



NGN Training Center



10 - 12 June 2024



Location
Manama



Learning Areas

- IT and Communications
- Banking, Finance and Accountancy
- Business and Commerce



Total Enrolment
727

Overall effectiveness

Good

Aspect 1:

Assessment and Learners'
Achievement

Aspect 2:

Learners Engagement and
Support for Learning

Aspect 3:

Leadership and
Management

Review Summary

NGN Training Center delivers 'Good' training. Most learners achieve the programmes' Intended Learning Outcomes (ILOs), acquire knowledge and skills, and proceed successfully towards completing their qualifications in a timely manner. This success results from the effective attributes of the management team in creating a stimulating learning environment, supported by effective training and assessment strategies, and an emphasis on linking theoretical learning with practical experience throughout the learning experience. The Center constantly engages in a continuous self-assessment process and purposefully utilises its outcomes to maintain a clear strategic direction for improvement.

Key Positive Features

- Most learners acquire relevant knowledge and develop effective vocational skills which enable them to achieve their qualifications in a timely manner.
- Purposeful alignment of assessment methods administered in a reasonable and well-structured manner.
- Trainers' in-depth knowledge and vocational understanding of their subject area, and their effective employment of training methodologies engaging most learners.
- Conducive learning environment and the offering of purposeful learning opportunities promoting lifelong learning.
- Clarity of strategic direction reflecting a thorough understanding of the market and driven by self-assessment outcomes to inform strategic planning.

Recommendations

- Further improve learners' mastering of skills and progressive acquisition of the programme ILOs.
- Strengthen training strategies and the engagement of the less active learners throughout the sessions.
- Strengthen quality assurance processes by:
 - enhancing the self-assessment tools and their utilisation to improve the quality assurance system.
 - improving the effectiveness of internal verification and moderation processes.

Assessment and Learners' Achievement

Good

- The implemented assessment methods are purposefully aligned with the programme's ILOs and are well-structured with practical and theoretical assessments. NGN's qualifications are externally accredited, regularly updated, and verified with necessary adjustments to ensure meeting programme requirements. Nevertheless, the current assessment verification policy does not entirely capture the carried-out practices.
- NGN's offered programmes are distributed across various skill areas; 15% comprise IT security, digital marketing, and finance, 72% of the total enrolment includes Employability Skills, and 13% Work Readiness Programmes covering specialisations such as data analysis, cybersecurity, professional administration, and legal essentials.
- The Center uses fit-for-purpose internal summative assessment tools to measure learners' achievement, such as post-tests and a variety of auto-corrected quizzes, followed by final examinations and portfolio-based assessments, all of which meet the requirements of awarding bodies. However, there is room to improve the measurement of learners' attainment of ILOs throughout the programme.
- Learners' work is mostly marked and evaluated consistently and fairly based on fit-for-purpose pre-defined grading criteria and key answers. Feedback to learners is regular but varies in quality.
- Most learners acquire knowledge and effective vocational skills, demonstrate relevant competencies and are progressing well towards achieving their qualifications in a timely manner. However, a minority of learners' work quality particularly in the NCFE portfolio-based assessment varies comparatively to others, and /or struggles to meet the assessment standards.
- Learners indicate satisfaction with their skills development, finding it impactful in their work. Most learners show high commitment by regularly attending sessions and actively participating in discussions and in-class activities. A minority of learners demonstrate critical thinking skills and readiness to question the learnt concepts.

Learners Engagement and Support for Learning

Good

- Training at NGN is delivered in a conducive and supportive environment that focuses on the enhancement of the learning experience and learners' well-being enabling them to reach their potential. The learning environment is well-equipped with access to high-tech resources and facilities to support learners' engagement.
- Fit-for-purpose admission arrangements are well-implemented to place learners to the appropriate level and programme. All externally accredited programmes adhere to the awarding bodies entry requirements. Additionally, NGN has implemented a suitable placement test and when required, a structured interview, especially for CompTIA programmes.
- The observed sessions are well-planned and delivered in a progressive manner. Trainers effectively employ their theoretical and practical experiences using purposeful training methodologies and learning resources and citing relevant examples or real-life cases to engage most learners productively throughout the session. Nevertheless, the less active learners are not effectively engaged.
- Trainers effectively use relevant assessments for learning strategies and provide instant feedback to accelerate learners' level of understanding. Mostly, trainers effectively challenge and stimulate learners' critical thinking skills. Yet, in a few cases, the challenge is at adequate level.
- Learners receive effective guidance to overcome their learning problems and support when needed from designated staff. In addition, learners are given purposeful opportunities to promote their lifelong learning and improve their employability prospects through attending networking events and motivational sessions. NGN has potential to further improve the impact of academic support for at-risk learners to fulfil the programme requirements.
- In Work Readiness Programmes, learners have the opportunity to implement their employability skills and competences through well-managed on-the-job training (OJT). Where applicable, NGN also takes the initiative to offer OJT for learners in the CompTIA Security Track and Employability Skills programmes.

Leadership and Management

Good

- NGN's leadership has clear vision and mission focused on achieving business-oriented goals, enhancing hands-on practical learning experiences, and diversifying programme offerings. The leadership and management team plays a positive role in shaping the strategic direction and drawing challenging initiatives guided by a thorough understanding of the market and a regular self-assessment.
- The essential outcomes of self-assessment are derived by analysing various reporting tools, the outcomes of which are purposefully utilised to inform strategic and action plans. Yet, the self-assessment process and its outcomes, to be enhanced further to improve the quality assurance system.
- NGN's operations are governed by quality assurance arrangements, which include a set of sufficiently detailed policies and procedures covering key aspects of the provision; yet a number of policies do not support the current practices. The Center has recently started updating certain policies to meet the National Qualifications Framework (NQF) institutional listing conditions, yet this update is not fully implemented.
- Learners' performance is well monitored and regularly analysed at the programme level and the outcomes are utilised well to inform decision-making. This is reinforced with a fit-for-purpose internal assessment moderation process including NCFE portfolio-based assessment, though the used form and policy are not comprehensive enough for all assessments.
- NGN has sufficient and qualified human resources to fulfil the provision requirements and offers purposeful training opportunities for their continuous professional development. Different means including annual appraisal, session observations, and learners' feedback are used to monitor staff and trainers' performance. However, there is no policy to regulate the implementation of session observation processes.

Next Actions

Action plan to be submitted by the Center, within 20 working days from the receipt of the draft review report.