



Learner's Management Guidelines

Standard Procedures

TPI-OP-PR-020

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LEARNER'S MANAGEMENT GUIDELINES

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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 365 days from the date of 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

3. Definition of Terms

Infrastructure	: Physical/ technological components/ requirement of a training program.
Institute	: Refers to Training Plus Institute (TPI)
Learners	: 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, especially 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
- Online Links to Reading Materials (Blogs or Academic Writings)

b. Feedback and Support System

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

- Most often, 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.
- If a learner wants to request a one-on-one support session, a request can be lodged to the training section or to the registration team in order to book an appointment with the Trainer.
- 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 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.

c. Counselling Session

The Institute provides counselling sessions prior to acceptance of registration, before the start of the training program, during the duration of the learning experience and right after its completion. Any counselling request after taking 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 counselling session is provided during the registration process, whenever needed and required.
- Before the start of the 1st session, the trainer will be giving a counselling session in order for the learners to fully understand the ILO and other expectations of the course program, whenever needed and required.
- During the training program, if there 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.

d. Progression and Learning Pathways

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.

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 in Google class. As well in share folder the trainer provide 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.

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.

7. Forms

- Learner's Pre Training Form
- Learner's Support Form


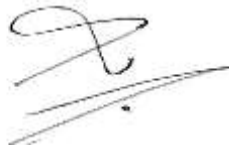

8. Recognition of Prior Learning (RPL)

Consider as an assessments of individual knowledge skills and competence acquired through previous non formal and informal which is used to grant status or credit towards and qualifications to promote the concept of life learning within the Qualification system of the kingdom of Bahrain by enhancing progression path way between education and training sector and development a common understanding of PRL 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 the certificated programmers of other recognized awarding bodies can be given credit towards its own professional qualification programmers
- An applicant's previous study, work experience, and training may be counted as credit towards their study programmer. 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.

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