

OFSGOE TRAINING MODULES: ASSESSOR TRAINING PROGRAMME

OFSGOE ASSESSOR TRAINING PROGRAM MODULE 1: INTRODUCTION TO OFSGOE

Duration: 6 Hours

Learning Objectives: • Understand the philosophy and purpose of OFSGOE • Understand the evolution of excellence frameworks • Understand the need for an Islamic institutional excellence model • Understand the four OFSGOE pillars

Topics:

1. Evolution of Organizational Excellence
 - Quality Management
 - Total Quality Management (TQM)
 - EFQM
 - Baldrige
 - ISO Frameworks
2. Why Islamic Institutions Need OFSGOE
3. Vision, Mission and Guiding Principles
4. OFSGOE Structure
 - Strategic Growth
 - Operational Excellence
 - Ethical Finance
 - Governance & Sustainability
5. Benefits of Assessment and Certification

Practical Exercise: Institutional self-diagnosis exercise.

Assessment: 20 MCQs + Reflection Paper.

MODULES 2–5

MODULE 2: ISLAMIC INSTITUTIONAL GOVERNANCE

Duration: 8 Hours

Learning Objectives: • Understand governance from Islamic and contemporary perspectives. • Assess governance structures and effectiveness.

Topics:

- Tawḥīd and Institutional Purpose
- Amānah and Accountability
- Shūrā and Decision-Making
- Board Governance
- Risk Governance
- Ethics and Integrity
- Conflict of Interest
- Stakeholder Management

Case Study: Assessment of governance structures in Islamic organizations.

Practical: Governance maturity assessment.

MODULE 3: STRATEGIC GROWTH ASSESSMENT

Duration: 8 Hours

Learning Objectives: • Evaluate institutional growth readiness. • Assess strategic planning effectiveness.

Topics:

- Vision and Mission Alignment
- Strategic Planning
- Environmental Scanning
- SWOT Analysis
- Innovation and Adaptability
- Stakeholder Engagement
- KPI Development
- Growth Sustainability

Practical: Review and score a strategic plan.

MODULE 4: OPERATIONAL EXCELLENCE ASSESSMENT

Duration: 10 Hours

Learning Objectives: • Assess operational effectiveness and performance systems.

Topics:

- Process Mapping
- Process Improvement
- Lean Thinking
- Service Excellence
- Human Capital Development
- Digital Transformation
- Data Management
- Performance Measurement

Practical: Operational excellence audit simulation.

MODULE 5: ETHICAL FINANCE ASSESSMENT

Duration: 8 Hours

Learning Objectives: • Assess financial sustainability and ethical stewardship.

Topics:

- Financial Sustainability
- Budgeting Systems
- Internal Controls
- Accountability
- Resource Optimization
- Shariah Compliance
- Transparency
- Audit Processes

Practical: Review institutional financial reports.

Case Study: Islamic institution financial sustainability review.

MODULES 6–10

MODULE 6: GOVERNANCE & SUSTAINABILITY ASSESSMENT

Duration: 8 Hours

Topics:

- Institutional Sustainability
- Social Impact Measurement
- ESG and Islamic Perspectives
- Community Development
- Environmental Stewardship
- Risk Management
- Succession Planning
- Institutional Resilience

Practical: Sustainability maturity assessment.

MODULE 7: EVIDENCE EVALUATION

Duration: 6 Hours

Learning Objectives: • Determine sufficiency and quality of evidence.

Topics:

- Types of Evidence
- Documentary Evidence
- Interview Evidence
- Observational Evidence
- Triangulation
- Verification Techniques
- Reliability and Validity
- Red Flags and Fraud Indicators

Practical: Evidence review workshop.

MODULE 8: SCORING METHODOLOGY

Duration: 6 Hours

Topics:

- OFSGOE Rating Scale (0–5)
- Weighting System
- Pillar Weighting
- Normalization
- Maturity Levels
- Benchmarking

- Certification Thresholds

Practical: Scoring simulation using sample institutions.

MODULE 9: REPORT WRITING

Duration: 6 Hours

Learning Objectives: • Produce professional assessment reports.

Topics:

- Executive Summary
- Strengths Identification
- Improvement Opportunities
- Root Cause Analysis
- Recommendation Development
- Writing Clear Findings
- Professional Language
- Confidentiality Requirements

Practical: Prepare a mock OFSGOE assessment report.

Assessment: Report evaluation exercise.

MODULE 10: SITE VISIT TECHNIQUES

Duration: 8 Hours

Learning Objectives: • Conduct effective institutional assessments.

Topics:

- Planning Site Visits
- Opening Meetings
- Interview Techniques
- Observation Techniques
- Facility Inspections
- Evidence Collection
- Closing Meetings
- Managing Difficult Situations

Practical: Mock Site Visit Simulation

Capstone Exercise: Full institutional assessment simulation.

Final Certification Requirements: • Attend all modules • Pass written examination • Complete capstone assessment • Sign Assessor Code of Ethics

Certification Levels:

Associate Assessor Certified Assessor Senior Assessor Lead Assessor

CPD Requirement: Minimum 20 hours annually.