



هيئة جودة التعليم والتدريب
Education & Training Quality Authority
Kingdom of Bahrain - مملكة البحرين

Directorate of Higher Education Reviews

Programme Follow-Up Visit Summary

**Bachelor in Tourism
College of Arts
University of Bahrain
Kingdom of Bahrain**

First Follow-up Visit Date: 21-23 September 2020

Review Date: 5-9 November 2017

HC110-C2-F016

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The Programme Follow-up Visit Overview

The follow-up visit for academic programmes conducted by the Directorate of Higher Education Reviews (DHR) of the Education & Training Quality Authority (BQA) in the Kingdom of Bahrain is part of a cycle of continuing quality assurance reviews, reporting and improvement.

The follow-up visit applies to all programmes that have been reviewed using the Programmes-within-College Reviews Framework, and received a judgement of 'limited confidence' or 'no confidence'.

This Report provides an account of the follow-up process and findings of the follow-up panel whereby the Bachelor in Tourism, at the University of Bahrain (UoB) was revisited on 21-23 September 2020 to assess its progress in line with the published Programmes-within-College Reviews Framework and the BQA regulations.

A. Aims of the Follow-up Visit

- (i) Assess the progress made against the recommendations highlighted in the review report (in accordance with the four BQA Indicators) of UoB's Bachelor in Tourism since the programme was reviewed on 5-9 November 2017.
- (ii) Provide further information and support for the continuous improvement of academic standards and quality enhancement of higher education provision, specifically within the Bachelor in Tourism programme at UoB, and for higher education provision within the Kingdom of Bahrain, as a whole.

B. Background

The review of the Bachelor in Tourism, at UoB in the Kingdom of Bahrain was conducted by the DHR of the BQA on 5-9 November 2017. The overall judgement of the review panel for the Bachelor in Tourism programme, of UoB was that of '**limited confidence**'. Consequently, the follow-up process incorporated the review of the evidence presented by UoB to the DHR, the Improvement Plan submitted to BQA, the Progress Report and its supporting materials and the documents submitted during the follow-up site visit and those extracted from the interview sessions.

The external review panel's judgement on the UoB's Bachelor in Tourism programme for each Indicator was as follows:

Indicator 1: The learning programme; '**satisfied**'

Indicator 2: Efficiency of the programme; '**satisfied**'

Indicator 3: Academic standards of the graduates; '**not satisfied**'

Indicator 4: Effectiveness of quality management and assurance '**satisfied**'

The follow-up visit was conducted by a (Panel) consisting of two members. This follow-up visit focused on assessing how the Institution addressed the recommendations of the report of the review conducted on 5-9 November 2017. For each recommendation given under the four Indicators, the Panel judged whether the recommendation is 'fully addressed', 'partially addressed', or 'not addressed' using the rubric in Appendix 1. An overall judgement of 'good progress', 'adequate progress' or 'inadequate progress' is given based on the rubric provided in Appendix 2.

C. Overview of the Bachelor in Tourism Programme

The Department of Mass Communication, Tourism and Fine Arts has been established in 1998-1999 to offer a number of academic programmes including the Bachelor in Tourism. In 2012, the Department has developed the study plan of the Bachelor in Tourism programme, then it was reviewed and improved in 2017. However, the study plan has been returned to the Department to be included in the UoB form of introducing new programmes. At the time of the site visit, the total number of the registered students was (213). Currently, there are two academic members working full-time and contributing to the delivery of the programme, in addition to the contribution of professors from other departments to teach some required courses.

1. Indicator 1: The Learning Programme

This section evaluates the extent to which the Bachelor in Tourism programme of UoB, has addressed the recommendations outlined in the programme review report of November 2017, under Indicator 1: The learning programme and as a consequence provides a judgment regarding the level of implementation of each recommendation for this Indicator as outlined in Appendix 1 of this Report.

No.	Recommendations	Judgement
1.1	Expedite the implementation of the revised study plan and strengthen the practical aspects in the curriculum to balance between theory and practice, knowledge and skills, in order to ensure that the intended objectives of the programme are achieved	Not Addressed
1.2	Review the intended learning outcomes of the programme in order to be measurable, and ensure the availability of a certified copy, that is known by the students and faculty members	Partially Addressed
1.3	Review the course intended learning outcomes of some courses and the mapping of the course intended learning outcomes to the programme intended learning outcomes to ensure the alignment of course intended learning outcomes of these courses with the course objectives and content, as well as, their contribution to achieving the intended learning outcomes of the programme	Partially Addressed
1.4	Implement the procedures that contribute to the use of e-learning in an appropriate and effective manner, as per the University's teaching and learning strategy in order to achieve the intended learning outcomes and measure its effectiveness.	Partially Addressed

2. Indicator 2: Efficiency of the Programme

This section evaluates the extent to which the Bachelor in Tourism programme of UoB, has addressed the recommendations outlined in the programme review report of November 2017, under Indicator 2 Efficiency of the programme and as a consequence provides a judgment regarding the level of implementation of each recommendation for this Indicator as outlined in Appendix 1 of this Report.

No.	Recommendations	Judgement
2.1	Verify the implementation of the admission policy within the programme - in coordination with the University- in an integral manner and develop an appropriate mechanism to evaluate the appropriateness of the admission criteria in order to improve the level of the admitted students in line with the programme aims and requirements	Not Addressed
2.2	Develop a plan to increase the number of academic members with academic specializations that are suitable for the programme to decrease the academic workload of the faculty members in the programme	Not Addressed
2.3	Adopt a clear plan to support the faculty members to apply for promotion	Not Addressed
2.4	Organize a formal induction programme for the new academics at the department, college, and university levels to introduce them to the policies, regulations and resources of the University and its multiple services, and evaluate the effectiveness of the induction programme	Partially Addressed
2.5	Provide electronic systems that are appropriate for the programme	Not Addressed
2.6	Further utilize the tracking reports and the updated data of the tracking systems to enhance the decisions taken to contribute in improving the educational process	Not Addressed
2.7	Implement a clear plan for providing adequate academic support for students at risk of academic failure to help them to succeed and measure its effectiveness periodically.	Not Addressed

3. Indicator 3: Academic standards of the graduates

This section evaluates the extent to which the Bachelor in Tourism programme of UoB, has addressed the recommendations outlined in the programme review report of November 2017, under Indicator 3: Academic standards of the graduates and as a consequence provides a judgment regarding the level of implementation of each recommendation for this Indicator as outlined in Appendix 1 of this Report.

No.	Recommendations	Judgement
3.1	Implement the benchmarking policy of the University, identify different aspects of benchmarking, and carry out a formal documented study for the similarities and differences between the programme and other similar programmes offered locally, regionally and internationally, in order to benefit from its results in improving the programme	Not Addressed
3.2	Implement rigorous mechanisms to verify the effectiveness of all policies and procedures of the University related to the assessment of the students' achievement, such as providing the students with feedback, detecting the academic plagiarism and moderation, to ensure that the graduates meet the academic standards of the programme	Partially Addressed
3.3	Implement the university procedures related to the internal moderation of the assessment methods in the programme, evaluate their effectiveness, and implement the internal moderation process in a regular and periodical manner	Fully Addressed
3.4	Implement formal procedures related to external moderation that include specific criteria for selecting external moderators, as well as, procedures for contracting with them and a mechanism to ensure the integrity and effectiveness of the moderation process	Not Addressed
3.5	Implement strict arrangements to ensure that the examinations measure critical thinking skills alongside memorizing and recalling skills, and that the level of assessment tools and the student achievements are appropriate for the objectives and the ILOs of both the programme and courses	Partially Addressed
3.6	Implement clear procedures including internal and external moderation to verify that the graduate achievements meet the programme objectives and intended learning outcomes	Partially Addressed

3.7	Conduct a comprehensive study and a systematic analysis of the student cohorts of the programme, to follow up their progression on a yearly basis, identify the reasons for the long study period needed to graduate, conduct a comparison with similar programmes, and use the results to improve the programme	Not Addressed
3.8	Develop and implement a policy and procedures for supervising and assessing the capstone project, as well as, identifying and documenting the responsibilities and duties of both the student and the supervisor	Not Addressed
3.9	Ensure an effective role for the employers' advisory council to benefit further of its proposals and recommendations in the decision-making process of the programme improvement.	Not Addressed

4. Indicator 4: Effectiveness of quality management and assurance

This section evaluates the extent to which the Bachelor in Tourism programme of UoB, has addressed the recommendations outlined in the programme review report of November 2017, under Indicator 4: Effectiveness of quality management and assurance and as a consequence provides a judgment regarding the level of implementation of each recommendation for this Indicator as outlined in Appendix 1 of this Report.

No.	Recommendations	Judgement
4.1	Improved the used approaches to monitor and evaluate the quality assurance management system of the programme and measure its effectiveness	Not Addressed
4.2	Implement arrangements for a comprehensive periodic review of the programme; and develop mechanisms for tracking and monitoring the implementation of improvement plans	Not Addressed
4.3	Continue to develop its mechanisms to survey its stakeholders through a larger representative sample of the labour market, and analyse the data periodically and regularly to utilize the results in developing the programme, and inform all the concerned internal and external stakeholders about the results	Not Addressed
4.4	Conduct rigorous and holistic studies about the labour market, provide detailed information to enable the programme to identify current and future labour market needs.	Not Addressed

5. Conclusion

Taking into account the institution's own progress report, the evidence gathered from the interviews and documentation made available during the follow-up visit, the Panel draws the following conclusion in accordance with the DHR/BQA Follow-up Visits of Academic Programme Reviews Procedure:

The Bachelor in Tourism programme offered by University of Bahrain has made "Inadequate Progress".

Appendix 1: Judgement per recommendation.

Judgement	Standard
Fully Addressed	The institution has demonstrated marked progress in addressing the recommendation. The actions taken by the programme team have led to significant improvements in the identified aspect and, as a consequence, in meeting the Indicator's requirements.
Partially Addressed	The institution 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, yet limited impact on the ability of the programme to meet the Indicator's requirements.
Not Addressed	The institution has not taken appropriate actions to address the recommendation and/or actions taken have little or no impact on the quality of the programme delivery and the academic standards. Weaknesses persist in relation to this recommendation.

Appendix 2: Overall Judgement.

Overall Judgement	Standard
Good progress	The institution has fully addressed the majority of the recommendations contained in the review report, and/or previous follow-up report, these include recommendations that have most impact on the quality of the programme, its delivery and academic standards. The remaining recommendations are partially addressed. No further follow-up visit is required.
Adequate progress	The institution has at least partially addressed most of the recommendations contained in the review report and/or previous follow-up report, including those that have major impact on the quality of the programme, its delivery and academic standards. There is a number of recommendations that have been fully addressed and there is evidence that the institution can maintain the progress achieved. No further follow-up visit is required.
Inadequate progress	The institution has made little or no progress in addressing a significant number of the recommendations contained in the review report and/or previous follow-up report, especially those that have main impact on the quality of the programme, its delivery and academic standards. For first follow-up visits, a second follow-up visit is required,