



## ThinkSmart for Development and Training



08 – 10 December 2025



Location  
Manama



Learning Areas  
Information and Communications  
Technology



Total Enrolment  
2377

Overall effectiveness

**Outstanding**

**Aspect 1:**  
Assessment and Learners'  
Achievement

**Aspect 2:**  
Learners Engagement and  
Support for Learning

**Aspect 3:**  
Leadership and  
Management

### Review Summary

ThinkSmart for Development and Training (ThinkSmart) demonstrates outstanding performance, supported by an accurate self-assessment process that immediately identifies any areas for development. The process ensures addressing the market requirements and promotes business growth, enabling the Institute to strengthen relationships with globally recognized awarding bodies and leading institutions. The Institute utilises a set of policies that cover almost all its practices and procedures to ensure consistency throughout its provision. The impact is clear in providing high-quality Information and Communications Technology (ICT) programmes in well-equipped and easily accessible venues.

The Institute adopts rigorous verification and moderation processes for internal summative assessments to ensure strong alignment with the Intended Learning Outcomes (ILOs), fairness in marking, and the provision of constructive feedback for learners. In addition, it utilises the outcomes of admission tools to place learners at the appropriate programme levels and provide purposeful opportunities to support both their learning and lifelong development. Moreover, ThinkSmart effectively utilises the outcomes of monitoring the performance of learners and trainers to inform decision-making, resulting in improved overall effectiveness. Although the Institute's overall performance is outstanding, it can further enhance its provision by challenging a few learners' abilities to improve their acquisition of theoretical knowledge to a greater extent. Moreover, it can systemise the governance of the self-assessment process to sustain outstanding performance.

## Key Positive Features

- Internal summative assessments are well-structured and rigorously verified and moderated to ensure strong alignment with ILOs while providing constructive feedback.
- The vast majority of learners acquire advanced ICT knowledge and skills, enabling most of them to obtain the qualifications they aim for on the first attempt.
- Training and assessment-for-learning strategies are effectively applied in a conducive learning environment.
- The outcomes of admission tools are effectively utilised to provide purposeful opportunities to support learners and promote their lifelong learning.
- The performance of learners and trainers are closely monitored, and the outcomes are critically used to inform decision-making.

## Recommendations

- Further challenge the abilities of a few learners to improve their acquisition of theoretical knowledge.
- Further systemise and promote the governance of the self-assessment process.

## Assessment and Learners' Achievement

### Outstanding

- ThinkSmart offers a diverse selection of externally accredited programmes from reputable awarding bodies in the ICT field. 82% of learners are enrolled in Microsoft-certified programmes, with 57% of the total enrolment in Microsoft Power BI Data Analyst Associate programme. The remaining 18% are enrolled in Amazon Web Services (AWS) programmes, primarily in the AWS Essentials and AWS Cloud Practitioner programmes.
- The Institute employs a rigorous assessment process to evaluate learners' actual attainment of ILOs. The implemented scenario-based assessments, including pre-tests, post-tests, and class activities, are well-administered and controlled. A meticulous verification process is conducted to ensure alignment with ILOs and match the level of complexity of the awarding bodies' examinations, thus ensuring that learners are well-prepared for certification. Moreover, these assessments are designed to be autocorrected, providing detailed feedback immediately upon submission to maximise the benefit of the entire process.
- The vast majority of learners gain solid ICT skills; this is reflected in their high proficiency rates in internal assessments. Consequently, 95% of those who chose to sit for the examinations pass from the first attempt, exceeding Microsoft's global average pass rate. However, a few learners show inconsistent acquisition of theoretical concepts and require a second attempt to pass the awarding bodies' examinations.
- Learners and employers express high levels of satisfaction with the training practices, the skills gained, and the impact on career progression. Almost all learners demonstrate high commitment to their learning, demonstrated through regular attendance and active participation in session activities.

## Learners' Engagement and Support for Learning

### Outstanding

- Trainers demonstrate deep knowledge of the subjects they deliver and use their experience to create a conducive learning environment in which theoretical concepts are well-linked to real-life examples, leading to smooth delivery and clear progression in learners' acquisition of session objectives.
- The observed sessions are learner-centred, where engaging training methodologies are effectively utilised, such as simulation, constructive discussions, and online resources to apply theoretical concepts. Moreover, learners' needs are carefully considered while planning sessions; as a result, the vast majority of learners were eager to ask and answer questions, demonstrating a high level of engagement.
- Trainers consistently assess learners' understanding by using challenging oral and practical assessment-for-learning strategies. These assessments are followed by informative feedback and are linked to open-ended questions to explore other possible scenarios, such as improving incident response on Azure system, which stimulates learners' critical thinking. The abilities of a few learners could be further challenged to maximise their benefit.
- ThinkSmart applies health and safety requirements throughout its premises and facilities and primarily provides training in hospitality venues that are well-equipped and easily accessible to all learners, including SEND learners.
- The Institute implements relevant admission tools, such as placement tests and interviews. The outcomes of these tools are carefully analysed to ensure learners are placed at the appropriate programme level and to purposefully tailor the induction sessions. In addition, several support opportunities are effectively provided, including extra sessions and unlimited practice using online resources. Furthermore, learners who fail in the first attempt are offered free vouchers and training. These opportunities have led to high achievement rates across different programmes.
- ThinkSmart provides diverse opportunities to promote lifelong learning among its learners. These opportunities include enhancing learners' skills to address real-world challenges. Upon completing programmes, a representative number of learners secured employment, while others were promoted in the ICT sector. Moreover, many learners are encouraged to attend job fairs inside and outside the Kingdom of Bahrain, and others are offered several internship opportunities, enabling them to gain hands-on experience.

## Leadership and Management

### Outstanding

- ThinkSmart assesses its performance through tools such as SWOT, gap, and market needs analyses. Outcomes are thoroughly reviewed, driving initiatives that strengthen relationships with reputable awarding bodies and organisations. As an active Microsoft member, ThinkSmart was honoured as “Member of the Year” by the Leading Learning Partners Association. Accurate self-assessment highlights issues in terms of learners’ achievement and training quality, which are addressed through rigorous follow up and regularly used to update the strategic plan.
- The Institute utilises a comprehensive set of policies that govern its processes and procedures, leading to consistent practices across its provision; however, it can further systemise the self-assessment process by strengthening the governance of procedures.
- ThinkSmart maintains reliable and accurate data about learners’ performance, including records of attendance, punctuality and achievement. These records are analysed on quarterly basis for each batch and programme. The outcomes are utilised to inform decision-making and enhance the overall provision, such as introducing Artificial Intelligence related programmes based on learners’ suggestions and updating the registration form to minimize the number of learners who do not sit for the final examinations.
- Although the Institute utilises a set of online tests that are auto corrected and provide instant, constructive feedback upon submission, the moderation process adds an additional layer of quality assurance to ensure fairness in marking and the high quality of feedback.
- ThinkSmart has a sufficient number of staff and trainers, recruited through a rigorous process to ensure that their potentials are aligned with assigned roles and responsibilities and supports the achievement of the Institute’s goals. In addition, staff performance is closely monitored using comprehensive criteria that assess both personal qualities and job performance. Trainers’ performance is regularly observed, areas for development are shared with them, and purposeful continuous professional development opportunities are provided to maintain the high quality of training. However, the process could be further enhanced through a stronger emphasis on learners’ achievement.

#### Next Actions

The Institute must submit an Action Plan within 30 days from receiving the draft report.