



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

Directorate of Vocational Reviews Monitoring Visit Report

**Al Awael Learning Institute
East Riffa
Kingdom of Bahrain**

Date of last review: 30 May – 1 June 2011

Date of first monitoring visit: 20 June 2012

Date of second monitoring visit: 27 March 2013

VO072-C2-Mb005

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Monitoring visit

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

Al Awael Learning Institute was established in February 2010; it is licensed by the Ministry of Education to provide tutorial, non-accredited Microsoft office IT courses, General English and French language courses.

Al Awael Learning Institute operates from one centre located in East Riffa. The institute is owned by two partners; one of the two partners has the position of the institute's supervisor who actually runs the day-to-day activities. Al Awael employs a receptionist, a bus driver who also works as a cleaner and a part-time messenger. The institute uses twelve teachers on part-time basis. The total number of enrolment on tutorial courses since January 2012 till March 2013 is 686 students. Since January 2012 the institute has suspended the offering of IT and General English courses due to the low demand.

Last review/first monitoring visit outcomes

Al Awael Learning Institute was judged below satisfactory on the previous review, while students' achievements, quality of teaching, support and guidance provided to all students and leadership and management were all judged as below satisfactory, the quality of programme was satisfactory and capacity of the institute to improve further was judged as very weak. The institution was graded with insufficient progress in the first monitoring visit as it made no progress in addressing all the seven recommendations contained in the review report.

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

Since the last review, the institute has:

- replaced most of the previous teachers
- started running one-on-one French language classes
- developed mission and vision statements for the institute
- introduced student feedback form

- introduced pocket size cards for students showing the range of support the institute provides
- is in the process of obtaining the Ministry of Education's approval for new English language course based on Headway Plus books
- created a new web site.

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

Table 1: Judgement per recommendation

Judgement	Standard
Fully Addressed	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.
Partially Addressed	The provider has taken positive actions 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.
Not Addressed	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	Sufficient progress	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. No further monitoring is required.
B	In progress	The provider has at least partially addressed all of the recommendations contained in the review report and/or previous monitoring report.
C	Insufficient progress	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

Recommendation 1:

Improve students' achievement and ensure that it is measured accurately across all courses.

Judgement: not addressed

Comment:

Since the last monitoring visit, the institute management did not take effective measures to address this recommendation. The institute still does not focus sufficiently on raising students' achievement and lack effective systems to measure and monitor students' attainment and progress during the courses. The institute relies entirely on the data from the manual registration and the attendance records of students, which is not aggregated or analyzed to trigger any improvement.

Recommendation 2:

Ensure that initial assessment is conducted effectively and rigorously on General English and IT courses.

Judgement: not addressed

Comment:

Since the last monitoring visit, the management did not take measures to address this recommendation. General English and IT courses are still suspended but, one-on-one IT courses are conducted on request. Although the institute introduced one placement test used for English language courses, this is not used effectively to place students at a level suitable to their abilities.

Recommendation 3:

Improve teaching strategies to engage, motivate, challenge and meet students' varying learning needs.

Judgement: partially addressed

Comment:

At this visit reviewers recorded some progress on addressing this recommendation and the review team considered it as partially addressed. The review team considered the ranges and approaches of teaching strategies used by some trainers in tutorial sessions to be adequate and succeeded in maintaining the engagement and involvement of the majority of the students during the observed lessons. In some cases, students' different learning needs are accommodated appropriately.

Recommendation 4:

Improve the implementation of General English courses to develop the four main skills and provide clear progress level descriptors.

Judgement: not addressed

Comment:

The institute has suspended these courses since the last review visit, the institute has submitted new English language curricular "Cutting Edge" for Upper Intermediate, Elementary, Pre-Intermediate and Advanced courses, these are not approved by the Ministry of Education yet. The management shared with the review team their intention to implement placement test for these new courses, however, there is no sufficient evidence that the approach to implementing these new courses has improved, as the review team was unable to review any data or lesson observation.

Recommendation 5:

Ensure that essential health and safety measures are in place and communicated to students and staff.

Judgement: partially addressed

Comment:

Health and Safety aspects are generally acceptable, with no major hazardous seen. The institute has taken appropriate measures since last visit to improve health and safety. Clear no-smoking and exit signs are posted and the institute has dedicated an assembly point. Whilst the institute does not maintain a formal health and safety policy and procedure, these measures are communicated verbally to all students and parents. The first aid kit is appropriate but, there is no certified first aider in the institute.

Recommendation 6:

Introduce strategic and operational planning to ensure development of provision.

Judgement: not addressed

Comment:

The institute still has not taken effective actions to address this recommendation. The management do not have a clear and detailed strategic or operation plan to guide, monitor and direct their operation. The management does not maintain records about their action planning to address QQA's previous recommendations. The institute does not evaluate effectively how various students have progressed. Parents are not informed about their children progress, although occasionally their views are collected.

Recommendation 7:

Monitor students' and staff's performance through:

1. Collecting and recording data on retention and achievement, ensuring that such data are aggregated to monitor trends over time.
2. Introducing an appraisal system in which internal lesson observation and students' feedback are parts of it.

Judgement: not addressed

Comment:

The institute has not taken proper measures to address recommendations related to the leadership and management. The institute still do not collect or aggregate achievements data. The data collected currently are very basic, which are mainly contact information of students and their parents, and students attendance data. There are no data about students' achievements and progress. The institute still does not have appropriate procedures to ensure quality of teaching. Although the principle visits some sessions, the outcome is not aggregated to improve the quality of teaching. As such the institute does not have a proper lesson observation system to monitor teachers' performance. Whilst the institute has recently started taking students' feedback after course completion, the form is very basic and does not capture important information, such as teaching methodologies, feedback on course material or learning environment. The review team cited few feedback forms that had critical views from students, but these concerns are not addressed yet.

Overall Judgement and Further Recommendations

Overall Judgement: insufficient progress

Comment:

Al Awael Learning Institute has made insufficient progress since its last monitoring visits. The institute management did not take proper measures to improve the quality of their provision. Although they have taken some measures to improve the teaching methodologies during lessons and health and safety aspects and lately introduced students' feedback form but, fill short of addressing the majority of the recommendations such as accurately measuring and

monitoring students' achievement, conducting effective initial assessment and improving all other leadership and management tasks.

Monitoring visit recommendations:

In order to address the original recommendations of the review report, the institute should:

- Improve students' achievement and ensure that it is measured accurately across all courses
- Ensure that initial assessment is conducted effectively and rigorously on General English and IT courses
- Improve teaching strategies to engage, motivate challenge and meet students' varying needs
- Ensure that essential health and safety measures are in place and communicated to students and staff
- Introduce strategic and operational planning to ensure development of provision
- Monitor students' and staff performance through:
 1. Collecting and recording data on retention and achievement ensuring that such data are aggregated to monitor trends over time
 2. Introducing an appraisal system in which internal lesson observation and students' feedback are parts of it.

Summary of progress grades

Overall progress grade	Grade: C	Description: Insufficient Progress
Recommendations	Description	
Recommendation 1	Not Addressed	
Recommendation 2	Not Addressed	
Recommendation 3	Partially Addressed	
Recommendation 4	Not Addressed	
Recommendation 5	Partially Addressed	
Recommendation 6	Not Addressed	
Recommendation 7	Not Addressed	