



Learner Management Guidelines

Standard Procedures

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REVISION HISTORY

The whole document is reviewed every year for any relevant/ required changes. This is a requirement of the Institute to ensure the relevance to the implemented systems and processes.

Rev	Date	Reviser	Dept.	Rev Description
0.0	March 2019	Faiqa	OP	Initial Release
1.0	May 21, 2019	Faiqa	OP	Scope of the Guidelines
2.0	November 19, 2020	QAT	OP	Reinforcement
3.0	May 27, 2020	QAT	OP	Counselling Session
4.0	September 1, 2021	Eduardo Tangug	OP	Masterlist/ Learner Management Database

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1. Introduction

One of the core businesses of the Institute is its training and professional certification, thus, it undertakes considerable effort in ensuring that the learners/ registrants of its offered courses are provided not only with the right up-to date curriculum but as well as the needed infrastructure, support, guidance and counselling to complete the learning journey successfully.

Training Plus Institute does not set boundaries and limitations in its endeavor of providing a learning system whereby it efficiently bridges the gap of the learners to the course trainers and the selected course modules.

Training Plus Institute is guided by a maxim of “A quality learning is a product of a planned and well thought-out learning program”.

2. Scope of the Guidelines

All registrants/ learners of the Institute are covered on this guideline, either active or not provided that the latter has taken a course not more than 05 Years (timeframe depends on the type of request – 5 Years is the max as documents and records can be deleted/ shredded by that time) from the date of registration/ inquiry and/or correspondence. This guideline details the following but not limited to:

- Learning Resources and Reinforcements
- Feedback and Support System
- Counselling Session
- Progression and Learning Pathways
- Learning Management System (LMS)
- Learners Achievement and Record Keeping
- Learners with Special Needs
- Infrastructure
- Continuous Professional Development of Personnel

3. Definition of Terms

CPD : Continuous Professional Development

Induction	: An activity done at the first session of a class. It introduces the Institute and the Trainer to the Students. This is done by the Operations Manager.
Infrastructure	: Physical/ technological components/ requirement of a training program including its support requirements
Institute	: Refers to Training Plus Institute (TPI)
Leaners	: This refers to the students/ trainees/ registrants of the course.
Learning Resources	: Other resources provided by the Institute apart from the course module
LMS	: Learning Management System
Progression	: Career Progression as highlighted in the course structure

4. Procedure


The Operations team as well as the training services section are primarily responsible in ensuring that the Learners are being provided the best learning experience throughout the whole training program. With the level of engagement and support of other departments and of the management, it clearly manifests the professional approach on how business activities are done in the Institute. To ensure success of the learners, the following Learner Management areas and conditions are continuously met:

a. Learning Resources and Reinforcements

Training resources of the Institute does not solely rely on the course modules and of the technical knowledge of the Trainer. It takes into great consideration other learning materials that can reinforce and enhance the learning experience of the learner. The following resources/ reinforcements are used:

- Extra Lab sessions (enhancement of technique or new technique)
- Case Studies or any Related Literatures
- YouTube Videos
- Practical Exercises
- Written Assessments
- Oral participation
- Group Discussion
- Online Links to Reading Materials (Blogs or Academic Writings)

b. Feedback and Support System

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During the whole duration of the training program, the Institute regularly provides feedback and support to the learners.

- In general, feedback and support are done right after the assessments and lab tests in order for the Trainer to assess the areas of needs of the learners. Often, feedback are given to learners on the spot or during the discussion.
- If a learner wants to request a one-on-one support session, a request can be lodged to the training section. This information is available in the course portfolio.
- The Institute does not limit the number of support sessions as long as the Trainer is available and the time to be allotted is within his/her working schedule.
- The institute provide Free repeat of the program within 6-month period.
- All written feedbacks provided by the Trainer to the Learner are recorded and will form part of the Learner's file. If the comments need attention by the Institute, a counselling session can be advised.
- During the support sessions, a log sheet is filled and will be recorded in the Learner's file.
- Follow-up of learners, after completion of the course, needs to be done by the Sales and Marketing team. This should be within 2-6 months after program completion. Report needs to be summarized and shared to the Operations team. This will form part of the Feedback Analysis.

c. Counselling Session

The Institute provides counselling sessions prior to acceptance confirmation of registration, before the start of the training program, during the duration of the learning experience and right after its completion whenever required by the Learner. Any counselling request after completing the training will be accepted by the Institute provided that the request date is less than 365 days from the last day of training.

- To ensure that the Learner is taking the right training program and if it matches his/her competency level, a pre-admission form is shared to the Learner. This gives the Trainer an idea of the level of competency of the registrant. If the provided information does not suffice, a counselling session will be requested by the Trainer (either through virtual or physical) to the student in order to complete the registration process. A student will not be accepted unless his/her pre-admission

has been confirmed by the Trainer. An Acceptance confirmation letter will be sent out to the Learner as notice of registration acceptance.

- At the start of the 1st session, the Operations Manager will be giving an induction to the Students. In the induction, a brief of the course and its ILO's, a brief about the company, its values, safety guidelines, student rights among others are shared.
- Counselling sessions are not mandatory during the admission process, except to some cases ie external credit transfer request.
- Counselling sessions are available to any learner during the whole duration of the training program. This facility is made available to bridge any gap of the trainer to the learner and vice versa.
- During the training program, if there is/are area/s that the learner needs detailed support, a counselling session can be arranged through the training section or through the registration section, whenever needed and required.
- Counselling request are granted for any learner that took a course from the Institute 365 days prior to the last day of the program (last day of class).
- Learners with "Special Needs" are provided counselling session whenever needed and required in order to level the learning field among other learners. This information is requested in the pre-admission checklist as well as in the Course Portfolio.

d. Progression and Learning Pathways

Progression and Learning pathways is part of the discussion in the induction activity.

During the counselling session and/or support sessions, the Trainer and/or any staff appointed by the Institute will provide initiatives and inputs on the career progression and learning pathways to the learner. This type of feedback mechanism is recorded and will be included in the course outline. The learning pathways and progression of a particular course is also available in the course outline.

It is important to note that even though these concepts are already incorporated in the standard curriculum structure, the Institute still allocates time for a dialogue to each learner for guidance and expert support, whenever required and needed.

5. Learner's Achievement and Record Keeping

The achievements of a learner during the duration of the training program are recorded and filed in his/her Learner file located in the secured shared folder located in the server. Access to the learner's record are provided and given under the Authority Matrix/ structure approved by the Management. Records are kept as per the statute of the Kingdom of Bahrain but not less than 05 years from the last date of activity. All the records of a learner including his/her assessments will be safe kept in the Learner file. This folder is to be regularly backed up in the server.

6. Learning Management System

Training Plus Institute's Learning Management System is based on the concepts of security, tracking, reporting, monitoring, retrieval and administration of information and data of the Learner and its program curriculum/ modules in order to properly provide a quality, engaging and effective learning experience. Each registered student will be assigned an ID reference number distinct and original from others. This ID number will be used in the ease of monitoring and recording of the Students learning documents. Apart from the student ID, the course/s he/she registered, the date taken, the instructor/ facilitator of the course, his/her assessment records and attendance will be recorded in the Learning Management Monitoring Database. Important information recorded in the Database are the following:

- Student ID
- Student Name
- National ID No./ Passport Number
- Nationality
- Gender
- Date of Birth
- Company
- Company Representative
- Course Details (Series of Courses)
 - Course Code
 - Course Title
 - Trainer Name
 - Run Dates
 - Attendance Record
 - Exam Result

- Assessment Result
- Certification Status
- Remarks

7. Recognition of Prior Learning (RPL)

Considered as an assessment of individual knowledge, skills and competence acquired through previous formal and informal learning. It is used to grant learning credits towards qualifications in order to promote the concept of life learning within the framework of the kingdom of Bahrain by enhancing progression path way between education and training sector and the development of a common understanding of RPL in the context of NQF.

- To provide guidance to institution in developing mechanism for RPL in accordance with the current education and training regulation.
- Recognizes that knowledge and skills can be attained from a broad range of learning. The Institute is therefore committed to ensuring that, where appropriate, knowledge and skills which are gained via certificate programs of other recognized awarding bodies can be given credit towards its own professional qualification programmes
- An applicant's previous study, work experience, and training may be counted as credit towards their study programme. However, the Learner will have to formally apply for this to be considered. The Learner pre training form application should detail the applicant's prior qualifications and/or prior experience that meet the learning outcomes of specific modules on the course he/she is taking or wishes to apply for. This will then be considered by the RPL committee, which will communicate its decision to the applicant
- RPL should operate to ensure that students do not duplicate previous learning during their time at TPI, whilst maintaining the need for Learner to demonstrate successful attainment of the learning outcomes appropriate to their award.
- For an RPL request, a counselling session should be arranged with the trainer for the latter's confirmation on the competency and level of knowledge of the Learner.

Guidelines of recognizing previous learning

- i. Submission of Required Documents (Request form, previous learning, pre-training screening form..etc.)
- ii. Evaluation of previous learning/ competency
- iii. RPL can be applied either before the start of the program or during the program as the learning progresses but should not be more than halfway of it. The reason is that

a learner may not be able to get the whole grasp of the content of the course until he comprehends it firsthand. Realization of a prior learning on a particular course may not come in handy before the start of a course.


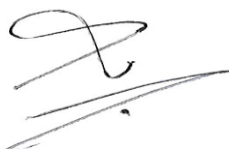
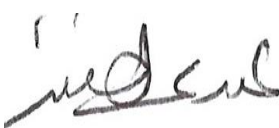
- iv. RPL evaluation till finalization will take 10-15 working days.

RPL Procedure

- i. The learner is required to submit to the Registration team a formal request of recognition of prior learning (RPL).
- ii. Upon receipt of the request along with the required documents, the training manager and the Operations Manager will assess the request and evaluate the learner documents.
- iii. For any learner with special needs, the Institute is to ensure that it will provide the necessary support as per its admission policy guidelines.
- iv. Required documents would be the following but not limited thereto:
 - a. Letter of Request
 - b. Certificate Copy (Employment Cert/ Training Cert...)
 - c. Recommendation (whenever required)
- v. If required, a counselling session can be arranged with the learner.
- vi. Counselling is to be administered by the Trainer. In some instances, the Training Manager can also be present but is not required.
- vii. Approval of a counselling decision is to be signed off by the General Manager.
- viii. Processing of any RPL request from receipt thereof till its approval/ disapproval result shall not be more than 10-15 working days.
- ix. Notification will be through phone call, email or post mail as per the information provided during the registration.

8. Forms/ Records/ Related SOP

- Pre-Admission Form
- Credit Transfer Policy Guidelines
- Admission Form
- Course Outline
- Course Portfolio
- Induction Presentation

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