

# Knowledge-Innovations Training Centre (KITC)



## OPERATING GUIDE

## **Introduction**

Safety Innovations Training Center is an entity that caters various kinds of training programs for professional individuals and also for business entities, public and private sectors, which have interest in widening their knowledge and skills in the field of fire and safety management and leadership.

We offer well designed courses which are tailored to your needs and also with legitimate training program in line with International industry standards.

## **Location**

KITC is located in Dammam, Eastern Province.  
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## **Knowledge Innovations Training Center (KITC)**

We are an organization employing high caliber consultants from local and abroad. We make sure bringing the best for our trainees / participants to give them the best learning opportunity.

Our aim is to provide education and awareness to everyone that has an interest of growth and leadership especially in Fire and Safety Management

## **Our Services**

Our courses, while offered in a universal NIMS format set by FEMA, they are all tailored to meet the needs of our local clients here at KSA and the GCC countries.

In all our courses we encourage interactive discussion and table-top exercises to allow our students to truly learn by doing. Upon completion, candidates will have a practical and working knowledge appropriate to their needs.

## **KITC Objectives**

- Stay up to date with the most recent and relevant information in the field of Fire and Safety Management.
- Partner with some of the most respected international training and research entities.
- Provide our local communities, industries and the public in general, with the most recent skills and knowledge in the field of Fire and Safety Management.
- Establish healthy relationships with all potential partners both in government and private sectors.

## **KITC Mission**

To be the leading training entity within the Kingdom of Saudi Arabia in the field of Fire and Safety Management and Leadership.

KITC caters to all kinds of professional individuals, public and private entities that are into acquiring emergency management knowledge in order to secure growth within their chosen professions and businesses.

We offer legitimate training programs approved by International bodies for Fire and Safety Management.

## **Keys to Success**

- Excellent customer service to encourage client retention
- Advance courses and training programs
- Good and well equipped facility
- High caliber consultants/instructors

## **The Market**

KITC will focus on its designated market area in the Kingdom and nearby Gulf Countries. We will be targeting both private and public sectors that need proper training for their Fire Safety and Management personnel.

## **Competitive Edge**

KITC's competitive edge will be based on its selected consultants and speakers and quality training programs. KITC will offer exemplary customer service that will stand out among existing training centers. After attending an KITC course, the participants will leave with an overwhelming feeling of how informative and applicable the training course was.

## **Quality Management**

KITC assures quality training programs at all times. By adopting principles of sound quality management and practices. We will continuously improve and expand our business standing and reputation.

We aim to be respected by our valuable clients for our attitude and the quality of work and services we provide, and for the value of money spent.

We strive for a good working environment and culture within which our staff are happy, motivated, enthusiastic, and take pride in their company.

## **Code of Ethics**

KITC believes that sustainable success can only be obtained through consistent and passionate adherence to a strong set of values. And these values are enumerated below:

### **KITC staff**

- a) Our leadership and management philosophies are designed to facilitate the realization of each person's full potential.
- b) We adhere to the highest standards for the safe operation of our business and the protection of our people.
- c) We accept the highest level of personal responsibility for our actions and their consequences.

### **KITC trainees/participants**

- a) Our trainees/participants are our true motivators.
- b) Our trainees/participants are the focus of our training programs.
- c) We conduct our training program to the highest ethical standards ensuring our trainees/participants will successfully adapt their chosen course.

### **Our community**

- a) We understand the needs and aspiration of our community and therefore participate in initiatives to foster its ongoing development.

## **Code of Practice:**

Our code of practice summarizes our operational policies and our commitment to quality service.

KITC

- a) Is committed to the provision of a high standard of quality training and continuous improvement of its services.
- b) Complies with all national and international regulatory and legislative requirements.
- c) Implement proper awareness for Fire and Safety Management.

## **KITC Safety Management Culture**

KITC management strongly believes that safety is a culture that has to be embraced by all and at all times; therefore, KITC staff's performance is always measured with safety in mind.

The KITC expects its staff to adopt the following measures at all times:

- Plan their trips to and back from work carefully in order to avoid unnecessary speeding.
- Use issued Personal Protective Equipment (PPE) as and when required and as per approved safety standards and practices.
- Start their training day with a short briefing to their students of safety matters relating to the facility, alarms, PPEs and assembly areas.
- Leading fire & evacuation drills as & when necessary.
- Check their working spaces and assigned classrooms to ensure the safety of the facility and equipment at the end of each day.
- Report incidents, injuries, near misses and first aid cases to their supervisors as soon as it occurs.
- Participate on the monthly fire and safety inspections of fire systems and equipment and report their finding.
- Follow up on all safety action items assigned to them.

## **Marketing Strategy**

KITC marketing strategy involves word-of-mouth advertising as well as placing local ads online, through the KITC website and social media, and in newspapers in order to reach all potential clients possible.