CONCEPT

Qiwa Platform Training: Contract Authentication and Establishment File Management

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Technical depth: Practitioner · **Practical mode:** Lab

Introduction

Qiwa, the labour e-services platform of the Ministry of Human Resources and Social Development in Saudi Arabia, now holds the authoritative record of an employer's workforce. Since April 2026 only contracts documented on Qiwa count towards Nitaqat, and establishments must reach a 90% documentation rate. An unsigned contract, a wrong occupation or an unrevoked user can block permits and distort compliance ratings. This Core Concept course gives HR and personnel staff hands-on practice in running a Qiwa account correctly, from user set-up to contract authentication and monthly reconciliation. Participants leave with a Qiwa Establishment File Control Pack.

Course Objectives

- Set up and maintain Qiwa establishment users, roles and delegations using least-privilege access principles
- Create, send, amend, renew and terminate employment contracts through the full Qiwa authentication workflow
- Maintain the Qiwa establishment file, including employee records, occupations and permit data, so that it matches internal HR records
- Process employee transfers, work permit renewals and occupation corrections on Qiwa within their required timelines
- Detect and resolve contract documentation, record and compliance exceptions before they block services or affect the Nitaqat band
- Apply a Qiwa Establishment File Control Pack of procedures, access matrix and reconciliation checks in daily operations

Target Audience

- HR officers who issue and authenticate employment contracts on Qiwa
- Personnel and employee services staff who maintain employee records and establishment data
- Government relations staff who process work permits, transfers and employer service requests
- HR system administrators who manage Qiwa user accounts and delegations
- Payroll and HR operations staff who reconcile employee data across Qiwa, GOSI and internal systems

Course Outline

Day 1: Qiwa and the Establishment File

- Qiwa Account Architecture: Establishment, Individual and Service Provider Accounts
- Establishment File Components: Commercial Registration, Unified Number and Workforce List
- Nafath Digital Identity Verification and Qiwa Account Activation
- Qiwa Business Service Catalogue: Permits, Transfers, Saudization Certificate and Ajeer
- Establishment File Health Check Using a Baseline Checklist

Day 2: Process, Records and Access Control Standards

- BPMN 2.0 Mapping of the Qiwa Contract Authentication Workflow
- SIPOC Analysis for Contract, Permit and Transfer Services
- ISO 15489-1 Principles for Authoritative Electronic Employment Records
- ISO/IEC 27001 Access Control and Maker-Checker Principles for Qiwa Users
- RACI Matrix for Qiwa Services Across HR, Payroll and Government Relations

Day 3: Hands-On Qiwa Contract and File Operations

- Qiwa Contract Creation Lab: Fixed-Term, Indefinite and Part-Time Templates
- Employee Acceptance, Rejection and Amendment Request Handling
- Contract Renewal Scheduling, Expiry Alerts and Termination Recording
- Occupation Change and Employee Data Correction Requests
- Employee Transfer and Work Permit Renewal Processing

Day 4: Exceptions, Data Quality and Compliance Risk

- Undocumented and Expired Contract Exception Reports on Qiwa
- Qiwa, GOSI and Mudad Record Reconciliation Using ISO 8000 Data Quality Concepts
- Contract Documentation Rate Tracking Against the 90% Target and Nitaqat Impact
- User Access Reviews and Revocation of Leavers' Qiwa Delegations
- Violation Notices, Objection Requests and Evidence File Preparation

Day 5: Lab Practice and the Control Pack

- Multi-Branch Retailer Scenario: Bulk Qiwa Contract Documentation Backlog
- Contracting Firm Scenario: Occupation Mismatches Blocking Permit Renewals
- Qiwa Contract Authentication SOP Drafting
- User Access and Delegation Matrix With Monthly Reconciliation Checklist
- Qiwa Establishment File Control Pack Walkthrough and Peer Review

Skills You Will Gain

- Electronic Contract Administration
- Establishment File Maintenance
- Platform User Access Management
- Employee Record Reconciliation
- Service Request Processing
- Exception Handling
- Process Mapping
- Evidence File Preparation

Why Attend This Course

- Return to work with a Qiwa Establishment File Control Pack ready to use from the first working day
- Clear Qiwa contract documentation backlogs and expiry alerts before they block permits or pull down the Nitaqat band
- Keep Qiwa, GOSI and internal HR records in step so that compliance figures reflect reality
- Learn from the errors other HR teams in retail, contracting, healthcare and hospitality have already made on Qiwa

Conclusion

An establishment's Qiwa record is only as reliable as the routines behind it. This course moves from the structure of the Qiwa establishment file, through process, records and access control standards, to hands-on contract, permit and transfer operations and the documentation exceptions that now feed directly into Nitaqat. The final day brings that together in a Qiwa Establishment File Control Pack that participants take back to their HR team, giving them a consistent and auditable way to run their Qiwa account every month.