



الهيئة الوطنية  
للمؤهلات وضمان جودة التعليم والتدريب  
National Authority for Qualifications &  
Quality Assurance of Education & Training

# **Directorate of Vocational Reviews Second Monitoring Visit Report**

**Confidential**

**National Institute of Technology  
Manama  
Kingdom of Bahrain**

**Date of last review: 19 - 21 March 2012**

**Date of first monitoring visit: 9 December 2012**

**Date of second monitoring visit: 4 July 2013**

VO046-C2-Mb003

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## Monitoring visit

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The purpose of monitoring visits is to evaluate the progress made by an institute in addressing the key issues for action identified by the review report.

### Information about the provider

National Institute of Technology (NIT) was established in 1997 and is licensed by the Ministry of Labour to offer courses in computing and information technology (IT) to corporate and individual learners. NIT offers a wide range of externally-accredited and internally-designed non-accredited IT programmes and a number of short training courses in management and soft skills. The institute is a Microsoft Silver Certified partner, an Oracle Approved Education Provider, a Certified Internet Web Professionals (CIW) Authorized Training Partner, an authorized CompTIA partner, ITIL License Affiliated and Prince 2 License Affiliated training Centre. Since December 2012, NIT enrolled 20 learners, in externally-accredited courses.

### Last review/first monitoring visit outcomes

The Overall Effectiveness of NIT was judged inadequate in the review conducted in March 2012. Consequently the institute was subjected to a monitoring visit by the QQA in Dec. 2012. In this monitoring visit, the progress achieved by NIT was judged insufficient as it made no progress in addressing all the four recommendations contained in the review report. The comments of the first monitoring visit is that, although NIT started to make some efforts towards improvement, these are still insufficient to have an impact on learners' achievement and quality of training. Learners' prior attainment and progress during the course although being assessed, implementation was insufficiently systematic as assessment criteria were not clear. Moreover, the added value was minimal as evident through the results of the pre- and post-assessment. Despite trainers being qualified with sufficient technical experience, delivery was still teachers-centred with minimal learners' engagement. Measures used to monitor trainers' performance was not effective enough to have impact on the quality of training.

### Any significant changes to the provider since the last review/monitoring visit:

Since the first monitoring visit on December 2012, NIT has introduced the following changes:

- 1- A pre-assessment tool which is further defined the pre-course assessment
- 2- An improved procedure for evaluating trainers performance

- 3- An 'Experience laboratory' which was introduced to provide learners with virtual switch environment
- 4- Started implementing 'Techania' project, funded by Tamkeen, to improve the institute's infrastructure based on Cisco technology with IBM storage
- 5- The discontinuation of ICDL courses
- 6- The introduction of courses such as; CompTIA, CIW, ITIL and PRINCE2

**Criteria for judging progress on an issue / recommendation and the Provider's overall progress:**

**Table 1: Judgement per recommendation**

<b>Judgement</b>	<b>Standard</b>
<b>Fully Addressed</b>	The provider has demonstrated marked progress in addressing the recommendation. The actions taken by the provider have led to significant improvements in the identified aspect and, as a consequence, in the overall effectiveness of the provider, particularly in the outcomes for learners.
<b>Partially Addressed</b>	The provider has taken positive action to address the recommendation. There is evidence that these actions have produced improvements and that these improvements are sustainable. The actions taken are having a positive, but as yet incomplete, impact on the quality of provision and outcomes for learners.
<b>Not Addressed</b>	The provider has not taken appropriate actions to address the recommendation and/or what actions have been taken have had little or no impact on the quality of provision and outcomes for learners. Weaknesses still persist within this aspect of provision.

**Table 2: Overall Grading**

Grade	Grade Description	Standard
A	<b>Sufficient progress</b>	The provider has fully addressed the majority of the recommendations contained in the review report, and/or previous monitoring report, and includes those which have most impact on learners' achievement, and the rest have been partially addressed. <b>No further monitoring is required.</b>
B	<b>In progress</b>	The provider has at least partially addressed all of the recommendations contained in the review report and/or previous monitoring report.
C	<b>Insufficient progress</b>	The provider has made little or no progress in addressing the majority of the recommendations contained in the review report and/or previous monitoring report.

## Progress on recommendations

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### Recommendation 1.1:

ensure that all learners achieve the intended qualifications or course objective they aim for by:

- implementing effective procedures for assessing, analysing and utilising learners' prior attainment

### Judgment: fully addressed

#### Comment:

Pre-assessment is implemented systematically in all courses. It is carried out during an initial interview with the learners to ensure that all learners enrolled on a course have the right pre-requisites for the intended course and that learners are able to understand the language of the course (technical English). From the samples provided to the review team, initial assessment is relevant and in line with course content and objectives. The institute introduced a batch monitoring and milestone sheets to be used by the trainer to utilise the outcomes of the pre-assessments in customising the delivery of the course and lesson planning.

### Recommendation 1.2:

ensure that all learners achieve the intended qualifications or course objective they aim for by:

- introducing an effective system to assess, record and analyse learners' progress and assessment and regularly inform learners and stakeholders about the outcomes

### Judgement: fully addressed

#### Comment:

NIT has introduced an effective system to assess learners' progress during a course through a number of class activities and mid- and post-assessments. Assessment criteria and marking scheme are defined well. Records of periodical test papers, learners' achievement grades and certificates are organized and kept by the management. From the records and session observation, learners make adequate progress. Learners' performance data sheet is filled accurately by the quality officer.

### **Recommendation 1.3:**

ensure that all learners achieve the intended qualifications or course objective they aim for by:

- devising effective measures to improve attendance and punctuality.

### **Judgment: fully addressed**

#### **Comment:**

NIT has a policy and procedure to systematically record attendance and punctuality. From the maintained records and the sessions observed, attendance and punctuality are documented and followed up as needed.

### **Recommendation 2 :**

ensure that teaching and training is learner-centred and effective in motivating all learners and accommodating their individual needs

### **Judgment: partially addressed**

#### **Comment:**

Trainers are qualified with good technical experience and knowledge and according to the observed sessions, there is an attempt to improve the training delivery approach with the intention of engaging and motivating learners. Less-able learners are adequately supported and accommodated, whereas, the more-able learners are not sufficiently supported.



### **Recommendation 3 :**

enrich courses with additional supporting activities

#### **Judgment: fully addressed**

##### **Comment:**

Since the last monitoring visit, NIT enriched the learners experience with some extra related activities to enhance the courses such as; practical opportunities through computer laboratory experience, actual Cisco Certified Network Associate (CCNA) routers and sharing useful related international webinars links. These laboratories are also provided to learners after course hours.

### **Recommendation 4 :**

introduce more effective trainers' performance monitoring systems.

#### **Judgment: partially addressed**

##### **Comment:**

Since the last monitoring visit, the provider introduced a policy and procedure for trainers' evaluation. The documentations received from the provider shows that trainers are observed by peers at least once for each courses. A verbal feedback is provided to the trainers after each session observation. However, the peer observation forms are not critical and do not provide trainers with information needed on how to improve their teaching techniques. Moreover, the institute collects feedback about trainers' performance form learners and employers and the collected data are aggregated and analyzed by the management. The institute introduced a milestone scheme for further developing trainers' skills and qualifications which is informed by the outcomes of trainers' observation and students and employers feedback.

## Overall Judgement and Further Recommendations

### Overall Judgement: In progress

#### Comment:

NIT started to make efforts towards improving the quality of what they offer. The institute is now graded as 'in progress' as all the recommendations have been at least partially addressed. The institute management introduced proper measures to improve the quality of their provision, including assessing learners prior attainment in all courses systematically, catering for the less-able learners' needs, introducing an effective system to assess learners progress during each course, maintain attendance and punctuality records accurately and systematically, enriching learners experience by introducing relevant extra-curriculum activities, improving training delivery approach to engage and motivate learners and carrying out peer class observations for trainers. However, the impact of these improvements is still limited and not yet fully evident across all areas of the previous recommendations.

#### Monitoring visit recommendations:

In addition to the previous review recommendations that were not fully addressed, NIT needs to address the following:

- ensure that the peer observation is critical and the outcome is effectively utilised.

## Summary of progress grades

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Overall progress grade	Grade: B	Description: In Progress
Recommendations	Description	
Recommendation 1	Fully addressed	
Recommendation 2	Partially addressed	
Recommendation 3	Fully addressed	
Recommendation 4	Partially addressed	