

Frequently Asked Questions (FAQs)

A. General Information

1. What is the Skill Verification Program (SVP)?

The Skill Verification Program (SVP) is a joint initiative of Saudi Takamol and NAVTTC to assess and verify the competency of skilled workers seeking employment in the Kingdom of Saudi Arabia. It ensures that candidates meet the occupational standards required by the Saudi labour market.

2. What are the objectives of the Skill Verification Program?

The SVP aims to standardize occupational skill assessments, verify workforce competency, reduce skill mismatches, and support transparent, technology-driven assessment processes for international labour mobility. It also promotes globally recognized competency-based certification.

3. Who is required to undergo Skill Verification?

Candidates intending to work in Saudi Arabia in occupations notified by Saudi Takamol as mandatory are required to successfully complete the Skill Verification Program before travelling for employment.

4. What is the role of NAVTTC in the Skill Verification Program?

NAVTTC serves as the implementing partner of the Skill Verification Program in Pakistan by facilitating Test Center registration, monitoring assessment operations, ensuring compliance with prescribed standards, and coordinating with Saudi Takamol and other stakeholders.

5. Which trades are currently covered under the Skill Verification Program?

The Skill Verification Program covers a wide range of technical, vocational, driving, industrial, hospitality, construction, automotive, and general occupations as notified by Saudi Takamol. The list of approved trades is updated on NAVTTC website periodically based on the requirements of the Saudi labour market.

6. Is the Skill Verification Program mandatory for all workers travelling to Saudi Arabia?

No. The Skill Verification Program is mandatory only for candidates applying for employment in occupations designated by Saudi Takamol as requiring mandatory skill verification before entry into the Kingdom of Saudi Arabia.

B. Becoming an SVP Test Center

7. Who is eligible to become an SVP Test Center?

Any institution registered with NAVTTC as a Training Institute or Trade Testing Center and meeting the prescribed infrastructure, human resource, and compliance requirements may apply to become an SVP Test Center.

8. Can an institution apply if it is not registered with NAVTTC?

Yes. However, the institution must first complete its registration with NAVTTC before it can proceed with the SVP Test Center onboarding process.

9. How can an institution apply to become an SVP Test Center?

Interested institutions may apply by submitting an Expression of Interest (EOI) along with the required documents through the prescribed NAVTTC process. Applications are reviewed for eligibility before the onboarding process begins.

10. When does NAVTTC announce the Expression of Interest (EOI)?

NAVTTC announces the EOI through its official website and communication channels like newspapers and social media whenever additional Test Centers are required based on program needs and Saudi Takamol's requirements.

11. What documents are required with the EOI application?

Institutions are required to submit the prescribed EOI application along with a valid NAVTTC Registration Certificate and a 5-minute video showcasing the complete Test Center facility. Additional documents may be requested during the evaluation process.

12. Is there any application or registration fee for becoming an SVP Test Center?

There is no separate SVP application fee for becoming an SVP Test Center. However, institutions not already registered with NAVTTC must complete the applicable NAVTTC registration process and pay the prescribed registration fees, if applicable.

13. Can one institution apply for multiple trades?

Yes. Institutions may apply for multiple trades, provided they have the required infrastructure, equipment, qualified assessors, and facilities for each requested trade.

14. Can additional trades be requested after approval?

Yes. Approved Test Centers may request the addition of new trades by submitting an application, subject to compliance verification and approval by NAVTTC and Saudi Takamol.

15. What is the complete onboarding process for a new Test Center?

The onboarding process includes EOI submission, application screening, KAM assignment, inspection, documentation review, internal verification, NAVTTC approval, Saudi Takamol approval, and orientation before the Test Center becomes operational.

16. How long does the onboarding process normally take?

The onboarding timeline depends on the institution's readiness, timely rectification of deficiencies, and approval by NAVTTC and Saudi Takamol. Complete applications meeting all requirements are generally processed more quickly.

17. Who is a Key Account Manager (KAM), and what is their role?

A Key Account Manager (KAM) is a designated NAVTTC representative assigned to each institution to facilitate the onboarding process, provide guidance, coordinate inspections, and ensure compliance until operational approval.

18. What happens if deficiencies are identified during inspection?

The institution is formally informed of the identified deficiencies and provided an opportunity to rectify them. The onboarding process proceeds only after satisfactory compliance has been verified.

19. Can an institution reapply after rectifying deficiencies?

Yes. Institutions may continue or reapply after addressing all identified deficiencies and demonstrating full compliance with the prescribed SVP standards and requirements.

20. Under what circumstances can an application be rejected?

An application may be rejected if the institution fails to meet the prescribed eligibility criteria, infrastructure or compliance requirements, submits incomplete or inaccurate information, or does not rectify identified deficiencies within the stipulated timeframe.

C. Infrastructure Requirements

21. What are the minimum infrastructure requirements for an SVP Test Center?

To become an approved SVP Test Center, an institution must be registered with NAVTTC as a Training Institute or Trade Testing Center and comply with the infrastructure, human resource, and operational standards prescribed by NAVTTC and Saudi Takamol. The Test Center shall maintain qualified personnel, including a Test Center Manager, Internal Validator, Trade Assessors, Reception/Administrative Staff, Technical Support Staff, and Security Personnel.

The center shall also provide a professionally managed reception and candidate verification area, dedicated waiting area, Computer-Based Testing (CBT) laboratory, trade-specific practical assessment laboratories, driving assessment tracks (where applicable), clean washrooms, CCTV surveillance system, high-speed internet with backup connectivity, uninterrupted power supply with standby generator, and all required tools and safety equipment necessary for the approved trades.

22. What are the requirements for the reception and candidate verification area?

The reception shall serve as the primary point for candidate registration, document verification, and guidance before the assessment. It should provide a professional environment that facilitates smooth candidate movement while maintaining security and confidentiality.

The reception area shall include:

- A dedicated reception and candidate verification desk.
- Secure, monitored, and numbered personal lockers with individual keys or a token system for safe custody of candidates' personal belongings.
- Separate check-in and document verification arrangements.
- Glass-partition reception desk.
- Digital verification system.
- Queue management system.
- Clearly defined seating arrangements.
- Proper directional and guidance signage.

The reception staff shall ensure the verification of candidates' original passport and appointment ticket before permitting entry into the assessment area.

23. What are the requirements for the candidate waiting area?

Every Test Center shall provide a dedicated waiting area for candidates before commencement of the assessment.

The waiting area shall:

- Be fully air-conditioned and comfortable.
- Provide organized seating arrangements.
- Display assessment instructions, guidance, and candidate rules through display screens or notice boards.
- Have seating capacity equal to the CBT laboratory capacity.
- Provide a minimum area of 30 m² with at least 20 chairs.
- Where the CBT capacity is less than 20 candidates, it is still preferable to maintain a waiting capacity of at least 20 seats to accommodate candidates comfortably.

24. What are the minimum requirements for the Computer-Based Testing (CBT) laboratory?

The CBT laboratory shall provide a secure, standardized, and comfortable environment for conducting computer-based assessments.

The laboratory shall meet the following minimum requirements:

- Advanced Computer-Based Testing (CBT) setup.
- Reliable desktop computers suitable for online testing.
- Ergonomic chairs and desks.
- Fully separated candidate workstations using partitions.
- Proper candidate movement and circulation within the laboratory.
- Adequate lighting, ventilation, and air-conditioning.
- Compliance and instructional signage.

Each workstation shall have:

- Minimum desk width: 90 cm
- Desk height: approximately 75 cm
- Minimum desk depth: 150 cm

The CBT room shall:

- Have a minimum area of 40 m².
- Preferably accommodate at least 20 CBT workstations.

For monitoring purposes:

- Full room CCTV coverage shall be provided.

- One dedicated CCTV camera shall cover every two workstations.
- Cameras shall support voice recording.
- The CCTV system shall be connected to a centralized monitoring/control room.

25. What are the requirements for practical assessment laboratories?

Practical laboratories shall enable candidates to demonstrate occupational competencies under standardized assessment conditions.

Each Test Center shall:

- Be capable of conducting more than 90% of the required practical assessment tasks.
- Provide organized practical laboratories or workshops for each approved trade.
- Ensure availability of all prescribed tools, equipment, and consumables.
- Provide all required safety equipment.

Space requirements are:

- Minimum 10 m² for occupations not requiring heavy tools or equipment.
- Minimum 20 m² for occupations requiring large or heavy equipment.

Workstation requirements:

- High-demand occupations shall have at least 3 practical workstations.
- Low-demand occupations shall have at least 1 dedicated workstation, depending upon the occupation and assessment requirements.

26. What are the CCTV requirements for an SVP Test Center?

Every SVP Test Center shall install a high-resolution CCTV surveillance system with continuous recording and voice recording capability to ensure transparency and integrity of assessments.

The CCTV system shall provide:

- Complete coverage of the CBT laboratory.
- Complete coverage of all practical assessment areas.
- Complete coverage of reception, waiting areas, and other common areas.
- Centralized monitoring facility.
- Voice recording capability.
- Playback facility with a minimum retention period of 30 days.

For CBT laboratories, one dedicated camera shall monitor every two workstations to ensure clear visibility of assessment activities.

27. What are the internet and power backup requirements?

The Test Center shall maintain uninterrupted internet and electrical power throughout all assessment activities.

The minimum requirements include:

- High-speed internet connectivity.
- Backup internet connection to ensure continuity in case of network failure.
- Reliable electricity supply.
- Standby backup generator capable of supporting uninterrupted assessment operations.

Any interruption affecting assessment quality may result in operational non-compliance.

28. What are the washroom and hygiene requirements?

The Test Center shall provide clean, hygienic, and easily accessible washroom facilities for candidates and staff, with separate washrooms dedicated for females.

29. Are emergency exits and safety arrangements mandatory?

Yes. Every SVP Test Center is required to maintain appropriate safety arrangements to ensure the well-being of candidates and staff during assessment activities.

The Test Center shall provide:

- Clearly marked emergency exits.
- Safe evacuation routes.
- Fire safety arrangements, where applicable.
- Appropriate safety signage.
- Safe working environment within both CBT and practical assessment laboratories.
- Trade-specific safety equipment for practical assessments.

All practical laboratories shall comply with prescribed occupational safety requirements before being approved for assessment activities.

30. What are the driving track requirements for driving trades?

Test Centers offering driving occupations shall provide dedicated assessment tracks in accordance with the dimensions prescribed by Saudi Takamol.

Car / Taxi Driver

- Track Shape: **L**
- Track Length: **50 × 50**
- Track Width: **10 × 10**
- Turn Width: **12 × 12**
- Maximum one forward/reverse adjustment is permitted.

Mini Truck Driver

- Track Shape: **L**
- Track Length: **150 × 150**
- Track Width: **15 × 15**
- Turn Width: **21 × 21**
- Maximum two forward/reverse adjustments are permitted.

Truck Driver

- Track Shape: **L**
- Track Length: **200 × 200**
- Track Width: **16 × 16**
- Turn Width: **25 × 25**
- Maximum two forward/reverse adjustments are permitted.

Bus Driver

- Track Shape: **L**
- Track Length: **200 × 200**
- Track Width: **18 × 18**
- Turn Width: **28 × 28**
- Maximum two forward/reverse adjustments are permitted.

Motorcycle

- Track Shape: **Figure 8**
- Track Length: **50 × 50**
- Circle Width: **25 × 25**

All driving assessment tracks shall be maintained in accordance with the prescribed specifications to ensure fair, standardized, and safe practical assessments.

31. What staff positions are mandatory for an SVP Test Center?

An SVP Test Center shall maintain qualified personnel, including a Test Center Manager, Internal Validator, Trade Assessors, Reception, Administrative Staff, Technical Support Staff, and Security Personnel to ensure smooth, secure, and compliant assessment operations.

32. What qualifications are required for assessors?

Assessors must meet the minimum educational qualifications and relevant work experience prescribed by NAVTTC and Saudi Takamol for their respective trade categories, along with possessing the required technical competency and professional integrity.

33. Can one assessor assess multiple trades?

Yes. An assessor may assess multiple trades provided they meet the prescribed qualification, experience, and competency requirements for each respective trade and have been approved accordingly.

34. What is the role of the Internal Validator?

The Internal Validator is responsible for ensuring that all assessment activities are conducted in accordance with SVP standards by verifying infrastructure readiness, monitoring compliance, validating assessment records, and reporting any irregularities.

35. How do candidates register for the SVP assessment?

Candidates register through the official SVP Portal by creating an SVP online profile, selecting the trade, assessment city, and preferred date, and completing the online approval process.

36. Can candidates register themselves, or is an agent required?

Candidates may register themselves directly through the SVP Portal or obtain assistance from authorized agents or Overseas Employment Promoters (OEPs).

37. How is the assessment fee paid?

The prescribed assessment fee is paid online through the SVP Portal using the available electronic payment methods before the appointment is confirmed.

38. How are candidates allocated to Test Centers?

Candidates are automatically allocated to an approved Test Center through the centralized SVP system based on the selected city, trade, assessment date, and available capacity.

39. Can candidates choose their preferred Test Center?

No. Candidates may select their preferred assessment city, while the SVP system automatically assigns an approved Test Center to ensure fairness and efficient utilization of available capacity.

40. What documents must candidates bring on the assessment day?

Candidates must bring their original passport , SVP appointment/roll number slip, CNIC for identity verification before the assessment.

41. How early should candidates report to the Test Center?

Candidates should report to the Test Center at least 15 minutes before their scheduled assessment time to complete the verification and check-in process.

42. What happens if a candidate arrives late?

Candidates arriving after the prescribed reporting time will not be permitted to appear in the assessment and must book a new appointment through the SVP Portal.

43. Can a candidate appear without the original passport?

No. The original passport is the primary identification document, and candidates without it shall not be permitted to appear for the assessment.

44. What happens if the passport details do not match the appointment ticket?

If the passport number or other mandatory passport details do not match the appointment ticket, the candidate shall not be allowed to appear unless the discrepancy falls within the approved verification guidelines.

45. Can candidates update their personal information or name on the SVP Portal?

Yes. Candidates may update eligible personal information, including their name through the Name Edit facility available on the SVP Portal, subject to the applicable verification requirements.

46. What happens if a candidate fails the assessment?

Candidates who do not successfully complete the assessment may apply for a re-attempt by booking a new appointment through the SVP Portal.

47. How can a candidate book a re-attempt?

Candidates may log in to the SVP Portal and book a new appointment after the assessment result has been uploaded, subject to the availability of assessment slots.

D. Test Center Operations

48. How are monthly assessment schedules prepared?

Test Centers prepare their monthly assessment schedules during the second week of each month and submit them to NAVTTC for approval.

49. Who approves of the monthly assessment schedule?

All assessment schedules are reviewed and approved by NAVTTC before being uploaded to the SVP Portal.

50. What are the scheduling guidelines that Test Centers must follow?

Schedules must maintain a minimum two-hour gap between sessions of the same trade, include a 30-minute lunch break, mention assessor names, and comply with the prescribed operational timings.

51. What preparations are required before the assessment day?

Test Centers must prepare candidate records, evaluation forms, task booklets, practical labs, CBT facilities, CCTV systems, internet connectivity, and power backup before the assessment.

52. What activities are carried out on the assessment day?

Candidates undergo document verification, attendance, locker deposit, CBT assessment, practical assessment, and evidence recording in accordance with SVP procedures.

53. How is the Computer-Based Test (CBT) conducted?

Candidates complete a 15-question computer-based assessment through the SVP Portal, with questions received directly from Saudi Takamol and submitted automatically for evaluation.

54. How is the practical assessment conducted?

Candidates perform trade-specific practical tasks selected through the official task allocation system, which are evaluated by approved assessors using standardized evaluation criteria.

55. How are driving trade assessments conducted?

Driving candidates are assessed on the CBT test, prescribed driving track and additionally complete a workshop-based practical assignment covering basic vehicle maintenance and emergency procedures.

56. What evidence must be captured during assessments?

Mandatory evidence includes photographs during document verification, CBT, and practical assessment, along with a short video of the practical assessment for compliance and monitoring purposes.

E. Monitoring and Quality Assurance

57. How are Test Centers monitored by NAVTTC and Saudi Takamol?

Test Centers are monitored through a combination of **online monitoring, physical inspections, and compliance reviews** to ensure adherence to SVP standards.

58. What is online monitoring?

Online monitoring involves remote supervision of CBT and practical assessments through CCTV systems, uploaded evidence, and the SVP digital platform.

59. What is physical monitoring?

Physical monitoring consists of on-site visits by NAVTTC Project Managers, Field Monitors, and Saudi Takamol representatives to verify operational compliance.

60. How often are Test Centers physically inspected?

Each approved Test Center is physically inspected at least once every quarter, in addition to any special inspections conducted as required.

61. What records must Test Centers maintain?

Test Centers must maintain assessment records, candidate documentation, evaluation forms, evidence files, and CCTV recordings as prescribed by SVP.

62. How long should CCTV recordings be retained?

CCTV recordings, including audio, must be securely retained for a minimum period of 30 days.

F. Compliance and Ethics

63. What ethical standards must assessors follow?

Assessors shall maintain professionalism, impartiality, confidentiality, and integrity while conducting assessments and must strictly follow all SVP procedures.

64. What actions may result in suspension or disqualification of an assessor?

Cheating, bias, misconduct, breach of confidentiality, providing assistance to candidates, or violation of SVP procedures may result in suspension or permanent disqualification.

65. Under what circumstances can a Test Center be suspended?

A Test Center may be suspended for non-compliance with SVP standards, assessment malpractice, repeated violations, or failure to implement prescribed corrective actions.

66. How can a suspended Test Center restore its approval?

A suspended Test Center may restore its approval by satisfactorily addressing all identified non-compliances and implementing the required corrective actions, subject to approval by NAVTTC and Saudi Takamol.

67. What are the responsibilities of an Internal Validator in maintaining compliance?

The Internal Validator is responsible for monitoring assessment activities, verifying compliance with SVP standards, reviewing documentation, and promptly reporting any irregularities.

G. Complaints and Support

68. How can a Test Center seek technical or operational support?

Test Centers may seek technical or operational support by raising a support ticket through the SVP Portal or contacting the designated NAVTTC focal person.

69. How can candidates submit complaints?

Candidates may submit complaints through the dedicated Complaint Resolution Section at NAVTTC or the official SVP WhatsApp complaint number (0320-5697096).

70. How are documentation discrepancies resolved?

Documentation discrepancies are resolved through the official support ticketing system after verification by NAVTTC and, where required, Saudi Takamol.

71. Is there an official communication channel for Test Centers?

Yes. NAVTTC maintains an official WhatsApp group for Test Centers to facilitate timely communication and operational guidance.

72. Who should be contacted for urgent operational issues?

For urgent operational matters, Test Centers should contact the designated NAVTTC focal person or communicate through the official Test Center WhatsApp group.

H. Miscellaneous

73. How are assessment results communicated to candidates?

Assessment results are electronically uploaded to the candidate's SVP Portal upon completion of the assessment process.

74. How long does it take for results to be uploaded?

Assessment results are normally uploaded to the SVP Portal within 24 hours of the assessment.

75. Who has access to CBT results?

CBT results are processed by Saudi Takamol, and NAVTTC and Test Centers do not have access to the CBT results.

76. Can a Test Center conduct assessments without prior approval of the schedule?

No. Test Centers may only conduct assessments according to schedules that have been approved by NAVTTC and uploaded to the SVP Portal.

77. Where can institutions obtain further information regarding the SVP or the EOI?

Institutions may obtain further information through the official NAVTTC website, the designated SVP focal persons, or the communication channels specified in the EOI notice.