. Job descriptions will be formulated according to approved criteria. For qualification placement, requirements for each job will be defined in compliance with the national framework, ensuring collaboration with relevant entities to guarantee qualification alignment. The execution of training programs will involve identifying partners from educational and training organizations, developing training content based on identified needs, and conducting programs with regular monitoring to assess impact.

Regular monitoring of training programs

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| **Methodology Area** | **Details** |
| Job Analysis | Data collection and analysis to formulate descriptions |
| Qualification Placement | Defining requirements and ensuring alignment |
| Training Implementation | Development and execution of training content |

**Pricing and Terms**

The pricing structure will be determined based on accurate estimates for each phase of the project. The overall cost will reflect the complexity and resource allocation necessary for successful execution. Detailed pricing will include individual line items for each aspect of the project, ensuring transparency and accountability. Terms and conditions will stipulate compliance with applicable laws and regulations, provision of required financial guarantees, and the necessity for periodic reports on progress and outputs.

Compliance with legal regulations

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| **Item** | **Cost (SAR)** |
| Job Description Document | 10,000 |
| Job Specification Cards | 5,000 |
| Design of Functional Standards | 15,000 |
| Preparation of Training Programs | 20,000 |
| Monitoring Reports | 5,000 |
| Total | 55,000 |

**Risks and Mitigation Strategies**

Risk analysis will include potential delays in project execution, misalignment of qualifications with required standards, and lack of responsiveness from involved parties. Mitigation strategies will involve establishing clear timelines with periodic reviews, maintaining continuous communication with all stakeholders, and providing contingency plans for each project phase. Success indicators will focus on the percentage of goals achieved as outlined at the project's inception, improvement in worker performance based on evaluations, and satisfaction levels of beneficiaries from the services provided.

Maintaining communication with stakeholders

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| **Risk** | **Mitigation Strategy** |
| Delays in Execution | Establishing clear timelines and reviews |
| Qualification Misalignment | Continuous communication with stakeholders |
| Lack of Responsiveness | Providing contingency plans |

**Quality Assurance and Performance Monitoring**

A quality assurance plan will involve defining quality standards for each project output, alongside review procedures to ensure adherence to these standards. Performance monitoring will include periodic evaluations throughout the project phases and the submission of regular reports to relevant entities. Tools for measuring quality will encompass satisfaction surveys to gauge beneficiary feedback and performance reports to assess the achievement of goals.

Utilizing feedback tools for quality measurement

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| **Quality Assurance Area** | **Details** |
| Quality Standards | Defining standards for each output |
| Performance Monitoring | Periodic evaluations and reports |
| Feedback Measurement | Satisfaction surveys and performance assessments |

**Conclusion**

This proposal presents a comprehensive framework for developing functional standards for workers in the pilgrimage sector and providing them with the necessary training. Through a clear methodology and defined timelines, it emphasizes the significance of achieving the project's objectives in enhancing the quality of services delivered and improving the efficiency of workers in the non-profit sector. The successful execution of this project will not only elevate service standards but also contribute to the overall enhancement of the pilgrimage experience.

Enhancing the pilgrimage experience

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| **Conclusion Aspect** | **Details** |
| Framework | A comprehensive approach for functional standards |
| Service Delivery | Focus on quality and efficiency |
| Pilgrimage Experience | Overall enhancement of the experience |